

# **STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS**

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# **STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS**

## **AIM:**

To create the streamlining ticket assignment for efficient support operations.

## **ABSTRACT:**

This initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.

## **OBJECTIVES:**

This project is to streamline the ticket assignment process within support operations to improve overall efficiency and service quality. This will be achieved by implementing an automated, data-driven system that ensures fair workload distribution, reduces manual intervention, minimizes

response and resolution times, and enhances customer satisfaction through faster and more accurate ticket handling.

## METHODOLOGY:

- 1. Assessment:** Analyze the current ticket assignment process to identify inefficiencies and workload imbalances.
- 2. Requirement Gathering:** Define objectives, performance metrics, and system requirements for improvement.
- 3. System Design:** Develop an automated framework using rule-based or AI-driven ticket routing.
- 4. Implementation:** Integrate the new system into existing support tools and conduct pilot testing.
- 5. Evaluation:** Monitor performance metrics, gather feedback, and refine the process for continuous improvement.

## STEPS TO IMPLEMENT:

- **Create Users**

Open service now.

1. Click on All >> search for users
2. Select Users under system security
3. Click on new
4. Fill the following details to create a new user

The screenshot shows a user creation form titled "User Manne Niranjan". The left side of the form contains fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title, Department, Password needs reset (unchecked), Locked out (unchecked), Active (checked), Web service access only (unchecked), and Internal Integration User (unchecked). The right side contains fields for Email (niranjanreddymanne2507@gr), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los\_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and Photo (Click to add...). At the top right, there are buttons for Update, Set Password, Delete, and navigation arrows.

5. Click on submit .Create one more user:

6. Create another user with the following details

The screenshot shows a user creation interface with the following fields filled in:

Field	Value
User ID	Katherine Pierce
First name	Katherine
Last name	Pierce
Title	(empty)
Department	(empty)
Password needs reset	<input type="checkbox"/>
Locked out	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>
Web service access only	<input type="checkbox"/>
Internal Integration User	<input type="checkbox"/>
Email	(empty)
Language	- None --
Calendar integration	Outlook
Time zone	System (America/Los_Angeles)
Date format	System (yyyy-MM-dd)
Business phone	(empty)
Mobile phone	(empty)
Photo	<a href="#">Click to add...</a>

7. Click on submit

- **Create Groups**

Open service now.

1. Click on All >> search for groups
2. Select groups under system security
3. Click on new

4. Fill the following details to create a new group

Name: certificates  
Manager: Katherine Pierce  
Group email:  
Parent:  
Description:

5. Click on submit

## Create one more group:

1. Create another group with the following details

Name: Platform  
Manager: Manne Niranjan  
Group email:  
Parent:  
Description:

2. Click on submit

- **Create Roles**

Open service now.

1. Click on All >> search for groups
2. Select groups under system security
3. Click on new

4. Fill the following details to create a new group

The screenshot shows a user interface for creating a new group. At the top left is a back arrow and a menu icon. The title 'Group certificates' is displayed. On the right side are three small icons: a pencil, a copy symbol, and three dots. Below the title are four input fields: 'Name' with the value 'certificates', 'Manager' with the value 'Katherine Pierce' and a search icon, 'Group email' with a placeholder, and 'Parent' with a placeholder. There is also a large empty 'Description' text area.

5. Click on submit

Create one more group:

1. Create another group with the following details

This is a second screenshot of a group creation form. The title is 'Platform'. The 'Name' field contains 'Platform', the 'Manager' field contains 'Manne Nirajan' with a search icon, and the 'Group email' field has an envelope icon. The 'Parent' field is empty. A large 'Description' text area is present at the bottom.

2. Click on submit

- **Create Table**

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new

5. Fill the following details to create a new table

Label : Operations related

Check the boxes Create module & Create mobile module

6. Under new menu name: Operations related

7. Under table columns give the columns

Q	Column label	Type	Reference	Max length	Default value	Display
	Created by	String	(empty)	40		false
	Created	Date/Time	(empty)	40		false
	Sys ID	Sys ID (GUID)	(empty)	32		false
	Updates	Integer	(empty)	40		false
	Updated by	String	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
✗	Assigned to group	Reference	Group	40		false
✗	Assigned to user	Reference	User	32		false
✗	Comment	String	(empty)	40		false
✗	Issue	String	(empty)	40		false
✗	Name	String	(empty)	40		false
✗	Priority	String	(empty)	40		false
✗	Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
✗	Ticket raised Date	Date/Time	(empty)	40		false
+	Insert a new row...					

8. Click on submit. Create choices for the issue filed by using form design

Choices are

- unable to login to platform
- 404 error

- regarding certificates
  - regarding user expired
- 
- **Assign roles & users to groups**
    - Assign roles & users to certificate group
      1. Open service now.
      2. Click on All >> search for tables
      3. Select tables under system definition
      4. Select the certificates group
      5. Under group members
      6. Click on edit
      7. Select Katherine Pierce and save
      8. Click on roles
      9. Select Certification role and save
    - Assign roles & users to platform group
      1. Open service now.

2. Click on All >> search for tables
  3. Select tables under system definition
  4. Select the platform group
- 
5. Under group members
  6. Click on edit
  7. Select Manne Niranjan and save
  8. Click on roles
  9. Select Platform role and save

- **Assign role to table**

1. Open service now.
2. Click on All >> search for tables
3. Select operations related table
4. Click on the Application Access
5. Click on operations\_related read operation

6. Click on the profile on top right side
  7. Click on elevate role
  
  
  
  
  
  8. Click on security admin and click on update
  9. Under Requires role.
  10. Double click on insert a new row
  11. Give platform role
  12. And add certificate role
13. Click on update

Access Control Rules allow access to the specified resource if *all three* of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Role
u_operations_related_user
Platform_role
Certification_role
<a href="#">Insert a new row...</a>

14. Click on u\_operations\_related write operation
15. Under Requires role

16.Double click on insert a new row

17.Give platform role

18.And add certificate role

- **Flow**

Create a Flow to Assign operations ticket to group

1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “Regarding Certificate”.
6. Application should be Global.
7. Select Run user as “System user” from that choice.
8. Click on Submit.

servicenow Flow Designer

Flows Subflows Actions Executions Connections Help

New ▾

Flow Subflow Action Data Stream

Name	Internal name	Application	Status	Active	Updated	Updated by
Standard Laptop task	standard_laptop_task	Global	Published	true	2024-04-16 23:33:53	admin
Email Sending For P1	email_sendings_for_p1	Global	Published	false	2024-04-16 04:22:31	admin
Daily Task Reminder	daily_task_reminder	Global	Draft	false	2024-04-16 00:08:03	admin

servicenow All

Flow

FAVORITES

No Results

ALL RESULTS

✓ Docker Webhook Answer Subflow

Docker Webhook Answer Subflow

Webhook Answer Subflow

✓ Process Automation Flow & Action Designer

Flow Designer ↵

Flow Administration

**Flow properties**

\* Flow name: Regarding certificates

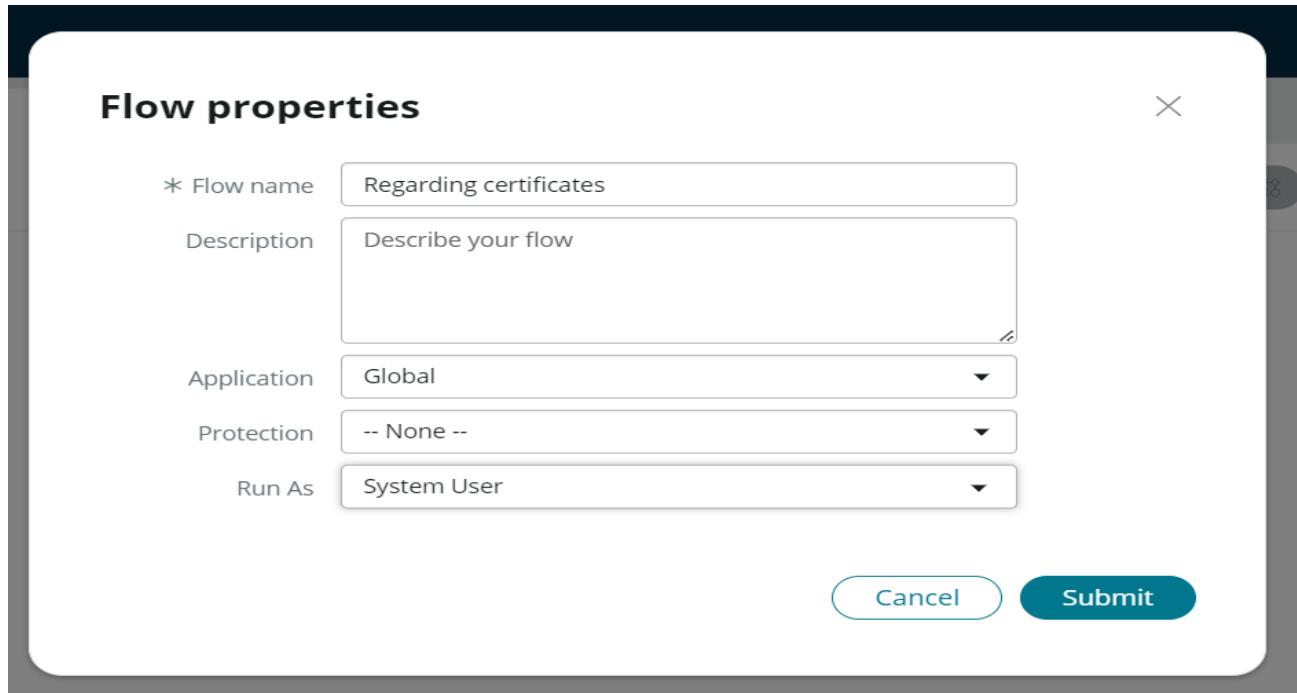
Description: Describe your flow

Application: Global

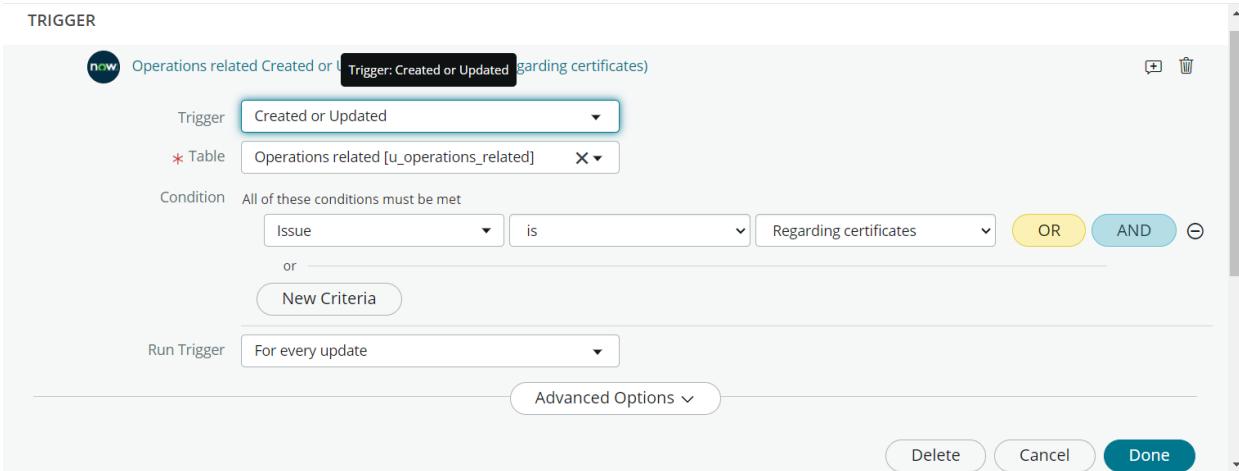
Protection: -- None --

Run As: System User

**Cancel** **Submit**



1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “Operations related”.
4. Give the Condition as
  - Field: issue
  - Operator: is
  - Value: Regrading Certificates
5. After that click on Done.



6. Now under Actions.

7. Click on Add an action.

8. Select action in that search for “Update Record”.

9. In Record field drag the fields from the data navigation from left side

10. Table will be auto assigned after that

11. Give the field as “Assigned to group”

12. Give value as “Certificates”

13. Click on Done.

14. Click on Save to save the Flow.

15. Click on Activate.

ACTIONS Select multiple

1  Update Operations related Record 

Action **Update Record**

\* Record Trigger ... ▶ Operations relate... 

\* Table Operations related [u\_operations\_related]   

\* Fields Assigned to group  certificates     

+ Add field value

servicenow Flow Designer

Flow Regarding certificates X +

Regarding certificates Active View: Test Deactivate Activate Save ...

TRIGGER

now Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1 now Update Operations related Record

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLED

Data

- ▶ Flow Variables
- ▼ Trigger - Record Created or Updated
- ▶ Operations related Record
- ▶ Changed Fields
- Operations related Table
- Run Start Date/Time
- Run Start Date/Time

▼ 1 - Update Record

Workflow Studio

regarding certificate  
How • Global

regarding platform  
How • Global

**regarding platform** (inactive)

**TRIGGER**

operations related Created or Updated where (Issue is unable to login platform; Issue regarding user expired)

Trigger: **Created or Updated** Table

\* Table: operations related [u\_operations...]

Condition All of these conditions must be met:

- Issue is unable to login platform OR AND
- or
- All of these conditions must be met:
- Issue is regarding user expired OR AND
- or
- New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel Done

Data Collapsible All

Flow Variables

Trigger - Record Created or Updated

- operations related Record
- Changed Fields
- operations related Table
- Run Start Time UTC
- Run Start Date/Time

Record Array/Object Table Date/Time Date/Time

servicenow All Favorites History Workspaces : operations related - New Record

New record

Service request no	Comment
qwerty	not working properly
Assigned to user	Assigned to group
regarding certificates	Priority
	Ticket raised date

**Submit**

servicenow All Favorites History Workspaces Admin operations related

operations related Name Search Actions on selected rows... New

All

Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request no	Ticket raised date
Search	Search	Search	Search	Search	Search	Search	Search

qwerty certificates (empty) not working properly regarding certificates (empty)

servicenow All Favorites History Workspaces : operations related - hello world ⭐

Search

operations related  
hello world

Service request no	Comment
Name: hello world	Assigned to group: Platform
Assigned to user	Priority
Issue: regarding user expired	Ticket raised date

**Buttons:** Update, Delete

servicenow All Favorites History Workspaces Admin operations related ⭐

Search

operations related Name Search Actions on selected rows... New

All

	Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request no	Ticket raised date
	Search	Search	Search	Search	Search	Search	Search	Search
	qwert	certificates	(empty)	not working properly	regarding certificates			(empty)
	hello world	Platform	(empty)		regarding user expired			(empty)

servicenow All Favorites History Workspaces Admin operations related ⭐

Search

operations related Name Search Actions on selected rows... New

All

	Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request no	Ticket raised date
	Search	Search	Search	Search	Search	Search	Search	Search
	qwert	certificates	(empty)	not working properly	regarding certificates			(empty)
	hello world	Platform	(empty)		regarding user expired			(empty)
	hello	certificates	(empty)	issue with certificates	regarding certificates			(empty)

## **CONCLUSION:**

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.