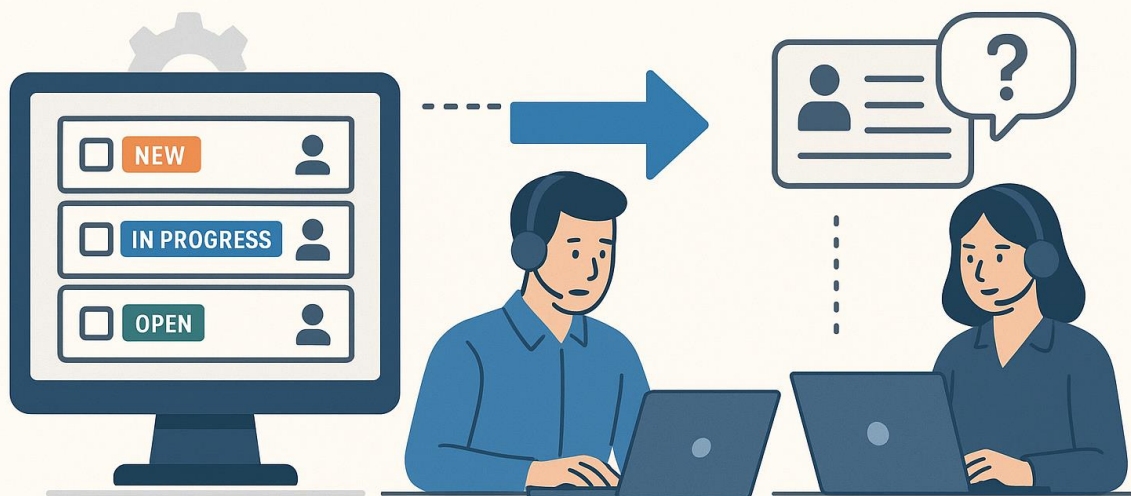# Streamlining Ticket Assignment for Efficient Support Operations

Project title : Streamlining Ticket Assignment for Efficient Support Operations

Team ID : NM2025TMID18980
Team Size : 6
Team Leader : Arya Rishi S
Team member : Dinesh Kumar M
Team member : Akash J
Team member : Bharath S
Team member : Ganesh R
Team member : Kumaravel G

Problem Statement

Support teams often face delays and inefficiencies due to manual or unstructured ticket assignment. This leads to longer resolution times, uneven workload distribution, and reduced customer satisfaction. Without streamlined processes, tickets risk being mishandled, duplicated, or unresolved, creating operational bottlenecks and negatively impacting overall support quality.

Objective

The objective is to implement an automated, efficient ticket assignment system that ensures fair workload distribution, faster response times, and improved customer experience. By streamlining allocation, the project aims to optimize support operations, reduce backlog, enhance agent productivity, and ensure each issue is promptly assigned to the most suitable support agent.

Skills

Key skills include workflow automation, customer support tools (Zendesk, Freshdesk, ServiceNow),

data analysis for workload balancing, process optimization, project management, and strong communication. Knowledge of scripting (Python, SQL) or integration (APIs) is valuable. Soft skills such as problem-solving, teamwork, and adaptability are essential to ensure successful adoption and continuous improvement.

Streamlining Ticket Assignment for Efficient Support Operations

The objective of 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.

Create Users

1. Open service now.

2. Click on All >> search for users

3. Select Users under system security

4. Click on new

5. Fill the following details to create a new user

6. Click on submit

   Create one more user:
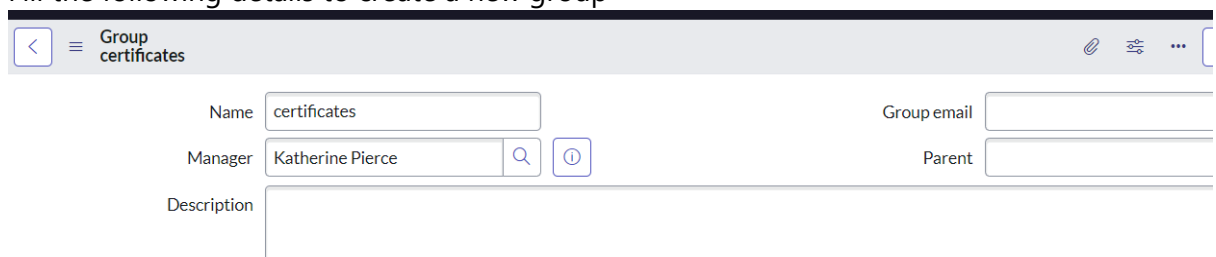
7. Create another user with the following details

8. Click on submit

Create Groups

1. Open service now.

2. Click on All >> search for groups

3. Select groups under system security

4. Click on new

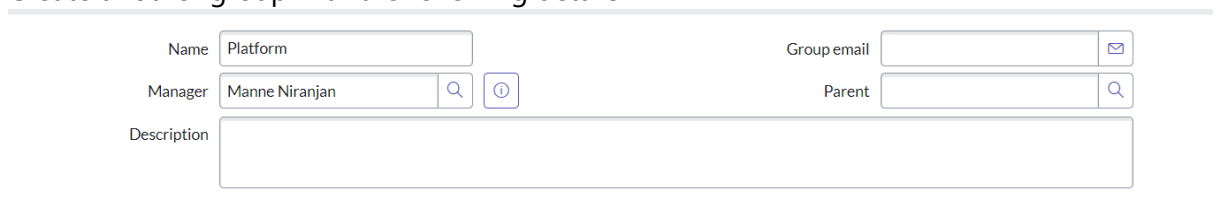5. Fill the following details to create a new group

6. Click on submit

Create one more group:

1. Create another group with the following details

2. Click on submit

Create roles

1. Open service now.

2. Click on All >> search for roles

3. Select roles under system security

4. Click on new

5. Fill the following details to create a new role

Name	Certification_role	Application	Global	ⓘ
Requires Subscription	Unspecified	Elevated privilege	☐	
Description	Can deal with certification issues			

6. Click on submit

Create one more role:

Create another role with the following details

Name	Platform_role	Application	Global	ⓘ
Requires Subscription	Unspecified	Elevated privilege	☐	
Description	Can deal with platform related issues			

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

	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

- o unable to login to platform

- o 404 error

- o regarding certificates

- o regarding user expired

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 u_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
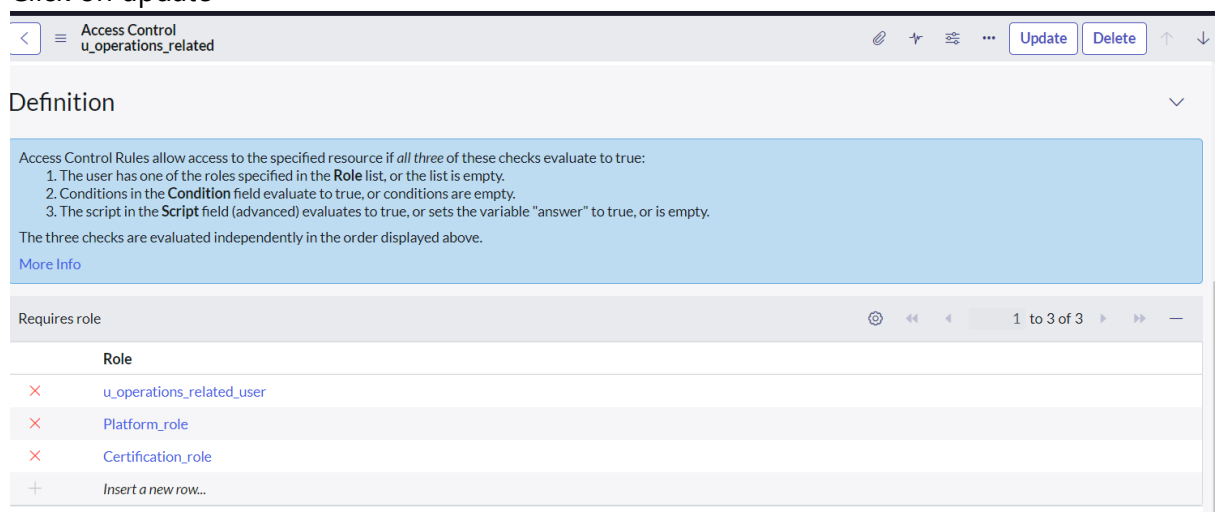
14. Click on u_operations_related write operation

15. Under Requires role

16. Double click on insert a new row

17. Give platform role

18. And add certificate role

Create ACL

1. Open service now.

2. Click on All >> search for ACL

3. Select Access Control(ACL) under system security

4. Click on new

5. Fill the following details to create a new ACL


6. Scroll down under requires role

7. Double click on insert a new row

8. Give admin role

9. Click on submit

10. Similarly create 4 acl for the following fields

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.
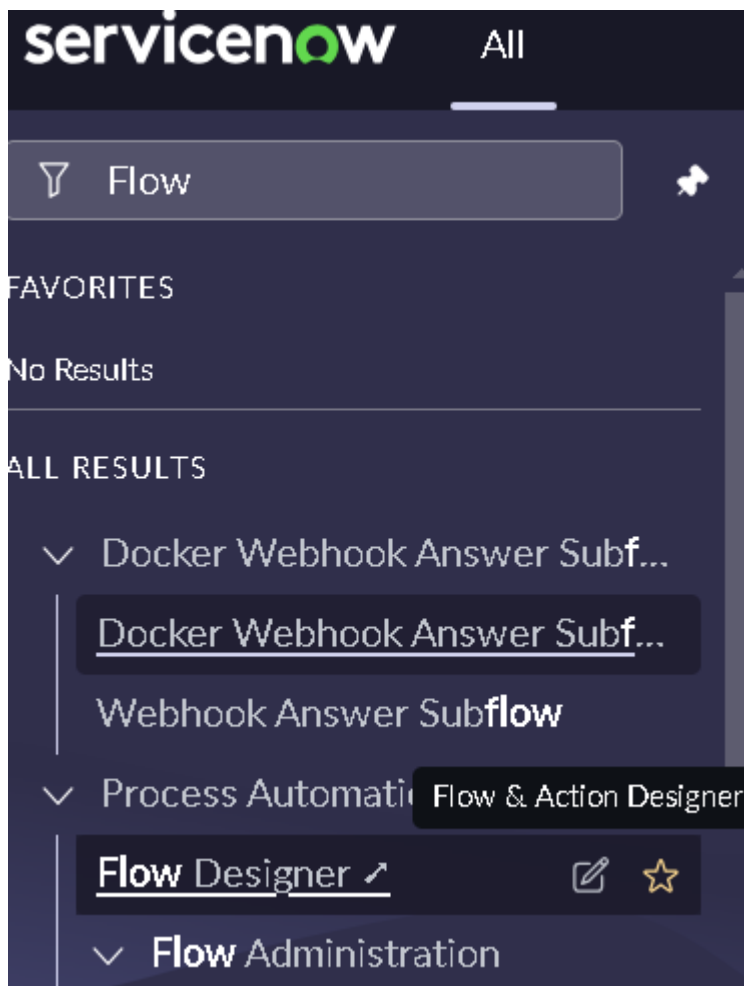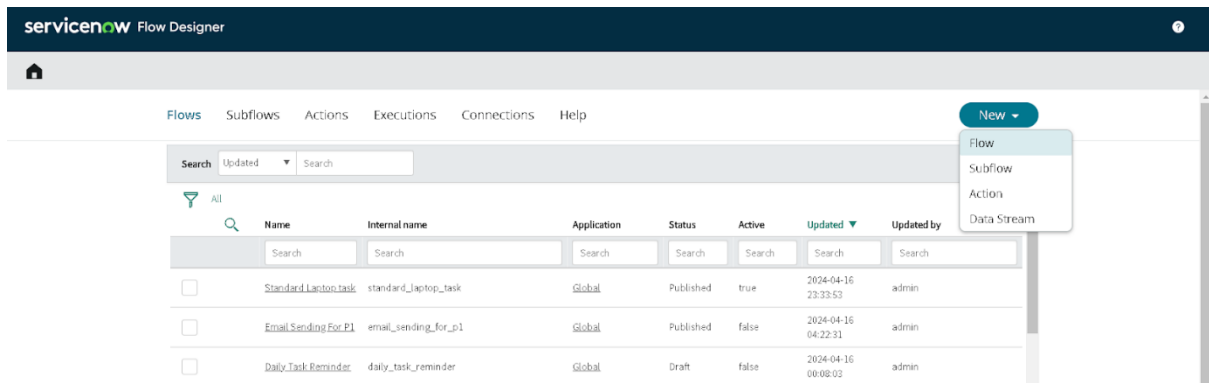
1. Click on Add a trigger

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.

Flow
Regarding certificates × +

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 HANDLER

Data Collapse All ›

▸ Flow Variables

▾ Trigger - Record Created or Updated

▸ (Operations related Record) Record
▸ (Changed Fields) Array.Object
(Operations related Table) Table
(Run Start Time UTC) Date/Time
(Run Start Date/Time) Date/Time

▾ 1 - Update Record

Regarding certificates Active

View: | Test Deactivate Activate Save ...

Create a Flow to Assign operations ticket to Platform 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 Platform ".

6. Application should be Global.

7. Select Run user as " System user " from that choice.

8. Click on 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 : Unable to login to platform

5. Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

6. Click on New Criteria

Field : issue

Operator : is

Value : Regrading User expired

7.   After that click on Done.

8.   Now under Actions.

9.   Click on Add an action.

10.   Select action in that search for " Update Record ".

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

12.   Table will be auto assigned after that

13.   Give the field as " Assigned to group ".

14.   Give value as " Platform ".

15.   Click on Done.

16.   Click on Save to save the Flow.

17.   Click on Activate.

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.