

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.

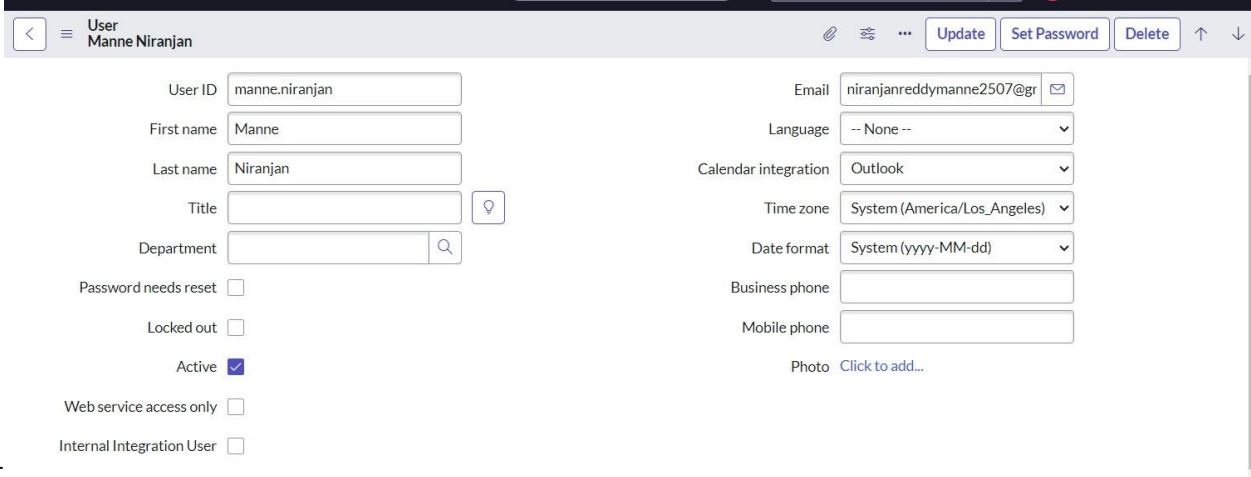
STEPS TO IMPLEMENT:

- **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 the 'User' creation form in ServiceNow for a user named 'Manne Niranjana'. The form is divided into two main sections: user identification and profile details. On the left, fields include User ID (manne.niranjana), First name (Manne), Last name (Niranjana), Title (empty), and Department (empty with a search icon). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. On the right, fields include Email (niranjareddymanne2507@gr), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Photo' field with a 'Click to add...' link is at the bottom right. The top of the form has a header bar with a back arrow, a menu icon, the user name 'Manne Niranjana', and action buttons: 'Update', 'Set Password', and 'Delete'. A plus sign is visible on the left side of the form.

User ID: manne.niranjana

First name: Manne

Last name: Niranjana

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Email: niranjareddymanne2507@gr

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los Angeles)

Date format: System (yyyy-MM-dd)

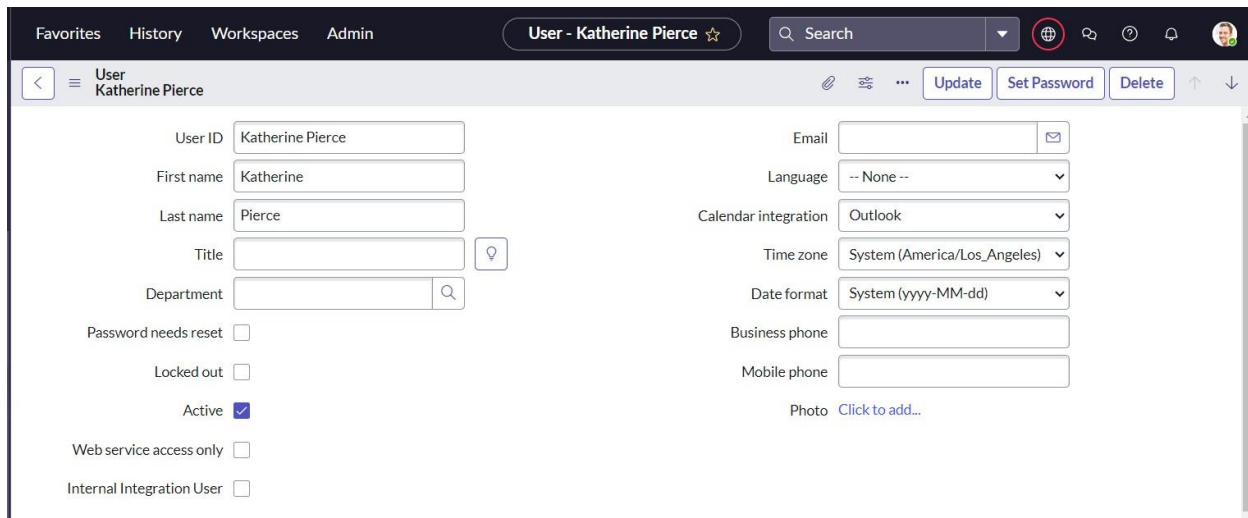
Business phone:

Mobile phone:

Photo: [Click to add...](#)

5. Click on submit .Create one more user:

6. Create another user with the following details



The screenshot shows a user management interface. At the top, there are tabs for 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar contains 'User - Katherine Pierce'. Below this, the user's details are displayed in two columns. The left column contains fields for 'User ID' (Katherine Pierce), 'First name' (Katherine), 'Last name' (Pierce), 'Title' (empty), and 'Department' (empty with a search icon). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right column contains fields for 'Email' (empty), 'Language' (set to '-- None --'), 'Calendar integration' (set to 'Outlook'), 'Time zone' (set to 'System (America/Los_Angeles)'), 'Date format' (set to 'System (yyyy-MM-dd)'), 'Business phone' (empty), 'Mobile phone' (empty), and a 'Photo' section with a 'Click to add...' link. At the top right of the form, there are buttons for 'Update', 'Set Password', and 'Delete'.

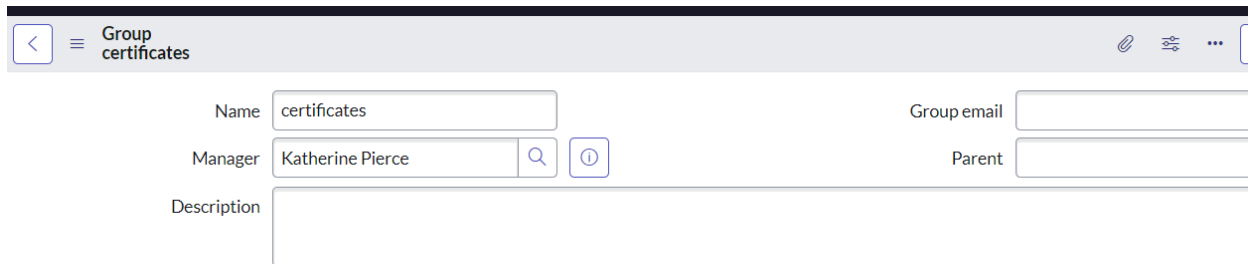
7. Click on submit

- **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



Group certificates

Name: certificates

Manager: Katherine Pierce

Group email:

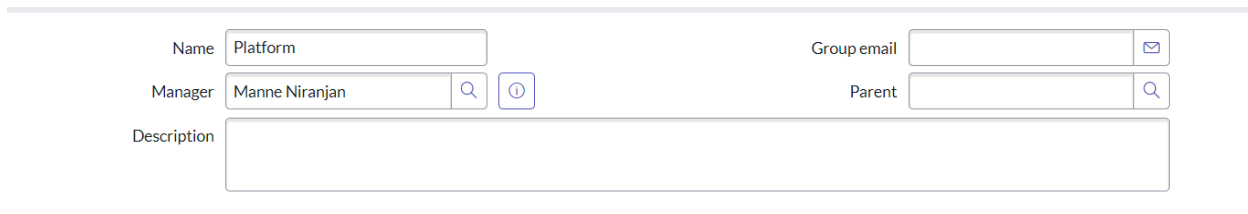
Parent:

Description:

5. Click on submit

Create one more group:

1. Create another group with the following details



Name: Platform

Manager: Manne Niranjana

Group email:

Parent:

Description:

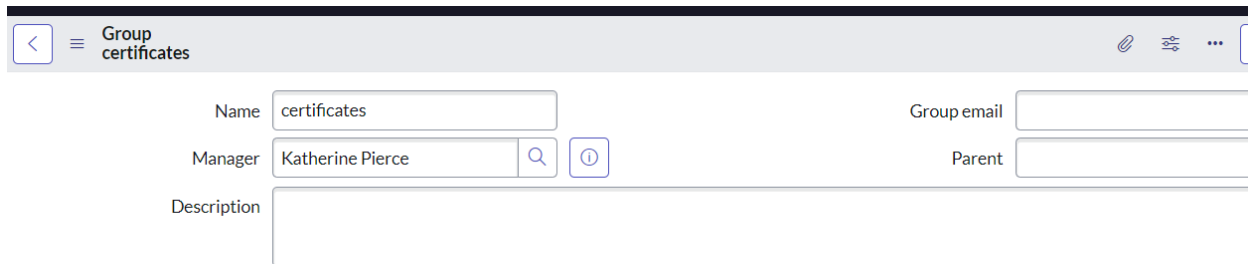
2. Click on submit

• 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



Group certificates

Name: certificates

Manager: Katherine Pierce

Group email:

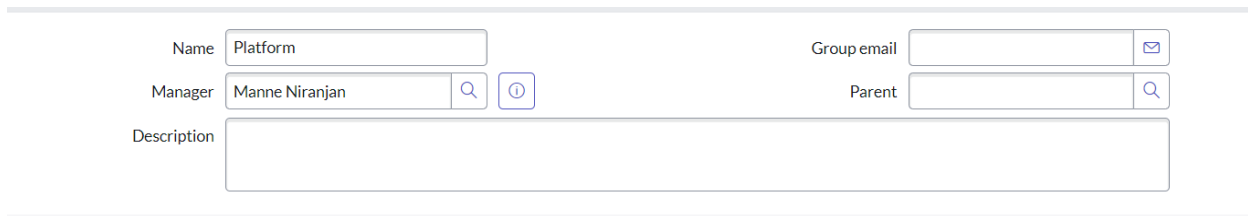
Parent:

Description:

5. Click on submit

Create one more group:

1. Create another group with the following details



Group Platform

Name: Platform

Manager: Manne Niranjana

Group email:

Parent:

Description:

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

🔍	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 u_operations_related

Update Delete

Definition

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](#)

Requires role

1 to 3 of 3

Role
✗ u_operations_related_user
✗ Platform_role
✗ Certification_role
+ Insert a new row...

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

Home

Flows Subflows Actions Executions Connections Help

New

Flow Subflow Action Data Stream

Search Updated Search

All

	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_sending_for_p1	Global	Published	false	2024-04-16 04:22:31	admin
	Daily Task Reminder	daily_task_reminder	Global	Draft	false	2024-04-16 00:08:02	admin

servicenow All

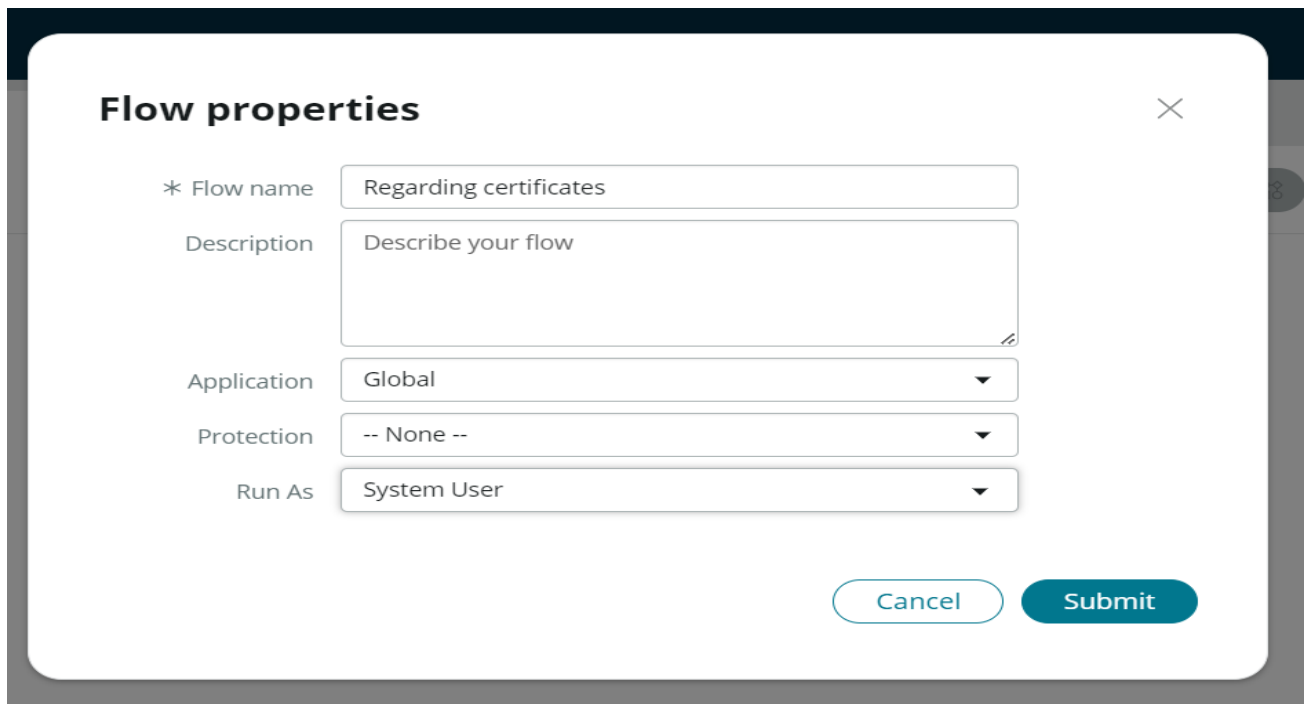
Flow

FAVORITES

No Results

ALL RESULTS

- Docker Webhook Answer Subf...
 - Docker Webhook Answer Subf...
 - Webhook Answer Subflow
- Process Automation Flow & Action Designer
 - Flow Designer
 - Flow Administration

A screenshot of a 'Flow properties' dialog box. The dialog has a title bar with a close button (X) in the top right corner. Inside, there are five labeled input fields: 'Flow name' with the value 'Regarding certificates', 'Description' with the placeholder 'Describe your flow', 'Application' with the value 'Global', 'Protection' with the value '-- None --', and 'Run As' with the value 'System User'. At the bottom right, there are two buttons: 'Cancel' and 'Submit'.

Flow properties

* Flow name

Description

Application

Protection

Run As

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.

TRIGGER

now Operations related Created or Updated (Trigger: Created or Updated regarding certificates)

Trigger: Created or Updated

* Table: Operations related [u_operations_related]

Condition: All of these conditions must be met

Issue is Regarding certificates

OR AND

or

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel 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...

X

* Table

Operations related [u_operations_related]

X

* Fields

Assigned to group

X

certificates

X

+ Add field value

Delete

Cancel

Done

Flow Designer

Flow

Regarding certificates

X

+

Regarding certificates

Active

View:

Test

Deactivate

Activate

Save

...

TRIGGER

Regarding certificates

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

ACTIONS Select multiple

1

Update Operations related Record

+

Add an Action, Flow Logic, or Subflow

EDDOD HANDED

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

Workflow Studio regarding certificate regarding platform

regarding platform Inactive

View Test Debug Activate Save

TRIGGER

operations related Created or Updated where (Issue is unable to login platform; Issue is 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

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel Done

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

servicenow All Favorites History Workspaces operations related - New Record Search

operations related New record Submit

Service request no

Name: qwert

Assigned to user

Issue: regarding certificates

Comment: not working properly

Assigned to group

Priority

Ticket raised date

Submit

servicenow All Favorites History Workspaces Admin operations related Search

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

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)

servicenow

AllFavoritesHistoryWorkspaces

operations related - hello world

Search

UpdateDelete

operations related
hello world

Service request no.

Name

Assigned to user

Issue

Comment

Assigned to group

Priority

Ticket raised date

UpdateDelete

servicenow

AllFavoritesHistoryWorkspacesAdmin

operations related

Search

Search

Actions on selected rows...

New

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 Actions on selected rows... New

All

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