

# **Streamlining Ticket Assignment for Efficient Support Operations**

## **INTRODUCTION:**

- This project focuses on automating the ticket assignment process in ServiceNow for efficient IT support operations.
- It aims to reduce the manual effort involved in routing support tickets to the correct teams.
- The system ensures that incidents are assigned to the appropriate support group based on the issue type.
- Users, groups, and roles are created in ServiceNow to manage access and responsibilities properly.
- A custom table (u\_operations\_related) is designed to store and track operational support-related ticket information.
- Access Control Lists (ACLs) are implemented to provide secure and role-based access to ticket records.
- Flow Designer (Workflow Studio) is used to automate ticket routing whenever a new ticket is created or updated.
- Overall, the solution improves operational efficiency, response time, and customer satisfaction.

## **Purpose:**

- The main purpose of this project is to streamline the ticket handling process within Corporation's support department.
- It helps in assigning tickets automatically to the right support team without manual intervention.
- The project reduces delays caused by incorrect or late ticket assignment.
- It improves the productivity of support agents by minimizing repetitive routing tasks.
- The automation ensures faster resolution of critical issues, improving service quality.
- Role-based access ensures that only authorized users can view or update specific ticket records.
- The project enhances resource utilization by distributing workload efficiently across groups — certificates team and platform team.
- It provides a scalable foundation for future enhancements like AI-based ticket categorization.

## **IDEATION PHASE**

### **Problem Statement:**

At Corporations, support teams handle a large number of service requests and incident tickets every day. Traditionally, these tickets are assigned manually to different support groups based on the type of issue reported. This manual assignment process often leads to delays, incorrect routing, and increased workload for support staff. As a result, customers may experience slower response times and reduced satisfaction. To overcome these challenges, there is a need for an automated ticket assignment system that can efficiently route tickets to the appropriate support group based on predefined conditions. This project addresses the problem by implementing an automated ticket routing solution in ServiceNow, ensuring faster resolution, optimized resource utilization, and improved overall support operations.

## **REQUIREMENT ANALYSIS**

### **Solution Requirement:**

- The system should automatically assign support tickets to the correct group based on the issue category — certificates or platform.
- Users, support teams, and roles must be configured to manage responsibilities and access properly.
- A custom table (u\_operations\_related) is required to store ticket-related operational details and track assignments.
- Access Control Lists (ACLs) must be implemented to ensure secure and role-based record access across all fields.
- Flow Designer automation should trigger ticket routing whenever a ticket is created or updated in the Operations Related table.

### **Technology Stack:**

- ServiceNow Platform – Used for building and managing the ticket routing application.
- Workflow Studio (Flow Designer) – Implements automation workflows for ticket assignment using two flows: Regarding Certificate and Regarding Platform.
- Custom Tables & Forms – The u\_operations\_related table is created to store and manage operational ticket information including Issue, Priority, Service Request No, and Ticket Raised Date.
- Roles, Groups, and ACLs – Used for user access control and security management; roles include certification\_role, Platform\_role, and u\_operations\_related\_user.
- ServiceNow UI & Modules – Provides the interface for ticket creation, tracking, and administration.

## **PROJECT DESIGN**

### **Problem Solution Fit:**

- The proposed system directly addresses delays caused by manual ticket assignment at Corporation.
- Automated routing ensures tickets reach the correct support team (certificates or platform) without human intervention.
- Role-based access improves security and prevents unauthorized ticket modifications using ACLs on the u\_operations\_related table.
- The solution reduces workload on administrators by eliminating repetitive assignment tasks.
- It improves service efficiency, response time, and overall customer satisfaction.

### **Proposed Solution:**

- A ServiceNow-based automation system is developed using Workflow Studio for ticket assignment and tracking.
- Tickets are categorized and automatically assigned to relevant support groups — certificates group (managed by Katherine Pierce) or platform group (managed by Manne Niranjan).
- A custom table u\_operations\_related is created to manage operational support ticket data with fields for issue type, priority, service request number, and ticket raised date.
- Two Flow Designer workflows — Regarding Certificate and Regarding Platform — trigger automatic routing when tickets are created or updated.
- Nine ACL rules ensure that only authorized users can view or edit ticket records at both table and field level.

### **Solution Architecture:**

- Users raise incidents or support requests through the ServiceNow portal/interface, submitting data into the u\_operations\_related table.
- The ticket data is stored in the custom operational support table with fields capturing issue type, priority, and service request details.
- Workflow Studio evaluates ticket conditions — specifically the u\_issue field — to determine the appropriate routing.
- Based on defined rules, tickets with certificate-related issues are assigned to the certificates group; platform-related issues (login failure, user expired, 404 error) are assigned to the platform group.
- Security is enforced through three custom roles, two groups with assigned managers, and nine ACLs covering table-level and field-level access.
- The system maintains a complete audit trail of ticket assignment and status changes for tracking and compliance.

- The architecture is scalable, allowing future integration with AI-based categorization, dashboards, and additional issue categories.

## **PROJECT PLANNING & SCHEDULING**

- The project was planned with the objective of automating ticket assignment and improving support operations at Corporation using ServiceNow.
- The first step involved understanding the problem of manual ticket routing and identifying areas where automation can help.
- A clear workflow was designed to ensure that incidents are assigned to the appropriate support group — certificates or platform — without delays.
- The ServiceNow instance setup was completed by configuring the required modules and application scope (Global).
- Two users were created: Katherine Pierce (certificates group manager) and Manne Niranjana (platform group manager, User ID: manne.niranjana).
- Two support groups were configured: certificates (for certificate-related issues) and platform (for login, user expiry, and 404 errors).
- Three roles were defined — certification\_role, Platform\_role, and u\_operations\_related\_user — and assigned to users to ensure proper responsibility distribution and controlled access.
- A custom operational support table (u\_operations\_related) was created with fields: u\_issue, u\_name, u\_priority, u\_service\_request\_no, and u\_ticket\_raised\_date.
- Form layouts and fields were customized to capture necessary ticket information such as issue category, priority, and assignment group.
- Nine Access Control Lists (ACLs) were implemented — four at table level (create, read, write, delete) and five at field level — to enforce security and restrict unauthorized access.
- The ticket assignment logic was planned using predefined conditions based on issue type in the u\_issue field.
- Workflow Studio (Flow Designer) was selected as the automation tool to implement workflows without complex scripting.
- Two automated flows were configured: Regarding Certificate (triggers when issue is regarding certificates) and Regarding Platform (triggers when issue is unable to login / user expired / 404 error).
- The flows ensure that the Assigned to Group field is automatically populated based on routing rules whenever a ticket is created or updated.
- Testing strategies were planned to validate correct ticket routing, security rules, and ACL enforcement using the built-in Test feature in Workflow Studio.
- The project schedule was organized into phases: requirement gathering, design, development, automation setup, testing, and deployment.

- Final documentation and output verification were planned to ensure successful project submission and demonstration.
- The project is designed to be scalable for future improvements like AI-based ticket categorization and predictive support analytics.

## **FUNCTIONAL AND PERFORMANCE TESTING**

### **Performance Testing:**

- Performance testing was conducted to ensure that the automated ticket assignment system works efficiently under different operational scenarios.
- The system was tested to verify that tickets are assigned to the correct support groups — certificates or platform — without delays when incidents are created.
- Response time was monitored to confirm that automation workflows (Regarding Certificate and Regarding Platform) execute quickly when triggered.
- ServiceNow's built-in Test feature in Workflow Studio was used to perform structured and repeatable testing of ticket routing flows.
- Automated test cases were created to validate form submission, assignment group population, and workflow triggering conditions for all issue types.
- The solution was tested for scalability to ensure it can handle increased ticket volume without affecting system performance.
- Security and ACL rules were also validated during testing to confirm that only authorized users can access or modify ticket records in u\_operations\_related.
- Overall, the testing results confirmed that the system provides reliable performance, faster ticket handling, and improved support efficiency for Corporation.

## **ADVANTAGES & DISADVANTAGES**

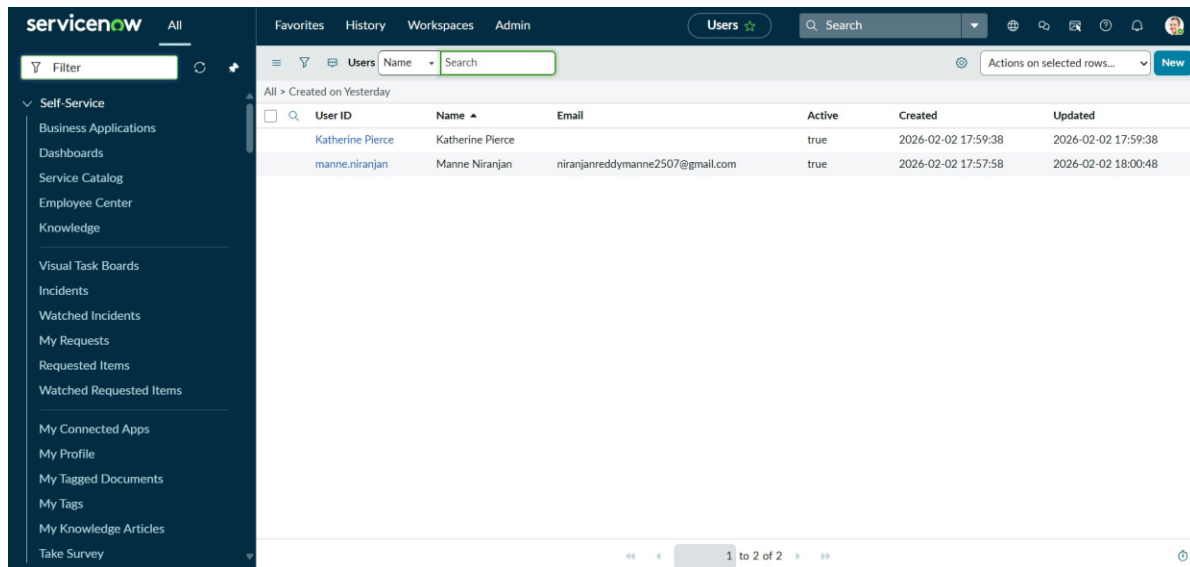
### **Advantages:**

- Automated ticket assignment reduces manual effort and saves time for support teams at Corporation.
- Faster routing to the correct group (certificates or platform) ensures quicker response and improved incident resolution time.
- Proper workload distribution across two specialist support groups enhances operational efficiency.
- Role-based access control with three custom roles and nine ACLs improves system security and prevents unauthorized changes.
- Workflow Studio automation provides a reliable and low-code implementation approach for ticket routing.
- The system improves customer satisfaction by reducing delays in support handling.
- The solution is scalable and can be extended to handle additional issue categories and support groups easily.

## Disadvantages:

- Initial setup of users, roles, groups, and ACLs requires careful configuration to avoid access issues.
- Automation rules must be designed correctly to avoid incorrect ticket routing between certificate and platform groups.
- The system depends on accurate ticket categorization during incident creation — incorrect u\_issue values may cause misrouting.
- Complex workflows may require advanced customization for larger organizations with more issue categories.
- Performance may be impacted if too many flows run simultaneously without optimization.
- Maintenance is required when support group structures, managers, or business routing rules change.

## RESULTS



The screenshot displays the ServiceNow 'Users' page. The left sidebar contains a navigation menu with options like 'Self-Service', 'Business Applications', 'Dashboards', 'Service Catalog', 'Employee Center', 'Knowledge', 'Visual Task Boards', 'Incidents', 'Watched Incidents', 'My Requests', 'Requested Items', 'Watched Requested Items', 'My Connected Apps', 'My Profile', 'My Tagged Documents', 'My Tags', 'My Knowledge Articles', and 'Take Survey'. The main content area shows a table of users with columns for 'User ID', 'Name', 'Email', 'Active', 'Created', and 'Updated'. Two users are listed: Katherine Pierce and Manne Niranjana. The table is filtered by 'Created on Yesterday'.

User ID	Name	Email	Active	Created	Updated
Katherine Pierce	Katherine Pierce		true	2026-02-02 17:59:38	2026-02-02 17:59:38
manne.niranjana	Manne Niranjana	niranjareddymanne2507@gmail.com	true	2026-02-02 17:57:58	2026-02-02 18:00:48

servicenow

All

Filter

+

Self-Service

Business Applications

Dashboards

Service Catalog

Employee Center

Knowledge

Visual Task Boards

Incidents

Watched Incidents

My Requests

Requested Items

Watched Requested Items

My Connected Apps

My Profile

My Tagged Documents

My Tags

My Knowledge Articles

Take Survey

FavoritesHistoryWorkspacesAdmin

User - Katherine Pierce

Search

UpdateSet PasswordDelete

This field is read-only. Please select 'Machine Identity' option in Identity type dropdown field if you want to mark this account as 'Web service access only'.

Internal Integration User

UpdateSet PasswordDelete

Related Links

View linked accounts

View Subscriptions

Reset a password

Entitled Custom TablesRoles (2)Groups (2)DelegatesSubscriptionsUser Client Certificates

RoleSearch

Actions on selected rows...Edit...

User = Katherine Pierce

Role	State	Inherited	Inheritance Count
certification_role	Active	true	1
snc_required_script_writer_permission	Active	true	

1 to 2 of 2

servicenow

All

Filter

+

Self-Service

Business Applications

Dashboards

Service Catalog

Employee Center

Knowledge

Visual Task Boards

Incidents

Watched Incidents

My Requests

Requested Items

Watched Requested Items

My Connected Apps

My Profile

My Tagged Documents

My Tags

My Knowledge Articles

Take Survey

FavoritesHistoryWorkspacesAdmin

User - Katherine Pierce

Search

UpdateSet PasswordDelete

User IDKatherine Pierce

First nameKatherine

Last namePierce

Title

Department

Password needs reset

Locked out

Active

Identity typeHuman

Web service access only

Internal Integration User

UpdateSet PasswordDelete

Email

Language-- None --

Calendar integrationOutlook

Time zoneSystem (America/Los\_Angeles)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

This field is read-only. Please select 'Machine Identity' option in Identity type dropdown field if you want to mark this account as 'Web service access only'.

Related Links

servicenow

All

Filter

+

Self-Service

Business Applications

Dashboards

Service Catalog

Employee Center

Knowledge

Visual Task Boards

Incidents

Watched Incidents

My Requests

Requested Items

Watched Requested Items

My Connected Apps

My Profile

My Tagged Documents

My Tags

My Knowledge Articles

Take Survey

Favorites

History

Workspaces

Admin

User - Manne Niranjan

Search

User

Manne Niranjan

Update

Set Password

Delete

User ID

manne.niranjan

Email

niranjanreddymanne2507@gn

First name

Manne

Language

--- None --

Last name

Niranjan

Calendar integration

Outlook

Title

Time zone

System (America/Los\_Angeles)

Department

Date format

System (yyyy-MM-dd)

Password needs reset

Business phone

Locked out

Mobile phone

Active

☒

Photo

Click to add...

Identity type

Human

Web service access only

Internal Integration User

This field is read-only. Please select 'Machine Identity' option in Identity type dropdown field if you want to mark this account as 'Web service access only'.

Update

Set Password

Delete

servicenow

All

groups

+

Survey

Administration

User Groups

System Definition

Search Groups

Text Index Groups

System Mailboxes

Administration

Email Account Groups

System Security

Users and Groups

Users

Groups

Roles

Access Role Detail View

Reports

Groups Membership

Identity and Access Audit

Group Trails

Favorites

History

Workspaces

Admin

Groups

Search

Groups

Name

Search

Actions on selected rows...

New

All > Created on Yesterday

	Name	Description	Active	Manager	Parent	Updated
<input type="checkbox"/>	certificates		true	Katherine Pierce	(empty)	2026-02-02 18:04:42
<input type="checkbox"/>	platform		true	Manne Niranjan	(empty)	2026-02-02 18:05:12

1 to 2 of 2



servicenow

All

groups

Survey

Administration

User Groups

System Definition

Search Groups

Text Index Groups

System Mailboxes

Administration

Email Account Groups

System Security

Users and Groups

Users

Groups

Roles

Access Role Detail View

Reports

Groups Membership

FavoritesHistoryWorkspacesAdmin

Group - certificates

Search

Group certificates

Namecertificates

Group email

ManagerKatherine Pierce

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

CreatedSearch

Group = certificates

Created	Role	Granted by	Inherits
2026-02-02 18:43:02	certification_role	(empty)	true

1 to 1 of 1

servicenow

All

groups

Survey

Administration

User Groups

System Definition

Search Groups

Text Index Groups

System Mailboxes

Administration

Email Account Groups

System Security

Users and Groups

Users

Groups

Roles

Access Role Detail View

Reports

Groups Membership

Identity and Access Audit

Group Trails

FavoritesHistoryWorkspacesAdmin

Groups

Search

Groups

NameSearch

Actions on selected rows...

New

All > Created on Yesterday

Name	Description	Active	Manager	Parent	Updated
certificates		true	Katherine Pierce	(empty)	2026-02-02 18:04:42
platform		true	Manne Niranjn	(empty)	2026-02-02 18:05:12

1 to 2 of 2

servicenow

All

system secur

Security Attributes

Security Attributes Audit

Machine Identity Access Control

IP Address Access Control

Processor Access Policies

Objects

Operations

Protocol Profiles

MID Protocol Profiles

High Security Settings

Users and Groups

Users

Groups

Roles

Access Role Detail View

Reports

Users

Groups Membership

Role Allocation

FavoritesHistoryWorkspacesAdmin

Roles

Search

Actions on selected rows...New

All > Created on Yesterday

	Name	Description	Elevated privilege
<input type="checkbox"/>	certification_role	can deal with certification issues	false
<input type="checkbox"/>	Platform_role	can deal with platform related issues	false
<input type="checkbox"/>	u_operations_related_user		false

1 to 3 of 3

servicenow

All

table

Archive Tables

Archive Knowledge Use

Archive Audit Result

System Classic Mobile UI

Table Titles

System Clone

Clone Definition

Exclude Tables

System Definition

Tables

Tables & Columns

Table Rotations

Decision Tables

Remote Tables

Tables

Definitions

System Diagnostics

Stats

Table IOStats

FavoritesHistoryWorkspacesAdmin

Tables

Label

Search

Actions on selected rows...New

All > Created on Yesterday

	Label	Name	Extends table	Extensible	Updated
<input type="checkbox"/>	Operations related	u_operations_related	(empty)	false	2026-02-02 18:15:57

1 to 1 of 1

servicenow

All

table

Archive Tables

Archive Knowledge Use

Archive Audit Result

System Classic Mobile UI

Table Titles

System Clone

Clone Definition

Exclude Tables

System Definition

Tables

Tables & Columns

Table Rotations

Decision Tables

Remote Tables

Tables

Definitions

System Diagnostics

Stats

Table IOStats

FavoritesHistoryWorkspacesAdmin

Table - Operations related

Search

TableOperations related

Show Schema MapAdd to Service CatalogRun Point ScanExplore REST API

Access Controls (9)Security Data FiltersLabels (1)Database Indexes (3)Table Subscription Configuration (1)

NameSearch

Actions on selected rows...

<input type="checkbox"/>	Name	Decision Type	Operation	Type	Active	Updated by	Updated
<input type="checkbox"/>	u_operations_related	Allow If	write	record	true	admin	2026-02-02 18:14:53
<input type="checkbox"/>	u_operations_related	Allow If	read	record	true	admin	2026-02-02 18:14:53
<input type="checkbox"/>	u_operations_related	Allow If	delete	record	true	admin	2026-02-02 18:14:53
<input type="checkbox"/>	u_operations_related	Allow If	create	record	true	admin	2026-02-02 18:14:53
<input checked="" type="checkbox"/>	u_operations_related.u_issue	Allow If	write	record	true	admin	2026-02-02 19:15:09
<input type="checkbox"/>	u_operations_related.u_name	Allow If	write	record	true	admin	2026-02-02 19:14:17
<input type="checkbox"/>	u_operations_related.u_priority	Allow If	write	record	true	admin	2026-02-02 19:12:30
<input type="checkbox"/>	u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2026-02-02 19:11:14
<input type="checkbox"/>	u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2026-02-02 19:13:29

1 to 9 of 9

servicenow

All

acl

FAVORITES

No Results

ALL RESULTS

Configuration

Application Servers

Oracle WebLogic

Database Servers

Oracle

Database Instances

Oracle

Database Catalogs

Oracle

System Properties

Oracle DB Options

System Security

Access Control (ACL)

Data Classification

Data Classes

FavoritesHistoryWorkspacesAdmin

Access Controls

Search

Access Controls

NameSearch

Actions on selected rows...

All > Created on Yesterday

<input type="checkbox"/>	Name	Decision Type	Operation	Type	Active	Updated by	Updated
<input type="checkbox"/>	u_operations_related	Allow If	write	record	true	admin	2026-02-02 18:14:53
<input type="checkbox"/>	u_operations_related	Allow If	read	record	true	admin	2026-02-02 18:14:53
<input type="checkbox"/>	u_operations_related	Allow If	delete	record	true	admin	2026-02-02 18:14:53
<input type="checkbox"/>	u_operations_related	Allow If	create	record	true	admin	2026-02-02 18:14:53
<input type="checkbox"/>	u_operations_related.u_issue	Allow If	write	record	true	admin	2026-02-02 19:15:09
<input type="checkbox"/>	u_operations_related.u_name	Allow If	write	record	true	admin	2026-02-02 19:14:17
<input type="checkbox"/>	u_operations_related.u_priority	Allow If	write	record	true	admin	2026-02-02 19:12:30
<input type="checkbox"/>	u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2026-02-02 19:11:14
<input type="checkbox"/>	u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2026-02-02 19:13:29

Workflow Studio

Regarding Certificate  
Flow • Global

Regarding Platform  
Flow • Global

Homepage

Operations

Integrations

Playbooks

Flows

Subflows

Triggers

Actions

Decision tables

New

Flows

Last refreshed just now.

Name

Application

Status

Active

Updated

Updated by

Regarding Certificate

Global

Published

true

2026-02-03 18:27:30

admin

Regarding Platform

Global

Published

true

2026-02-03 18:33:22

admin

Showing 1-2 of 2

1

20 rows per page

Pick up where you left off

Regarding Platform  
Last updated: 22 min. ago by System A...

Regarding Certificate  
Last updated: 28 min. ago by System A...

Deployment Migration to R...  
Last updated: 6 months ago by System...

Latest updates

System Administrator modified  
Regarding Platform  
22 min. ago

System Administrator modified  
Regarding Certificate  
28 min. ago

System Administrator modified  
Deployment Migration to  
ReleaseOps  
6 months ago

System Administrator modified  
Multi-factor Authentication  
8 months ago

Regarding Certificate

Active

View:

Test

Edit flow

Deactivate

TRIGGER

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

ACTIONS

1 Update Operations related Record

Action Properties

Action

Update Record

Action Inputs

\* Record

Trigger ... Operations relate...

\* Table

Operations related [u\_operation...

\* Fields

Assigned to Group

certificates

+ Add field value

Flow

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

Operations related Record

Record

Operations related Table

Table

Action Status

Object

javacri...v...id/0

Status: Published

Application: Global

0

Workflow Studio

Regarding Certificate Flow • Global

Regarding Platform Flow • Global

Regarding Platform Active

View: YB

Test Edit flow Deactivate

Operations related Created or Updated where (Issue is unable to login to platform; Issue is regarding user expired; Issue is 404 error)

ACTIONS

1 Update Operations related Record

Action Properties

Action Update Record

Action Inputs

\* Record Trigger → Operations relate...

\* Table Operations related [u\_operation...

\* Fields Assigned to Group platform

+ Add field value

Close

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

Operations related Record Record

Operations related Table Table

Action Status Object

javascript:void(0) Status: Published Application: Global

New tab Cognizant | Sup Job Profile My Drive - Goo Project Overview Humanize AI Te AI Detector - G Paraphrasing To

app.joinsuperset.com/students/jobprofiles/5593aaf1-28da-4c2f-b5e9-b60866428a4b

Job Profile

Home Job Profiles My Profile Interviews Assessments Events Competitions Resume Launchpad Help

Cognizant 2026 On-Campus hiring for ServiceNow (GenC Pro)

Cognizant | Chennai, Hyderabad, Mumbai, Noida, Indore, Pune & Bengaluru | Full Time

Applied Click here to Withdraw

You applied with resume : chitturiveeravenuservicenow.pdf Change

Job Description Hiring Workflow Eligibility Criteria Additional Questions

Opening Overview

Category: Category 1

Job Functions: Information Technology

Job Profile CTC: ₹ 400000 - ₹ 540000 per Annum

Other Info :

Job Description

Job description

- Analyse and Implement ServiceNow configurations to support ITSM & other domain processes.
- Develop and maintain ServiceNow solutions to optimize operational monitoring and management.
- Customize and improve ServiceNow ITSM applications to streamline service management processes.

22°C Mostly cloudy Search ENG IN 4:07 PM 2/4/2026

## **CONCLUSION**

- This project successfully implemented an automated ticket assignment system using ServiceNow Workflow Studio for Corporation.
- The solution addressed the major issue of delays caused by manual ticket routing by automating the process using two flows: Regarding Certificate and Regarding Platform.
- Automation through Workflow Studio (Flow Designer) ensured tickets were assigned accurately and efficiently to the certificates or platform group based on issue type.
- Security was enhanced using nine ACLs, three custom roles, and group-based access management to protect the u\_operations\_related table.
- Testing with ServiceNow's built-in Test feature validated system reliability, correct routing behavior, and ACL enforcement.
- The project improved support team productivity and reduced overall incident response time at Corporation.
- Overall, the system provides a strong foundation for smarter and more efficient IT service operations, with clear scalability for future enhancements.

## **FUTURE SCOPE**

- AI-based ticket categorization can be integrated for smarter and more accurate assignment decisions beyond rule-based routing.
- Predictive analytics can be added to identify recurring incidents and prevent issues before they impact end users.
- Dashboards and reporting modules can be developed for real-time monitoring of support performance and ticket volumes by group.
- The solution can be extended to automate other ITSM processes like change management, problem management, and service requests.
- Integration with external communication tools like Microsoft Teams or Slack can enhance collaboration and alert support teams instantly.
- Self-service portals can be enhanced to improve user experience in ticket creation and status tracking.
- Future improvements can include machine learning models for proactive incident resolution and intelligent priority assignment.
- Additional support groups and routing rules can be configured to scale the system to handle more issue categories across the organization.