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(A CONSTITUENT COLLEGE OF ANNA UNIVERSITY, CHENNAI)

Department of

COMPUTER SCIENCE AND ENGINEERING

Accompanied with

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Completed the project named as

Streamlining Ticket Assignment for Efficient Support Operations

Streamlining ticket assignment for efficient support operations

Team id : NM2025TMID02240

Team size : 3

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Project overview:

1. This project aims to improve how support teams handle and assign incoming tickets.
2. Currently, manual ticket assignment can lead to delays mistakes, and frustrated customers.
3. By streamlining the process, tickets will be automatically sent to the right agents.
4. This ensures faster responses and better use of team skills and time
5. The project will use rules, automation, and smart workflows   to manage assignments.
6. It will help balance workloads and reduce pressure on individual team members.
7. As a result, customers will receive quicker and more accurate Support
8. Overall, the project will make support operations more efficient and reliable

Purpose:

The purpose of this project is to make ticket assignment faster and easier for support teams. Many companies still assign tickets manually, which can cause delays, mistakes, and slow service. This project will help by automatically sending each ticket to the right agent based on their skills and workload.
It will make sure tickets are handled quickly and fairly, so no agent is too busy while others have less work. Automatic ticket assignment will help the team work better and solve customer problems faster. In the end, this project will create a smoother support process and improve customer service.

Problem statement:

ABC Corporation, a leading technology company, was facing challenges with efficiently assigning support tickets to the appropriate teams. With a vast array of products and services, the support team found it increasingly difficult to manually route tickets to the right groups, leading to delays in issue resolution and customer dissatisfaction.

Objective:

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.

1. The system will quickly route tickets to the right teams, helping to solve issues faster and reduce waiting time.

2. It will improve customer satisfaction by ensuring that customers get faster and more accurate responses to their problems.

3. The automated system will help balance workloads among support teams, making better use of available staff and resources.

REQUIREMENT ANALYSIS

Functional requirements:
Following are the functional requirements of the proposed solution

FR NO.	Functional requirements(milestones)	Sub requirements (sub milestones)
FR-1	USERS	Create Users create users (manne niranjan and Katherine pierce)
FR-2	GROUPS	Create Groups. create groups (certificates and platform group)
FR-3	ROLES	Create Roles create Roles (certificates role and platform role)
FR-4	TABLE	Create Table create table (operations related) and add the data
FR-5	ASSIGN ROLES&USER GROUPS	• Assign roles & users to Certificate group • Assign roles & users to platform group
FR-6	ASSIGN ROLE TO TABLE	Assign role to table add group members and roles
FR-7	CREATE ACL	Create ACL insert new roles in read the write operations
FR-8	FLOW	✝ Create a Flow to Assign operation & Ticket group ✝ Create a Flow to Assign operation & Ticket to platform group

FR-9	CONCLUSION	Streamlining Ticket Assignment in service now improves support operations

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

MILESTONE -1 USERS

ACTIVITY 1:create Users

PURPOSE:

        User creation helps set up profiles for support agents with their skills, availability, and roles. This makes it easier to quickly assign tickets to the right person, improving support speed and customer satisfaction.

USES

  User creation saves key details about each support agent, like their skills and availability. This helps the system   quickly assign tickets to the right agent, making support faster and more efficient
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STEPS:

1.Open service now.
2.Click on All >> search for user
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

MILESTONE -2 GROUPS
ACTIVITY 1: create Groups

PURPOSE:
Group creation helps organize support agents into teams based on their skills, departments, or ticket types. This makes it easier to assign tickets to the right team, improving ticket handling speed and ensuring the right experts work on the right issues.

USES:
Group creation helps organize support agents into teams based on skills or departments. This makes it easier to quickly assign tickets to the right team, improving support speed, workload balance, and overall efficiency.

STEPS:
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
7. Create another group with the following details
8. Click on submit

MILESTONE -3 ROLES

ACTIVITY 1: Create Roles

PURPOSE:
Roles creation defines what each user can do in the system, such as managing tickets, handling specific tasks, or overseeing teams. It helps control access, organize responsibilities, and ensure the right people have the right permissions to keep the support process smooth and secure.
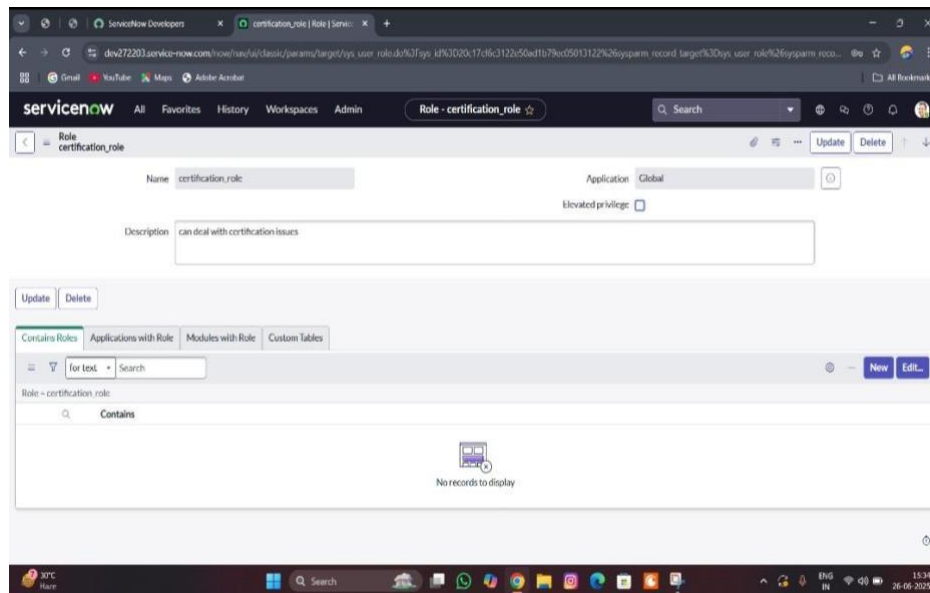
USES:
Roles creation helps assign specific permissions and responsibilities to each user. It ensures that agents, team leads, and managers can only access the features they need, making the ticket assignment process organized, secure, and efficient.

STEPS:
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
6.Click on submit
   Create one more role
7.Create another role with the following details

8.click on submit

MILESTONE -4 TABLE
ACTIVITY-1 Creating Table

PURPOSE:
Table creation is used to store, organize, and display important data like user details, ticket information, groups, and roles in a clear and structured way. This helps the system easily manage and track tickets, making the assignment process faster, more accurate, and easier to control.

USES:
Table creation helps store and organize data like users, tickets, groups, and roles. It makes it easy to manage, track, and quickly assign tickets to the right agents or teams.

STEPS:
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
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