**STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS**

**Team Id:** NM2025TMID19785

**Team Members:** 4

**Team Leader:** DEEPA U

**Team Member 1:** PUNITHA S

**Team Member 2:** SHANMUGAM K

**Team Member 3:** VIJAY KUMAR S **Problem Statement:**

ABC Corporation's support team currently uses a manual process to route incoming support tickets to the appropriate departments. This approach is time-consuming, prone to human error, and often leads to delays in issue resolution. As a result, customer satisfaction is negatively impacted, and support resources are not utilized efficiently. There is a need for an automated ticket routing system that can intelligently and accurately assign tickets to the right teams, ensuring faster response times and improved operational efficiency.

**Objective:**

1. Automate ticket routing to the correct support teams based on ticket content.
2. Improve response and resolution times for customer support issues.
3. Enhance customer satisfaction by reducing delays and misrouting.
4. Optimize support team workload and resource utilization.

**Skills:**

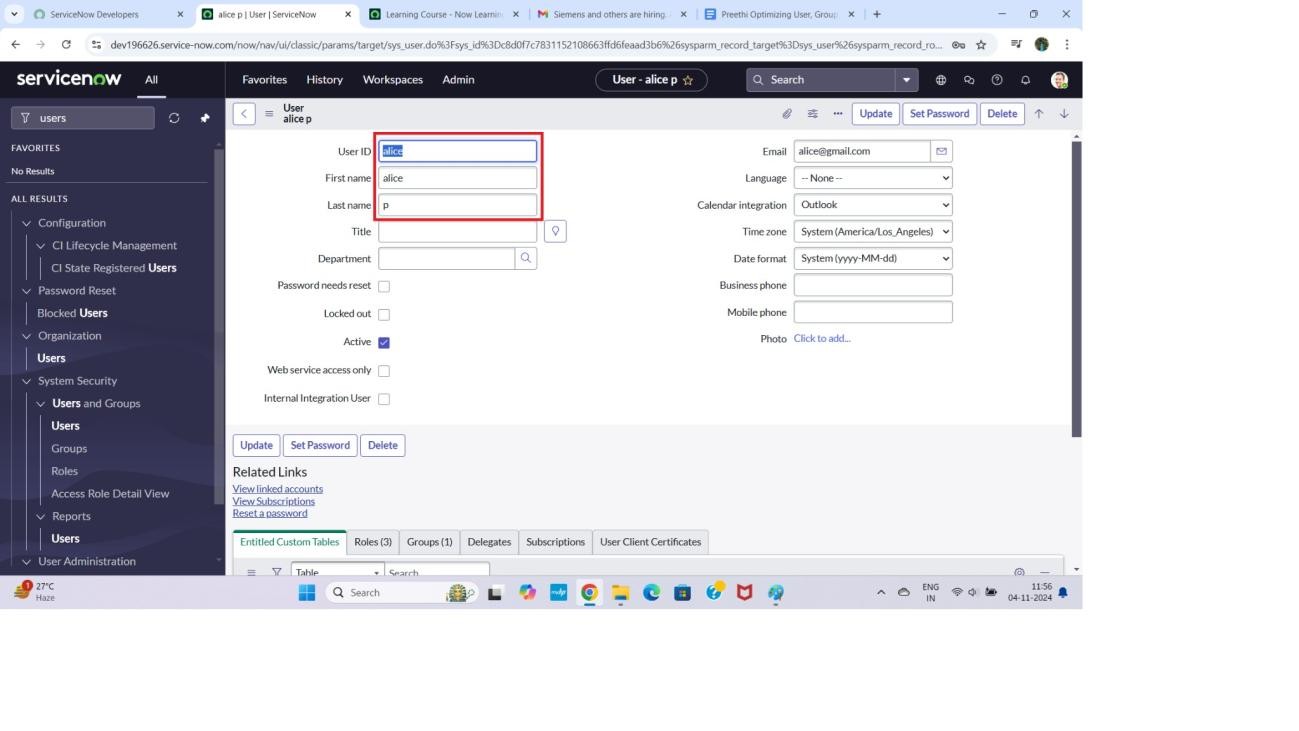
Natural Language Processing (NLP), Machine Learning / AI, Data Analysis and Preprocessing, Python or similar programming language, etc.,

**TASK INITIATION**

**Milestone 1 : Users**

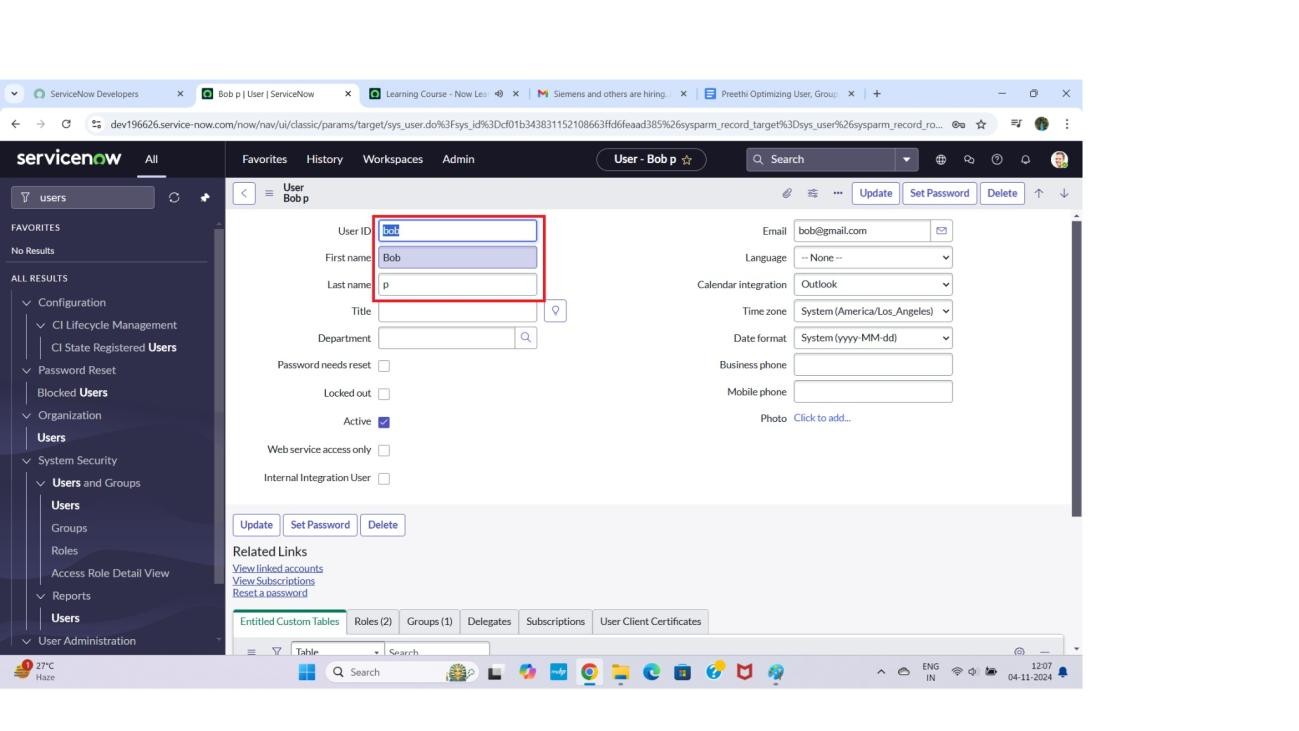
**Activity 1:** **Create Users**

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:**

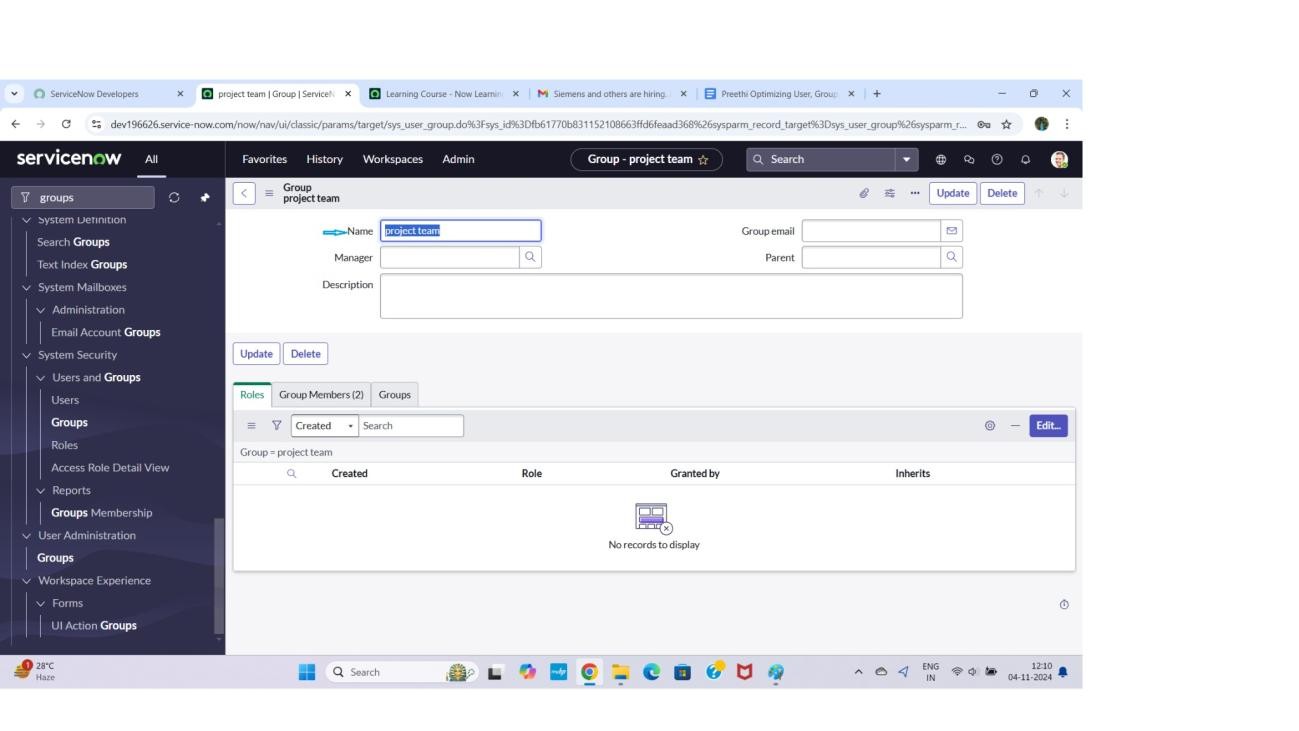
1. Create another user with the following details
2. Click on submit



**Milestone 2 : Groups**

**Activity 1:** **Create Groups**

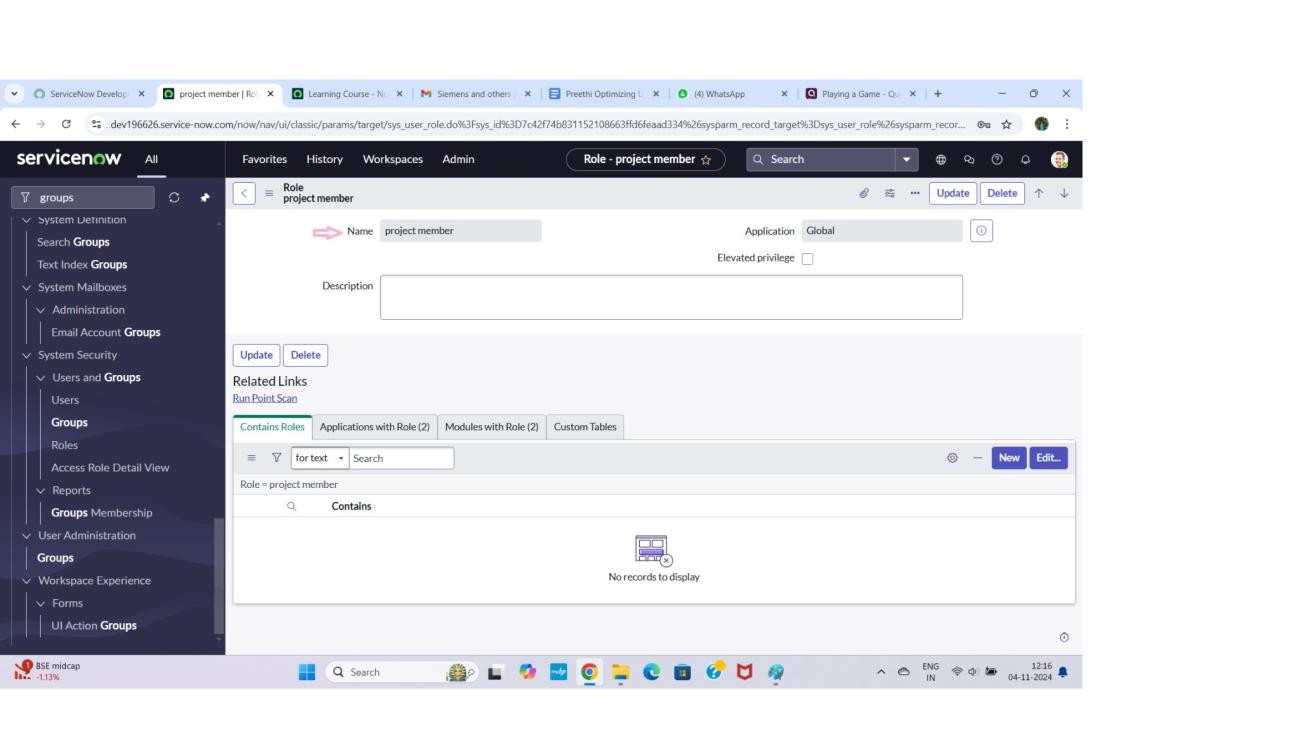
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group
6. Click on submit



**Milestone 3 : Roles**

**Activity 1:** **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
6. Click on submit



**Create one more role:**

7.Create another role with the following details

8.Click on submit

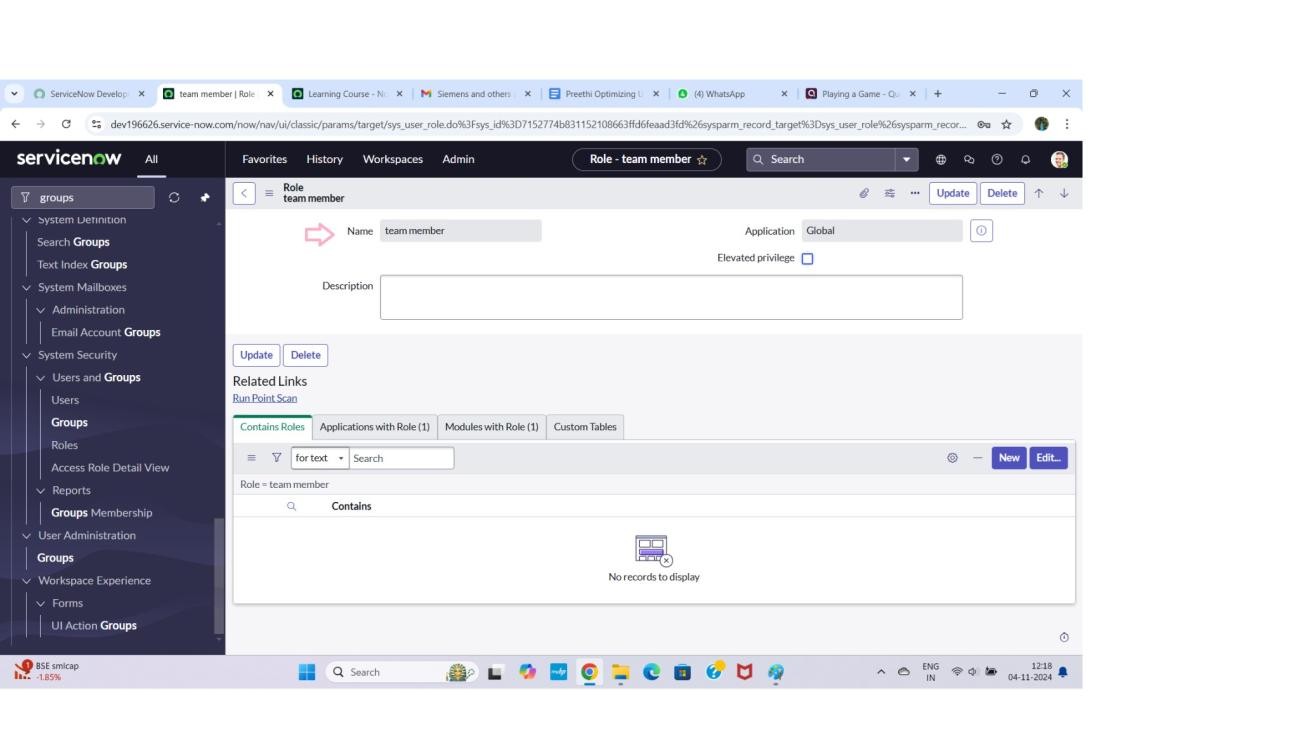
**Milestone 4 : Table Activity 1:** **Create Table**

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

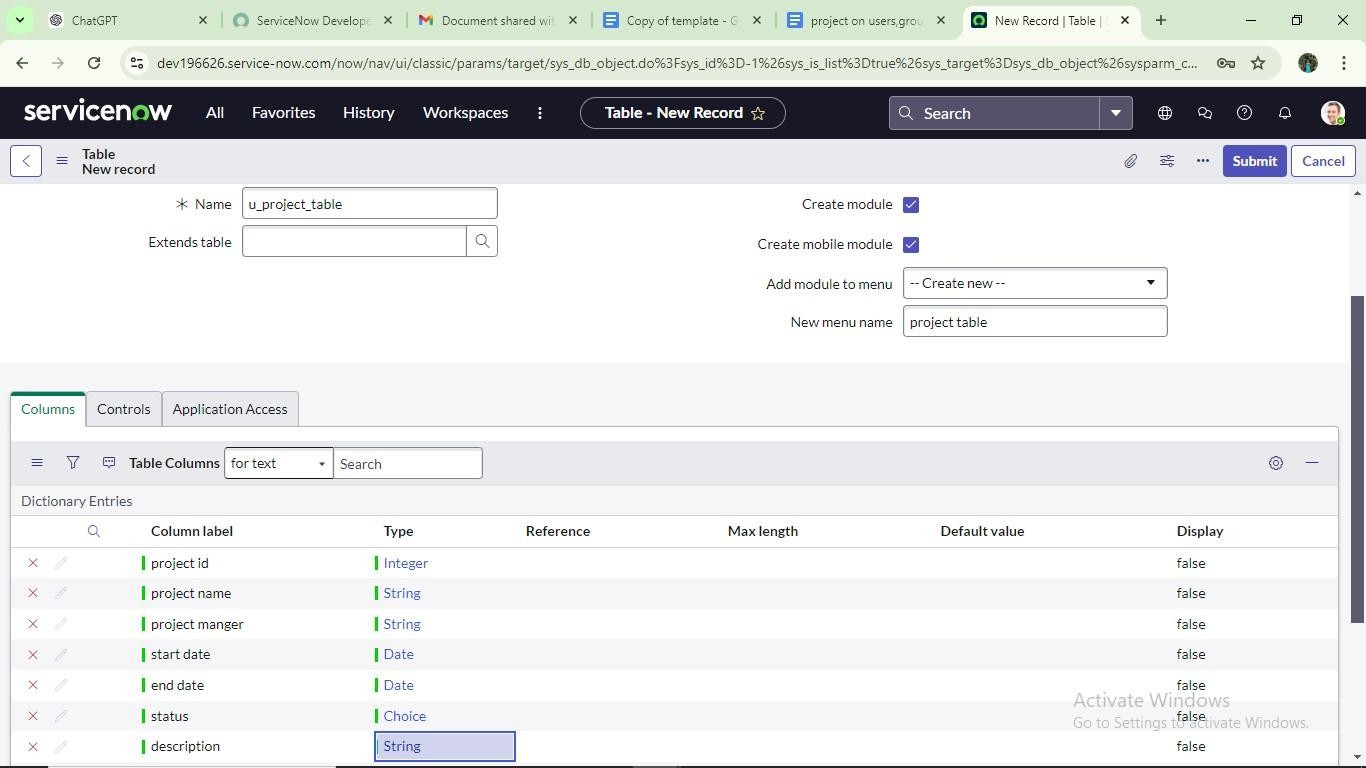
Label : project table

Check the boxes Create module & Create mobile module

1. Under new menu name : project table
2. Under table columns give the columns



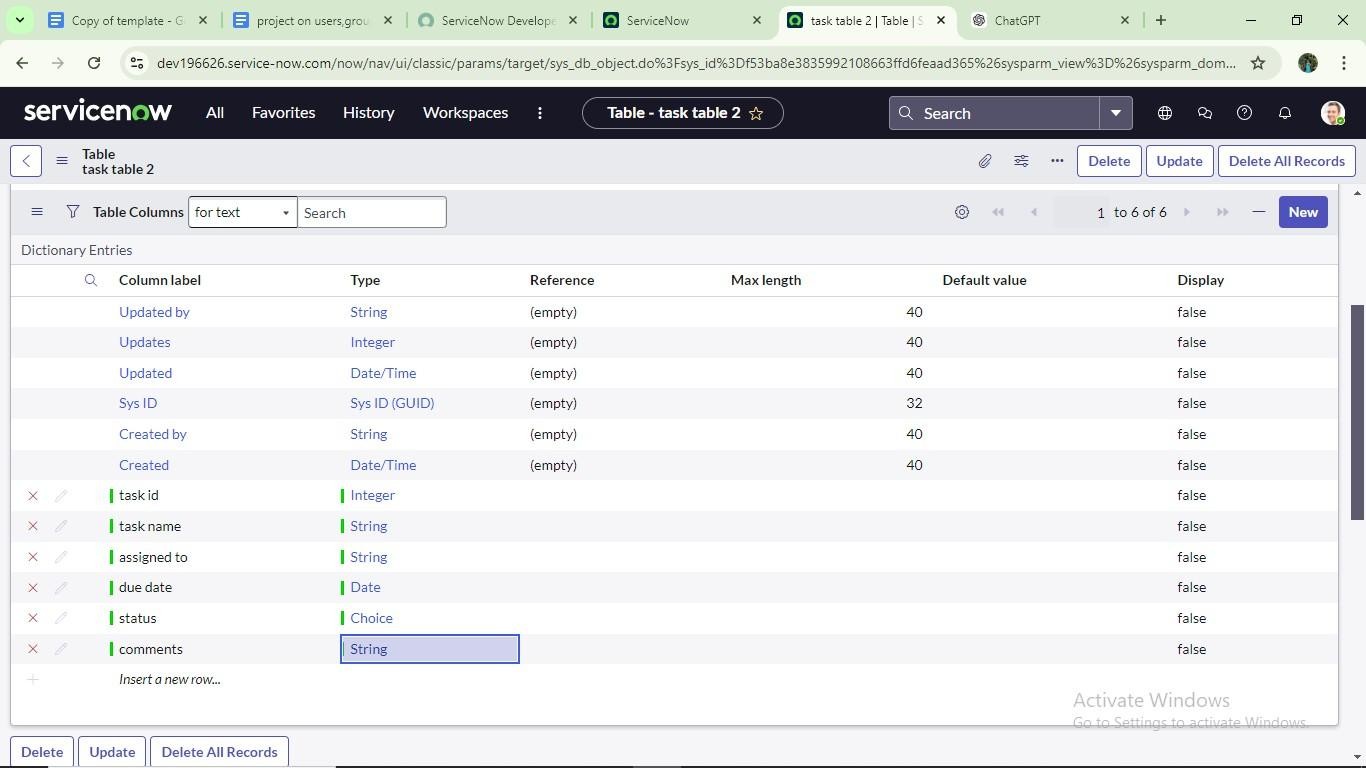
1. Click on submit



**Create one more table:**

9.Create another table as:task table 2 and fill with following details.

10. Click on submit.



**Milestone 5 : Assign users to groups**

**Activity 1:** **Assign users to project team group**

1.Open service now.

2.Click on All >> search for groups

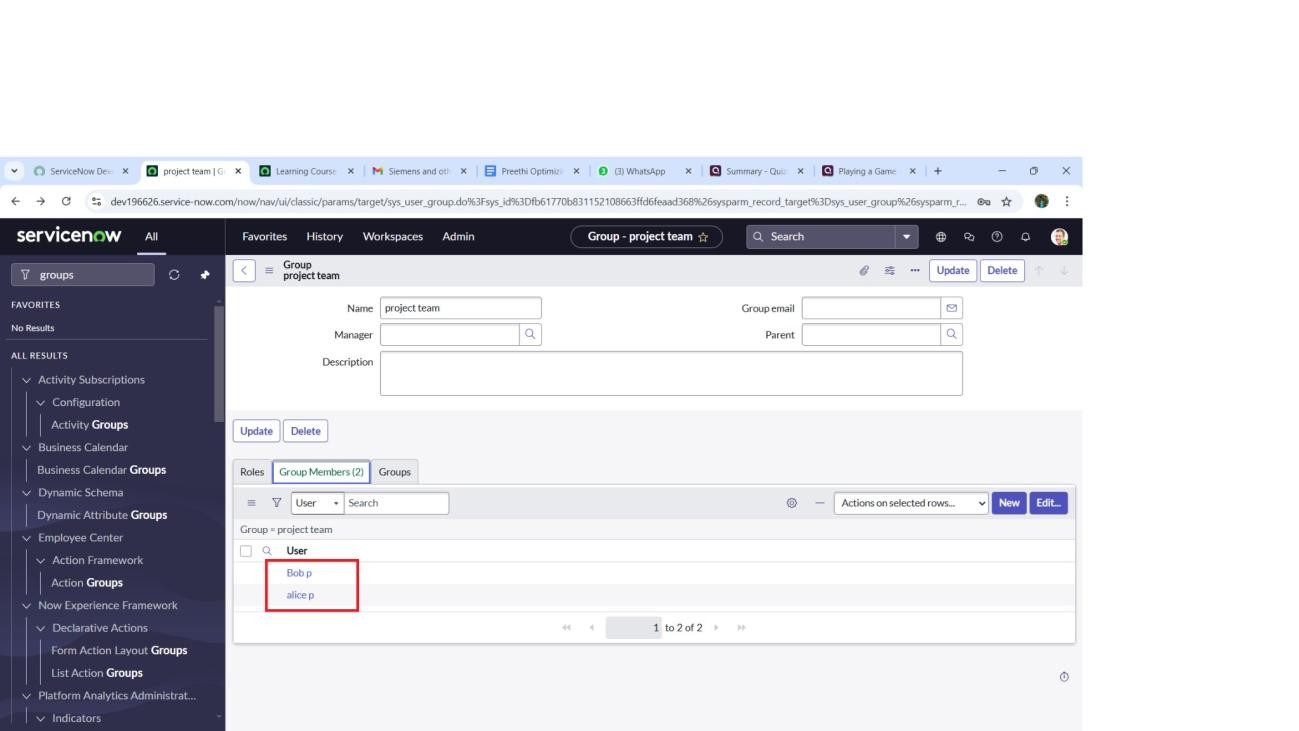
3.Select tables under system definition

4.Select the project team group

5.Under group members

6.Click on edit

7.Select alice p and bob p and save



**Milestone 6 : Assign roles to users**

**Activity 1:** **Assign roles to alice user**

1.Open servicenow.Click on All >> search for user

2.Select tables under system definition

3.Select the project manager user

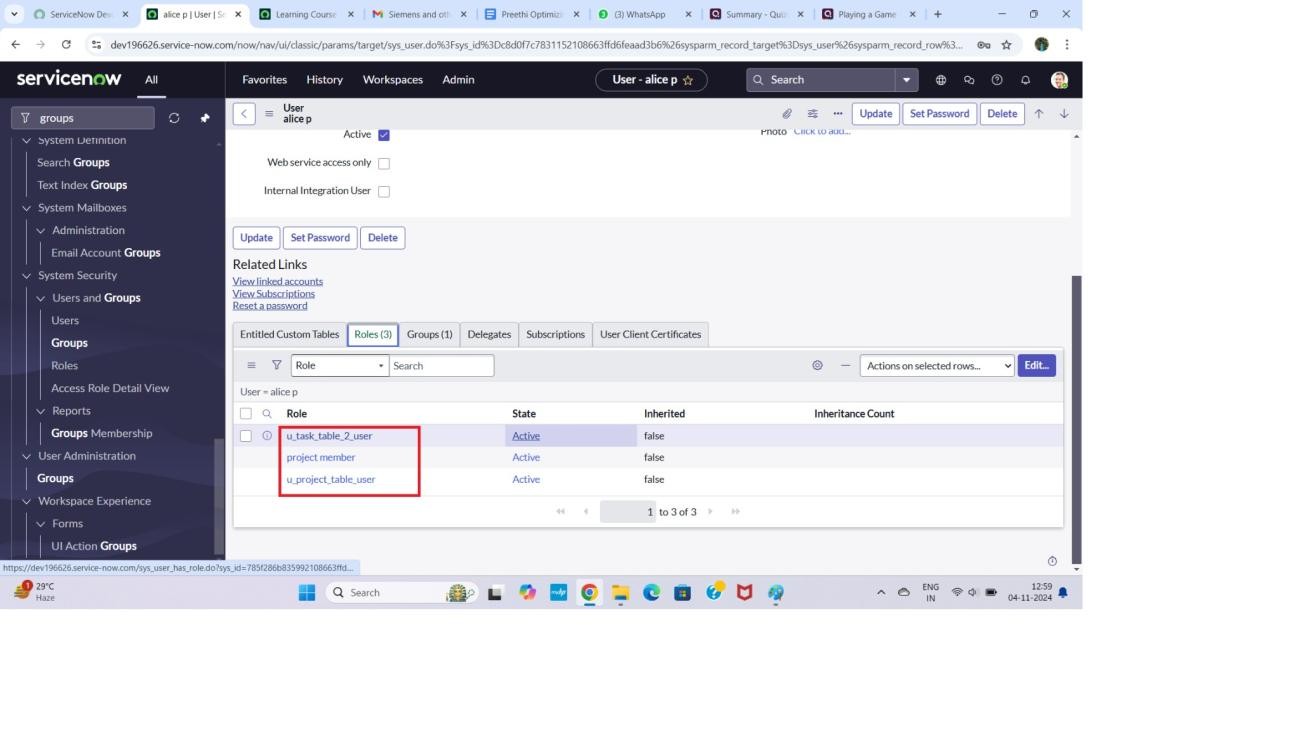
4.Under project manager

5.Click on edit

6.Select project member and save

7.click on edit add u\_project\_table role and u\_task\_table role

8.click on save and update the form.



**Activity 2:** **Assign roles to bob user**

1. Open servicenow.Click on All >> search for user

2.Select tables under system definition

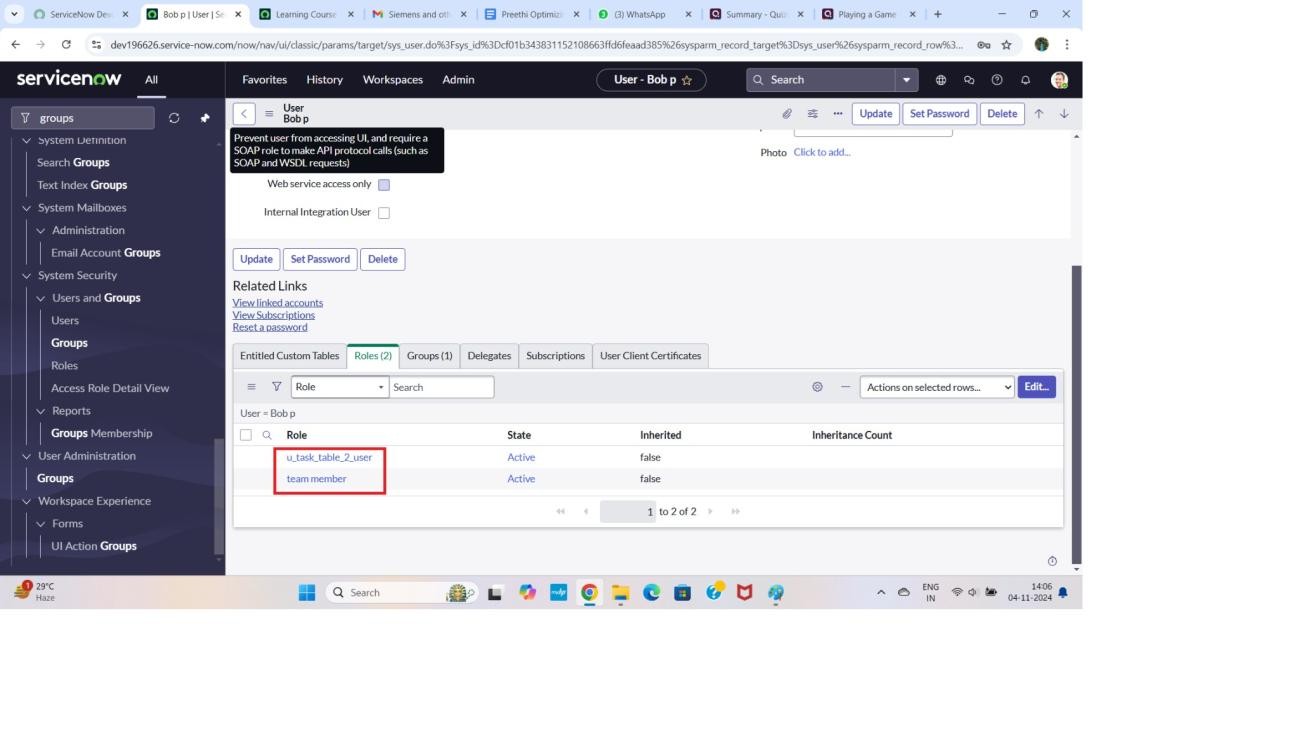
3.Select the bob p user

4.Under team member

5.Click on edit

6.Select team member and give table role and save

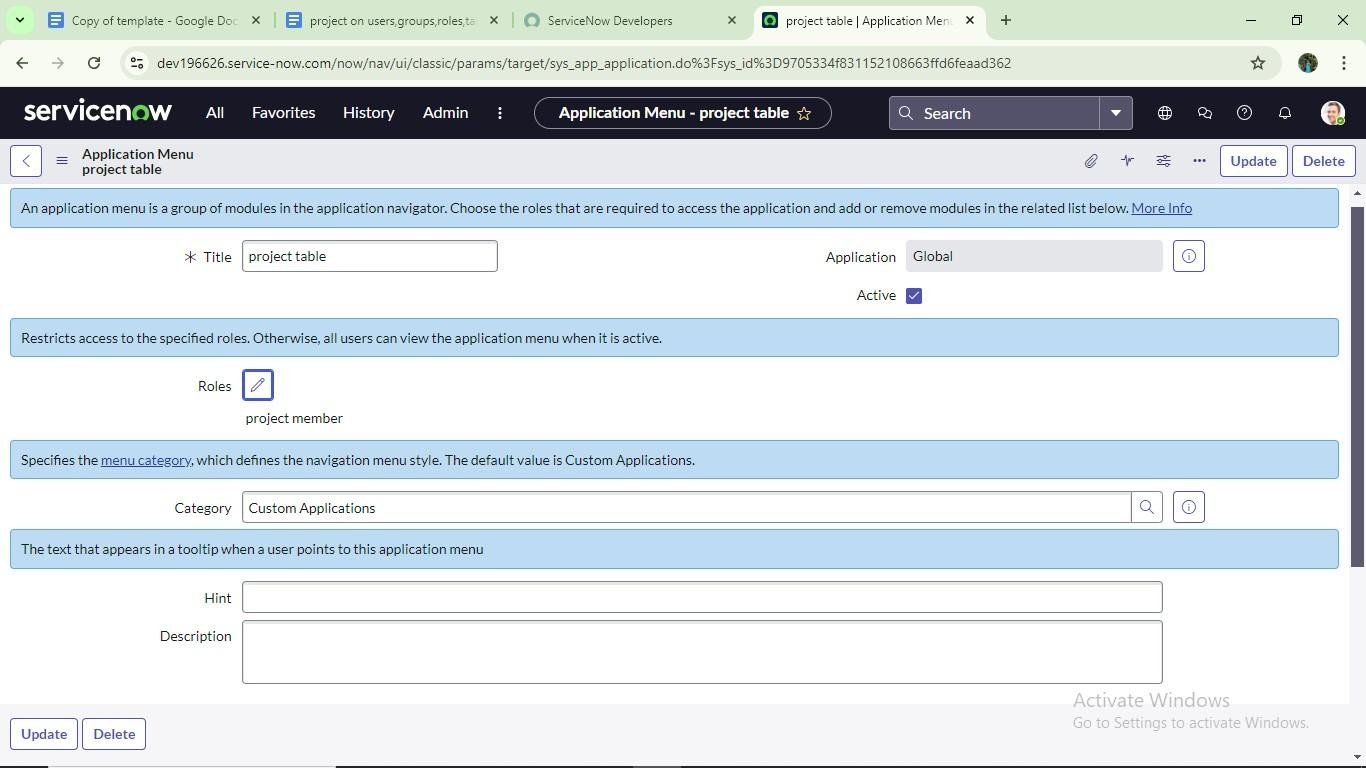
1. Click on profile icon Impersonate user to bob
2. We can see the task table2.

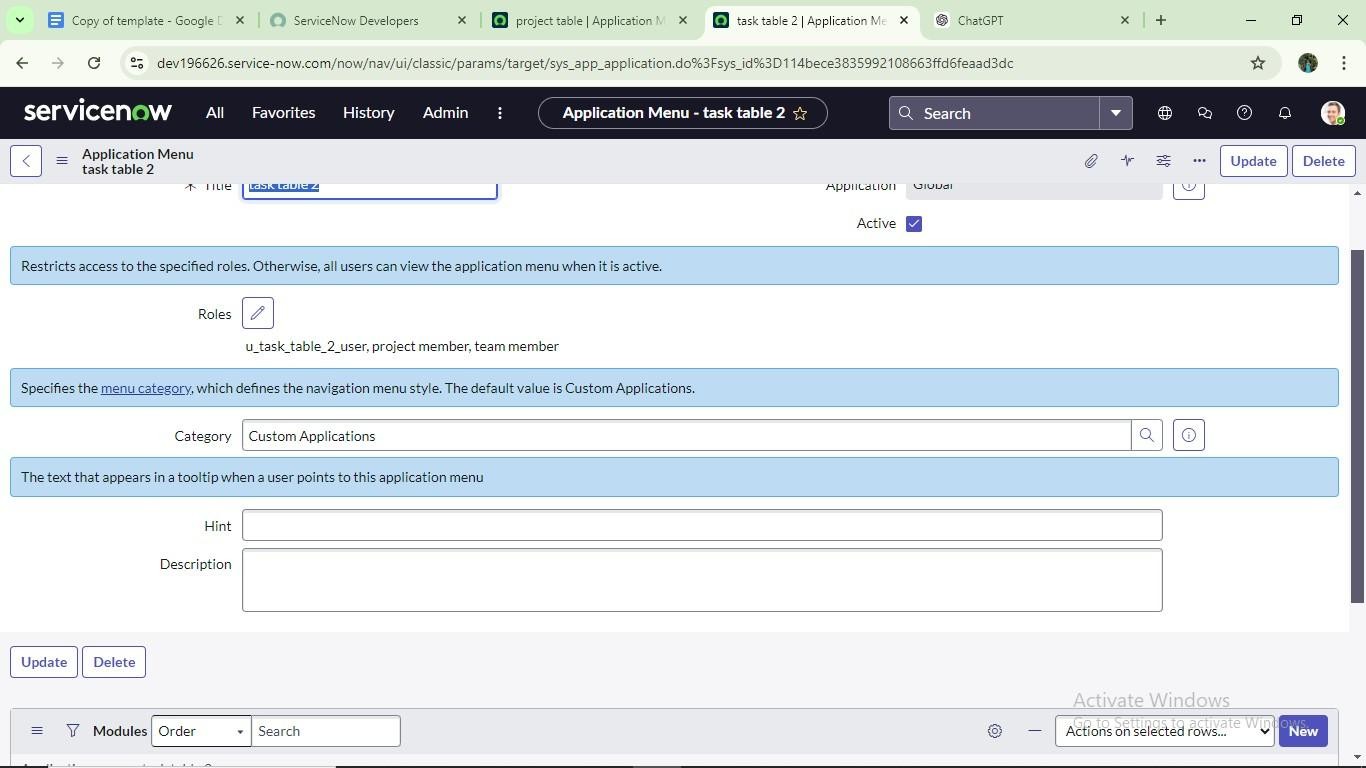


**Milestone 7 : Application access**

**Activity 1: Assign table access to application**

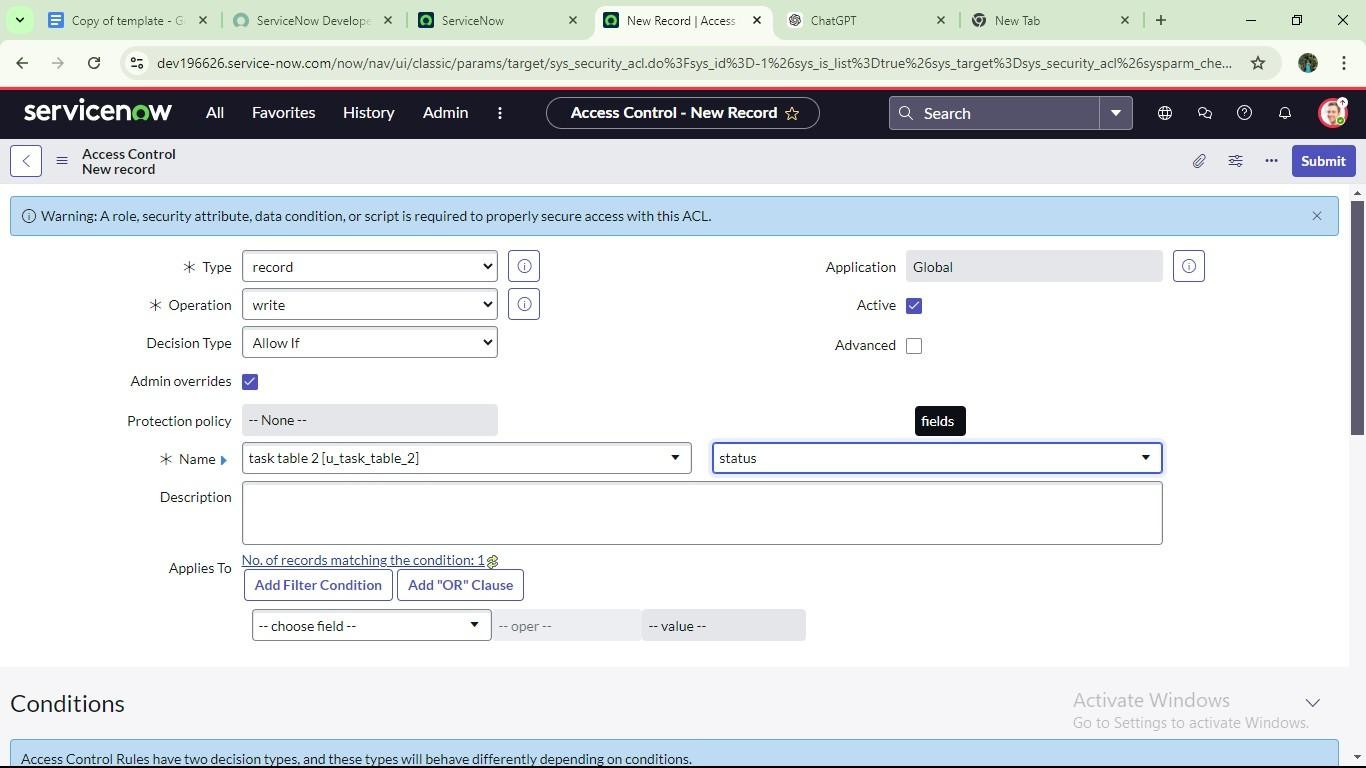
1. while creating a table it automatically create a application and module for that table
2. Go to application navigator search for search project table application
3. Click on edit module
4. Give project member roles to that application
5. Search for task table2 and click on edit application.
6. Give the project member and team member role for task table 2 application



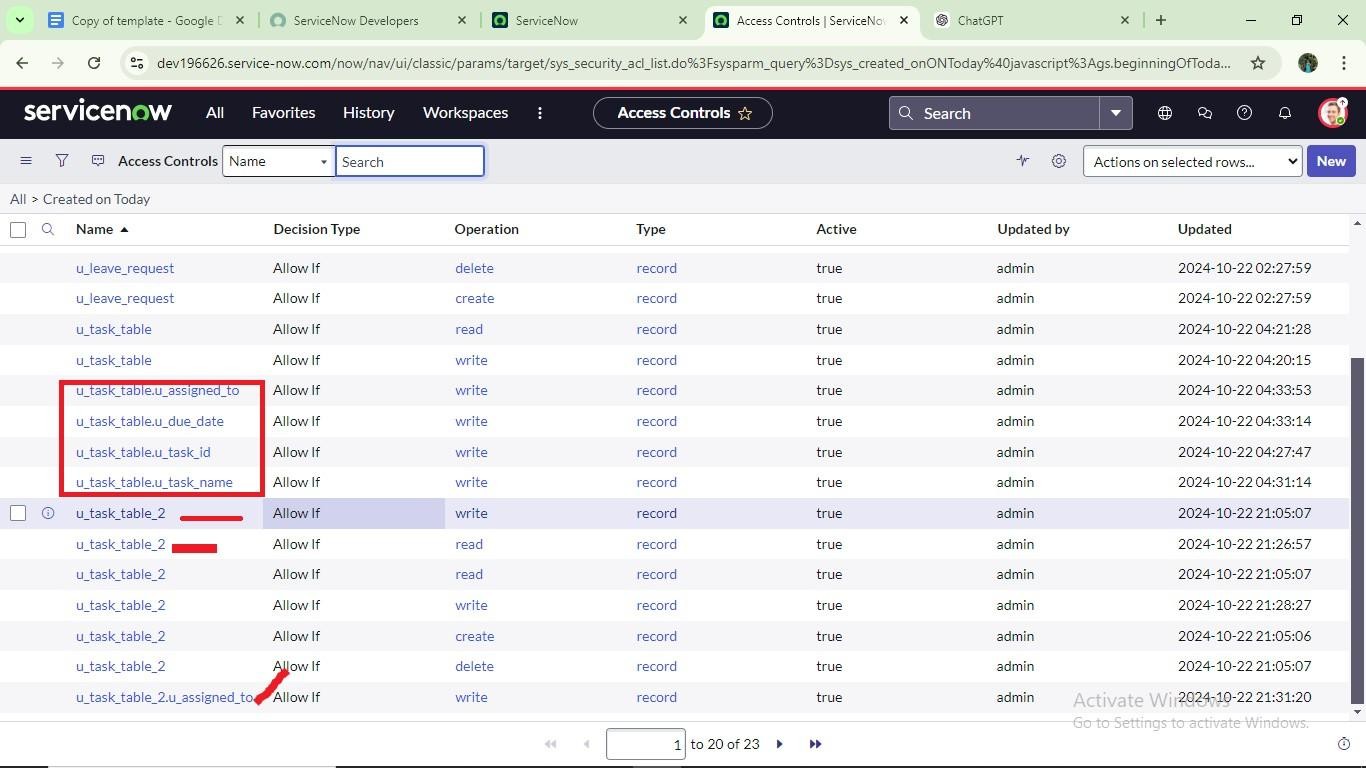


**Milestone 8 :Access control list Activity 1: Create ACL**

1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on elevate role 5. Click on new



1. Fill the following details to create a new ACL
2. Scroll down under requires role
3. Double click on insert a new row
4. Give task table and team member role
5. Click on submit
6. Similarly create 4 acl for the following fields



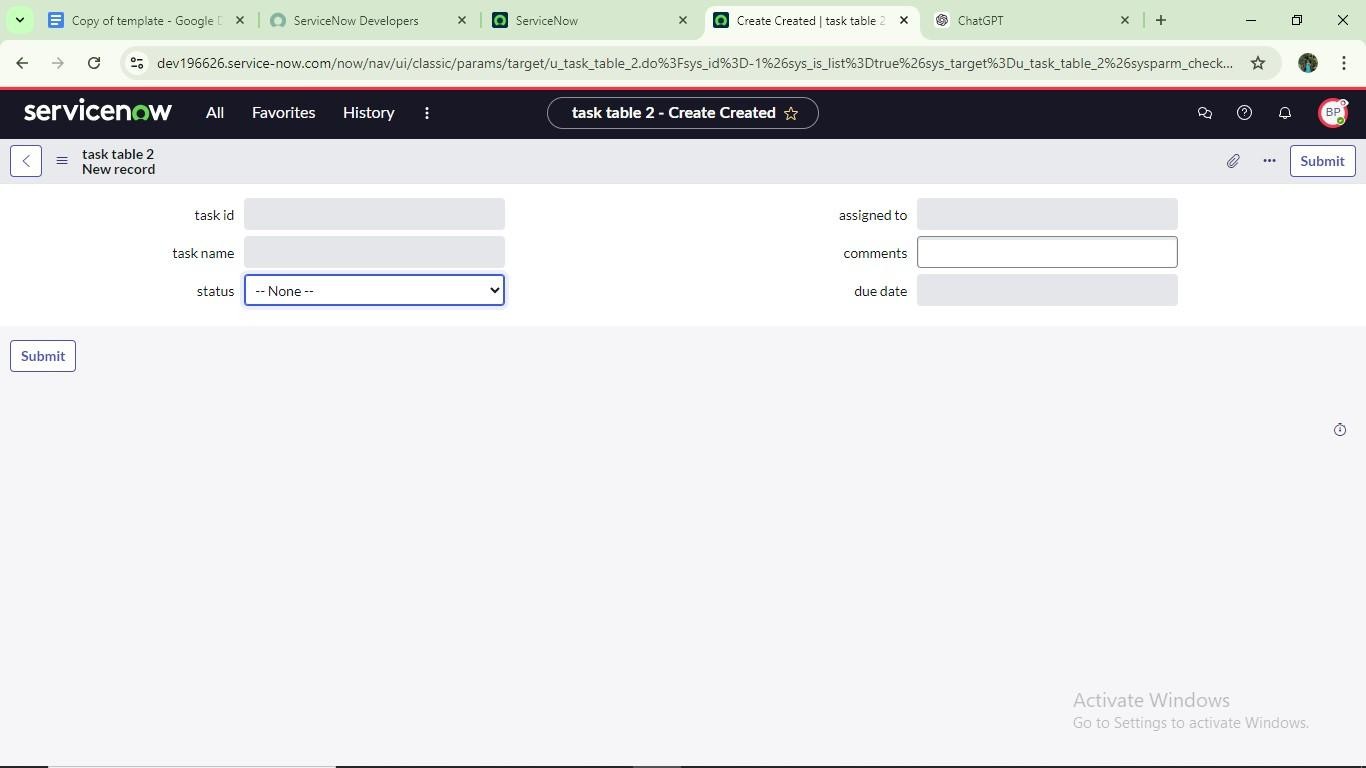
12.Click on profile on top right side

13.Click on impersonate user

14.Select bob user

15.Go to all and select task table2 in the application menu bar

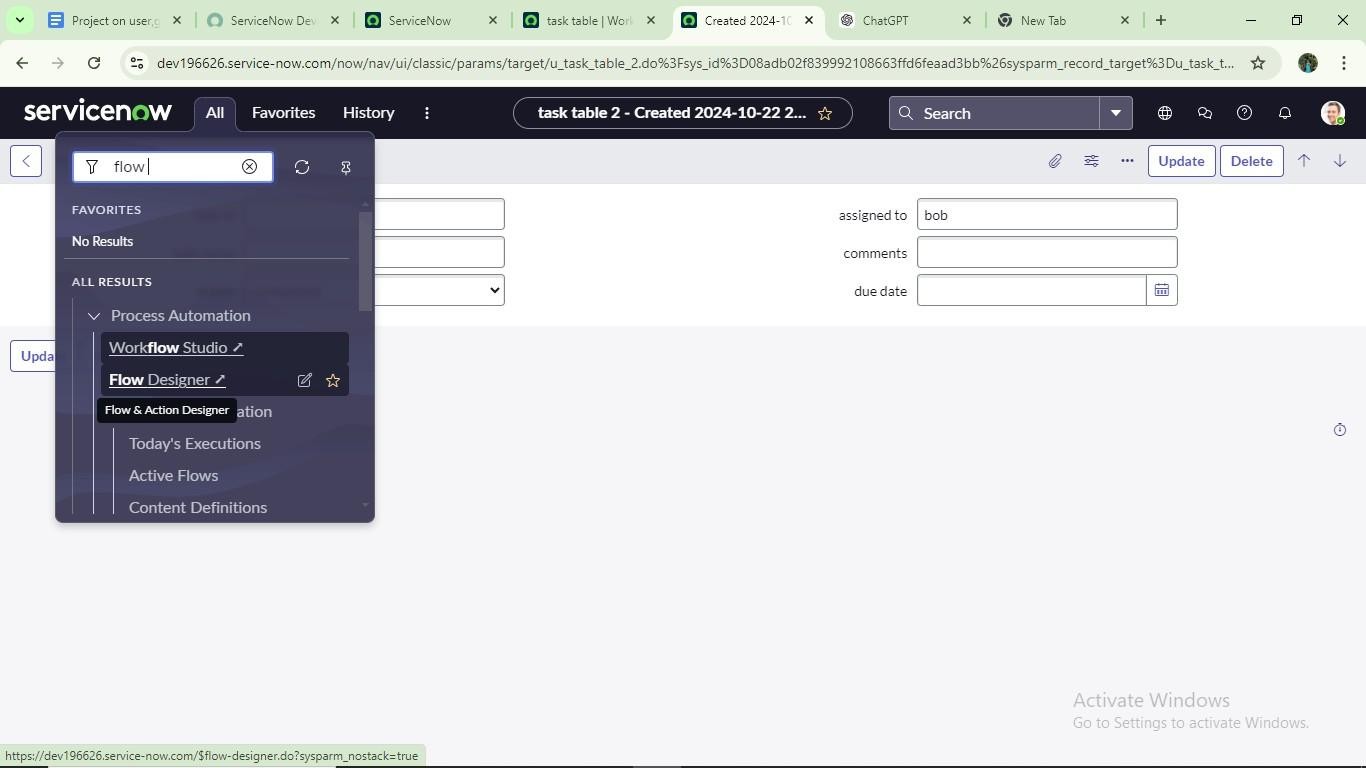
16. Comment and status fields are have the edit access

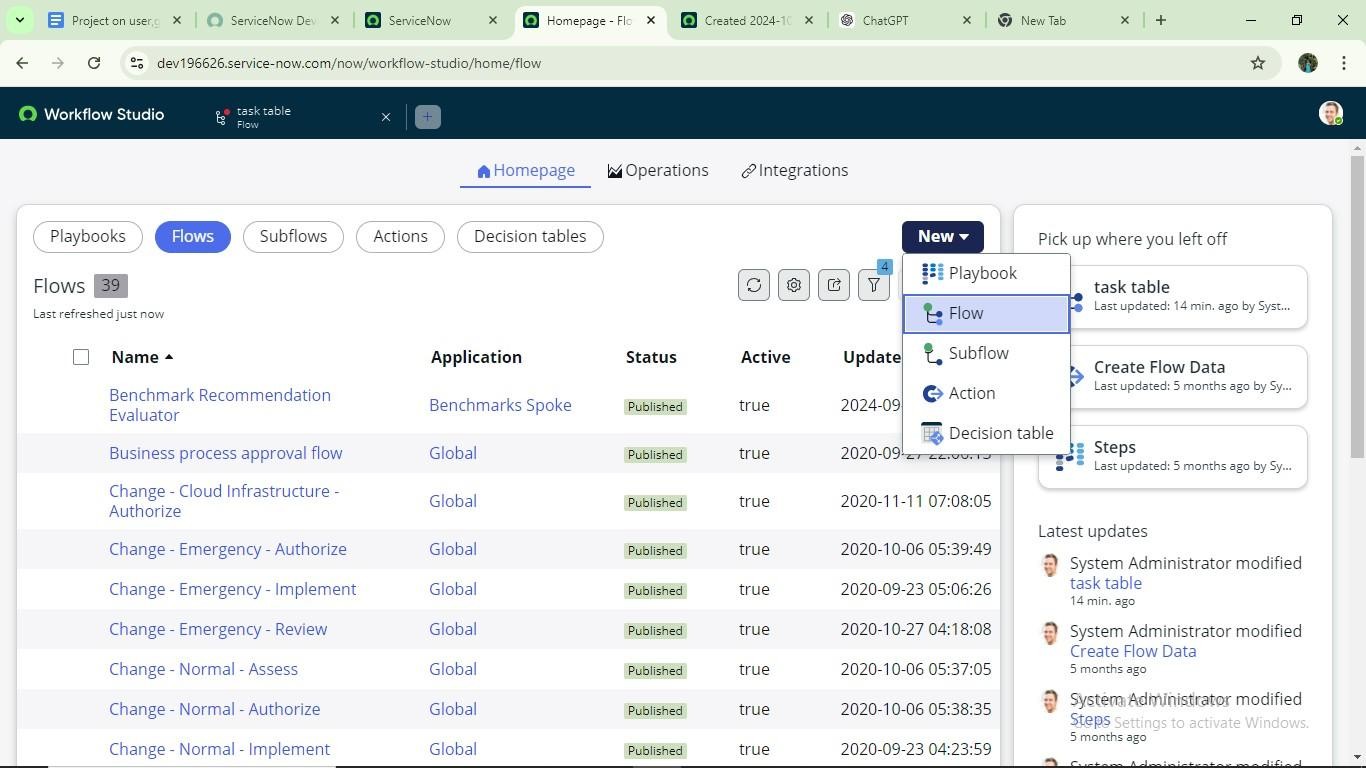


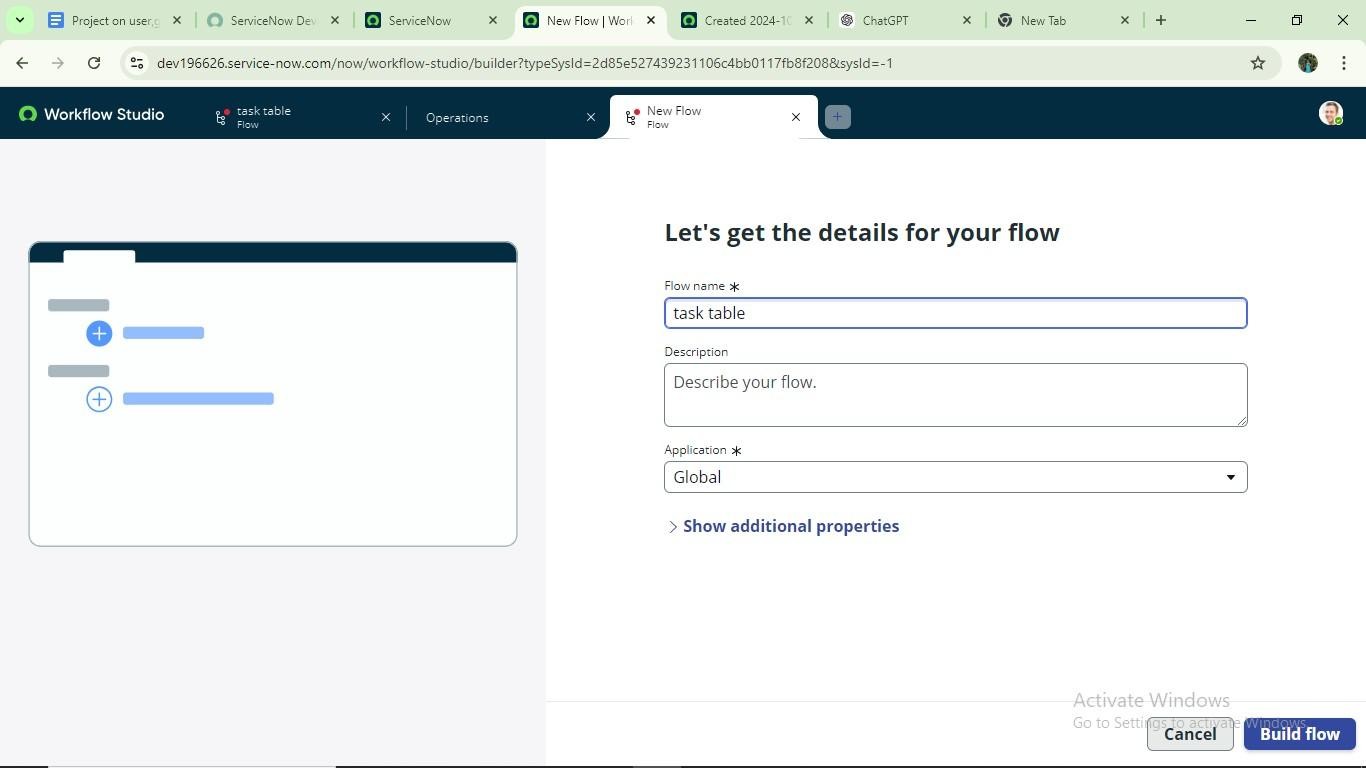
# Milestone 9: Flow

**Activity 1:** **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 “ task table”.
6. Application should be Global.
7. Click build flow.







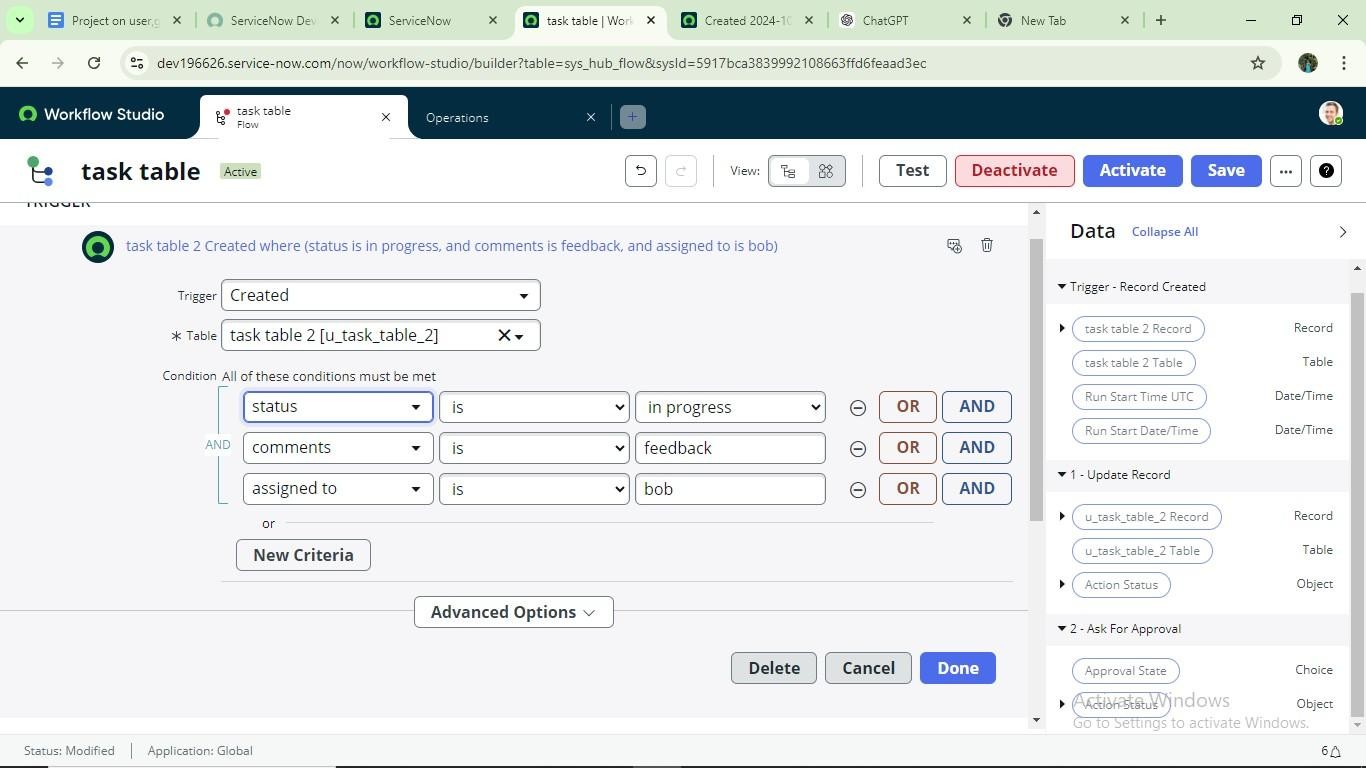
**next step:**

1. Click on Add a trigger
2. Select the trigger in that Search for “create record” and select that.
3. Give the table name as “ task table ”.
4. Give the Condition as Field : status Operator :is Value : in progress

Field : comments Operator :is Value : feedback

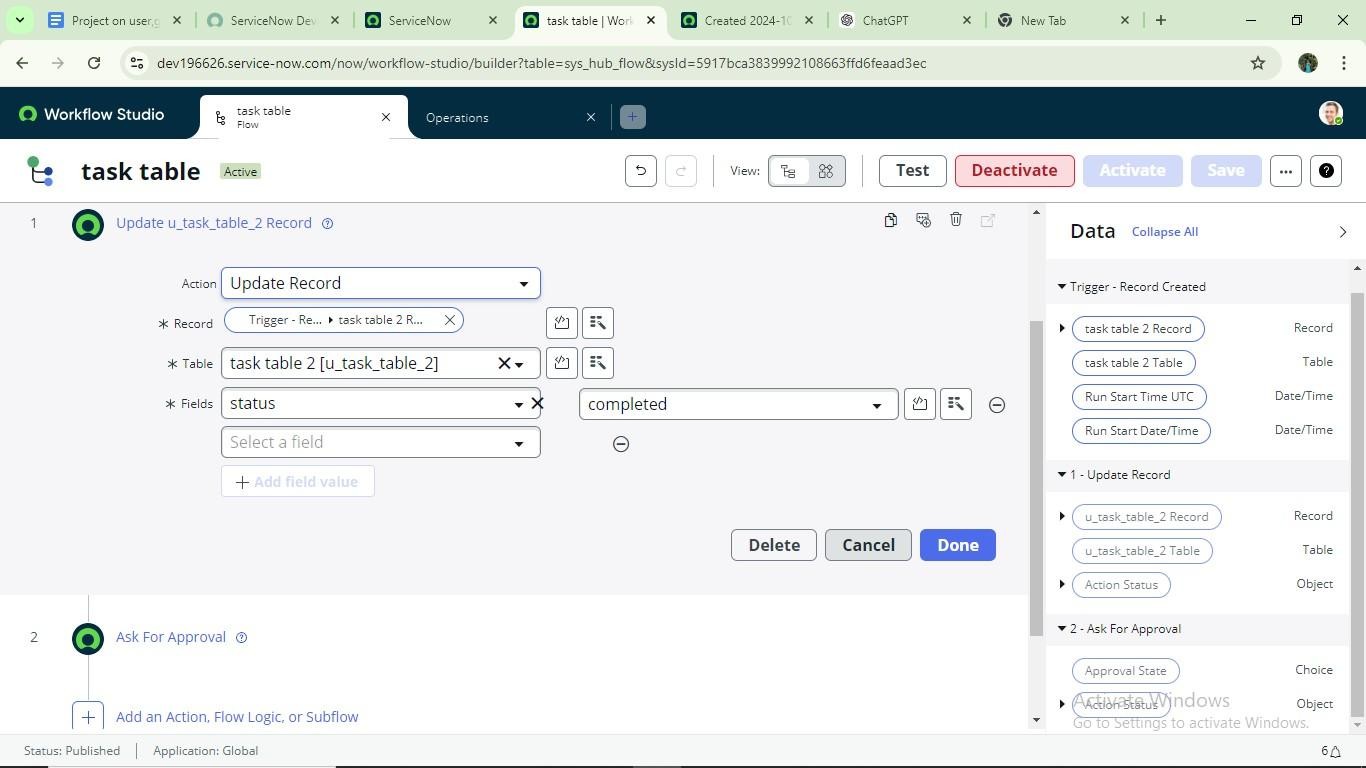
Field : assigned to Operator :is Value : bob

1. After that click on Done.



**Next step:**

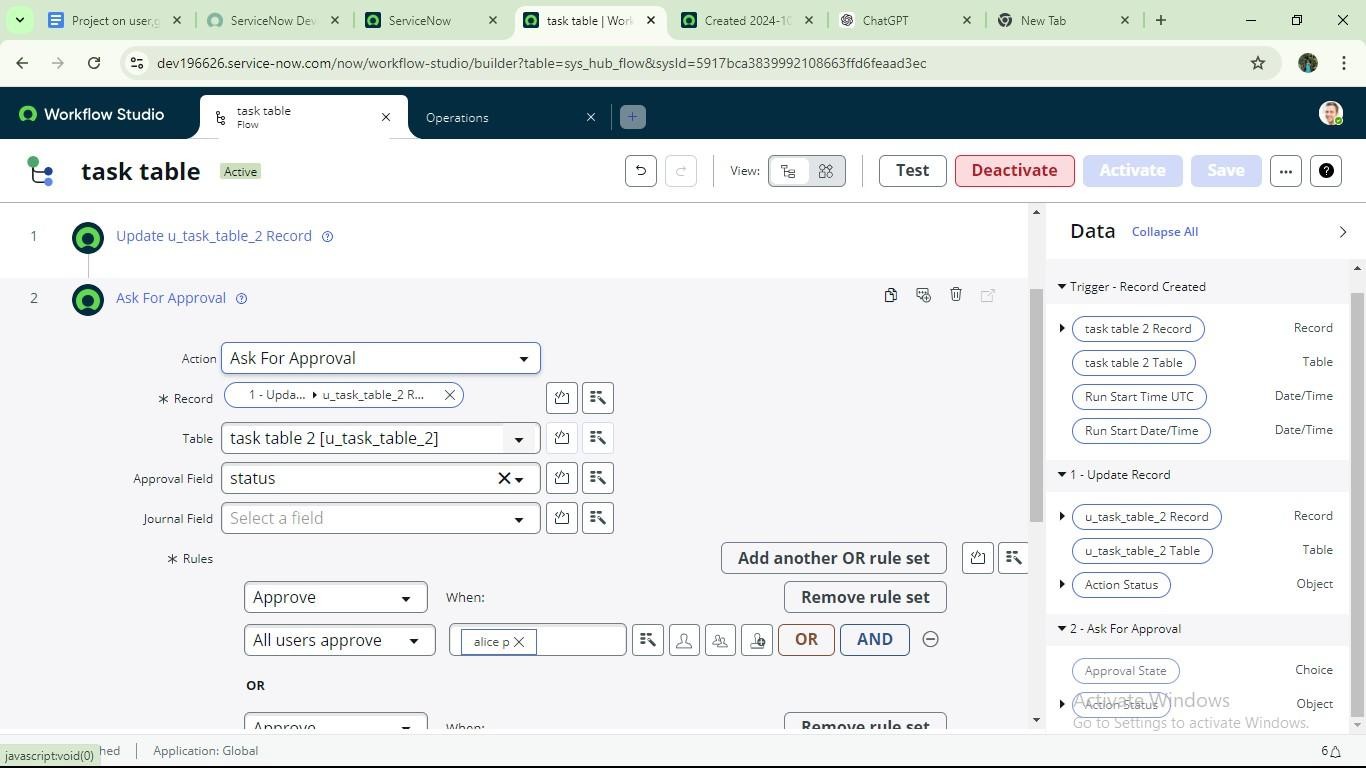
1. Click on Add an action.
2. Select action in that ,search for “ update records”.
3. In Record field drag the fields from the data navigation from Right Side(Data pill)
4. Table will be auto assigned after that
5. Add fields as “status” and value as “completed”
6. Click on Done.



**Next step:**

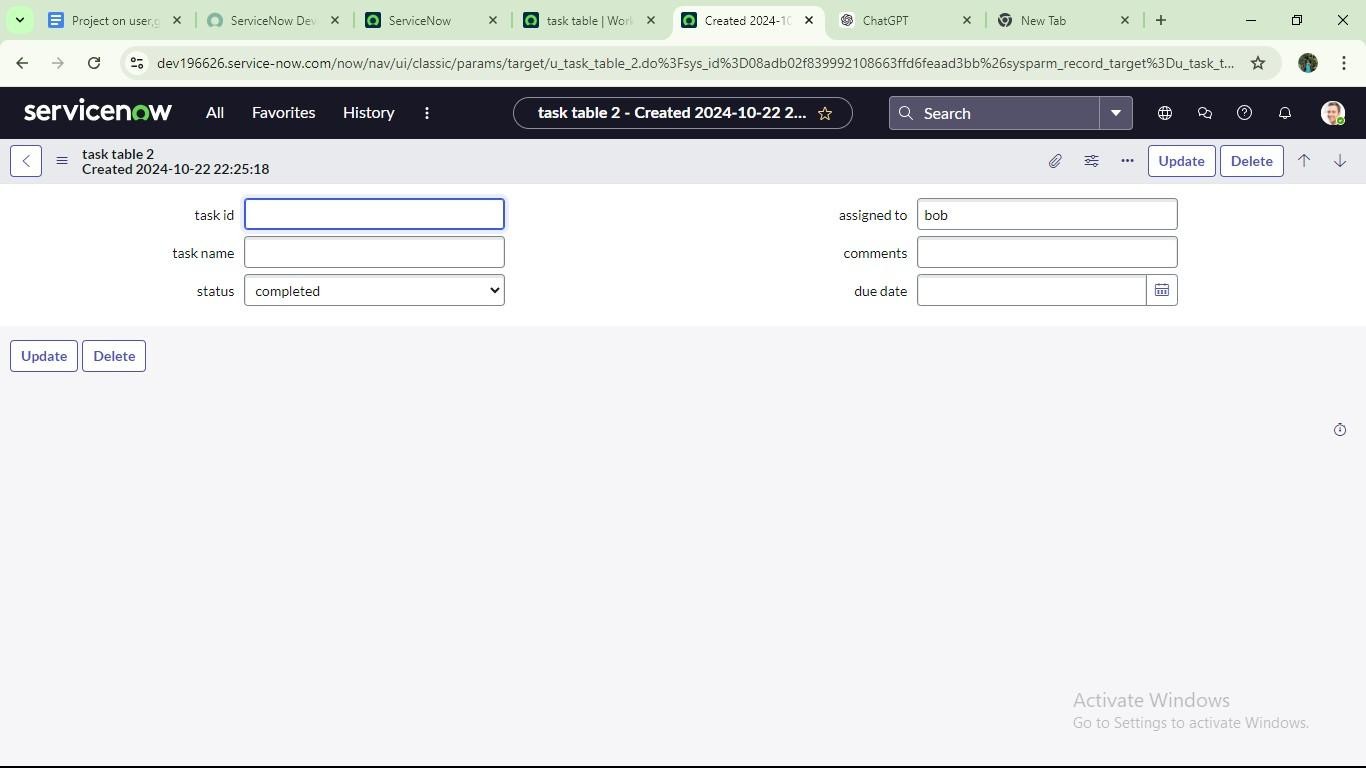
1. Now under Actions.
2. Click on Add an action.
3. Select action in that ,search for “ ask for approval ”.
4. In Record field drag the fields from the data navigation from Right side
5. Table will be auto assigned after that
6. Give the approve field as “ status” 7. Give approver as alice p

8. Click on Done.



9.Go to application navigator search for task table.

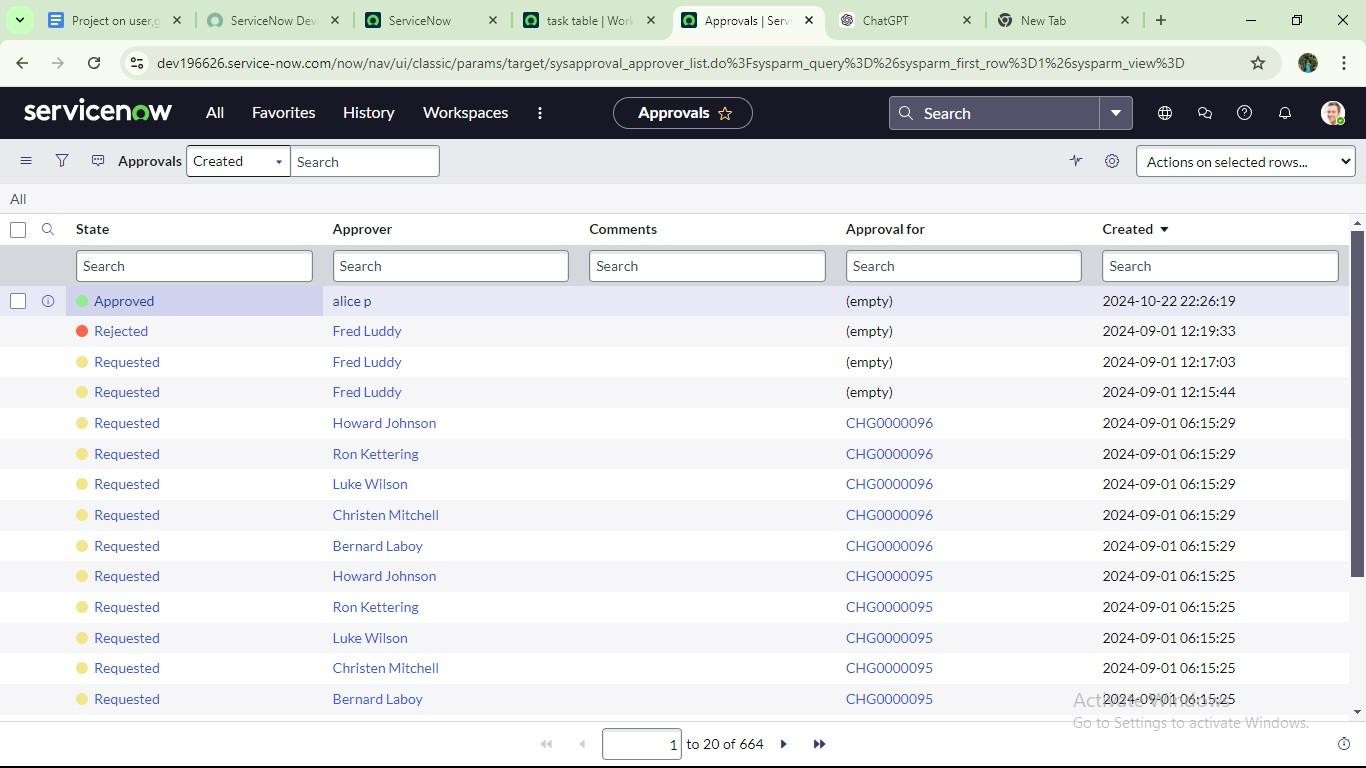
10.It status field is updated to completed



11.Go to application navigator and search for my approval

12.Click on my approval under the service desk.

13. Alice p got approval request then right click on requested then select approved



**Conclusion :**