STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

Submitted by

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in

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NAAN MUDHALVAN LAB

ANNA UNIVERSITY REGIONAL CAMPUS MADURAI-625-019

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Supervised by

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BONAFIDE CERTIFICATE

This is to certify that the project report titled **"STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS"** is the Bonafide work of **Dharanidharan K (910022104037), Ramanan M (910022104041),Muhammed Sheik Ashraf (910022104717)** who carried out the project work under my supervision in the Naan Mudhalvan Lab.

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Finally, I thank my family and friends, whose encouragement and patience motivated me to complete this project successfully.

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ABSTRACT

This project focuses on enhancing the efficiency of IT support operations in ServiceNow by automating the ticket assignment process. In traditional systems, tickets were manually assigned to support teams by administrators or agents, which often caused delays, misrouting, and uneven workload distribution.

To overcome these challenges, the project involves creating users, groups, and roles, along with configuring access control lists (ACLs) to maintain secure and organized access to records. Using **ServiceNow Flow Designer**, automated workflows are developed to intelligently assign tickets to the appropriate support groups, such as the *Certificate Group* and *Platform Group*, based on predefined rules and conditions.

This automation ensures that every incoming ticket is routed to the right team instantly, reducing manual intervention and improving response times. The result is a more efficient, accurate, and secure ticket management system that strengthens overall IT service delivery and operational performance.

Problem Statement:

In many organizations, ticket assignment to support teams is still done manually, causing delays, errors, and uneven workload distribution that reduce efficiency and customer satisfaction. Without proper access control, there is also a risk of unauthorized ticket handling. As support requests increase, manual management becomes time-consuming and less effective.To address this, an automated ticket assignment system in ServiceNow is needed to route tickets intelligently to the correct groups—such as Certificate and Platform Groups— based on predefined rules. This will enhance accuracy, security, and overall IT service efficiency. focusing on lack of transparency and tracking in manual ticket handling.

Objectives:

The main objective of this project is to develop a Ticket Assignment Automation System on the ServiceNow platform that streamlines support operations by automatically routing tickets to the appropriate teams. The specific objectives are as follows:

- Automate the process of assigning tickets to appropriate support groups.

- Reduce manual intervention in ticket management.

- Ensure role-based access and secure group-level operations.

- Improve efficiency and productivity in IT service management.

- Enhance accuracy and consistency in ticket routing to ensure that issues reach the right team on time.

- Promote accountability and transparency by assigning clear ownership of tickets to specific support groups.
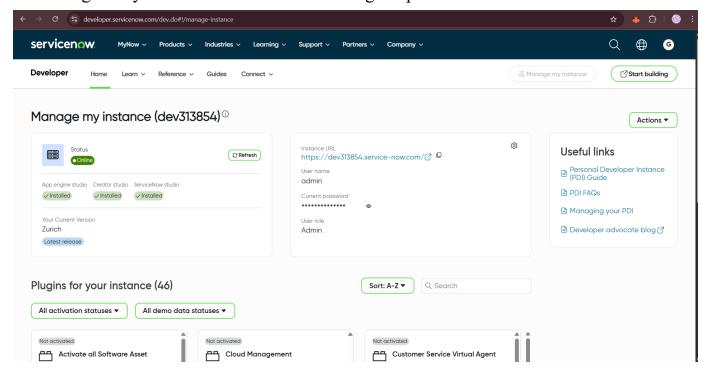
Skills:

<div align="center">

TASK INITIATION

</div>

Milestone 1: Setting up ServiceNow Instance

Activity: Setting up ServiceNow Instance

1. Sign up for a developer account on the ServiceNow Developer site "https://developer.servicenow.com".

2. Once logged in, navigate to the "Personal Developer Instance" section.

3. Click on "Request Instance" to create a new ServiceNow instance.

4. Fill out the required information and submit the request.

5. You'll receive an email with the instance details once it's ready.

6. Log in to your ServiceNow instance using the provided credentials.

7. Now you will navigate to the ServiceNow.

Milestone 2: Creation of Users

Activity: User Creation

      1. Navigate to User Administration → Users → New

FAVORITES

No Results

ALL RESULTS

∨ **User Ad**ministration

Time-Limited User Roles

Users

Groups

Roles

Logged in users

Active Transactions

All Active Transactions
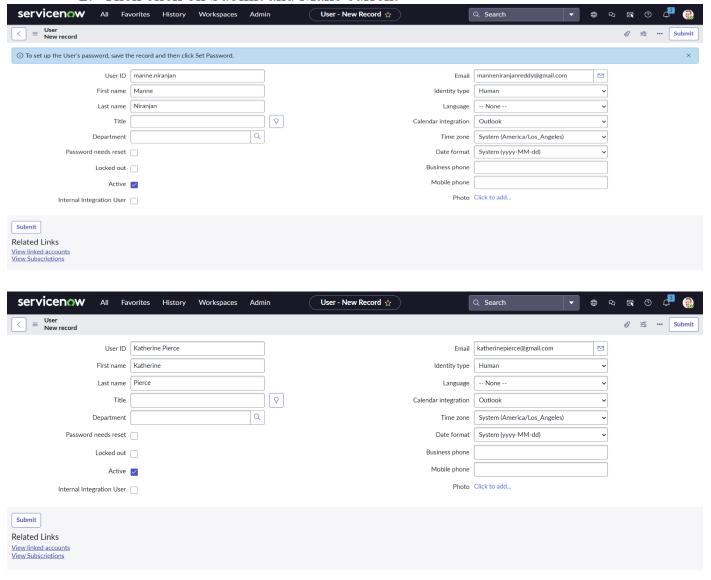
1. Enter the Details as:

   User ID: Manne Niranjan

   User ID: Katherine pierce

2. Then click on Submit and Make current

User
New record

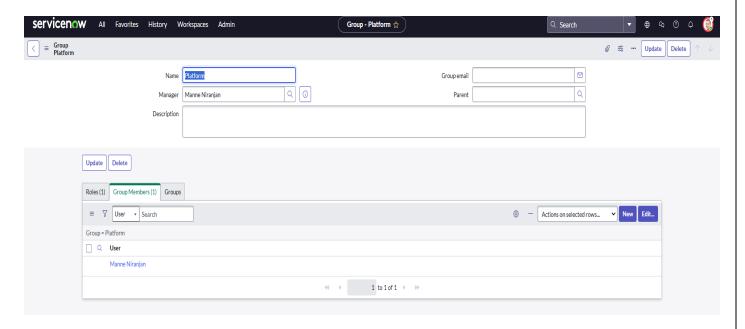ⓘ To set up the User's password, save the record and then click Set Password.

User ID	manne.niranjan
First name	Manne
Last name	Niranjan
Title	
Department	
Password needs reset	☐
Locked out	☐
Active	☑
Internal Integration User	☐

Email	manneniranjanreddy@gmail.com
Identity type	Human
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...

Submit

Related Links

View linked accounts

View Subscriptions

User
New record

User ID	Katherine Pierce
First name	Katherine
Last name	Pierce
Title	
Department	
Password needs reset	☐
Locked out	☐
Active	☑
Internal Integration User	☐

Email	katherinepierce@gmail.com
Identity type	Human
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...

Submit

Related Links

View linked accounts

View Subscriptions

Milestone 3: **Creation of Groups**

Activity: Group Configuration

      1. Navigate to User Administration → Groups → New

      2. Create the following groups:

- Certificate Group

- Platform Group

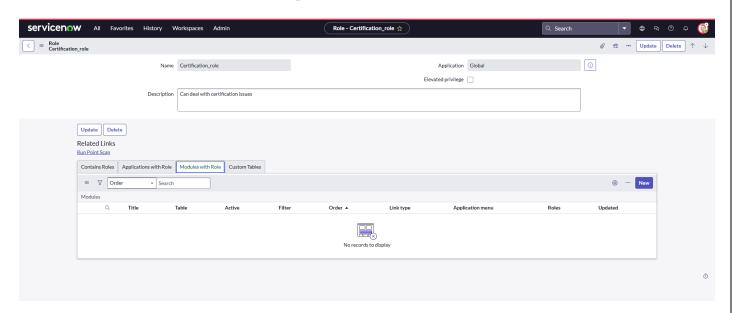   3.Then click on Submit and Make current.

Milestone 4: Creation of Roles

Activity : Role Definition

1. Go to User Administration → Roles → New

2. Create roles for specific responsibilities:

   - Certificate Role

     Enter the Details:

       Name : Certification_role

       Description: Can deal with certificate issues

   - Platform Role

     Enter the Details:

       Name : Platform_role

       Description: Can deal with platform related issues

Milestone 5: Creation of Table (Daily Expenses)

Activity : Table Creation

> 1. Navigate to System Definition → Tables → New
>
> 2. Create a custom table named Operations Tickets

> 1. Enter the Details:
> 2. Add columns such as:
>
>> Ticket Number (String, Auto-Number)
>>
>> Issue Description (String)
>>
>> Assigned to Group (Reference → Group)
>>
>> Priority (Choice)
>>
>> Assigned to User (Reference → User)

1. Click on Submit.

Milestone 6: Creation of Assign Roles and Users to Groups

Activity1: Assign Roles and Users to Certification Groups

- Open service now.

- Click on All >> search for tables

- Select tables under system definition

- Select the certificates group

- Under group members

- Click on edit

- Select Katherine Pierce and save

- Click on roles

- Select Certification_role and save

Activity2: Assign Roles and Users to Platform Groups

- Open service now.

- Click on All >> search for tables

- Select tables under system definition

- Select the platform group

- Under group members
- Click on edit
- Select Manne Niranjan and save
- Click on roles
- Select Platform_role and save.

Milestone 7: Creation of Assign Role to Table

Activity: Assign Roles to "Operations Related" Table

- Open ServiceNow → All → search *Tables* → select Operations Related.
- Go to Application Access.
- Click u_operations_related Read Operation.
- Click the Profile icon (top-right) → select Elevate Role → choose Security Admin → *Update*.

- Under Requires Role, double-click *Insert a new row*, add Platform Role and Certificate Role, then *Update*.

- Repeat the same steps for u_operations_related Write Operation → add Platform Role and Certificate Role → *Update*.
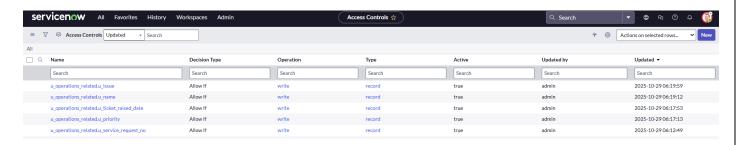

   1. Click on Save

Milestone 8: Create ACL

Activity: Security and Permissions

- Navigate to System Security → Access Control (ACL).
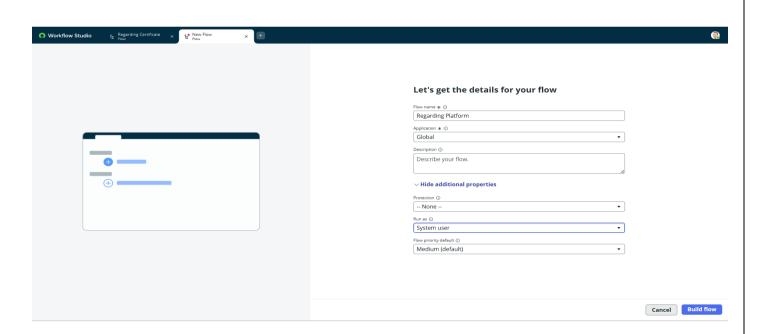- Create ACLs for the Operations Tickets table.

- Define read, write, and create permissions based on assigned roles:

- Certificate group users can view and update their tickets.

- Platform group users can access platform-related tickets only.

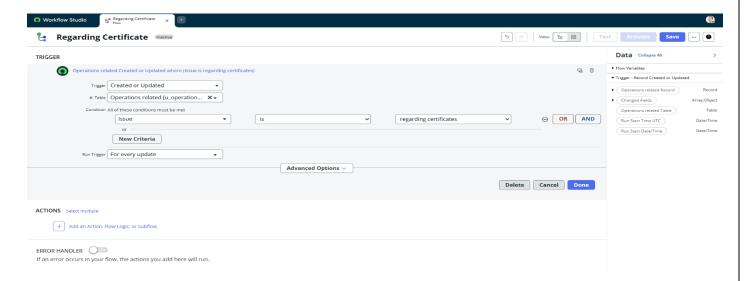- Test ACL functionality by logging in as different users.

Milestone 9: Flow

Activity: Create a Flow to Assign operations ticket to group
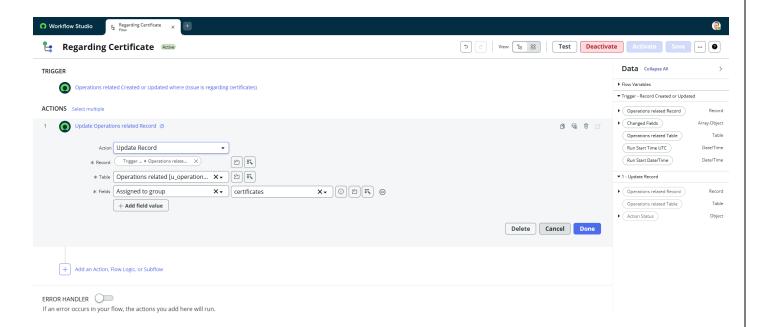
- Navigate to Flow Designer → New Flow.

- Name it Assign Operations Ticket – Certificate Group.

- Trigger: When Ticket is Created.
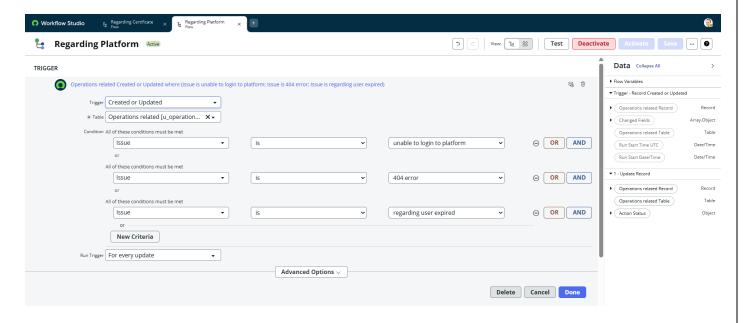
- Condition: If category = *"Certificate Issue"*.

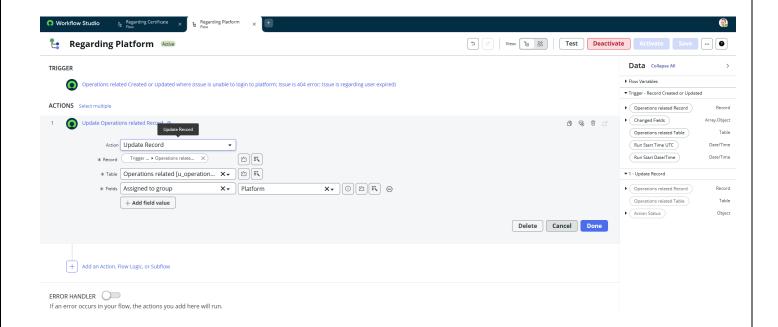- Action: Assign ticket to Certificate Group.

- Save and activate the flow.

Activity: Create a Flow to Assign operations ticket to Platform group

- Create another flow named Assign Operations Ticket – Platform Group.

- Trigger: When Ticket is Created.

- Condition: If category = "Platform Issue".

- Action: Assign ticket to Platform Group.

- Save and activate.

Conclusion:

The project "Streamlining Ticket Assignment for Efficient Support Operations in ServiceNow" successfully demonstrates how automation can enhance IT service management. By integrating user, role, and group management with Flow Designer and ACLs, the system eliminates manual ticket routing, ensures secure access control, and improves service response times. This automated approach leads to greater efficiency, transparency, and accountability in support operations, showcasing ServiceNow's ability to transform IT workflows into intelligent, data-driven processes.