Streamlining Ticket Assignment for Efficient Support Operations
Project Documentation format

1. Introduction

Project Title: Streamlining Ticket Assignment for Efficient Support Operations

Team Members:

Team ID : LTVIP2026TMIDS79197

Team Size : 4

Team Leader: Pallavi Durga Yadav Katta – Project Coordination, Users & Groups Configuration

Team Member: Divya Rapaka – Assigning Roles to Users & Groups

Team Member: Dindukurthi Chaturved – Roles & Custom Table Creation

Team Member: Bathula Sai Charan – Flow Designer Automation & ACL Configuration

2. Project Overview

Purpose:
The purpose of this project is to automate ticket assignment in support operations. It reduces manual routing, improves response time, and ensures tickets are assigned to the correct support group using automation.

Features:

- Ticket creation with issue type

- Automated ticket assignment (Flow Designer)

- Role-based access control (ACL)

- User, group, and role management

- Ticket tracking and status updates

- Dashboard and reporting

3. Architecture

Frontend:

- ServiceNow Service Portal

- Provides UI for users to create and track tickets

Backend:

- ServiceNow platform logic

- Business Rules, Flow Designer, Assignment Rules

- Handles ticket processing and automation

Database:

- ServiceNow internal database
- Stores users, tickets, roles, and assignment data
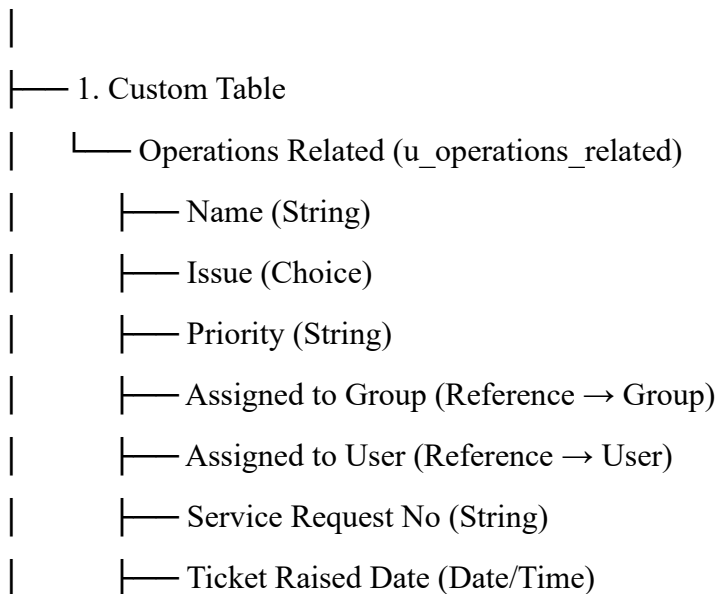
4. Setup Instructions

Prerequisites:

- ServiceNow instance
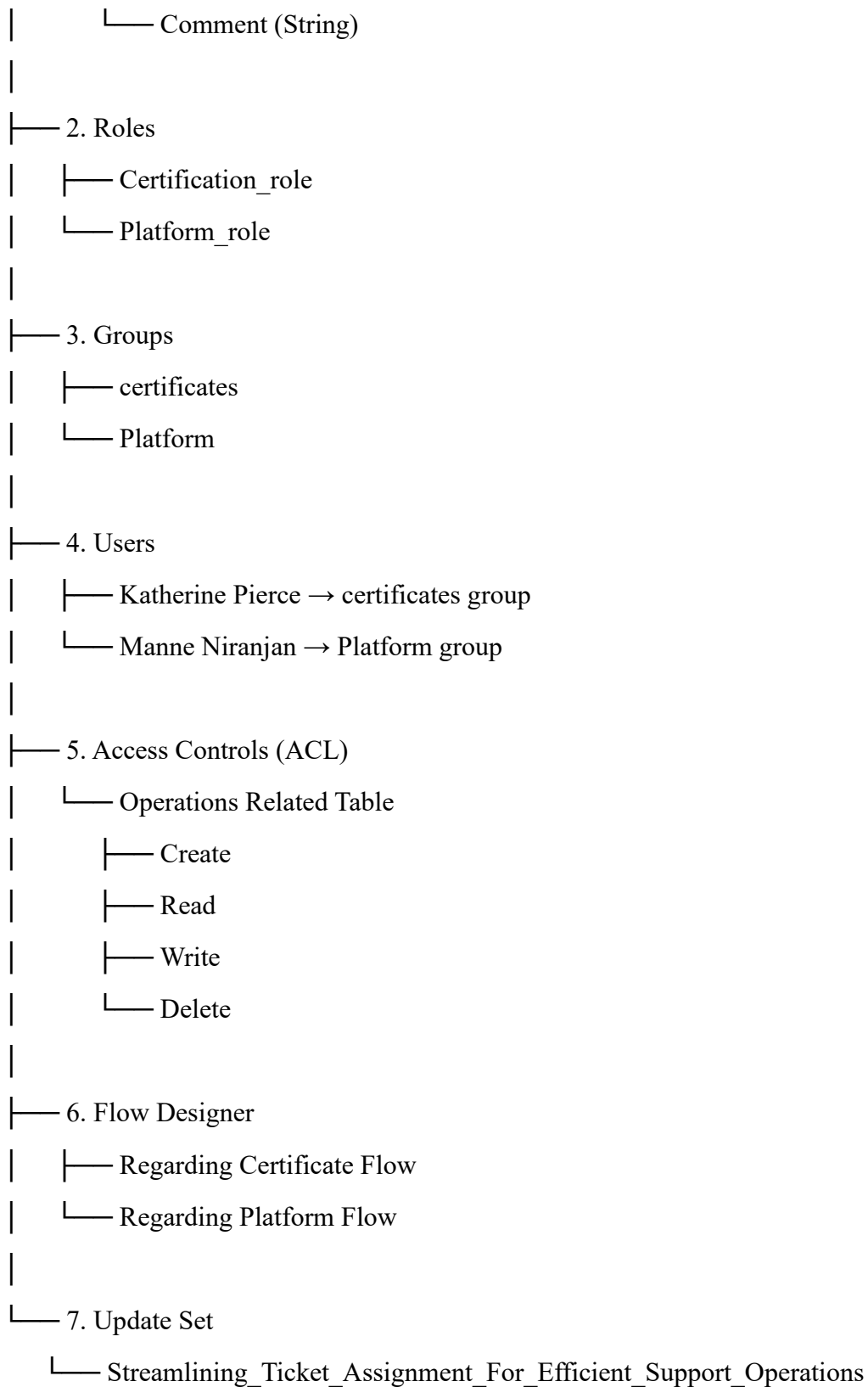- Web browser
- Internet connection

Installation:

1. Login to ServiceNow instance
2. Create users, groups, and roles
3. Create custom table (Operations Related)
4. Configure fields and choices
5. Setup ACLs for security
6. Create flows for ticket assignment
7. Activate flows

5. Folder Structure

```
Streamlining_Ticket_Assignment_For_Efficient_Support_Operations
|
├── 1. Custom Table
|    └── Operations Related (u_operations_related)
|         ├── Name (String)
|         ├── Issue (Choice)
|         ├── Priority (String)
|         ├── Assigned to Group (Reference → Group)
|         ├── Assigned to User (Reference → User)
|         ├── Service Request No (String)
|         ├── Ticket Raised Date (Date/Time)
```

```
|           └── Comment (String)
|
├── 2. Roles
|     ├── Certification_role
|     └── Platform_role
|
├── 3. Groups
|     ├── certificates
|     └── Platform
|
├── 4. Users
|     ├── Katherine Pierce → certificates group
|     └── Manne Niranjan → Platform group
|
├── 5. Access Controls (ACL)
|     └── Operations Related Table
|           ├── Create
|           ├── Read
|           ├── Write
|           └── Delete
|
├── 6. Flow Designer
|     ├── Regarding Certificate Flow
|     └── Regarding Platform Flow
|
└── 7. Update Set
      └── Streamlining_Ticket_Assignment_For_Efficient_Support_Operations
```

6. Running the Application

- Open ServiceNow instance
- Login with credentials

- Navigate to Operations Related module

- Create ticket → system auto assigns

7. API Documentation

- ServiceNow REST APIs

- Example:

  GET /api/now/table/u_operations related

  POST /api/now/table/u_operations_related

8. Authentication

- Role-Based Access Control (RBAC)

- ACL (Access Control Lists)

- Roles: User, Support Agent, Admin

- Secure login via ServiceNow authentication

9. User Interface

- Ticket creation form

- Dashboard view

- Ticket status tracking

- Group-based ticket display

10. Testing

- Functional Testing (Ticket creation, assignment)

- Performance Testing (Response time, flow execution)

- Load Testing (Multiple ticket creation)

11. Screenshots / Demo

Demo link:
https://drive.google.com/file/d/1uUmc6J8nqmN7rF54x1n5Vz7V9d95JNyg/view?usp=sharing

Figure-1: Created issues

Figure-2: Status of the Platform

Figure- 3: Status of the Certificates

12. Known Issues

- Works only for predefined issue types
- No workload-based assignment
- Requires manual updates for new categories

13. Future Enhancements

- Priority-based assignment
- Workload-based routing
- Email notifications
- AI-based ticket categorization