

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:

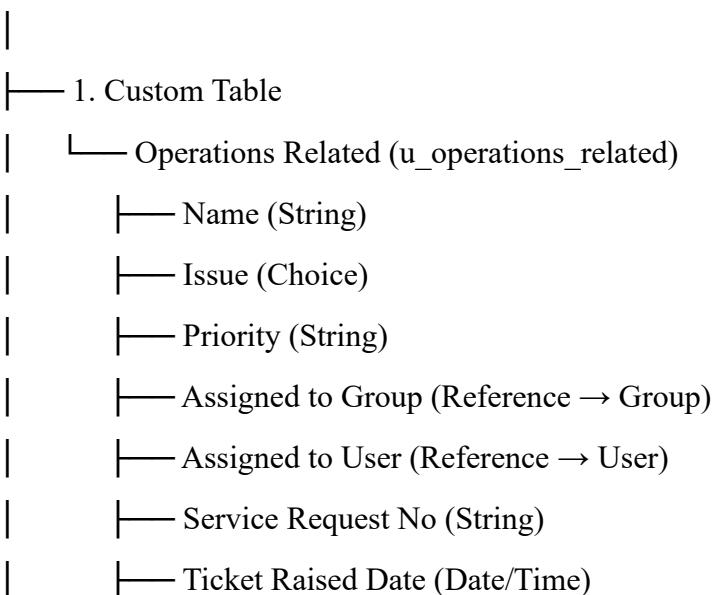
- ServiceNow instance
- Web browser
- Internet connection

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



```
|      └── 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/1uUmc6J8nqmN7rF54x1n5Vz7V9d95JNg/view?usp=sharing>

The screenshot shows a ServiceNow dashboard with a search bar at the top. Below it is a table titled 'Operations related' with two rows. The first row has 'Name' as 'CERTIFICATES', 'Assigned to group' as 'certificates', 'Assigned to user' as '(empty)', 'Comment' as '(empty)', 'Created' as 'regarding certificates', 'Created by' as 'SR001', 'Issue' as 'regarding certificates', 'Priority' as 'Medium', 'Service request No.' as 'SR001', and 'Ticket raised Date' as '2026-02-18'. The second row has 'Name' as 'LOGIN ISSUE', 'Assigned to group' as 'Platform', 'Assigned to user' as '(empty)', 'Comment' as '(empty)', 'Created' as 'unable to login to platform', 'Created by' as 'SR002', 'Issue' as 'unable to login to platform', 'Priority' as 'Medium', 'Service request No.' as 'SR002', and 'Ticket raised Date' as '2026-02-18'. At the bottom, there is a navigation bar with icons for back, forward, and search.

Name	Assigned to group	Assigned to user	Comment	Created	Created by	Issue	Priority	Service request No.	Ticket raised Date
CERTIFICATES	certificates	(empty)	(empty)	regarding certificates	SR001	regarding certificates	Medium	SR001	2026-02-18
LOGIN ISSUE	Platform	(empty)	(empty)	unable to login to platform	SR002	unable to login to platform	Medium	SR002	2026-02-18

Figure-1: Created issues

The screenshot shows a ServiceNow dashboard with a search bar at the top. Below it is a table titled 'Operations' with three rows. The first row has 'Name' as 'Regarding Platform', 'State' as 'Complete', 'Runtime' as 68, 'Created by' as 'admin', 'Created' as '2026-02-18 23:30:50', and 'Sys ID' as '39dbf51fe6033210ff4f7447939b07fe'. The second row has 'Name' as 'Regarding Platform', 'State' as 'Complete', 'Runtime' as 62, 'Created by' as 'admin', 'Created' as '2026-02-18 23:19:28', and 'Sys ID' as '633975d765033210dbebe1b70736562'. The third row has 'Name' as 'Regarding Platform', 'State' as 'Complete', 'Runtime' as 73, 'Created by' as 'admin', 'Created' as '2026-02-18 23:24:09', and 'Sys ID' as '8c5a755b6403321072005e14fa2ffbd7'. At the bottom, there is a navigation bar with icons for back, forward, and search.

Name	State	Runtime	Created by	Created	Sys ID
Regarding Platform	Complete	68	admin	2026-02-18 23:30:50	39dbf51fe6033210ff4f7447939b07fe
Regarding Platform	Complete	62	admin	2026-02-18 23:19:28	633975d765033210dbebe1b70736562
Regarding Platform	Complete	73	admin	2026-02-18 23:24:09	8c5a755b6403321072005e14fa2ffbd7

Figure-2: Status of the Platform

The screenshot shows a ServiceNow dashboard with a search bar at the top. Below it is a table titled 'Operations' with four rows. The first row has 'Name' as 'Regarding Certificate', 'State' as 'Complete', 'Runtime' as 88, 'Created by' as 'admin', 'Created' as '2026-02-18 23:30:22', and 'Sys ID' as '5fbdb311f52033210f7b3992d70e3d724'. The second row has 'Name' as 'Regarding Certificate', 'State' as 'Complete', 'Runtime' as 107, 'Created by' as 'admin', 'Created' as '2026-02-18 23:23:38', and 'Sys ID' as '643ab557ff033210239b720841ecd0f2'. The third row has 'Name' as 'Regarding Certificate', 'State' as 'Complete', 'Runtime' as 101, 'Created by' as 'admin', 'Created' as '2026-02-18 23:18:10', and 'Sys ID' as 'e0f8f9979203321084f6caf34adb7827'. The fourth row has 'Name' as 'Regarding Certificate', 'State' as 'Complete', 'Runtime' as 59, 'Created by' as 'admin', 'Created' as '2026-02-18 23:29:13', and 'Sys ID' as 'e27bb9db7c033210d8001da29f500473'. At the bottom, there is a navigation bar with icons for back, forward, and search.

Name	State	Runtime	Created by	Created	Sys ID
Regarding Certificate	Complete	88	admin	2026-02-18 23:30:22	5fbdb311f52033210f7b3992d70e3d724
Regarding Certificate	Complete	107	admin	2026-02-18 23:23:38	643ab557ff033210239b720841ecd0f2
Regarding Certificate	Complete	101	admin	2026-02-18 23:18:10	e0f8f9979203321084f6caf34adb7827
Regarding Certificate	Complete	59	admin	2026-02-18 23:29:13	e27bb9db7c033210d8001da29f500473

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