Streamlining Ticket Assignment for Efficient Support Operations

Project Report: Streamlining Ticket Assignment for Efficient Support Operations

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Category: ServiceNow

GitHub Repository: https://github.com/gonthupuliharsha/Streamlining-Ticket-Assignment-for-Efficient-Support-Operations

1. Introduction

In many organizations, handling ticket routing manually often leads to delays, misassignments, and inefficient use of resources. This project aims to improve support operations by automating the ticket assignment process in ServiceNow. With the help of Flow Designer and Access Control Lists (ACLs), tickets are routed automatically to the right support groups based on the nature of the issue. This approach minimizes delays and enhances customer satisfaction.

2. Objectives

- Automate ticket assignment in ServiceNow.
- Ensure correct allocation of tickets to the relevant support groups under specific conditions.
- Secure sensitive data with role-based access restrictions.
- Improve operational efficiency and optimize the utilization of support resources.

3. Methodology & Implementation

3.1 Requirement Analysis

- Creation of users and roles.
- Establishing groups for different categories of support issues.
- Designing tables with essential fields like issue type and assigned group.
- Applying ACLs to maintain secure, role-based access.
- Using Flow Designer to automate the ticket routing process.

3.2 Project Phases

User & Role Management
- Users such as Katherine Pierce and Manne Nirajanan were created.
- Roles like Certification_role and Platform_role were defined.

Group Creation
- Groups such as Certificates and Platform were created.

- Users were added to groups with their respective roles.

Table & Column Design
- A custom table named 'Operations related' was built.
- Added fields like issue type (choice) and assigned group.
- Issues included options like login failures, 404 errors, and certificate-related issues.

Access Control (ACLs)
- Data access restricted according to user roles.
- Unauthorized users were blocked from accessing or editing sensitive information.

Flow Designer Automation
- Flow 1: Certificate-related issues → Assigned to Certificates group.
- Flow 2: Platform issues (login errors, 404 errors, expired accounts) → Assigned to Platform group.

4. Performance Testing

- Sample test records were generated for each issue type.
- Verified that tickets were routed to the correct groups.
- ACL enforcement was tested with different role-based accounts.

Results:
- Tickets were routed accurately and consistently.
- Unauthorized users could not modify restricted records.
- Groups received only the tickets relevant to their scope.

5. Key Learnings

Technical Learnings
- Hands-on experience with ServiceNow Flow Designer.
- Learned how to create and configure custom tables, roles, and groups.
- Implemented ACLs to ensure secure access management.
- Designed and executed automation workflows for efficiency.

Personal Learnings
- Strengthened problem-solving skills by converting manual steps into automation.
- Improved skills in planning and documentation of projects.
- Gained insights into ITSM practices commonly used in enterprises.

6. Conclusion

The project highlights how automation in ServiceNow can transform support operations. By adopting condition-based ticket assignments, the process became faster, more secure, and resource-efficient. The solution is scalable, reliable, and adaptable to enterprise needs, making it a valuable upgrade for IT support operations.