



Smart
Internz



K.S.K COLLEGE OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

Team ID : NM2025TMID04574

Team Size : 4

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1. INTRODUCTION

1.1 Project Overview

In modern IT service environments, support teams manage a large volume of incident and service-request tickets daily. Manual ticket assignment causes delays, inconsistent routing, and uneven workload distribution. This project implements an automated ticket routing mechanism on the ServiceNow platform to ensure tickets are directed to the appropriate support group promptly and reliably.

1.2 Purpose

The primary purpose of this project is to design and implement an automated ticket assignment system that reduces manual intervention, enhances response time, ensures accurate routing, and maintains secure access controls through role-based permissions.

2. IDEATION PHASE

2.1 Problem Statement

The current manual ticket assignment methodology results in misrouted tickets, increased resolution time, and reduced customer satisfaction. A systematic automated approach is required to mitigate these issues.

2.2 Empathy Map Canvas

Says: "Ticket assignment takes too long and is confusing."

Thinks: "There must be an automated and reliable method to route tickets."

Does: Manually reviews tickets and assigns them to groups.

Feels: Overburdened and frustrated due to repetitive manual tasks.

2.3 Brainstorming

The team considered alternatives including categorization-based routing, priority and SLA-based assignment, and integration with chatbots for ticket creation. The selected approach leverages ServiceNow Flow Designer for deterministic rule-based routing using the 'issue' field.

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

Step 1: User submits a ticket via portal or email.

Step 2: The system captures ticket metadata into u_operations_related.

Step 3: Flow Designer evaluates issue type and routes ticket.

Step 4: Assigned support group resolves the ticket and updates status.

Step 5: User receives resolution and feedback.

3.2 Solution Requirements

Functional Requirements:

- Create users, groups, and roles in ServiceNow.
- Implement a custom table named 'u_operations_related' to store ticket information.
- Design issue-type choice field and mapping rules.
- Implement Flow Designer automation to route tickets to respective groups.

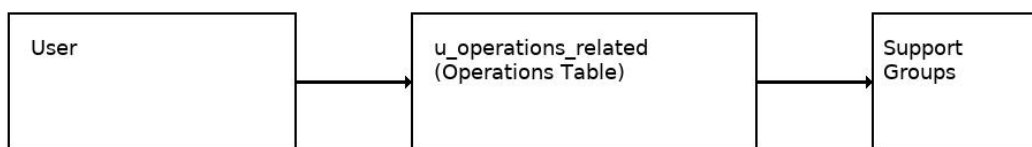
Non-Functional Requirements:

- Usability: Interface must be simple for support staff.
- Security: Role-based ACLs should prevent unauthorized modifications.
- Reliability: The automation must be consistent under load.
- Scalability: Support additional issue types and groups.

3.3 Data Flow Diagram

Refer to the inserted DFD Level 0 and Level 1 diagrams below.

DFD Level 0



3.4 Technology Stack

Platform: ServiceNow (Developer Instance)

Automation: Flow Designer

Security: Access Control Lists (ACLs)

Data Storage: Custom Table 'u_operations_related'

Monitoring & Reporting: ServiceNow Dashboards and Reports

4. PROJECT DESIGN

4.1 Problem Solution Fit

Automating the routing process directly addresses the problem of misassignment and delayed ticket handling. The solution reduces human error and accelerates the support lifecycle.

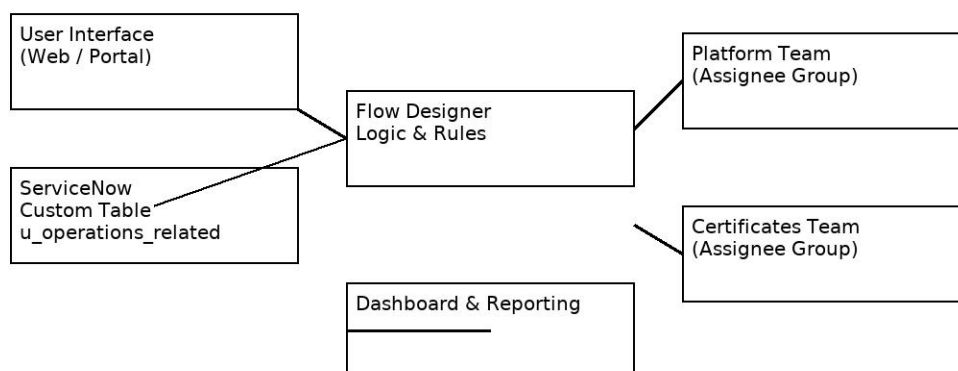
4.2 Proposed Solution

The proposed system validates incoming tickets, checks the issue type, and applies routing logic to assign tickets to either Platform Team or Certificates Team accordingly. Role-based ACLs ensure data integrity.

4.3 Solution Architecture

The enterprise-style solution architecture is shown below.

Solution Architecture (Enterprise Style)



5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

The project was planned across two sprints. Sprint 1 focused on environment setup, table creation, and role configuration. Sprint 2 implemented access controls and Flow Designer automation. The team used story points to estimate effort and tracked velocity to ensure timely delivery.

Gantt chart and WBS are included in the appendix for reference.

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Functional Testing

Functional test cases were executed for ticket creation, role permissions, ACL enforcement, and flow triggers. Test cases confirm that tickets with 'Regarding Certificates' or platform-related issues were correctly routed.

6.2 Performance Testing

Performance testing included creating multiple tickets concurrently and measuring routing latency and successful assignment rate. The system demonstrated consistent routing under test conditions with acceptable latency and throughput.

7. RESULTS

7.1 Output Screenshots

The following pages contain implementation screenshots captured from the ServiceNow instance demonstrating users, groups, table, flows, and assigned tickets.

IMPLEMENTATION STEPS:

1. Create Update Set:

Created a new update set named *Ticket_Assignment_Automation* to capture all configurations.

ServiceNow DevelopersTicket Assignment AutomationRegarding Platform | Workflow

https://dev307450.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fs...

servicenowAllFavoritesAdminUpdate Set - Ticket Assignment Aut...Search

Update SetTicket Assignment Automation

Update

* NameTicket Assignment Automation

StateComplete

Parent

Release date

Install date

Installed from

DescriptionAutomated ticket routing project for support operations.

ApplicationGlobal

Created2025-10-23 04:19:06

Created byadmin

Merged to

Update

Related Links

[Merge With Another Update Set](#)[Scan Update Set](#)

Customer Updates (46)Update Set LogsChild Update SetsInstall History

CreatedSearch

Actions on selected rows...

Update set = Ticket Assignment Automation

	Created	Type	View	Target name	Updated by	Remote update set	Action
	2025-10-23 05:37:27	Module		Operations Related	admin	(empty)	INSERT_OR_UPDATE
	2025-10-23 05:43:37	Choice list		Operations Related.Issue	admin	(empty)	INSERT_OR_UPDATE
	2025-10-23 05:37:28	Table		Operations Related	admin	(empty)	INSERT_OR_UPDATE
	2025-10-23 05:37:28	Dictionary		Operations Related	admin	(empty)	INSERT_OR_UPDATE
	2025-10-23 05:37:27	Dictionary		u_operations_related.u_assigned_to_group	admin	(empty)	INSERT_OR_UPDATE
	2025-10-23 05:37:26	Dictionary		u_operations_related.u_assigned_to_user	admin	(empty)	INSERT_OR_UPDATE
	2025-10-23 05:37:26	Dictionary		u_operations_related.u_comment	admin	(empty)	INSERT_OR_UPDATE

2.Create Users

Two users were created for managing tickets:

- **Manne Niranjan**
- **Katherine Pierce**

The screenshot shows the 'User - New Record' form in ServiceNow. The form is divided into two main sections. The left section contains fields for User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title, and Department. Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), and 'Internal Integration User'. The right section contains fields for Email, Identity type (Human), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Photo' field with a 'Click to add...' link is also present. A 'Submit' button is located at the bottom left. Below the form, there are 'Related Links' for 'View linked accounts' and 'View Subscriptions'.

servicenow All Favorites : User - New Record ☆

User New record

Submit

User ID: Katherine Pierce

First name: Katherine

Last name: Pierce

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Internal Integration User: ☐

Email:

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](#)

The screenshot shows the 'User - New Record' form in ServiceNow for a second user. The form is identical in layout to the first one. The left section contains fields for User ID (manne.Niranjan), First name (Manne), Last name (Niranjan), Title, and Department. Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), and 'Internal Integration User'. The right section contains fields for Email (niranjanreddymanne2507@gr), Identity type (Human), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Photo' field with a 'Click to add...' link is also present. A 'Submit' button is located at the bottom left. Below the form, there are 'Related Links' for 'View linked accounts' and 'View Subscriptions'. A blue banner at the top of the form area contains the text: 'To set up the User's password, save the record and then click Set Password.'

servicenow All Favorites : User - New Record ☆

User New record

Submit

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: niranjanreddymanne2507@gr

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](#)

3.Create Groups

Groups were created to segregate issue types:

- **Platform** — Handles platform-related issues

The screenshot shows the ServiceNow 'Group - New Record' form. The browser address bar indicates the URL: https://dev307450.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do.... The ServiceNow logo is visible in the top left. The page title is 'Group - New Record'. The form fields are as follows:

Field	Value
Name	platform
Group email	
Manager	Manne Niranjana
Parent	
Description	Handles platform-related issues.

A 'Submit' button is located at the bottom left of the form.

- **Certificates** — Handles certificate-related issues

The screenshot shows the ServiceNow 'Group - New Record' form. The browser address bar indicates the URL: https://dev307450.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do.... The ServiceNow logo is visible in the top left. The page title is 'Group - New Record'. The form fields are as follows:

Field	Value
Name	certificates
Group email	
Manager	Katherine Pierce
Parent	
Description	Handles certificate-related issues.

A 'Submit' button is located at the bottom left of the form.

4.Create Roles

Custom roles created:

- **platform_role**

The screenshot shows the 'Role - New Record' form in the ServiceNow interface. The browser tabs include 'ServiceNow Developers' and 'New Record | Role | ServiceNow'. The URL is https://dev307450.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do%3.... The form header shows 'Role - New Record' with a star icon. The main form area has a 'Name' field with the value 'platform_role', an 'Application' dropdown set to 'Global', and an 'Elevated privilege' checkbox which is unchecked. The 'Description' field contains the text 'Can handle platform-related issues'. A 'Submit' button is located at the bottom left of the form.

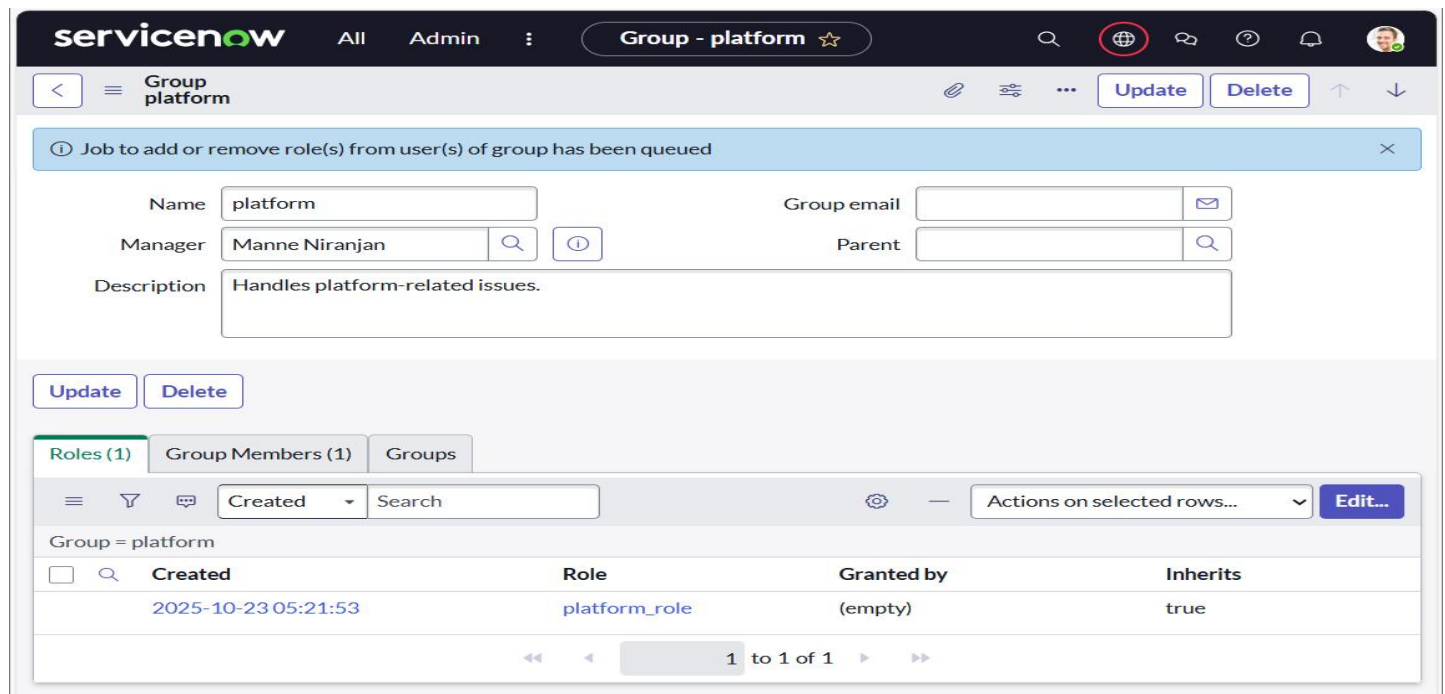
- **certification_role**

The screenshot shows the 'Role - New Record' form in the ServiceNow interface for a different role. The browser tabs and URL are identical to the previous screenshot. The form header also shows 'Role - New Record' with a star icon. In this form, the 'Name' field contains 'certification_role', the 'Application' dropdown is set to 'Global', and the 'Elevated privilege' checkbox is unchecked. The 'Description' field contains the text 'Can handle certificate-related issues.'. A 'Submit' button is located at the bottom left of the form.

5.Assign Roles and Users to Groups

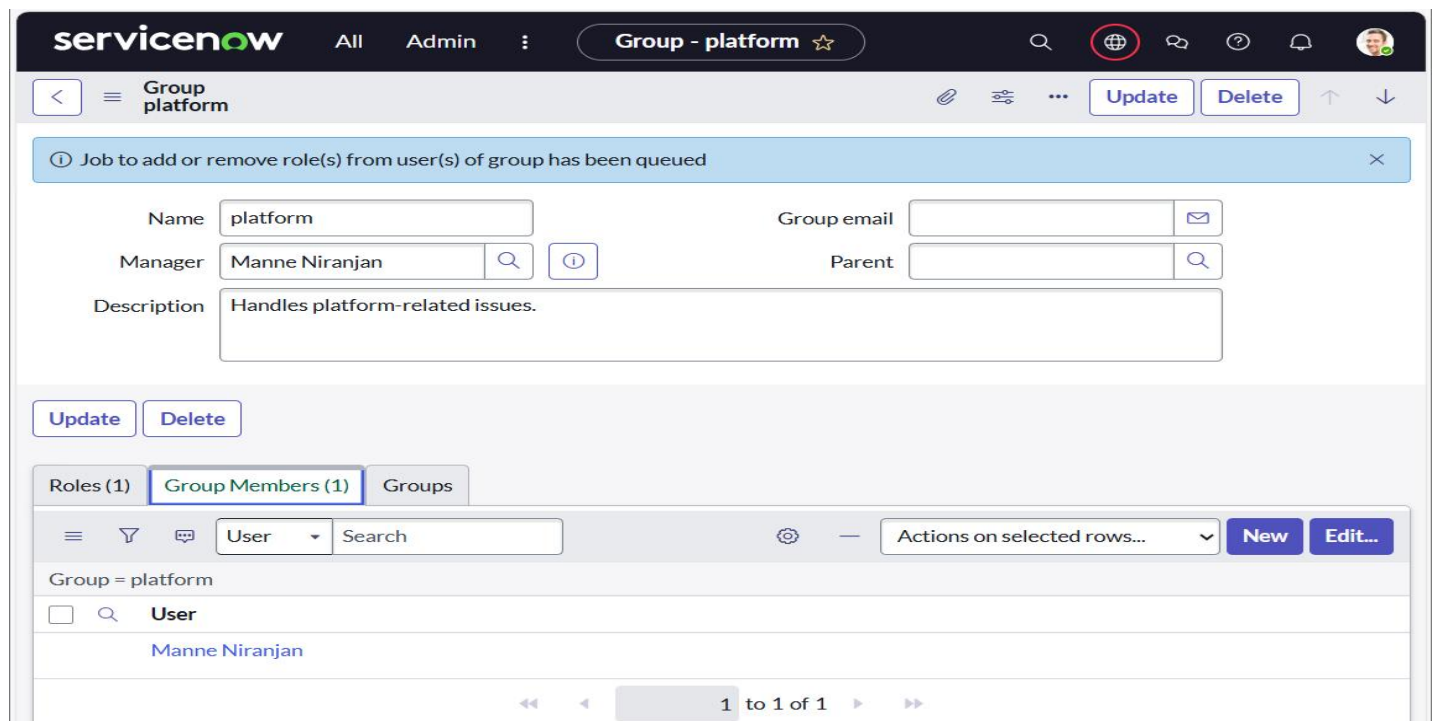
Users and roles were assigned appropriately:

- Platform group → Manne Niranjana → platform_role



The screenshot shows the ServiceNow 'Group - platform' configuration page. At the top, a navigation bar includes the ServiceNow logo, 'All Admin', and a search icon. Below the navigation bar, a header section displays 'Group platform' with 'Update' and 'Delete' buttons. A blue notification banner states: 'Job to add or remove role(s) from user(s) of group has been queued'. The main form area contains fields for 'Name' (platform), 'Manager' (Manne Niranjana), 'Description' (Handles platform-related issues.), 'Group email', and 'Parent'. Below the form are 'Update' and 'Delete' buttons. The 'Roles (1)' tab is selected, showing a table with one role assigned to the group.

Created	Role	Granted by	Inherits
2025-10-23 05:21:53	platform_role	(empty)	true



The screenshot shows the same ServiceNow 'Group - platform' configuration page, but with the 'Group Members (1)' tab selected. The 'Roles' tab is now inactive. The table below shows one user assigned to the group.

User
Manne Niranjana

- Certificates group → Katherine Pierce → certification_role

servicenow

All

Group - certificates

<

≡

Group certificates

UpdateDelete

↑↓

①

Job to add or remove role(s) from user(s) of group has been queued

×

Namecertificates

Group email

✉

ManagerKatherine Pierce

①

Parent

DescriptionHandles certificate-related issues.

UpdateDelete

Roles

Group Members (1)

Groups

≡

🔍

💬

User

Search

⚙️

—

Actions on selected rows...

New

Edit...

Group = certificates

☐

🔍

User

Katherine Pierce

⏪

⏩

1 to 1 of 1

⏪

⏩

servicenow

All

Group - certificates

<

≡

Group certificates

UpdateDelete

↑↓

①

Job to add or remove role(s) from user(s) of group has been queued

×

Namecertificates

Group email

✉

ManagerKatherine Pierce

①

Parent

DescriptionHandles certificate-related issues.

UpdateDelete

Roles (1)

Group Members (1)

Groups

≡

🔍

💬

Created

Search

⚙️

—

Actions on selected rows...

Edit...

Group = certificates

☐

🔍

Created

Role

Granted by

Inherits

2025-10-23 05:18:32

certification_role

(empty)

true

⏪

⏩

1 to 1 of 1

⏪

⏩

6.Create Custom Table

A new table `u_operations_related` was created to manage ticket details. It includes fields such as ticket date, service request number, issue type, and assignment fields.

The screenshot shows the 'Table - New Record' form in ServiceNow. The form is for a table named 'Operations Related' with the name 'u_operations_related'. It is set to be a 'Global' application. The 'Create module' and 'Create mobile module' checkboxes are checked. The 'Add module to menu' dropdown is set to '-- Create new --' and the 'New menu name' is 'Operations Related'. The 'Remote Table' checkbox is unchecked.

The 'Columns' tab is selected, showing a list of 'Dictionary Entries' for the table. The entries are as follows:

	Column label	Type	Reference	Max length	Default value	Display
<input type="checkbox"/>	Ticket raised date	Date/Time				false
<input type="checkbox"/>	Service request No	String			javascript:getNextObjNumberPadded();	false
<input type="checkbox"/>	Priority	String				false
<input type="checkbox"/>	name	String				false
<input type="checkbox"/>	Issue	Choice				false
<input type="checkbox"/>	Comment	String				false
<input type="checkbox"/>	Assigned to user	Reference	User			false
<input type="checkbox"/>	Assigned to group	Reference	Group			false

The screenshot shows the 'Form Design' interface for the 'Operations Related' table. The table is named 'u_operations_related'. The form is in 'Form Design' mode. The 'Fields' tab is selected, showing a list of fields. The 'Properties' dialog is open, showing the 'Choices' section. The 'Choice type' is set to 'Dropdown with none'. The choices are:

- unable to login to platform
- 404 error
- regarding certificates
- regarding user expired

7.Create Access Controls (ACL)

ACLs were configured to control access to the table and its fields.

Only users with admin, platform_role, or certification_role can modify records.

Access Control - New Record

* Type: record
* Operation: write
Decision Type: Allow If
Admin overrides: ☒
Protection policy: -- None --
* Name: Operations Related [u_operations_related]
Service request No: Service request No
Description:
Applies To: No. of records matching the condition: 1
Add Filter Condition Add OR Clause
-- choose field -- -- oper -- -- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.
1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.
[More Info](#)

Requires role

Role
admin
Insert a new row...

Security Attribute Condition

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operation	Search	Search	Search	Search	Search	Search
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-10-23 06:01:16
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-10-23 06:00:16
u_operations_related.u_name	Allow If	write	record	true	admin	2025-10-23 05:59:11
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-10-23 05:58:28
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-10-23 05:57:19
u_operations_related	Allow If	write	record	true	admin	2025-10-23 05:37:27
u_operations_related	Allow If	create	record	true	admin	2025-10-23 05:37:27
u_operations_related	Allow If	read	record	true	admin	2025-10-23 05:37:27
u_operations_related	Allow If	delete	record	true	admin	2025-10-23 05:37:27

8.Create Flows (Automation)

Two automation flows were built in **Flow Designer**:

- *Regarding Certificates*: Assigns to Certificates group

The screenshot shows the 'Regarding Certificate' flow configuration in Workflow Studio. The flow is currently inactive. The trigger is 'Operations Related Created or Updated where (Issue is regarding certificates)'. The trigger settings are: Trigger: 'Created or Updated', Table: 'Operations Related [u_operation...]', Condition: 'All of these conditions must be met' (Issue is regarding certificates), and Run Trigger: 'For every update'. The actions section shows one action: 'Update Operations Related Record'. The error handler is disabled. The status is 'Modified' and the application is 'Global'.

Workflow Studio | Regarding Certificate | Flow • Global

Regarding Certificate | Inactive

TRIGGER

Operations Related Created or Updated where (Issue is regarding certificates)

Trigger: Created or Updated

* Table: Operations Related [u_operation...]

Condition: All of these conditions must be met

Issue is regarding certificates

Run Trigger: For every update

ACTIONS | Select multiple

1. Update Operations Related Record

ERROR HANDLER | If an error occurs in your flow, the actions you add here will run.

Status: Modified | Application: Global

Data | Collapse All

- Flow Variables
 - Trigger - Record Created or Updated
 - Operations Related Record: Record
 - Changed Fields: Array.Object
 - Operations Related Table: Table
 - Run Start Time UTC: Date/Time
 - Run Start Date/Time: Date/Time
 - 1 - Update Record
 - Operations Related Record: Record
 - Operations Related Table: Table
 - Action Status: Object

The screenshot shows the 'Update Operations Related Record' action configuration in Workflow Studio. The action is currently inactive. The action properties are: Action: 'Update Record'. The action inputs are: Record: 'Trigger... > Operations Relate...', Table: 'Operations Related [u_operation...]', and Fields: 'Assigned to group' and 'certificates'. The status is 'Modified' and the application is 'Global'.

Workflow Studio | Regarding Certificate | Flow • Global

Regarding Certificate | Inactive

TRIGGER

Operations Related Created or Updated where (Issue is regarding certificates)

ACTIONS | Select multiple

1. Update Operations Related Record

Action Properties

Action: Update Record

Action Inputs

* Record: Trigger... > Operations Relate...

* Table: Operations Related [u_operation...]

* Fields: Assigned to group, certificates

ERROR HANDLER | If an error occurs in your flow, the actions you add here will run.

Status: Modified | Application: Global

Data | Collapse All

- Flow Variables
 - Trigger - Record Created or Updated
 - Operations Related Record: Record
 - Changed Fields: Array.Object
 - Operations Related Table: Table
 - Run Start Time UTC: Date/Time
 - Run Start Date/Time: Date/Time
 - 1 - Update Record
 - Operations Related Record: Record
 - Operations Related Table: Table
 - Action Status: Object

- Regarding Platform: Assigns to Platform group

The screenshot shows the Workflow Studio interface for a flow named "Regarding Platform". The flow is currently "Active". The interface is divided into three main sections: TRIGGER, ACTIONS, and ERROR HANDLER.

TRIGGER: The trigger is "Operations Related Created or Updated where (Issue is unable to login to platform; Issu...".

ACTIONS: There is one action, "Update Operations Related Record". Below the action list is a button to "Add an Action, Flow Logic, or Subflow".

ERROR HANDLER: The error handler is currently disabled (toggle switch is off). The text below it says: "If an error occurs in your flow, the actions you add here will run."

Data Panel: On the right side, there is a "Data" panel with a "Collapse All" button. It shows the following variables:

- Flow Variables
- Trigger - Record Created or Updated
 - Operations Related Record (Record)
 - Changed Fields (Array, Object)
 - Operations Related Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)
- 1 - Update Record
 - Operations Related Record (Record)
 - Operations Related Table (Table)
 - Action Status (Object)

9. Testing

Tickets were created with different issue types:

- When "Regarding Certificates" → Assigned to Certificates group
- When "404 Error" or "Unable to login to platform" → Assigned to Platform group

The screenshot shows the ServiceNow "Operations Related" form. The form is titled "Operations Related New record". The form fields are as follows:

- Service request No: 1
- Name: Test user
- Issue: regarding certificates (dropdown menu)
- Comment: (empty text area)
- Priority: (empty dropdown menu)
- Assigned to user: (empty dropdown menu with search icon)
- Assigned to group: (empty dropdown menu with search icon)
- Ticket raised date: (empty date picker)

There is a "Submit" button at the bottom left of the form.

Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request No	Ticket
Test user	certificates	(empty)		regarding certificates		1	(empty)
Test user 2	platform	(empty)		404 error		2	(empty)

10.Export Update Set

Once the configuration was complete, the update set was marked as “Complete” and exported to XML.

Update Set - Ticket Assignment Automation

Name: Ticket Assignment Automation
 State: Complete
 Application: Global
 Created: 2025-10-23 04:19:06
 Description: Automated ticket routing project for support operations.

Related Links

- [Merge With Another Update Set](#)
- [Scan Update Set](#)

Customer Updates (46)

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-23 05:37:27	Module		Operations Related	admin	(empty)	INSERT_OR_UPDATE
2025-10-23 05:43:37	Choice list		Operations Related.Issue	admin	(empty)	INSERT_OR_UPDATE
2025-10-23 05:37:28	Table		Operations Related	admin	(empty)	INSERT_OR_UPDATE
2025-10-23 05:37:28	Dictionary		Operations Related	admin	(empty)	INSERT_OR_UPDATE
2025-10-23 05:37:27	Dictionary		u_operations_related.u_assigned_to_group	admin	(empty)	INSERT_OR_UPDATE
2025-10-23 05:37:26	Dictionary		u_operations_related.u_assigned_to_user	admin	(empty)	INSERT_OR_UPDATE
2025-10-23 05:37:26	Dictionary		u_operations_related.u_comment	admin	(empty)	INSERT_OR_UPDATE

8. SKILLS:

- ServiceNow Catalog Item Creation
- UI Policies & UI Actions
- Update Set Management
- Testing & Deployment
- Team Collaboration

9. SOFTWARE & TOOLS USED:

- ServiceNow Developer Instance
- Flow Designer
- Access Control Lists (ACLs)
- Update Sets (XML Export)
- GitHub (for repository)
- Screen recorder for demo video

10. TASK INITIATION:

The project “**Streamlining Ticket Assignment for Efficient Support Operations**” was initiated to enhance support efficiency by automating the ticket assignment process. The team identified key problems in manual ticket handling such as delays and uneven workload.

Technologies and tools were selected, and responsibilities were divided among members. A clear plan was created to guide the design, development, and testing phases, forming a strong base for successful project completion.

11. FEATURES:

Automated Ticket Assignment: Automatically routes tickets to the appropriate support team or agent based on category, priority, and impact.

Dynamic Workflow: Uses ServiceNow workflows to handle ticket creation, assignment, and resolution efficiently.

Role-Based Access Control: Ensures data security and access control through user roles and group permissions.

Real-Time Notifications: Sends instant updates to agents and users about ticket status changes and assignments.

SLA Monitoring: Tracks service level agreements to ensure timely responses and escalations when needed.

Reporting and Analytics: Provides insights into ticket volume, team performance, and resolution trends.

Improved User Experience: Offers a streamlined and transparent support process for both users and technicians.

12. Modules Implemented :

The project “Streamlining Ticket Assignment for Efficient Support Operations” was developed on the ServiceNow platform and implemented through a structured modular approach. Each module played a vital role in building an automated, role-based ticket assignment system. The following modules were created and configured during the project development:

- **User Creation:**

Different users were created in ServiceNow to represent employees, support agents, and administrators, enabling role-based access and workflow execution.

- **Group Creation:**

Support groups were configured to organize users according to their departments and areas of responsibility (e.g., IT Support, Network Team, Hardware Support).

- **Role Management:**

Custom roles were defined to manage permissions and control access to specific ServiceNow features, ensuring security and accountability.

- Table Creation:

Custom tables were designed to store and manage ticket data efficiently, allowing automation rules and workflows to process incidents dynamically.

- Role and User Assignment:

Roles were assigned to appropriate groups and users to control access rights and determine who can view, modify, or resolve tickets.

- Table Role Assignment:

Permissions were granted to ensure that only authorized groups could interact with the ticket table, maintaining data integrity and security.

- User Creation:

Different users were created in ServiceNow to represent employees, support agents, and administrators, enabling role-based access and workflow execution.

- Group Creation:

Support groups were configured to organize users according to their departments and areas of responsibility (e.g., IT Support, Network Team, Hardware Support).

- Role Management:

Custom roles were defined to manage permissions and control access to specific ServiceNow features, ensuring security and accountability.

- Table Creation:

Custom tables were designed to store and manage ticket data efficiently, allowing automation rules and workflows to process incidents dynamically.

- Role and User Assignment:

Roles were assigned to appropriate groups and users to control access rights and determine who can view, modify, or resolve tickets.

- Table Role Assignment:

Permissions were granted to ensure that only authorized groups could interact with the ticket table, maintaining data integrity and security.

- Access Control List (ACL):

ACL rules were created to manage and restrict user access to data based on roles and responsibilities.

- Flow & Outputs:

The final flow automated the entire ticket assignment process. When a new ticket is created, it is automatically analyzed and routed to the appropriate support group or agent.

- Access Control List (ACL):

ACL rules were created to manage and restrict user access to data based on roles and responsibilities.

- Flow & Outputs:

The final flow automated the entire ticket assignment process. When a new ticket is created, it is automatically analyzed and routed to the appropriate support group or agent. Notifications and SLA monitoring ensure timely resolution and complete visibility.

13. Outcome :

The project successfully automates the entire ticket assignment process, reducing manual workload and improving service efficiency. It ensures that each ticket is handled by the right team, minimizes delays, and maintains SLA compliance. The automation enhances productivity, transparency, and customer satisfaction by providing real-time updates and balanced task distribution among agents.

14. Conclusion:

The project “Streamlining Ticket Assignment for Efficient Support Operations” effectively demonstrates how automation can improve IT service management using the ServiceNow platform. By eliminating manual ticket routing, it ensures faster resolution times, efficient workload management, and consistent service quality. This implementation showcases the power of workflow automation and smart assignment logic in achieving operational excellence and better end-user experience.

