**Streamlining Ticket Assignment for Efficient Support Operations**

**Team Id:** NM2025TMID20204

**Team Members: 4**

# Team Leader: Harini R

**Team Member 1: Sujithra U**

**Team Member 2: Parkavi M**

**Team Member 3: Sandhya R**

**Problem Statement:** Manual or rule-based ticket assignment in support operations often leads to delays, misrouting, and uneven workloads among support agents. This reduces efficiency and customer satisfaction. The goal is to build a smart, automated ticket assignment system that uses factors like agent skills, workload, and ticket priority to ensure faster and more accurate resolution.

**Objective:** To develop an intelligent ticket assignment system that automatically analyzes incoming support tickets and assigns them to the most suitable agent based on skills, availability, workload, and ticket priority — improving response time, operational efficiency, and customer satisfaction.

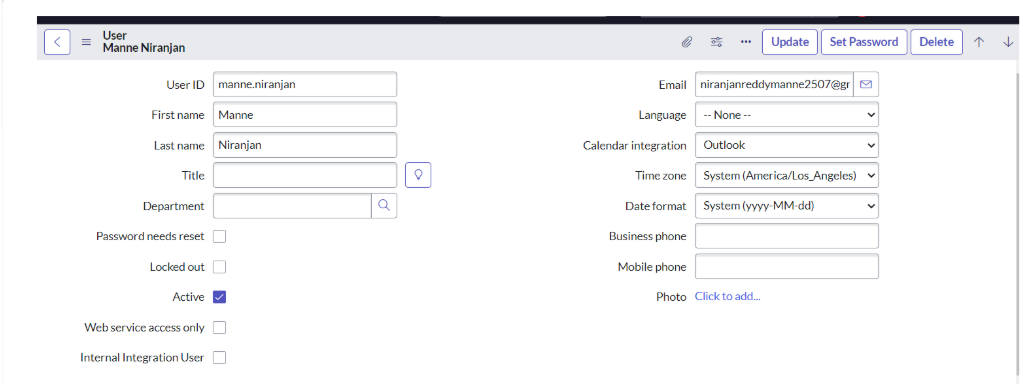
**Skills:** Proficiency in Python, machine learning, and NLP for intelligent ticket processing, along with basic web development and database management for building the dashboard and backend.

**TASK INITIATION**

**Milestone 1 : Create Users**

# Activity 1: Create New User

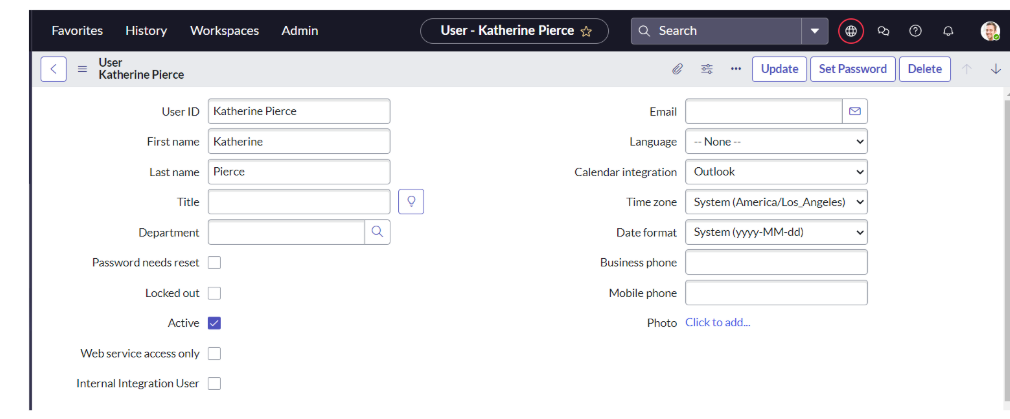
1. Open service now.
2. Click on All  >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user



1. Click on submit

Create one more user:

7.Create another user with the following details

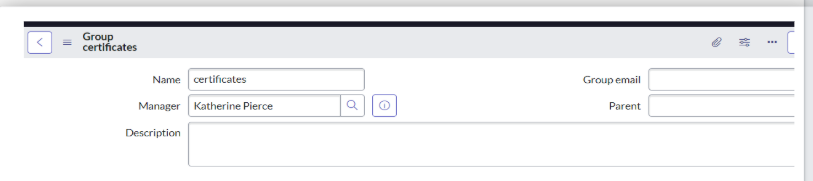


8. Click on submit

**Milestone 2 : Create Group**

# Activity 1 : Create New Group

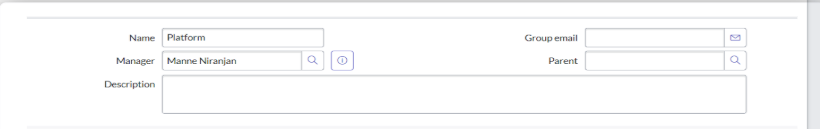
1. Open service now.
2. Click on All  >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group



6.Click on submit

Create one more group:

1. Create another group with the following details

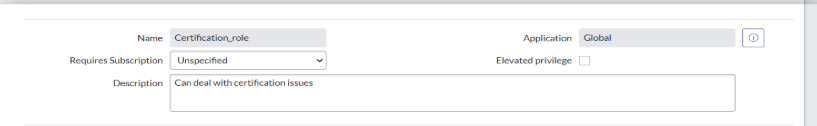


1. Click on submit

**Milestone 3 : Create Roles**

# Activity 1: Create New Roles

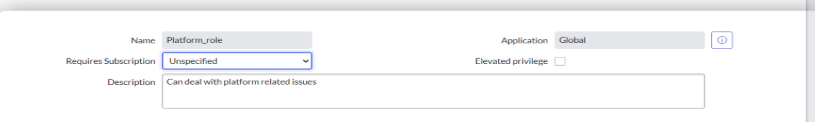
1. Open service now.
2. Click on All  >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role

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6. Click on submit

Create one more role:

Create another role with the following details

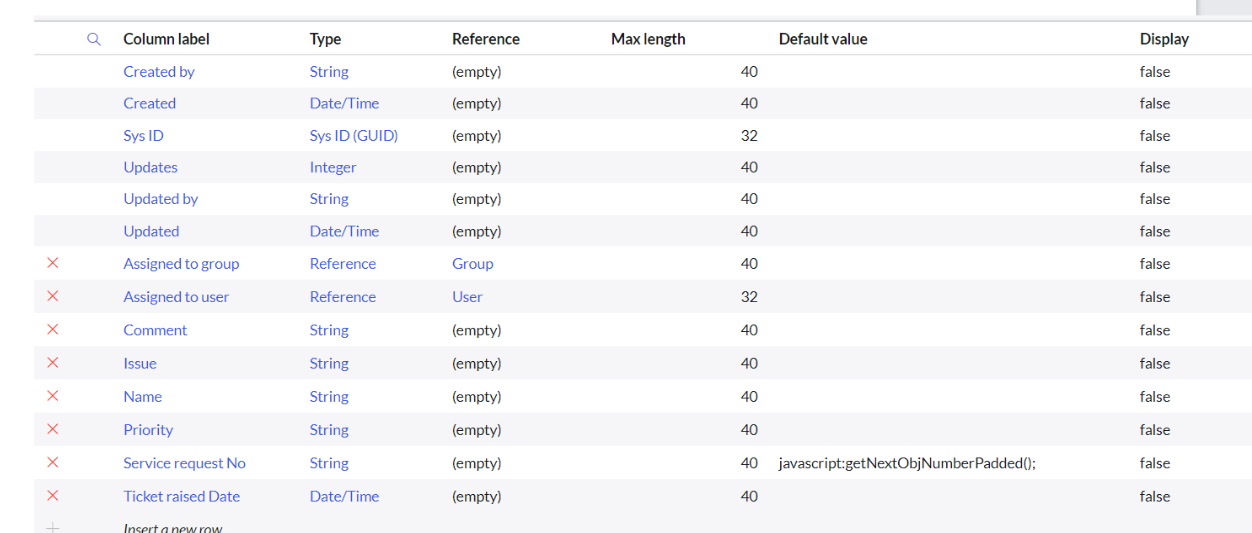


Click on submit

**Milestone 4 : Create Table**

**Activity 1: Create New Table**

1. Open service now.
2. Click on All  >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new table  
   Label : Operations related  
   Check the boxes Create module & Create mobile module
6. Under new menu name : Operations related
7. Under table columns give the columns



8.Click on submit

Create choices for the issue filed by using form design  
 Choices are

* + unable to login to platform
  + 404 error
  + regarding certificates
  + regarding user expired

**Milestone 5 : Assign roles & users to groups**

**Activity 1: Assign roles & users to certificate group**

1. Open service now.
2. Click on All  >> search for tables
3. Select tables under system definition
4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification\_role and save

**Milestone 5 : Assign roles & users to groups**

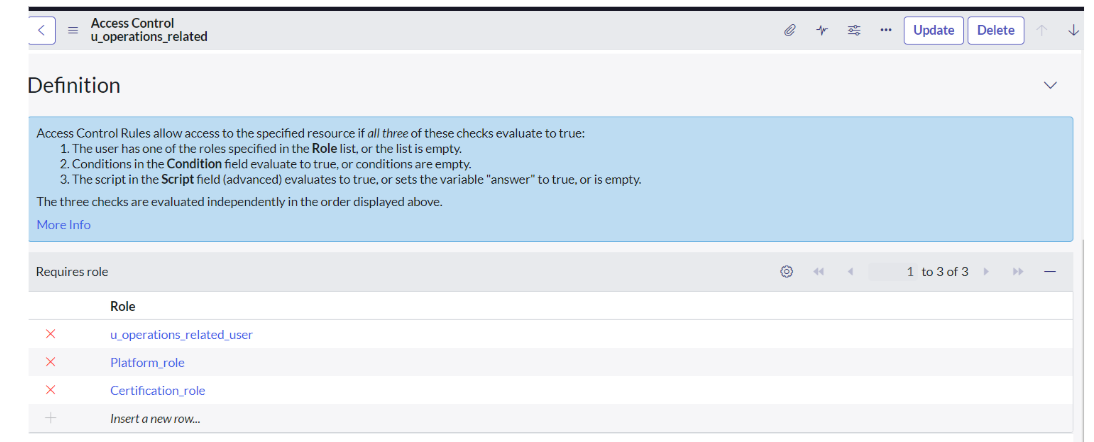
**Activity 2 : Assign roles & users to platform group**

1. Open service now.
2. Click on All  >> search for tables
3. Select tables under system definition
4. Select the platform group
5. Under group members
6. Click on edit
7. Select Manne Niranjan and save
8. Click on roles
9. Select Platform\_role and save

**Milestone 6 : Assign role to table**

**Activity 1 : Assign New role to table**

1. Open service now.
2. Click on All  >> search for tables
3. Select operations related table
4. Click on the Application Access
5. Click on u\_operations\_related read operation
6. Click on the profile on top right side
7. Click on elevate role
8. Click on security admin and click on update
9. Under Requires role
10. Double click on insert a new row
11. Give platform role
12. And add certificate role
13. Click on update

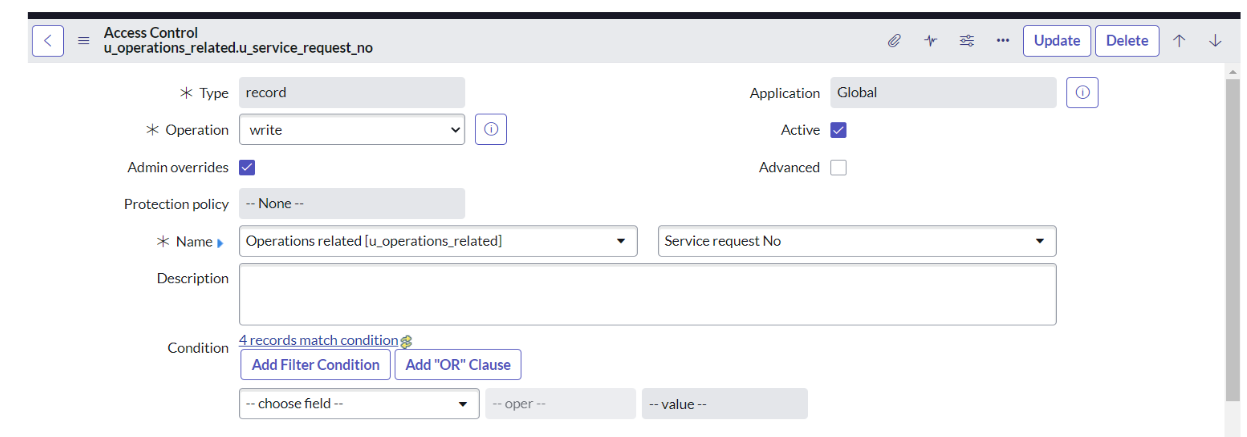


1. Click on u\_operations\_related write operation
2. Under Requires role
3. Double click on insert a new row
4. Give platform role
5. And add certificate role

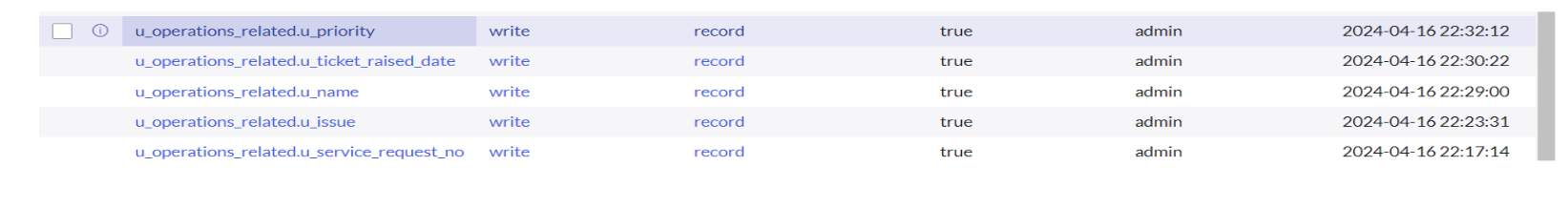
**Milestone 7 : Create ACL**

**Activity 1: Create New ACL**

1. Open service now.
2. Click on All  >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on new
5. Fill the following details to create a new ACL



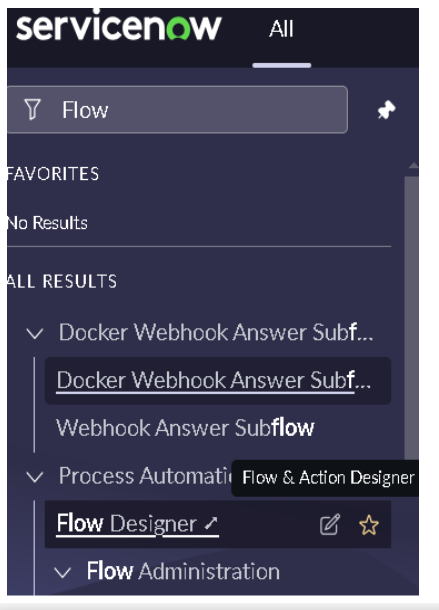
1. Scroll down under requires role
2. Double click on insert a new row
3. Give admin role
4. Click on submit
5. Similarly create 4 acl for the following fields

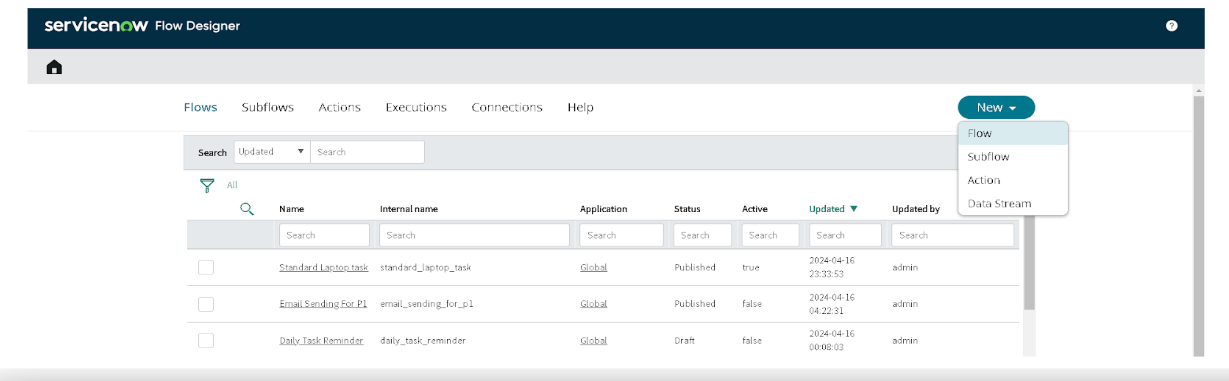


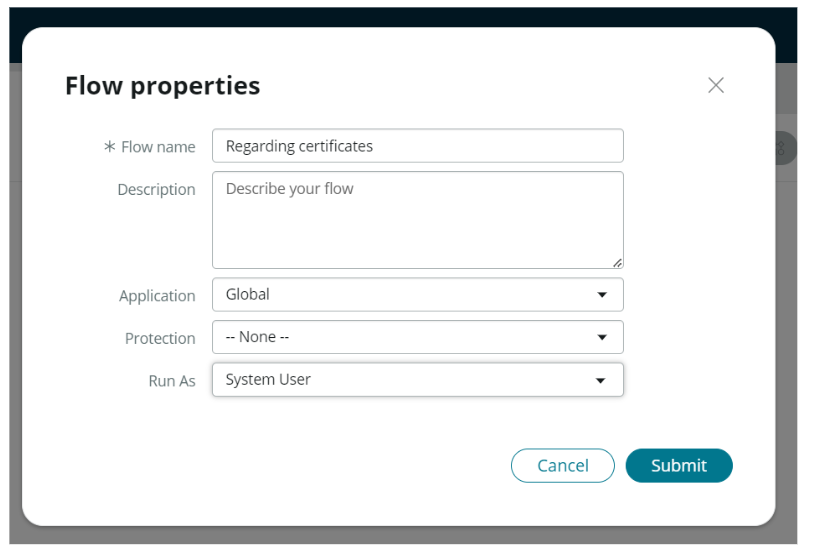
**Milestone 8 : Flow**

**Activity 1: Create a Flow to Assign operations ticket to group**

1. Open service now.
2. Click on All  >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ Regarding Certificate”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.





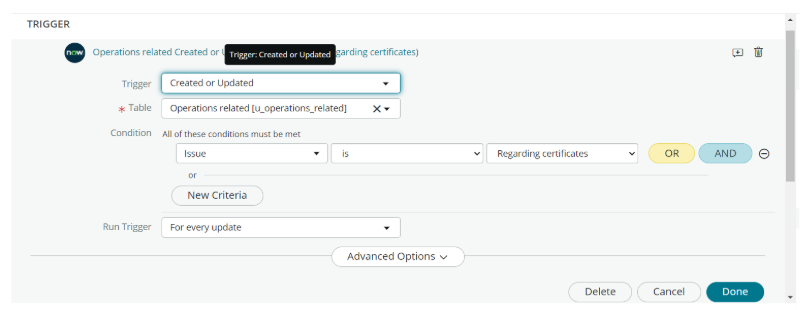


1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record”  and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition as  
   Field : issue

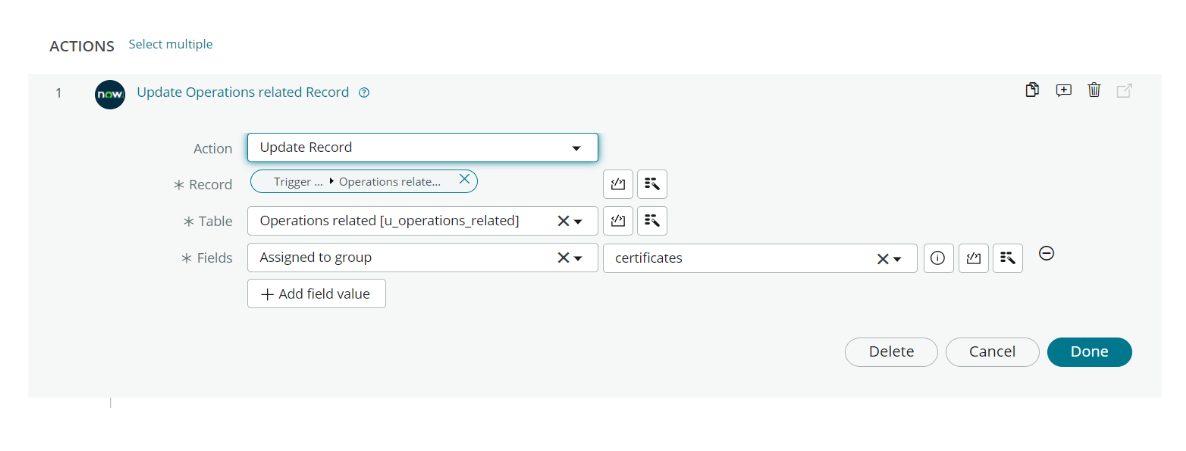
Operator : is

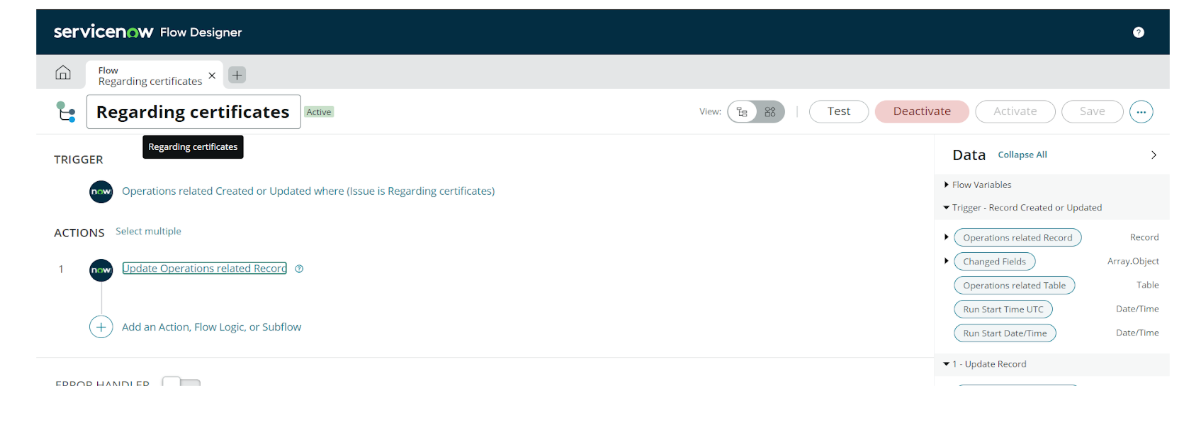
Value : Regrading Certificates

5.After that click on Done.



1. Now under Actions.
2. Click on Add an action.
3. Select action in that search for “ Update Record ”.
4. In Record field drag the fields from the data navigation from left side
5. Table will be auto assigned after that
6. Give the field as “ Assigned to group ”
7. Give value as “ Certificates ”
8. Click on Done.
9. Click on Save to save the Flow.
10. Click on Activate.



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**Milestone 8 : Flow**

**Activity 2: Create a Flow to Assign operations ticket to Platform group**

1. Open service now.
2. Click on All  >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ Regarding Platform ”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.

1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record”  and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition as  
   Field : issue

Operator : is

Value : Unable to login to platform

5.Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

6.Click on New Criteria

Field : issue

Operator : is

Value : Regrading User expired

1. After that click on Done.
2. Now under Actions.
3. Click on Add an action.
4. Select action in that search for “ Update Record ”.
5. In Record field drag the fields from the data navigation from left side
6. Table will be auto assigned after that
7. Give the field as “ Assigned to group ”.
8. Give value as “ Platform ”.
9. Click on Done.
10. Click on Save to save the Flow.
11. Click on Activate.

**Conclusion :**

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.