

Project Design Phase

Date	4 November 2025
Team ID	F70F258581C0B9EB7CA4B198A7C73807
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Problem:

Support teams at ABC Corporation face delays in resolving customer issues due to manual ticket tracking and incorrect assignments. This results in slow resolution, improper use of team resources, and a poor customer experience.

Solution:

Implement an automated ticket assignment system using ServiceNow that routes incoming support requests to the appropriate teams based on the issue type. This reduces manual work and improves accuracy, speed, and overall support quality.

What to Do:

- Identify and list common issues customers raise.
- Create relevant users, roles, and groups in ServiceNow.
- Design a custom table named 'Operations Related' to store ticket data.
- Set up field choices for the issue category (e.g., login issues, certificate problems).
- Use ACLs to restrict access based on assigned roles.
- Build flow logic in Flow Designer to automate ticket routing.
- Test the ticket flows to ensure correct assignment.
- Document each step and maintain logs.

How to Do It:

- Log into ServiceNow and navigate to the 'Users' module under 'System Security' to create support users.
- Navigate to 'Groups' to create teams like 'Platform' and 'Certificates', and assign users accordingly.
- Assign roles such as 'Platform_Role' and 'Certificate_Role' to control permissions.
- Go to 'Tables' under 'System Definition' to create the 'Operations Related' table. Enable modules for navigation and mobile view.
- Use 'Form Design' to add choices to the issue field (e.g., Unable to login, 404 error, Certificate issue).
- Under 'ACL' in 'System Security', create access controls to secure the table data.
- In 'Flow Designer', create flows triggered on record creation/updates in the table. Use conditional logic to check issue type and update the assigned group field.
- Activate and test flows using sample entries to verify correct ticket assignment.