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COMPUTER SCIENCE AND ENGINEERING
Accompanied with
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ADMINISTRATION**

Completed the project named as

**Streamlining Ticket Assignment
for Efficient Support Operations**

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

Team ID : NM2025TMID03360

Team Size : 4

Team Leader : Jayasri K

Team member : Dharshini K

Team member : Dharshini N

Team member : Nivetha N

Project overview:

This project aims to improve how support teams handle and assign incoming tickets. Currently, manual ticket assignment can lead to delays mistakes, and frustrated customers. By streamlining the process, tickets will be automatically sent to the right agents. This ensures faster responses and better use of team skills and time.

The project will use rules, automation, and smart workflows to manage assignments. It will help balance workloads and reduce pressure on individual team members. As a result, customers will receive quicker and more accurate Support. Overall, the project will make support operations more efficient and reliable.

Problem statement:

ABC Corporation, a leading technology company, was facing challenges with efficiently assigning support tickets to the appropriate teams. With a vast array of products and services, the support team found it increasingly difficult to manually route tickets to the right groups, leading to delays in issue resolution and customer dissatisfaction.

Objective:

The objective of this initiative is to implement

1. The system will quickly route tickets to the right teams, helping to solve issues faster and reduce waiting time.
2. It will improve customer satisfaction by ensuring that customers get faster and more accurate responses to their problems.
3. The automated system will help balance workloads among support teams, making better use of available staff and resources.

Tools and Technologies Used:

- Platform: ServiceNow
- Modules Utilized: Incident Management, Flow Designer, Role & Access Management, ACL Configuration

INSTANCE:

Setting up ServiceNow instance

1. Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Now you will navigate to the ServiceNow.

TASK INITIATION:

ACTIVITY 1:create Users

STEPS:

- 1.Open service now.
- 2.Click on All >> search for user
3. Select Users under system security
- 4.Click on new
5. Fill the following details to create a new user
- 6.Click on submit Create one more user
- 7.Create another user with the following details
- 8.Click on submit

The screenshot shows the 'User - New Record' form in ServiceNow. The form is divided into two main sections: 'User' and 'Related Links'. The 'User' section contains the following fields and options:

- User ID:
- First name:
- Last name:
- Title:
- Department:
- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Web service access only: ☐
- Internal Integration User: ☐

The 'Related Links' section contains the following fields and options:

- Email:
- Language:
- Calendar integration:
- Time zone:
- Date format:
- Business phone:
- Mobile phone:
- Photo:

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

The screenshot shows the 'User - New Record' form in ServiceNow, with a message at the top: 'To set up the User's password, save this record and then click Set Password.' The form is divided into two main sections: 'User' and 'Related Links'. The 'User' section contains the following fields and options:

- User ID:
- First name:
- Last name:
- Title:
- Department:
- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Web service access only: ☐
- Internal Integration User: ☐

The 'Related Links' section contains the following fields and options:

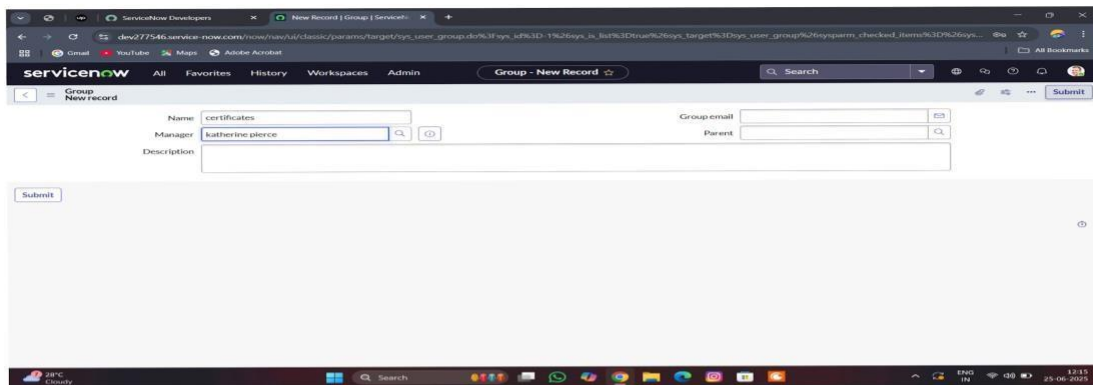
- Email:
- Language:
- Calendar integration:
- Time zone:
- Date format:
- Business phone:
- Mobile phone:
- Photo:

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

ACTIVITY 2 :Create Groups

STEPS:

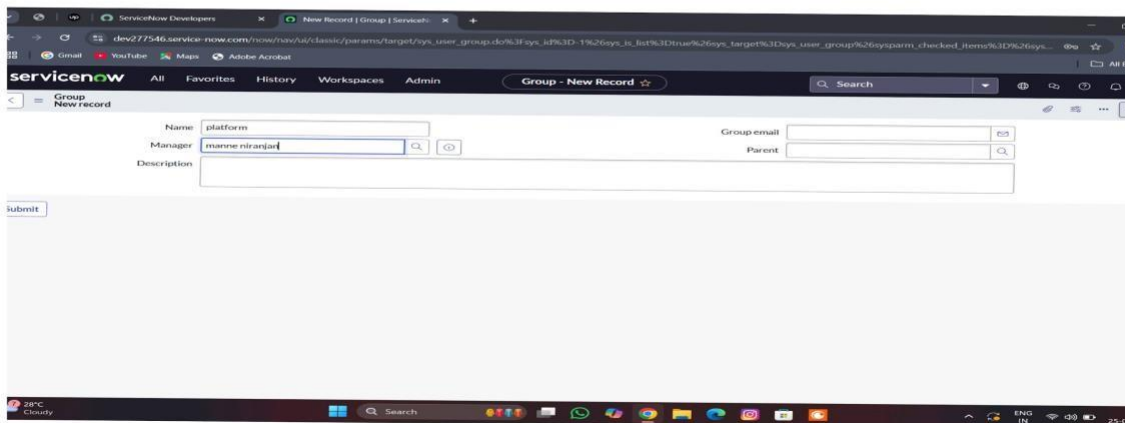
- 1.Open service now.
- 2.Click on All >> search for groups
- 3.Select groups under system security
- 4.Click on new
- 5.Fill the following details to create a new group
- 6.click on submit Create one more Group
- 7.Create another group with the following details
- 8.Click on submit



The screenshot shows the 'Group - New Record' form in ServiceNow. The form has the following fields:

- Name: certificates
- Manager: katherine pierce
- Group email: (empty)
- Parent: (empty)
- Description: (empty)

A 'Submit' button is located at the bottom left of the form. The browser address bar shows the URL: dev277546.service-now.com/new/now/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user_group%26sysparm_checked_items%3D%26sys...



The screenshot shows the 'Group - New Record' form in ServiceNow. The form has the following fields:

- Name: platform
- Manager: manne niranjan
- Group email: (empty)
- Parent: (empty)
- Description: (empty)

A 'Submit' button is located at the bottom left of the form. The browser address bar shows the URL: dev277546.service-now.com/new/now/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user_group%26sysparm_checked_items%3D%26sys...