UNIVERSITY COLLEGE OF ENGINEERING – PATTUKKOTTAI

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Department of

COMPUTER SCIENCE AND ENGINEERING

Accompanied with

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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 Man agement, 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

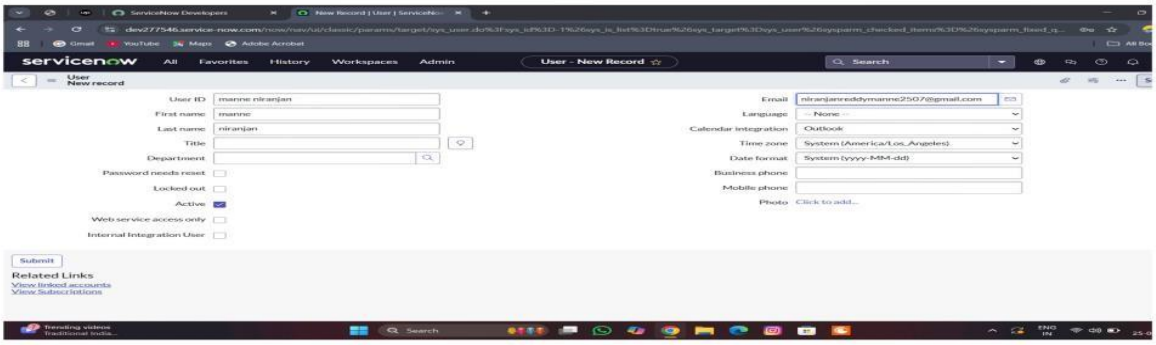
4.Click on new

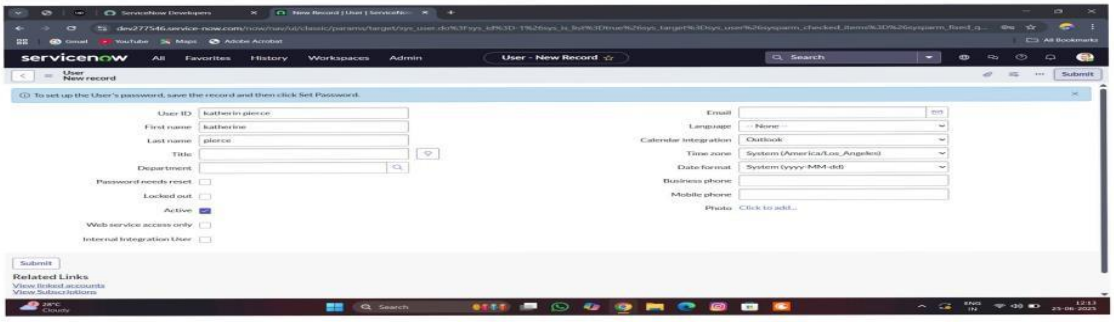
5. Fill the following details to create a new user

6.Click on submit Create one more user

7.Create another user with the following details

8.Click on submit





ACTIVITY 2 :Create Groups

STEPS:

1.Open service now.

2.Click on All >> search for groups

3.Select groups under system security

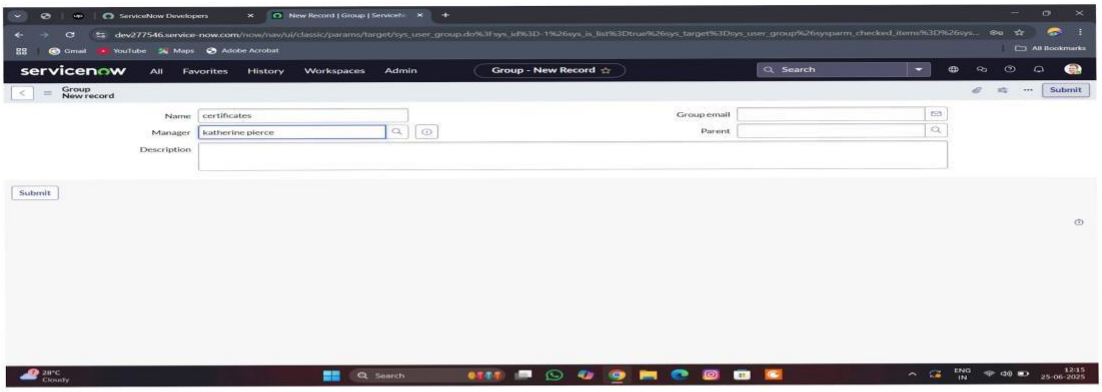
4.Click on new

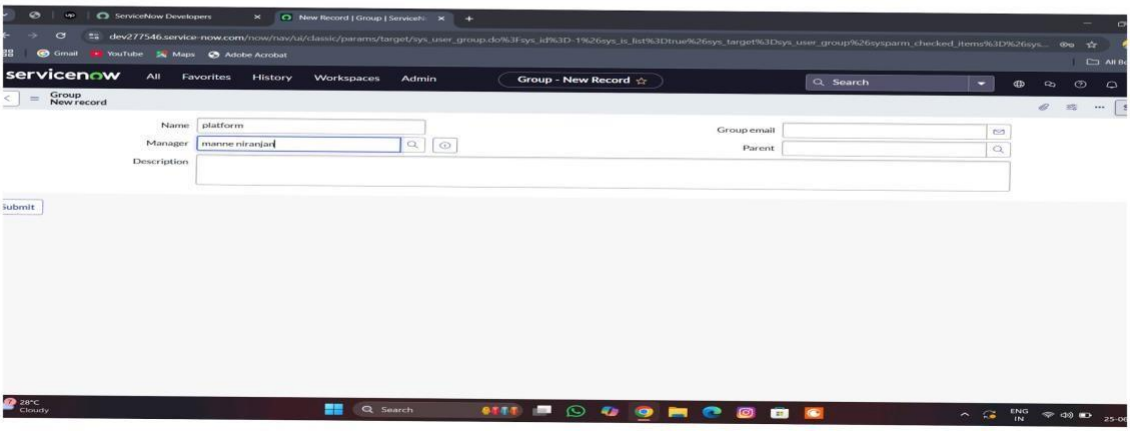
5.Fill the following details to create a new group

6.click on submit Create one more Group

7.Create another group with the following details

8.Click on submit





ACTIVITY 3 :Create Roles

STEPS:

1.Open service now

2.Click on All >> search for roles

3.Select roles under system security

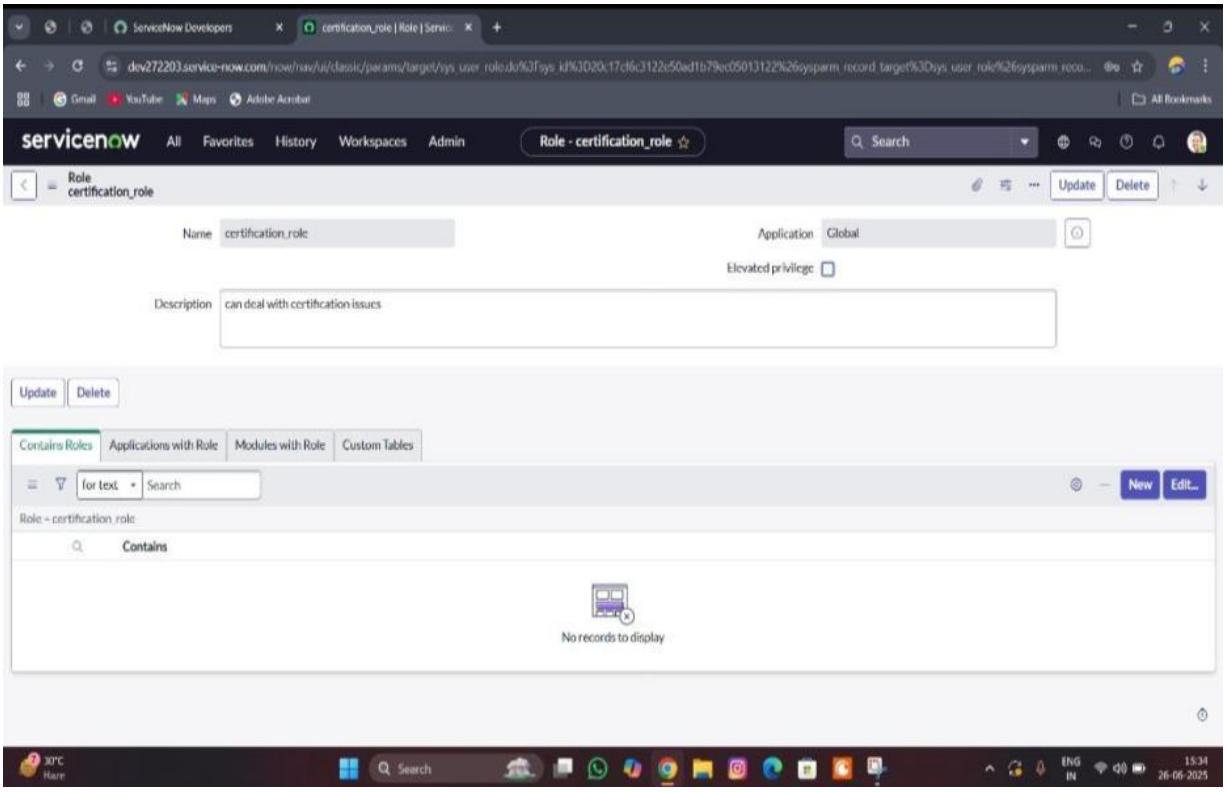
4.Click on new

5.Fill the following details to create a new role

6.Click on submit Create one more role

7.Create another role with the following details

8.click on submit



ACTIVITY 4:Create Tables

STEPS:

1.Open service now.

2.Click on All >> search for tables

3.Select tables under system definition

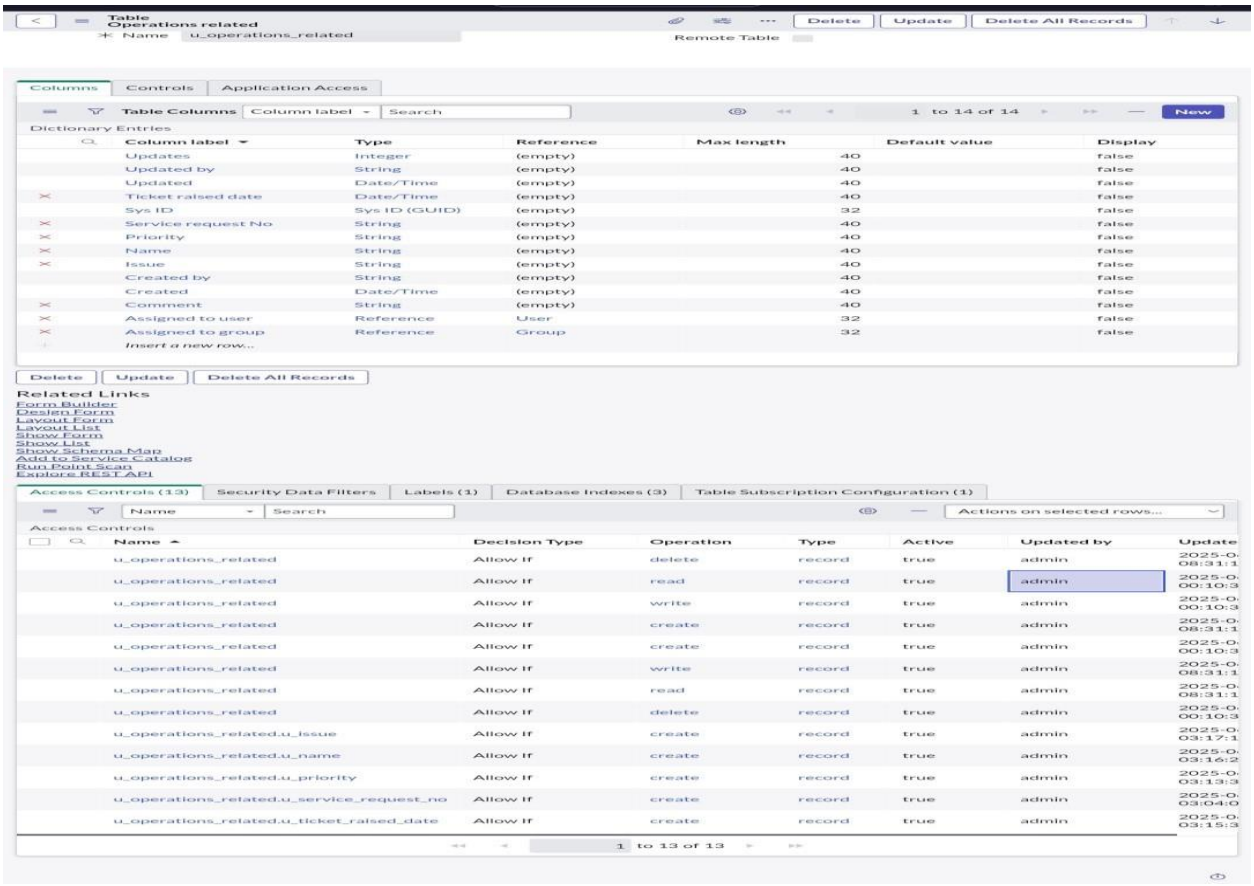
4.Click on new

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



ACTIVITY 5:ASSIGN ROLES & USERS TO GROUP

STEPS:

1.Open service now.

2.Click on All >> search for tables

3.Select tables under system definition

4.Select the certificates group

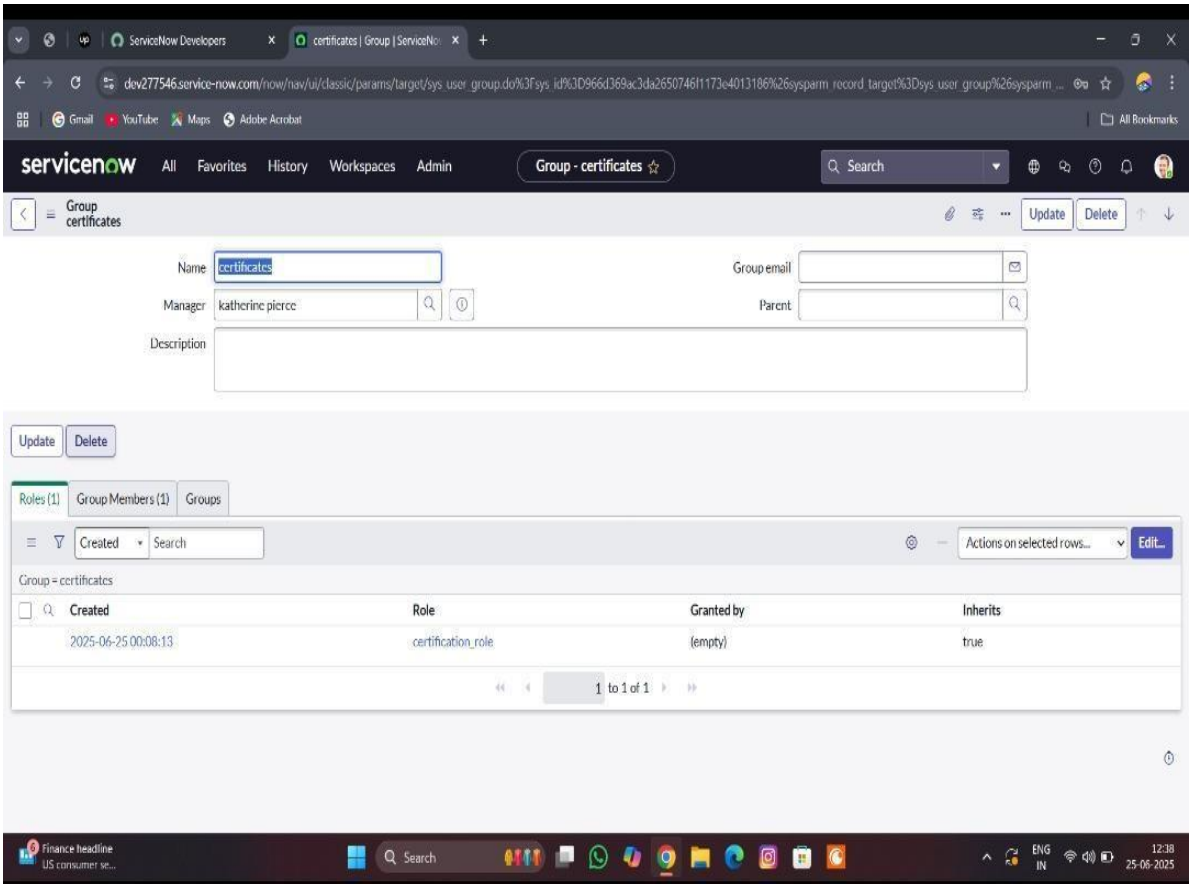
5.Under group members

6.Click on edit

7.Select Katherine Pierce and save

8.Click on roles

9.Select Certification_role and save



*ACTIVITY 6:*Assign roles & users to platform group

STEPS:

1.Open service now.

2.Click on All >> search for tables

3.Select tables under system definition

4.Select the platform group

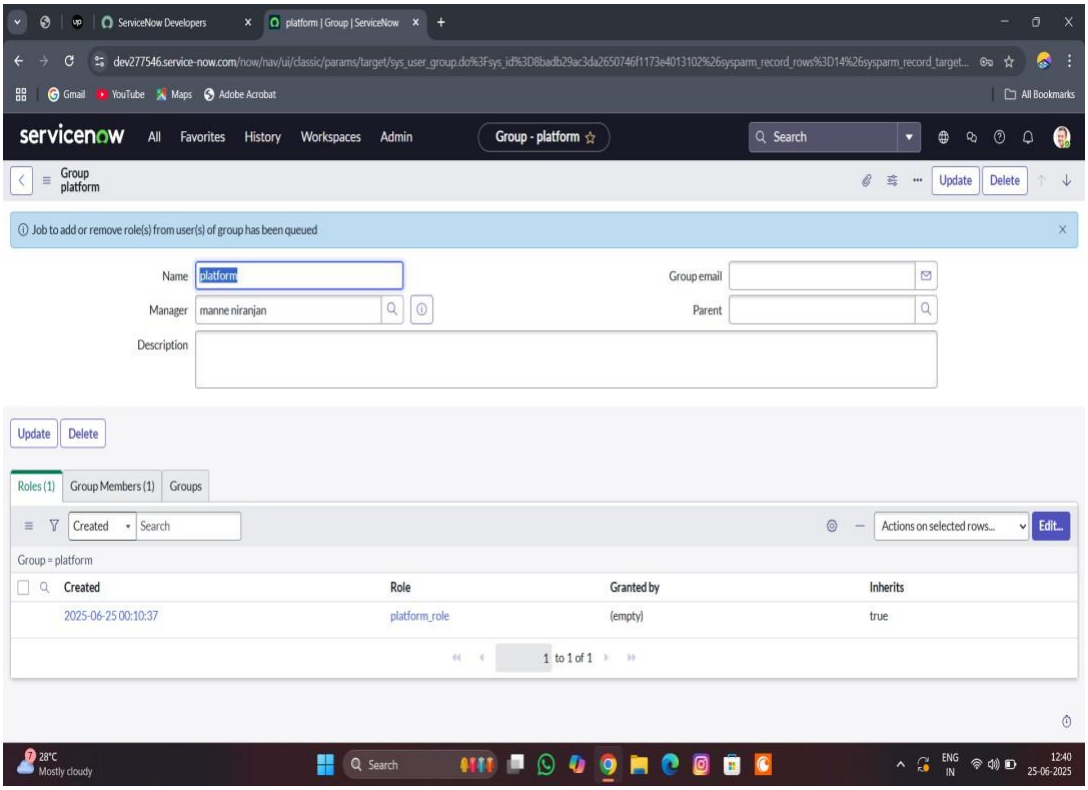
5.Under group members

6.Click on edit

7.Select Manne Niranjan and save

8.Click on role

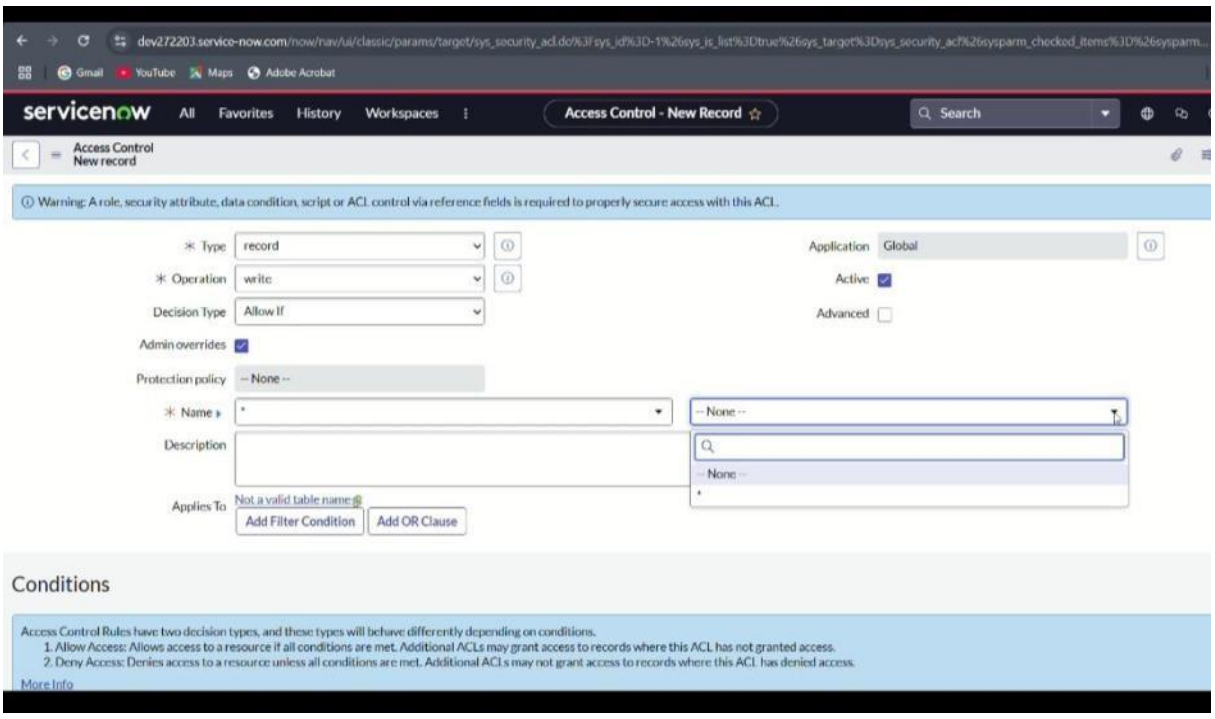
9.give platform role and save



*ACTIVITY 7:*Assign roles to tables

STEPS:

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
14. Click on u_operations_related write operation
15.Under Requires role
16.Double click on insert a new row
17.Give platform role
18.And add certificate role



ACTIVITY 8: Create ACL

STEPS:

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

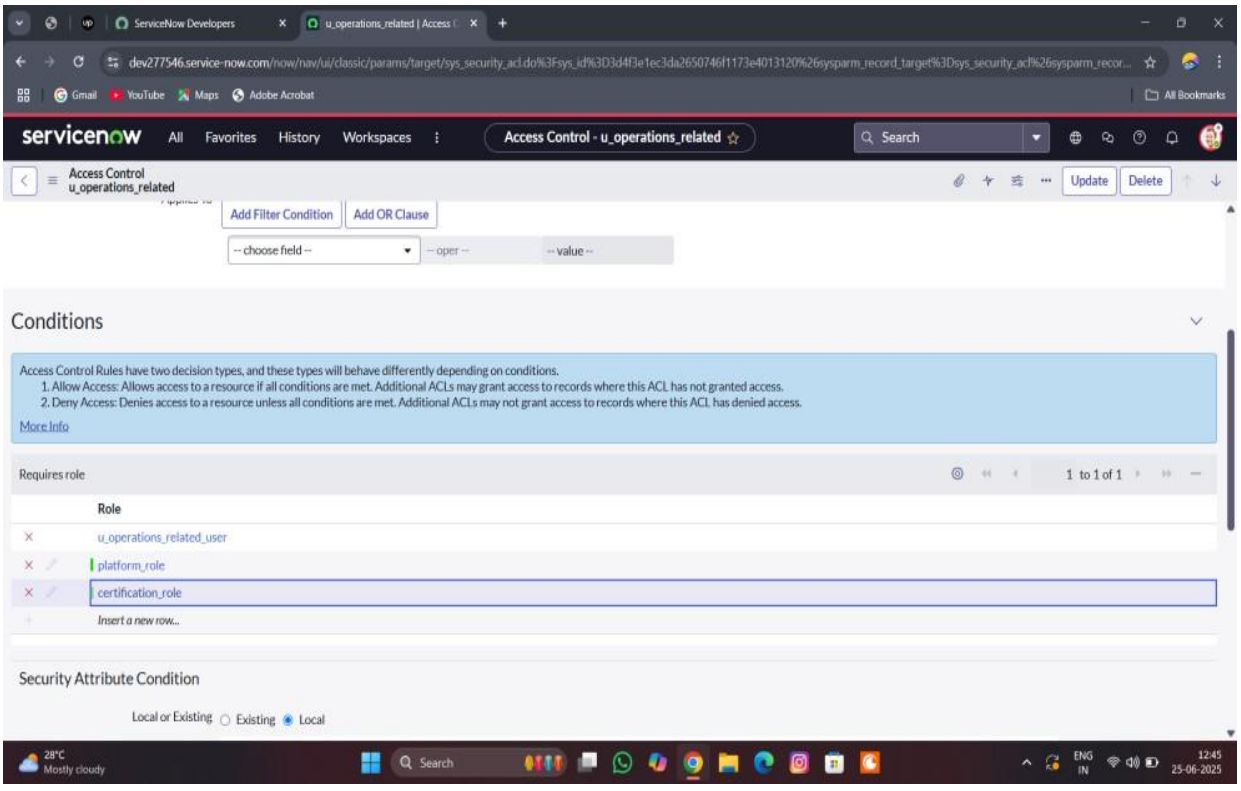
6.Scroll down under requires role

7.Double click on insert a new row

8.Give admin role

9.Click on submit

10.Similarly create 4 acl for the following fields

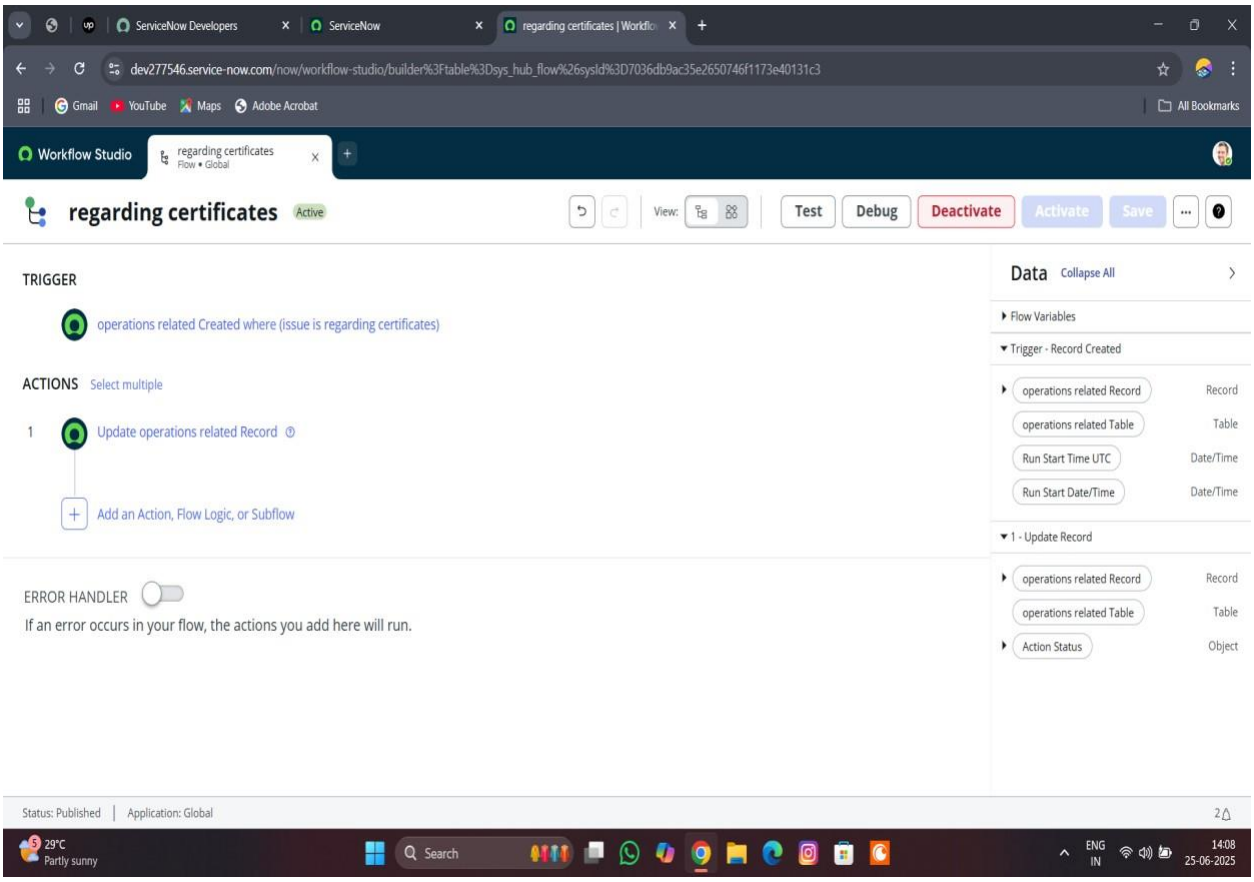


ACTIVITY 9: Create a Flow to Assign operations ticket to group

STEPS:

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
6.Now under Actions.
7.Click on Add an action.
8.Select action in that search for " Update Record ".
9.In Record field drag the fields from the data navigation from left side
10.Table will be auto assigned after that
11.Give the field as " Assigned to group "
12.Give value as " Certificates "
13.Click on Done.
14.Click on Save to save the Flow.
15.Click on Activate.



ACTIVITY 10: Create a Flow to Assign operations ticket to Platform

STEPS:

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.

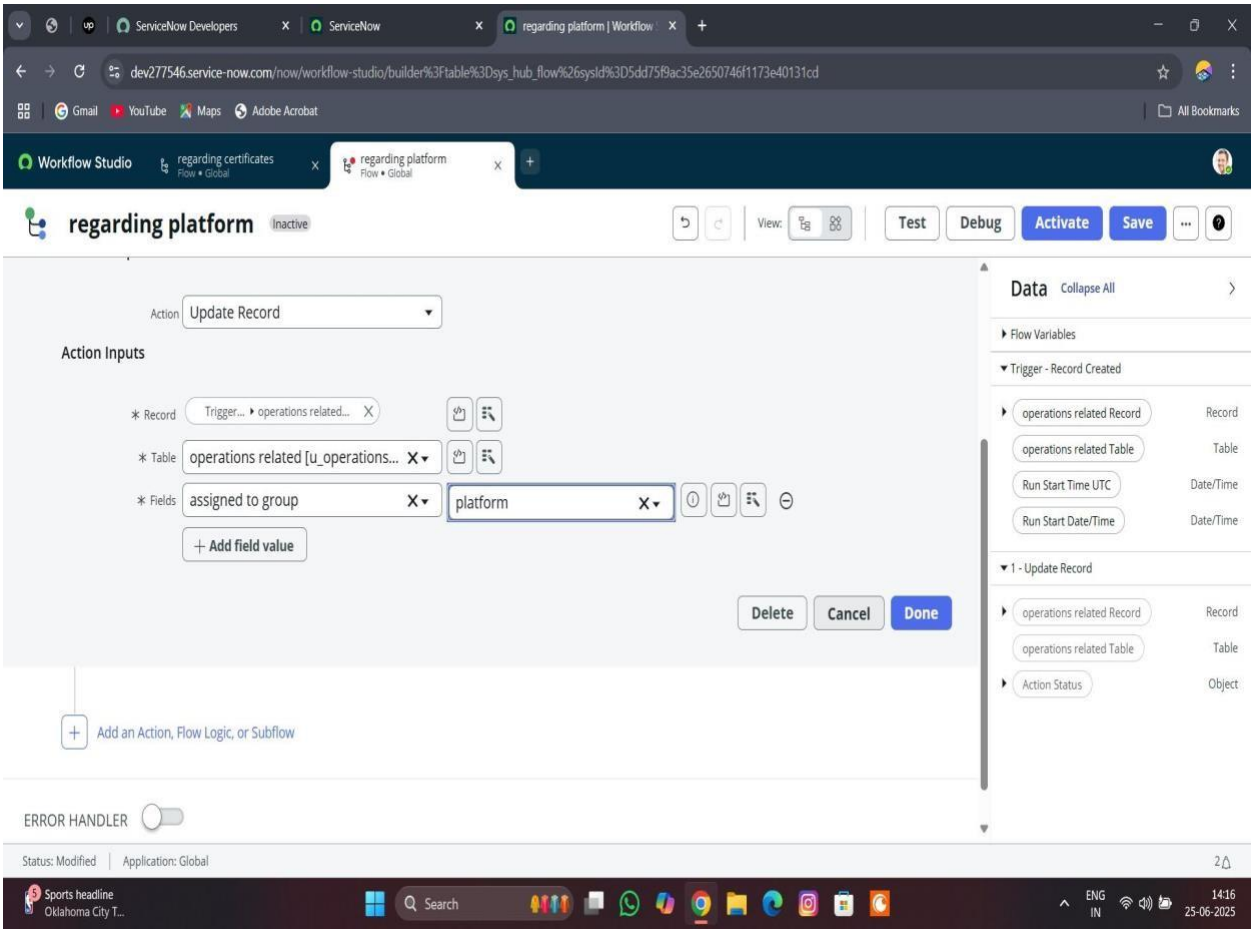
8.Click on Submit.

1.Click on Add a trigger

2.Select the trigger in that Search for “create or update a record” and select that.

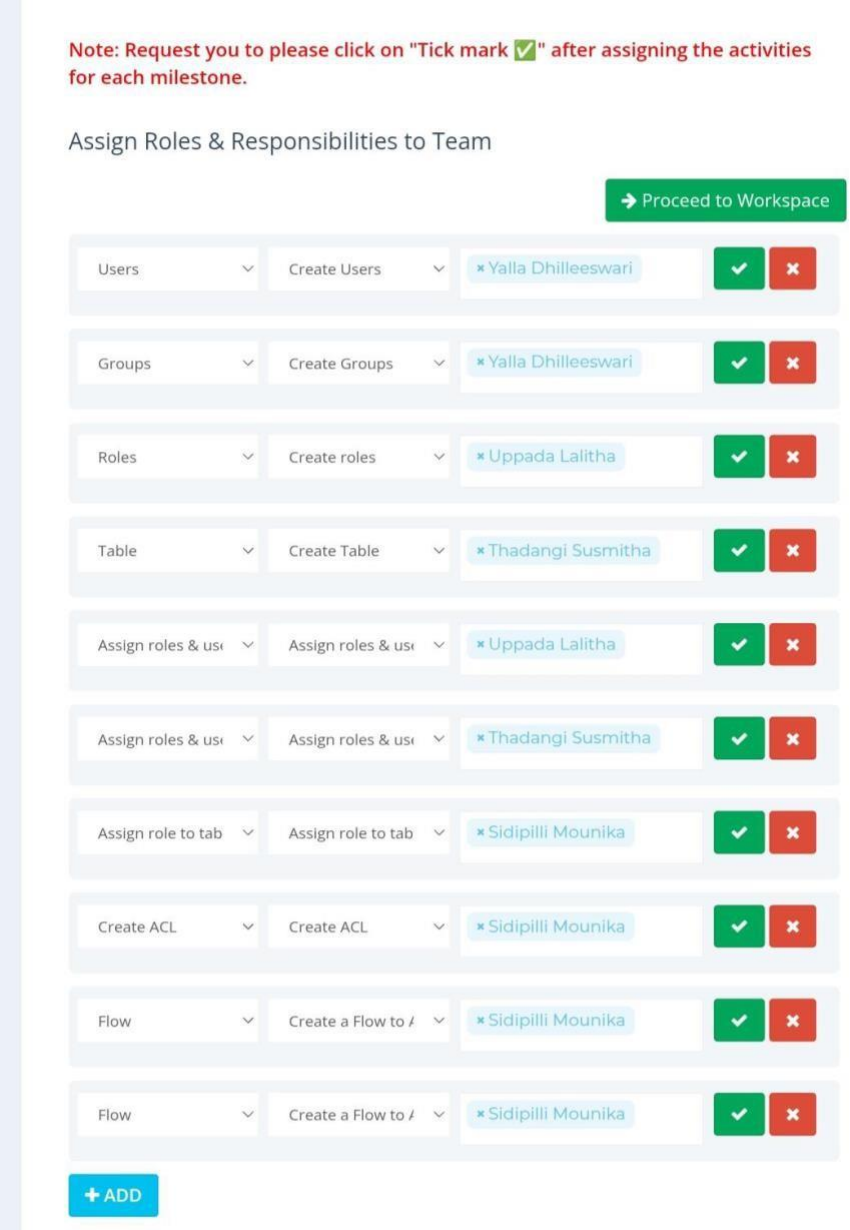
3.Give the table name as “ Operations related ”.

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

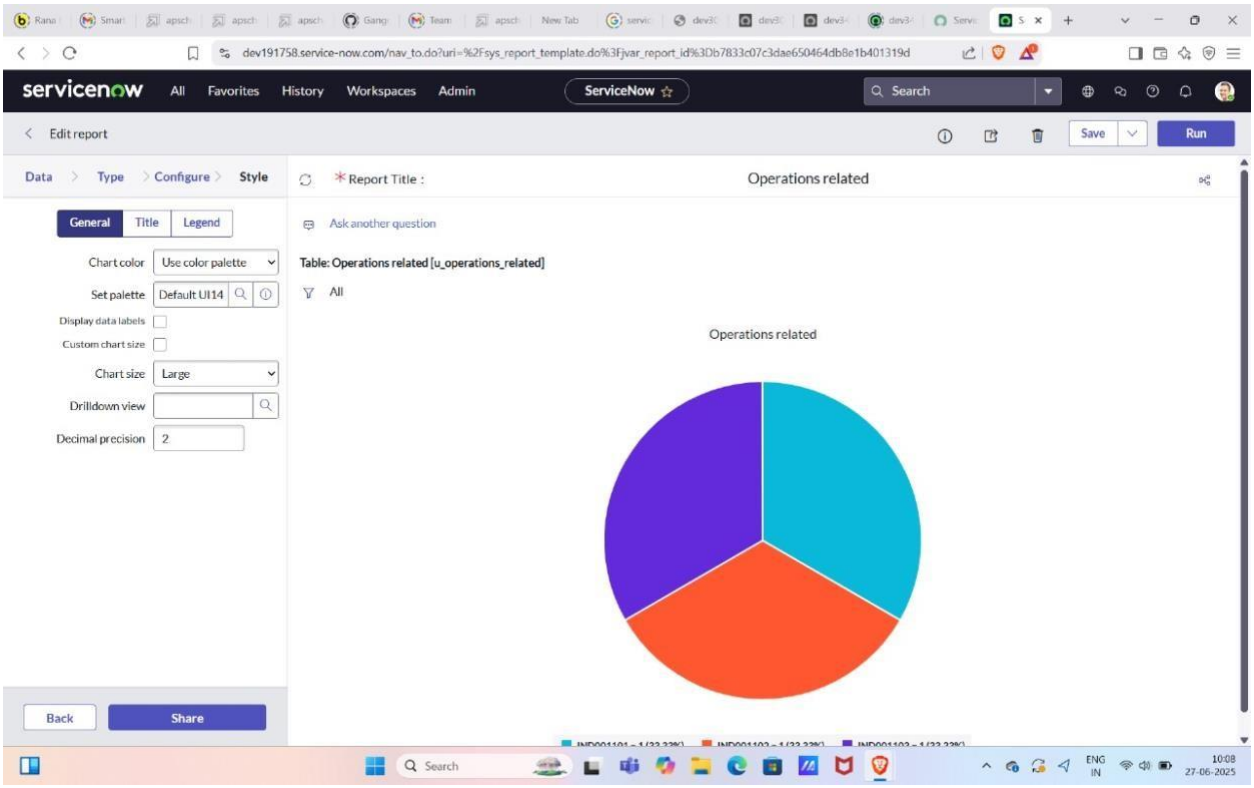


PROJECT PLANNING & SCHEDULING:

Assigned task to the group members are shown below



RESULT:



CONCLUSION:

Streamlining ticket assignment improves support efficiency by automatically routing tickets to the right agents or teams, reducing response and resolution times, and enhancing customer satisfaction. It ensures balanced workloads, prevents burnout, and minimizes manual errors that can affect service quality.

Automation supports SLA compliance by prioritizing tickets and ensuring timely handling while enhancing visibility, accountability, and performance tracking. It also enables teams to scale efficiently and adopt advanced tools like AI-based routing. However, regular review and updates of assignment rules are essential to prevent issues like incorrect routing or inflexibility.