

Scope

The Ticket Assignment Optimization System aims to develop a comprehensive solution on the ServiceNow platform to streamline how support tickets are routed, assigned and managed. The system will allow incoming tickets to be automatically categorized, prioritized, and assigned to appropriate agents or teams based on skill, workload and SLA criteria. It will also feature real-time monitoring of queues, dashboards for agent workload, and customizable rules to meet the needs of different support organisations. Leveraging ServiceNow's capabilities, the system ensures a secure, scalable, and user-friendly experience.

The project focuses on improving ticket assignment efficiency, reducing hand-offs and mis-routing, and increasing support responsiveness. While the system will provide routing automation, workload balancing, and monitoring tools, it will **not** include features such as full chat-bot triage, external CRM integration beyond basic ticket channels, or automated resolution of tickets.

The primary scope is to empower the support organisation with a streamlined assignment engine, better visibility over ticket flows, and improved operational efficiency.

In-Scope Activities

Ticket Categorisation & Routing Logic: Configure categories, sub-categories, tags and business rules so tickets are routed automatically based on defined criteria.

Skill-Based Assignment Engine: Develop agent profiles with skills, certifications and availability; match tickets to agents or teams accordingly.

Workload Balancing Mechanism: Implement logic to monitor agent loads and distribute tickets to avoid overload or under-utilization.

SLA & Priority Handling: Enable assignment and escalation workflows that respect ticket priority, impact, and SLA thresholds.

Real-Time Monitoring & Dashboards: Build dashboards and reporting views showing unassigned tickets, assignment time, agent workloads, SLA risks and ticket aging.

User Interface Design: Create an intuitive, accessible UI for support agents and managers to review assignments, queues, dashboards and alerts, with minimal training.

PERFORMANCE & TESTING

Procedure or Implementation steps

Phase 1 : create 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

Phase 2 : Creation of 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

Phase 3 : Creation of Table

Step 1: Creation of ticket 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
6. Click on submit

Step 2: Creation of Columns(Fields)

1. Near Columns Double click near insert a new row.
2. Give the details as

Column label : Number

Type : String

3. Double click on insert a new row again
4. Give the details as:

Column label : Date

Type : Date

5. Double click on insert a new row again
6. Give the details as:

Columnlabel : Amount

Type : Integer

7. Double click on insert a new row again
8. Give the details as:

Column label : Expense Details

Type : String

Max length : 800

Phase 4 : **Assign roles and 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

Phase 6 :**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 Niranjana and save
- 8.Click on roles
- 9.Select Platform_role and save

Phase 7 : Assign 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
And add certificate role
- 12.Click on update
- 13.Click on u_operations_related write operation
- 14.Under Requires role
- 15.Double click on insert a new row
- 16.Give platform role
And add certificate role

Phase 8 : **Create 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
- 6.Scroll down under requires role
- 7.Double click on insert a new row
- 8.Give admin role
- 9.Click on submit
- 10Similarly create 4 acl for the following fields

Phase 9:**Create a Flow to Assign operations ticket to group**

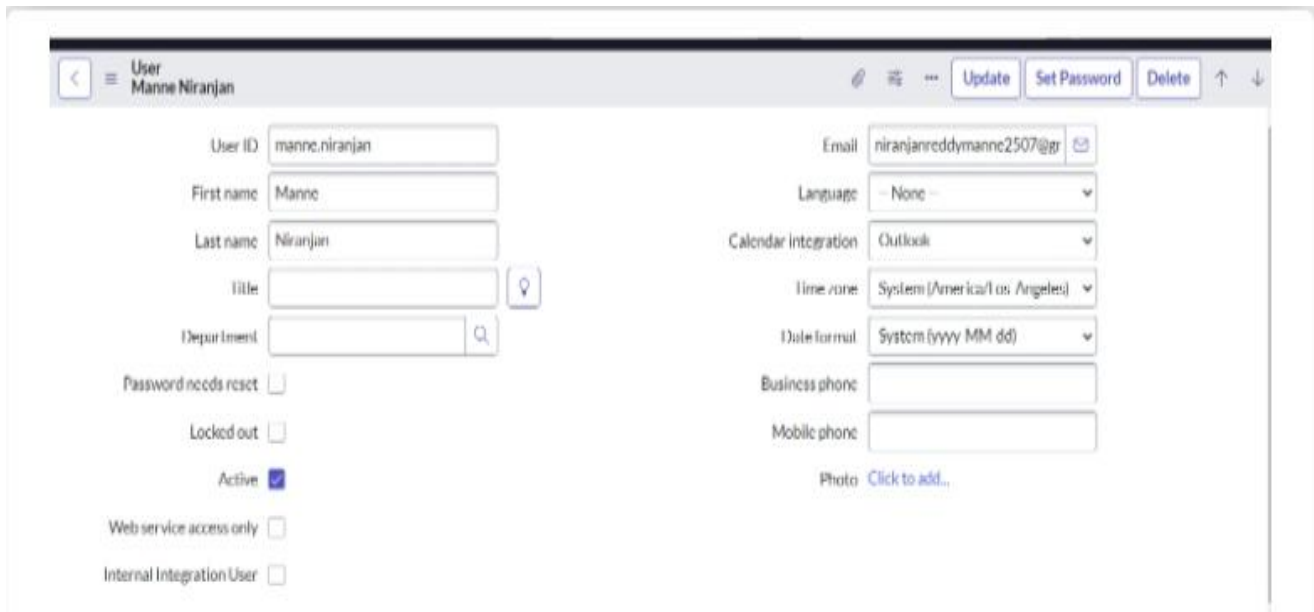
- 1.Open service now.
- 2.Click on All >> search for Flow Designer
- 3.Click on Flow Designer under Process Automation.
- 4.After opening Flow Designer Click on new and select Flow.
- 5.Under Flow properties Give Flow Name as “ Regarding Certificate Application should be Global.
- 6.Select Run user as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

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.
- Click on Activate.

Screenshots:

Phase 1 : Creation of New users

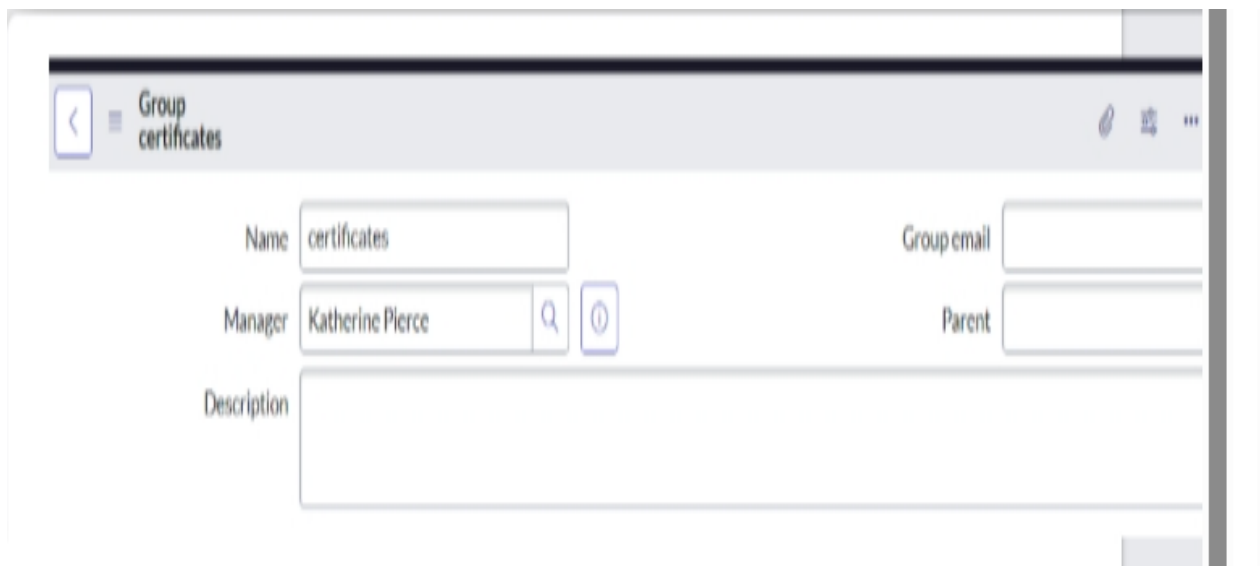


This screenshot shows the 'User Manne Niranjan' form. The form is divided into two main sections. The left section contains fields for 'User ID' (manne.niranjan), 'First name' (Manne), 'Last name' (Niranjan), 'Title' (empty), and 'Department' (empty). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right section contains fields for 'Email' (niranjanreddymanne2507@gr), '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. At the top right, there are buttons for 'Update', 'Set Password', and 'Delete'.

User ID	manne.niranjan	Email	niranjanreddymanne2507@gr
First name	Manne	Language	None
Last name	Niranjan	Calendar integration	Outlook
Title		Time zone	System (America/Los Angeles)
Department		Date format	System (yyyy MM dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

Phase 2 :

1. Creation of group



This screenshot shows the 'Group certificates' form. The form has a header bar with a back arrow, a hamburger menu, and the text 'Group certificates'. The main form area contains fields for 'Name' (certificates), 'Manager' (Katherine Pierce), 'Group email' (empty), 'Parent' (empty), and 'Description' (empty). There are also search and info icons next to the 'Manager' field. At the bottom right, there are icons for edit, delete, and a menu.

Name	certificates	Group email	
Manager	Katherine Pierce	Parent	
Description			

2 . Create a table

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
✗ Assigned to group	Reference	Group	40		false
✗ Assigned to user	Reference	User	32		false
✗ Comment	String	(empty)	40		false
✗ Issue	String	(empty)	40		false
✗ Name	String	(empty)	40		false
✗ Priority	String	(empty)	40		false
✗ Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
✗ Ticket raised Date	Date/Time	(empty)	40		false
+	Insert a new row...				

3 . Assign role to table

Access Control
u_operations_related

UpdateDelete

Definition

Access Control Rules allow access to the specified resource if all three of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Requires role

1 to 3 of 3

Role
✗ u_operations_related_user
✗ Platform_role
✗ Certification_role
+

Insert a new row...

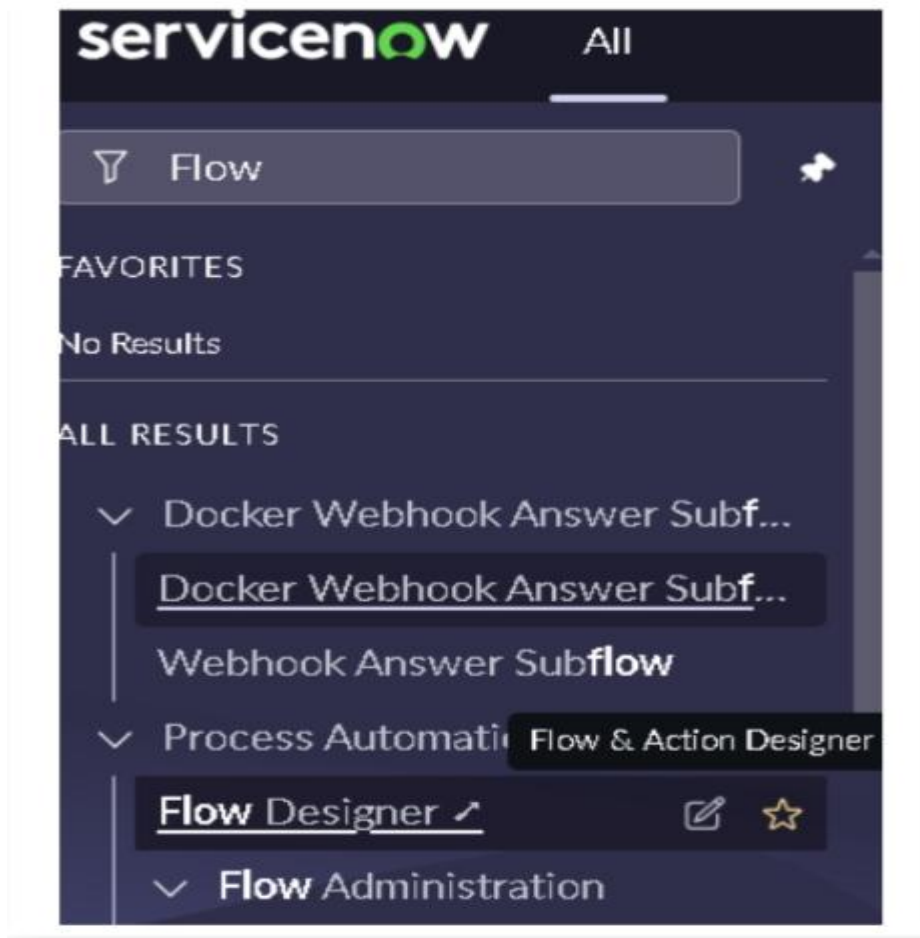
4. Create ACL

The screenshot shows a web-based configuration interface for an Access Control List (ACL). The title bar indicates the configuration is for 'Access Control' with the identifier 'u_operations_related.u_service_request_no'. On the right side of the title bar are icons for edit, copy, paste, and a list icon, followed by 'Update' and 'Delete' buttons, and up/down arrows.

The main configuration area contains the following fields and controls:

- * Type:** A text input field containing the value 'record'.
- * Operation:** A dropdown menu currently showing 'write', with a small circular icon to its right.
- Application:** A dropdown menu showing 'Global' with a small circular icon to its right.
- Active:** A checkbox that is checked.
- Advanced:** A checkbox that is unchecked.
- Admin overrides:** A checkbox that is checked.
- Protection policy:** A dropdown menu showing 'None'.
- * Name:** Two dropdown menus. The first shows 'Operations related (u_operations_related)' and the second shows 'Service request No'.
- Description:** A large, empty text area.
- Condition:** A section with a small icon and the text 'records match condition'. It contains two buttons: 'Add Filter Condition' and 'Add "OR" Clause'.
- Below the condition buttons are three input fields: a dropdown menu showing '--choose field--', a text input field showing '--oper--', and a text input field showing '--value--'.

Phase 3 : Create a Flow to Assign operations ticket to group



Flow properties

* Flow name

Description

Application

Protection

Run As