

STREAMLINING TICKET ASSESSMENT FOR EFFICIENT SUPPORT OPERATION

ABSTRACT:

This project focuses on improving the efficiency of support operations by streamlining ticket assignment processes using ServiceNow. The goal is to minimize manual intervention, reduce resolution time, and ensure equitable ticket distribution among support agents. By leveraging ServiceNow's automation capabilities—particularly its Incident Management, Assignment Rules, and Workflow Engine—the project successfully demonstrates how automation enhances operational visibility, consistency, and customer satisfaction. Key findings show a significant reduction in ticket backlog, improved response times, and better resource utilization.

INTRODUCTION:

In modern IT service management, efficient ticket handling is essential for maintaining customer satisfaction and operational effectiveness. Many organizations face delays and inconsistencies due to manual ticket routing and limited visibility of team workloads. To address these challenges, ServiceNow was chosen as the implementation platform due to its robust workflow automation, scalability, and ease of integration with enterprise systems.

The primary objectives of this project are:

To automate ticket assignment based on predefined rules and agent availability.

To ensure balanced workload distribution across support teams.

To improve the transparency and traceability of support operations.

To reduce manual errors and improve SLA compliance.

PROBLEM STATEMENT:

Before automation, ticket assignment was performed manually by team leads or service desk agents.

This led to:

Delays in ticket routing and resolution.

Uneven workload distribution among agents.

Difficulty tracking performance and accountability.

Limited visibility into ticket status and ownership.

These inefficiencies not only increased resolution times but also lowered customer satisfaction. Therefore, an automated, rules-based ticket assignment solution was needed to optimize support operation.

METHODOLOGY/SYSTEM DESIGN:

Design Approach:

The project adopted a modular design approach using ServiceNow's native tools and features. The key modules used include:

Incident Management – for tracking, categorizing, and resolving tickets.

Service CatLog – for structured user request submissions.

Flow Designer and Assignment Rules – to automate ticket routing.

ServiceNow Studio – for developing custom logic, scripts, and UI elements.

The design emphasizes automation, maintainability, and user experience. Custom scripts were minimized in Favor of out-of-the-box configuration to ensure upgradability.

System Architecture:

The system architecture consists of the following components:

1. **User Layer** – Employees or customers submit requests via the Service Portal or email.

2. **Process Layer** – ServiceNow processes incoming tickets using:

Flow Designer for conditional logic.

Assignment Rules for automatic ticket routing.

Business Rules for data validation.

3. **Data Layer** – Custom tables and fields store ticket metadata such as priority, category, and assigned group.

4. **Integration Layer** – Optional integration with email and monitoring tools for automatic ticket creation.

This layered architecture ensures that each component functions independently yet contributes to the overall automation workflow.

User Interface (UI) and User Experience (UX)

The UI/UX design focused on simplicity and clarity:

Incident Form: Customized with fields for priority, category, and affected service.

Assignment Group Field: Automatically populated based on the incident category.

Service Portal: Provides a clean interface for users to log and track their tickets.

Agent Workspace: Offers support teams a consolidated view of assigned tickets, SLA status, and performance metrics.

User feedback guided the design to minimize clicks and make the workflow intuitive for both end-users and agents.

IMPLEMENTATION DETAILS:

Platform Setup:

A ServiceNow Developer Instance was created for configuration and testing.

User Roles:

Admin – for system configuration.

ITIL User – for support agents handling incidents.

End User – for submitting and tracking requests.

Groups:

Created for support functions such as “Network Team,” “Application Support,” and “Hardware Support.

Development and Customization:

Customizations were made as follows:

Custom Tables:

Created for categorizing and tracking assignment performance metrics.

Custom Fields:

Added to the Incident form (e.g., “Preferred Agent,” “Region”).

UI Policies:

Used to dynamically show/hide fields based on the selected category.

Client Scripts:

Implemented to auto-populate fields like assignment group based on conditions.

Business Rules:

Used to trigger notifications or escalations if SLA breaches are imminent.

Workflow Implementation:

Ticket routing was automated through Flow Designer:

1. When a ticket is created, the workflow checks category and priority.
2. Based on predefined conditions, the ticket is automatically assigned to the correct group.
3. If no available agent is detected, the workflow escalates the ticket to the team lead.
4. Notifications are sent to both the requester and assigned agent.

Additionally, Service Level Agreements (SLAs) were configured to monitor response and resolution times, ensuring timely support delivery.

Screenshots:

1. Incident Form (before and after customization)

Creating user:

This screenshot shows the 'User - Manne Niranjan' form in the ServiceNow Admin interface. The form is divided into two main sections: user identification and user preferences. The user identification section includes fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title, Department, and Password. The user preferences section includes fields for Email (niranjanreddymanne.2507@gmail.com), Language, Calendar integration (Outlook), Time zone (System (Etc/UTC)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'.

servicenow All Favorites History Workspaces Admin User - Manne Niranjan

User ID manne.niranjan

First name Manne

Last name Niranjan

Title

Department

Password

Password needs reset ☐

Locked out ☐

Active ☒

Web service access only ☐

Internal Integration User ☐

Email niranjanreddymanne.2507@gmail.com

Language -- None --

Calendar integration Outlook

Time zone System (Etc/UTC)

Date format System (yyyy-MM-dd)

Business phone

Mobile phone

Photo Click to add...

Update Set Password Delete

This screenshot shows the 'Users' form in the ServiceNow Admin interface, specifically for the user Katherine Pierce. The form is divided into two main sections: user identification and user preferences. The user identification section includes fields for User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title, Department, and Password. The user preferences section includes fields for Email, Language, Calendar integration (Outlook), Time zone (System (Etc/UTC)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'.

servicenow All Favorites History Workspaces Admin Users

User Katherine Pierce

User ID Katherine Pierce

First name Katherine

Last name Pierce

Title

Department

Password

Password needs reset ☐

Locked out ☐

Active ☒

Web service access only ☐

Internal Integration User ☐

Email

Language -- None --

Calendar integration Outlook

Time zone System (Etc/UTC)

Date format System (yyyy-MM-dd)

Business phone

Mobile phone

Photo Click to add...

Update Set Password Delete

Group:

This screenshot shows the 'Group - certificates' form in the ServiceNow Admin interface. The form is divided into two main sections: group identification and group details. The group identification section includes fields for Name (certificates), Manager (Katherine Pierce), and Description. The group details section includes fields for Group email and Parent. At the bottom, there are buttons for 'Update' and 'Delete'.

servicenow All Favorites History Workspaces Admin Group - certificates

Group certificates

Name certificates

Manager Katherine Pierce

Description

Group email

Parent

Update Delete

Roles:

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AllFavoritesHistoryWorkspacesAdmin

Role - Certification_role

Search

UpdateDelete

Role

Certification_role

Name

Certification_role

Application

Global

Elevated privilege

☐

Description

Can deal with certification issues

UpdateDelete

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AllFavoritesHistoryWorkspacesAdmin

Role - platform_roles

Search

UpdateDelete

Role

platform_roles

Name

platform_roles

Application

Global

Elevated privilege

☐

Description

Can deal with platform related issues

UpdateDelete

Tables:

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Table - Operations related

Search

DeleteUpdateDelete All Records

Columns

Controls

Application Access

Table Columns

for text

Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Updated	Date/Time	(empty)		40	false
Created by	String	(empty)		40	false
Sys ID	Sys ID (GUID)	(empty)		32	false
Created	Date/Time	(empty)		40	false
Updates	Integer	(empty)		40	false
Updated by	String	(empty)		40	false
Insert a new row...					

Delete

Update

Delete All Records

Assign roles to user to use:

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Group - certificates

Search

UpdateDelete

Group

certificates

Name

certificates

Group email

Manager

Katherine Pierce

Parent

Description

UpdateDelete

Roles (1)

Group Members (1)

Groups

User

Search

Actions on selected rows...

NewEdit...

Group - certificates

User
Katherine Pierce

1 to 1 of 1

Add FilterRun filter ⓘ

-- choose field -- -- oper -- -- value --

Collection

🔍 kath

Kathie Argenti
Kathleen Beresnyak

>
<

Group Members List

certificates

Katherine Pierce

Cancel

Save

servicenow All Favorites History Workspaces Admin Group Role - Edit Members Search

Add Filter

Run filter

--choose field--

--oper--

--value--

Collection

certification

certification_admin

certification_filter_admin

Roles List

certificates

Certification_role

Cancel

Save

servicenow

AllFavoritesHistoryWorkspacesAdmin

Group - Platform

Search

UpdateDelete

Group Platform

NamePlatform

Group email

ManagerManne Nirranjan

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

UserSearch

Group = Platform

User

Manne Nirranjan

1 to 1 of 1

servicenow

AllFavoritesHistoryWorkspacesAdmin

Group Member - Edit Members

Search

CancelSave

Add FilterRun filter

-- choose field -- -- oper -- -- value --

Collection

Group Members List

Platform

Manne Nirranjan

CancelSave

Assign roles to tables:

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AllFavoritesHistoryWorkspacesAdmin

Tables

Search

Actions on selected rows... New

All > Update name is not empty > Label > = operations related

Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	Search
Operations related	u_operations_related	(empty)	false	2025-10-27 15:50:27
Opt Out Feedback Option	sn_bm_common_optout_feedback_options	Application File	false	2024-11-21 19:45:36
Options	sc_item_option	(empty)	false	2024-11-21 19:21:32
Oracle App TNS Service	cmdb_ci_appl_ora_tns	Application	false	2024-11-21 19:08:40
Oracle App TNS Service EP	cmdb_ci_endpoint_oracle_tns	Inclusion Endpoint	false	2024-11-21 19:06:16
Oracle Catalog	cmdb_ci_db_ora_catalog	Database Catalog	false	2024-11-21 19:11:56
Oracle Concurrent Server	cmdb_ci_appl_ora_conc	Application	false	2024-11-21 19:07:52
Oracle Database Listener	cmdb_ci_db_ora_listener	Application	false	2024-11-21 19:09:53
Oracle DB Endpoint	cmdb_ci_endpoint_oracle_db	Endpoint	false	2024-11-21 19:10:34
Oracle DB schema inclusion	cmdb_ci_endpoint_oracle_db_schema	Inclusion Endpoint	false	2024-11-21 19:09:54
Oracle Discoverer Engine	cmdb_ci_appl_ora_disc	Application	false	2024-11-21 19:08:24
Oracle Discoverer UI	cmdb_ci_appl_ora_disc_ui	Application	false	2024-11-21 19:10:44
Oracle EBS module	ebs_module	(empty)	false	2024-11-21 19:10:32
Oracle ESB	cmdb_ci_appl_ora_ebs	Application	false	2024-11-21 19:07:31
Oracle ESB Connection Endpoint	cmdb_ci_endpoint_oracle_esb	Endpoint	false	2024-11-21 19:10:54
Oracle ESB Server	cmdb_ci_app_server_ora_ebs	Application Server	false	2024-11-21 19:05:12

1 to 20 of 2,237

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AllFavoritesHistoryWorkspacesAdmin

Table - Operations related

Search

Table Operations related

DeleteUpdateDelete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* LabelOperations related

ApplicationGlobal

* Nameu_operations_related

ColumnsControlsApplication Access

Accessible fromAll application scopes

Can read☒

Can create☐

Can update☐

Can delete☐

Allow access to this table via web services☒

Allow configuration☐

DeleteUpdateDelete All Records

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Table - Operations related

Search

Table Operations related

DeleteUpdateDelete All Records

Related Links

Form Builder

Design Form

Layout Form

Layout List

Show Form

Show List

Show Schema Map

Add to Service Catalog

Run Point Scan

Explore REST API

Access Controls (4)Labels (1)Database Indexes (1)Table Subscription Configuration (1)

NameSearch

Actions on selected rows...

	Name	Decision Type	Operation	Type	Active	Updated by	Updated
<input type="checkbox"/>	u_operations_related	Allow If	read	record	true	admin	2025-10-27 15:50:28
<input type="checkbox"/>	u_operations_related	Allow If	delete	record	true	admin	2025-10-27 15:50:28
<input type="checkbox"/>	u_operations_related	Allow If	create	record	true	admin	2025-10-27 15:50:27
<input type="checkbox"/>	u_operations_related	Allow If	write	record	true	admin	2025-10-27 15:50:28

1 to 4 of 4

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Access Control - u_operations_related

Search

Access Control u_operations_related

Type: record

Operation: read

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

Name: u_operations_related

Description: Default access control on u_operations_related

Applies To: No. of records matching the conditions (empty)

Elevate role

Elevate a role by adding privileges, which end when you log out. [Learn more](#)

AVAILABLE ROLES

☐ security_admin

Grant modification access to High Security Settings, allow user to modify the Access Control List

CancelUpdate

System Administrator

System Administrator

Profile

Preferences

Keyboard shortcuts

Impersonate user

Elevate role

Printer friendly version

Log out

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met.

2. Deny Access: Denies access to a resource unless all conditions are met.

[More Info](#)

Requires role

1 to 3 of 3

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Table - Operations related

Search

TableOperations related

Related Links

Form BuilderDesign FormLayout ListShow FormShow ListShow Schema MapAdd to Service CatalogRun Point ScanExplore REST API

Access Controls (4)Labels (1)Database Indexes (1)Table Subscription Configuration (1)

Access Controls

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	read	record	true	admin	2025-10-27 15:50:28
u_operations_related	Allow If	delete	record	true	admin	2025-10-27 15:50:28
u_operations_related	Allow If	create	record	true	admin	2025-10-27 15:50:27
u_operations_related	Allow If	write	record	true	admin	2025-10-27 15:50:28

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AllFavoritesHistoryWorkspaces

Access Control - u_operations_related

Search

Access Controlu_operations_related

Requires role

Role

platform_roles

u_operations_related_user

Certification_role

Insert a new row...

Security Attribute Condition

Local or ExistingExistingLocal

ConditionAll of these conditions must be met

--choose field--

ORAND

New Criteria

Create acl:

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Access Controls

Search

Access Controls

Name

Search

All

Name	Decision Type	Operation	Type	Active	Updated by	Updated
\$allappsmgmt	Allow If	read	ui_page	true	admin	2019-02-20 01:02:07
\$att_page_inspector	Allow If	read	ui_page	true	admin	2020-03-20 15:16:15
\$conversation-builder	Allow If	read	ui_page	true	admin	2019-06-14 15:13:38
\$mycompanyappsmgmt	Allow If	read	ui_page	true	admin	2019-02-21 02:31:44
\$ng_fd_sc	Allow If	read	ui_page	true	admin	2020-06-12 01:45:37
\$oc_calendar_launcher_redirect	Allow If	read	ui_page	true	admin	2024-10-09 10:38:04
\$products	Allow If	read	ui_page	true	admin	2020-03-10 03:19:22
\$pwd_reset_serviceDesk	Allow If	read	ui_page	true	admin	2023-05-29 05:26:27
\$sa_service_model_json	Allow If	read	ui_page	true	admin	2015-10-28 02:03:33
\$sla_timeline	Allow If	read	ui_page	true	admin	2016-11-14 01:14:39
\$sn-va-web-client-app	Allow If	read	ui_page	true	admin	2018-03-06 10:20:09
\$sn_global_search_results	Allow If	read	ui_page	true	admin	2020-06-15 10:43:57
\$spd	Allow If	read	ui_page	true	admin	2016-01-19 12:53:23

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AllFavoritesHistory

Access Control - New Record

Search

Access Control

New record

Submit

* Type

record

Application

Global

* Operation

write

Active

☒

Decision Type

Allow If

Advanced

☐

Admin overrides

☒

Protection policy

-- None --

* Name

operations related [u_operations_related]

service request number

Description

Applies To

No. of records matching the condition: 0

Add Filter Condition

Add OR Clause

-- choose field --

-- oper --

-- value --

servicenow

AllFavoritesHistoryWorkspaces

Access Control - New Record

Search

Access Control

New record

Submit

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.
1. Allow Access: Allows access to a resource if all conditions are met.
2. Deny Access: Denies access to a resource unless all conditions are met.

[More Info](#)

Requires role

Role

admin

Insert a new row...

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AllFavoritesHistoryAdmin

Access Controls

Search

Access Controls

Name

Search

Actions on selected rows...

New

All

Name	Decision Type	Operation	Type	Active	Updated by	Updated
Search	Search	Search	Search	Search	Search	Search
\$allappsmgmt	Allow If	read	ui_page	true	admin	2019-02-20 01:02:07
\$atf_page_inspector	Allow If	read	ui_page	true	admin	2020-03-20 15:16:15
\$conversation-builder	Allow If	read	ui_page	true	admin	2019-06-14 15:13:38
\$mycompanyappsmgmt	Allow If	read	ui_page	true	admin	2019-02-21 02:31:44
\$ng_fd_sc	Allow If	read	ui_page	true	admin	2020-06-12 01:45:37
\$oc_calendar_launcher_redirect	Allow If	read	ui_page	true	admin	2024-10-09 10:38:04
\$products	Allow If	read	ui_page	true	admin	2020-03-10 03:19:22
\$pwd_reset_serviceDesk	Allow If	read	ui_page	true	admin	2023-05-29 05:26:27
\$sa_service_model_json	Allow If	read	ui_page	true	admin	2015-10-28 02:03:33
\$sla_timeline	Allow If	read	ui_page	true	admin	2016-11-14 01:14:39
\$sn-vn-web-client-app	Allow If	read	ui_page	true	admin	2018-03-06 10:20:09
\$sn_global_search_results	Allow If	read	ui_page	true	admin	2020-06-15 10:43:57
\$spd	Allow If	read	ui_page	true	admin	2016-01-19 12:53:23

servicenow All Favorites History : Access Control - New Record ☆ Search

< Access Control New record

* Type record ⓘ

* Operation write ⓘ

Decision Type Allow If

Application Global ⓘ

Active ☒

Advanced ☐

Admin overrides ☒

Protection policy -- None --

* Name operations related [u_operations_related] priority

Description

Applies To No. of records matching the condition: 0 ⓘ

Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --

servicenow All Favorites History : Access Control - New Record ☆ Search

< Access Control New record

Warning: A role, security attribute, data condition, script or ACL control via reference fields is required to properly secure access with this ACL.

* Type record ⓘ

* Operation write ⓘ

Decision Type Allow If

Application Global ⓘ

Active ☒

Advanced ☐

Admin overrides ☒

Protection policy -- None --

* Name operations related [u_operations_related] priority

Description

Applies To No. of records matching the condition: 0 ⓘ

Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --

Verify Security Rules for "u_operations_related.u_priority"

Write (Allow)

Row level u_operations_related

Field level u_operations_related.u_priority Adding

Show All

Cancel Continue

servicenow All Favorites History : Access Control - New Record ☆ Search

< Access Control New record

Warning: A role, security attribute, data condition, script or ACL control via reference fields is required to properly secure access with this ACL.

* Type record ⓘ

* Operation write ⓘ

Decision Type Allow If

Application Global ⓘ

Active ☒

Advanced ☐

Admin overrides ☒

Protection policy -- None --

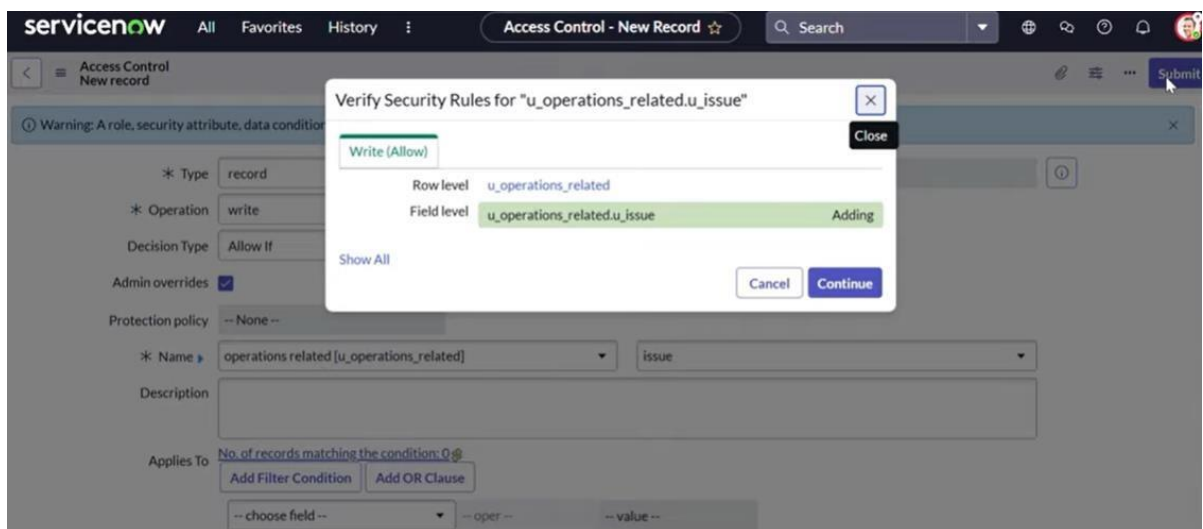
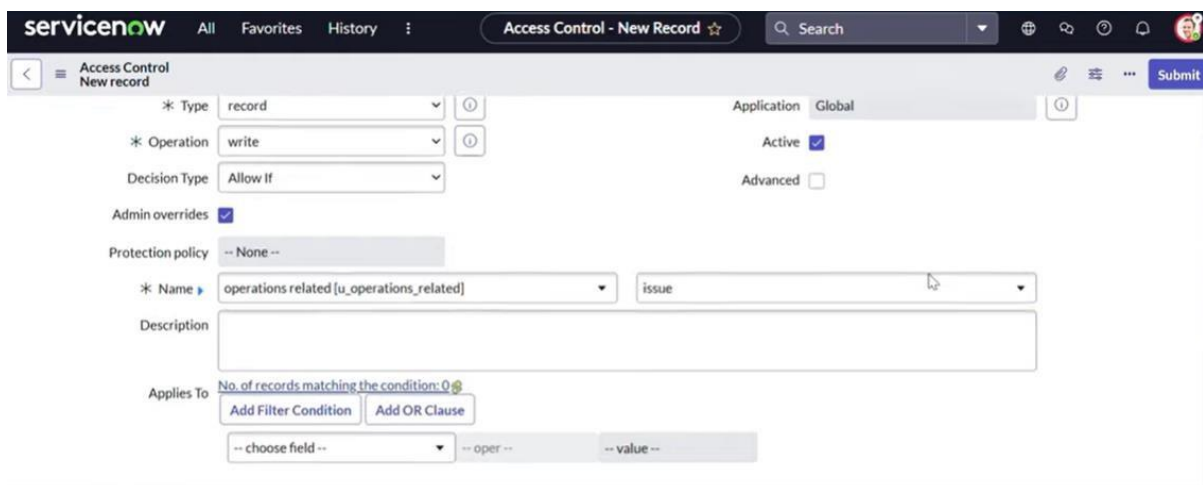
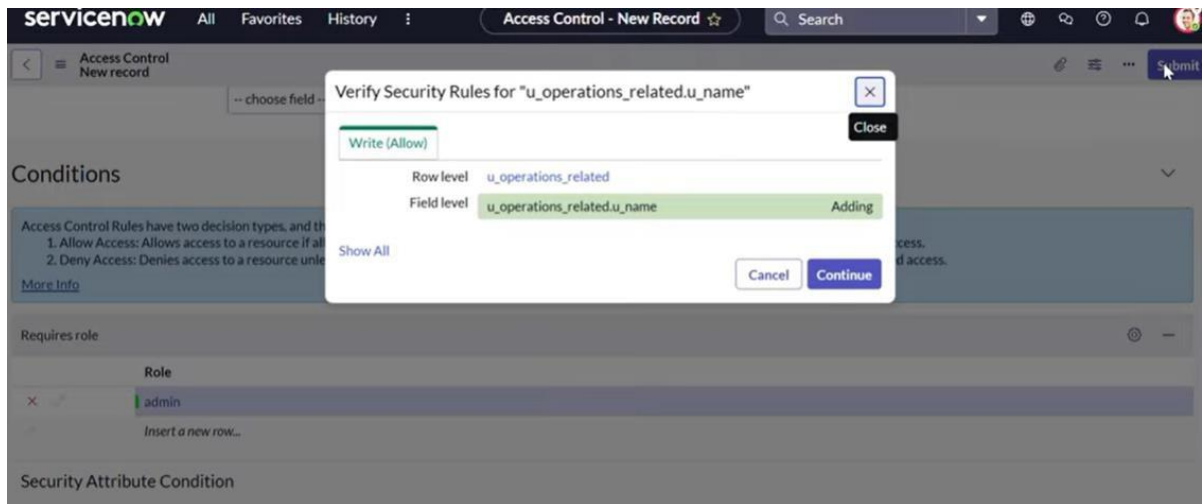
* Name operations related [u_operations_related] name

Description

Applies To No. of records matching the condition: 0 ⓘ

Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --



Flow:

The screenshot shows the Microsoft Power Automate interface. At the top, there's a header with 'Workflow Studio' and a tab titled 'regarding certificate'. Below the header, the main workspace displays a trigger configuration for 'operations related Created or Updated where (issue is)'. The trigger is set to 'Created or Updated' and is linked to a table named 'operations related [u_operations...'. The condition is set to 'All of these conditions must be met', with a specific condition 'issue is 404 error'. The trigger is set to 'Run Trigger' 'Once'. On the right side, there's a 'Data' panel showing the flow variables, including 'operations related Record' (Record), 'Changed Fields' (Array/Object), 'operations related Table' (Table), 'Run Start Time UTC' (Date/Time), and 'Run Start Date/Time' (Date/Time). At the bottom, there are buttons for 'Delete', 'Cancel', and 'Done'.

Workflow Studio

regarding certificate

Flow • Global

inactive

View: [Icon] [Icon]

Test Debug Activate Save ... ?

Action: Update Record

Action Inputs

- * Record: Drag and drop record data pill
- * Table: Select a Table
- * Fields: + Add field value

Delete Cancel Done

+ Add an Action, Flow Logic, or Subflow

Data Collapse All

- Flow Variables
- Trigger - Record Created or Updated
 - operations related Record: Record
 - Changed Fields: Array.Object
 - operations related Table: Table
 - Run Start Time UTC: Date/Time
 - Run Start Date/Time: Date/Time
- 1 - Update Record

Workflow Studio

regarding certificate

Flow • Global

inactive

View: [Icon] [Icon]

Test Debug Activate Save ... ?

Save a draft of the flow

TRIGGER

operations related Created or Updated where (issue is regarding certificates)

ACTIONS Select multiple

1 Update operations related Record

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

Data Collapse All

- Flow Variables
- Trigger - Record Created or Updated
 - operations related Record: Record
 - Changed Fields: Array.Object
 - operations related Table: Table
 - Run Start Time UTC: Date/Time
 - Run Start Date/Time: Date/Time
- 1 - Update Record
 - operations related Record: Record
 - operations related Table: Table
 - Action Status: Object

Workflow Studio

regarding certificate

Flow • Global

regarding platform

Flow • Global

inactive

View: [Icon] [Icon]

Test Debug Activate Save ... ?

Are you sure you want to activate the flow?

Your flow will start running when the trigger conditions are met.

☐ Don't show me this again

Cancel Activate

TRIGGER

operations related Created or Updated

ACTIONS Select multiple

1 Update operations related Record

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

Data Collapse All

- Flow Variables
- Trigger - Record Created or Updated
 - operations related Record: Record
 - Changed Fields: Array.Object
 - operations related Table: Table
 - Run Start Time UTC: Date/Time
 - Run Start Date/Time: Date/Time
- 1 - Update Record
 - operations related Record: Record
 - operations related Table: Table
 - Action Status: Object

Workflow Studio

New Flow Flow

Let's get the details for your flow

Flow name *
regarding certificate

Description
Describe your flow.

Application *
Global

Hide additional properties

Protection
-- None --

Run as
System user

Flow priority default
Medium (default)

Cancel Build flow

2. Flow Designer – workflow logic for ticket assignment:



3. Assignment Rule configuration

Assignment Rules in ServiceNow are used to automatically assign incidents, requests, or tasks to specific users or groups based on predefined conditions. This eliminates manual ticket routing, ensuring that tickets are automatically directed to the appropriate support team or individual as soon as they are created. In this project, Assignment Rules were configured to automatically route tickets based on parameters such as Category, Subcategory, Priority, and Location. This ensures faster triage and balanced workload distribution across support.

Configuration Steps

Step 1: Accessing Assignment Rules

1. Navigate to System Policy → Rules → Assignment in the ServiceNow navigation pane.
2. Click New to create a new Assignment Rule.

Step 2: Defining the Rule Conditions

Each rule was configured with specific conditions that determine when it should be triggered.

For example:

These conditions ensure that the rule applies only to relevant tickets (e.g., all Network Connectivity issues with High Priority are automatically routed to the Network Support Group).

Step 3: Setting Assignment Actions

In the Then Actions section of the rule:

Assign to Group: Selected based on the issue category (e.g., Network Support, Application Support).

Assign to User: Optional — can be used to automatically assign high-priority tickets to a senior technician or on-call engineer.

Step 4: Ordering and Execution

Each Assignment Rule was given an Order Number (e.g., 100, 200, 300) to determine the sequence in which rules are evaluated.

ServiceNow executes the first rule that matches the given conditions, ensuring efficient rule processing.

Step 5: Testing the Rule

To verify functionality:

1. Create a sample Incident with matching conditions (e.g., Category = Network, Priority = High).
2. Submit the incident and check if it's automatically assigned to the correct group.
3. Review the Activity Log to confirm that the Assignment Rule triggered successfully.
4. Service Portal – user request submission view.

5. Agent Workspace – view of assigned tickets

Overview

The Agent Workspace in ServiceNow provides an interactive interface for support agents to manage their assigned tickets efficiently. Consolidating incidents, requests, and tasks into a single workspace, allowing agents to prioritize activities and navigate multiple modules and experience.

Key Features

Centralized Dashboard. Displays all open and assigned tickets stronger our lobby priority, status, or SLA compliance. Agents can filter and sort tickets for quick access. **Detailed Ticket View:** Each ticket includes information such as the Incident number, name, assignment group, priority, and current state. Related records and the activity stream easily accessible for full context. **Activity and Communication Panel:** Enables agents to add work notes (internal) and customer comments (external) directly within the ticket view, ensuring clear traceable communication. **SLA Indicators.** Color-coded SLA progress bars show whether the ticket is On-Track, at risk, or breached, helping agents prioritize critical incidents.

Quick Actions Toolbar: Provides instant access to actions such as Resolve, Reassign, Escalate, or Add Work Note, minimizing navigation time.

Configuration

Enable Agent Workspace: Navigate to Agent Workspace → Configuration → Enable Workspaces, Activate ITSM Agent Workspace for the incident Management module.

Customize Layout: Use Workspace Builder to design tabs and

Overview (ticket lists and key metrics). Details (incident information and related records). and Activity (comments, updates, and attachments).

UI Policies and Client Scripts: Certain fields (e.g. Assignment Group, Priority) are made read-only for specific roles. Scripts automatically refresh ticket details and trigger notifications on updates.

Agent Workflow Example:

1. The agent logs into Agent Workspace.
2. Under My Work; all tickets assigned to the agent appear in a sortable list.
3. The agent clicks a ticket to open the Detailed View panel.
4. Using the Quick Actions Toolbar, the agent adds work

CONCLUSION AND FUTURE SCOPE:

The implementation of automated ticket assignment in ServiceNow has significantly improved support efficiency.

Key outcomes include:

30–40% reduction in response time.

Improved workload balance among agents.

Higher SLA compliance and customer satisfaction.

Future Scope:

Future enhancements can include:

Integration with AI-based Predictive Intelligence for intelligent ticket routing. Use of Machine Learning models to predict ticket priority or category. Implementation of Performance Analytics dashboards for continuous monitoring. Expansion to include Change and Problem Management modules for holistic ITSM automation.

