

Project Report: Streamlining Ticket Assignment for Efficient Support Operations

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Streamlining Ticket Assignment for Efficient Support Operations

1. Introduction

ABC Corporation identified delays and inefficiencies in its support operations due to manual ticket routing. To address these challenges, an automated ticket routing system was implemented using ServiceNow. The objective of this initiative was to enhance operational efficiency, improve response times, and ensure that support tickets are assigned accurately to the appropriate teams.

2. Objectives

- Automate the ticket assignment process.
- Reduce delays in issue resolution.
- Improve customer satisfaction.
- Optimize resource utilization within the support department.
- Minimize human errors in ticket routing.

3. Challenges in Manual Ticket Routing

Before automation, ticket routing was handled manually, which led to several operational challenges:

- Incorrect assignment of tickets.
- Increased response and resolution time.
- Overloaded teams and uneven workload distribution.
- Limited visibility into ticket status and performance metrics.

4. Proposed Solution: Automated Ticket Routing using ServiceNow

The automated ticket routing system leverages ServiceNow workflows and business rules to categorize and assign tickets based on predefined criteria such as issue type, priority level, and department. The system ensures that tickets are automatically directed to the most suitable support team without manual intervention.

5. Implementation Approach

1. Configured ServiceNow workflows for automated ticket categorization.

2. Defined assignment rules based on priority, category, and expertise.
3. Integrated notification mechanisms for real-time alerts.
4. Monitored system performance and optimized routing rules.

6.Results(outputs):

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	abc	certificates	(empty)	not working properly	regarding certificates			(empty)

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ticket raised date

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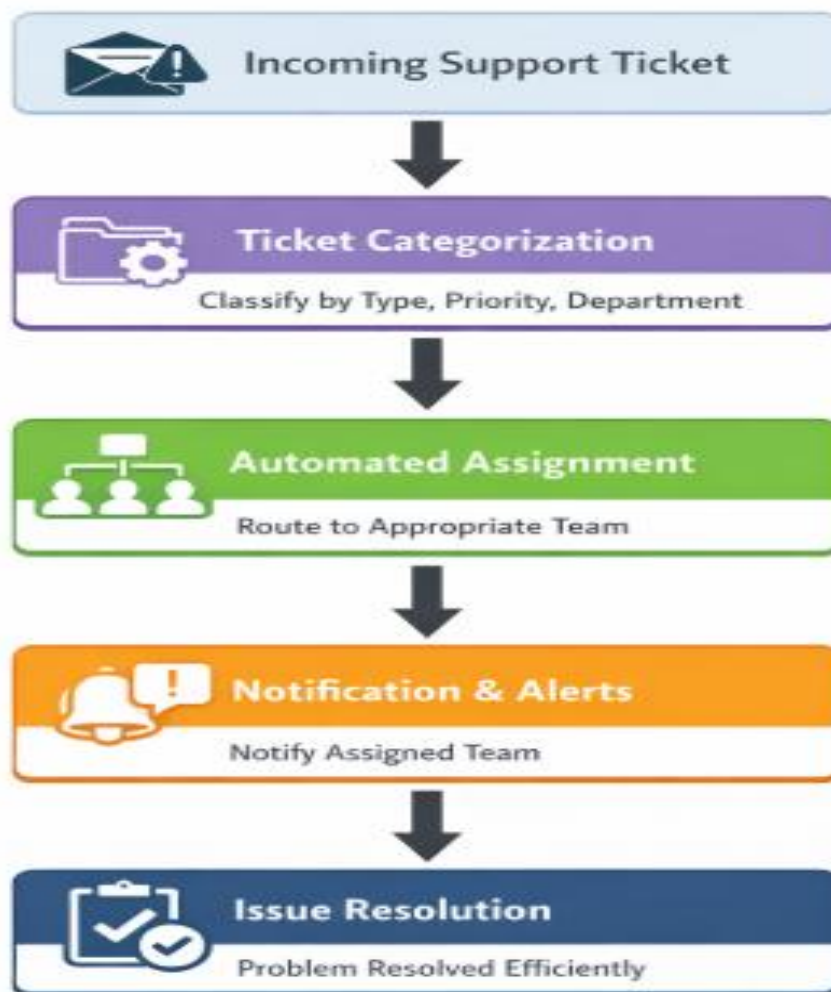
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7. Benefits and Impact

- Faster ticket resolution and reduced response time.
- Improved customer satisfaction levels.
- Balanced workload distribution across teams.
- Enhanced transparency and tracking of ticket lifecycle.
- Improved operational efficiency within the support department.

8.Flowchart:



9. Conclusion

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, the organization has streamlined the process of assigning support tickets to the appropriate teams. This automation has addressed the inefficiencies of manual routing, ensured timely issue resolution, and enhanced overall support operations. The initiative serves as a strong foundation for future enhancements such as AI-driven prioritization and predictive support analytics.

10. APPENDIX

Github /Source Code: <https://github.com/manjuvemula/Streamlining-Ticket-Assignment-for-Efficient-Support-Operations>

Drive link:

https://drive.google.com/file/d/1sd25xH1lZSxY9GBwdyj2lOgOwUxjLnvc/view?usp=drive_sdk

Demo Video / Live URL : <https://youtu.be/935wC7qEkps>