STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

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Team Members: 4

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Problem Statement: Manual or inefficient ticket assignment leads to increased resolution times, agent overload, and decreased customer satisfaction due to misallocation and delays in processing support requests.

Objective: To implement a streamlined ticket assignment system that uses predefined rules and automation to route support tickets to the most appropriate agents, reducing assignment times and ensuring efficient handling of customer issues.
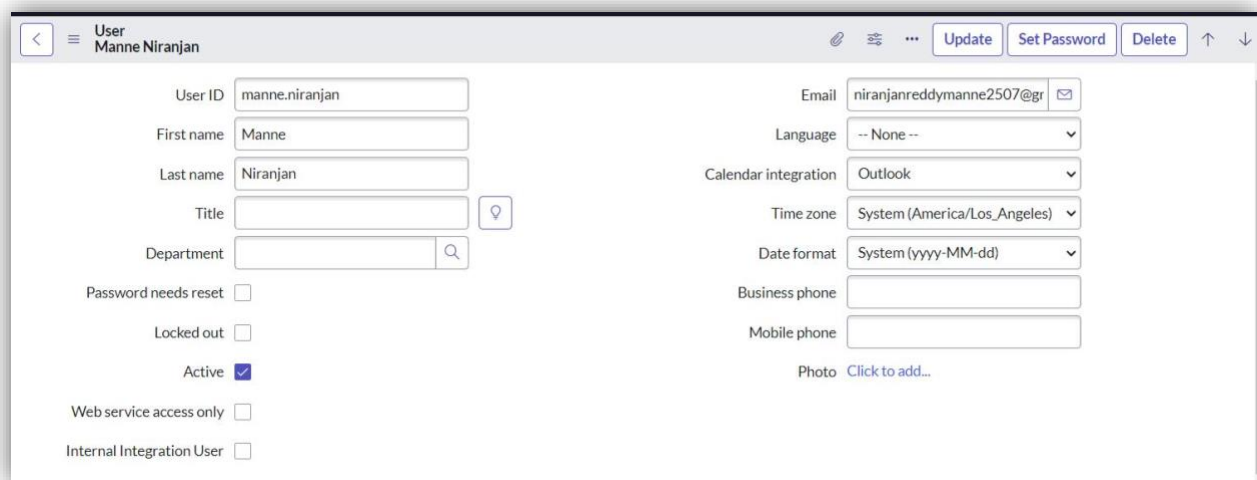
Skills: Business Analysis, Process Improvement, Technical Skills, Data Analysis, Project Management, User Training

TASK INITIATION

Milestone 1 :

Users Activity 1: Create Users

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
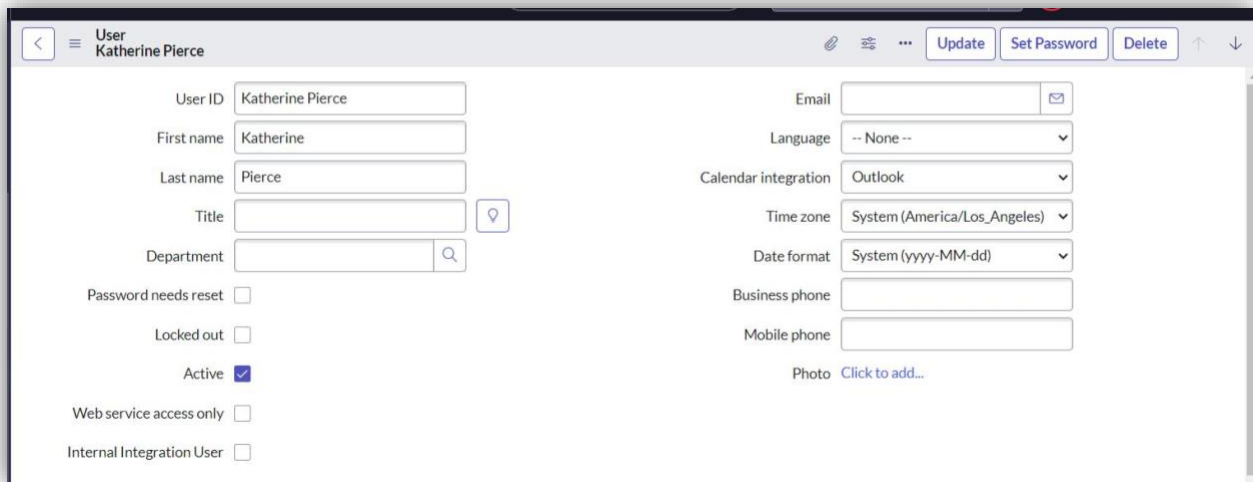
6. Click on submit

Create one more user :

7. Create another user with the following details

8. Click on submit

Milestone 2 : Groups

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
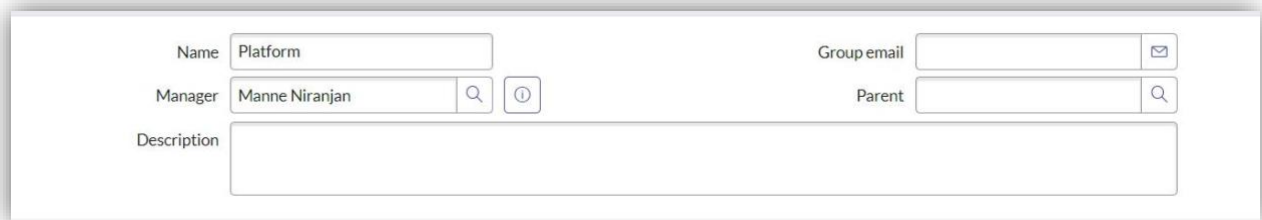
6. Click on submit

Create another group:

7. Full the following details to create another group

8. Click on submit

Milestone 3 :

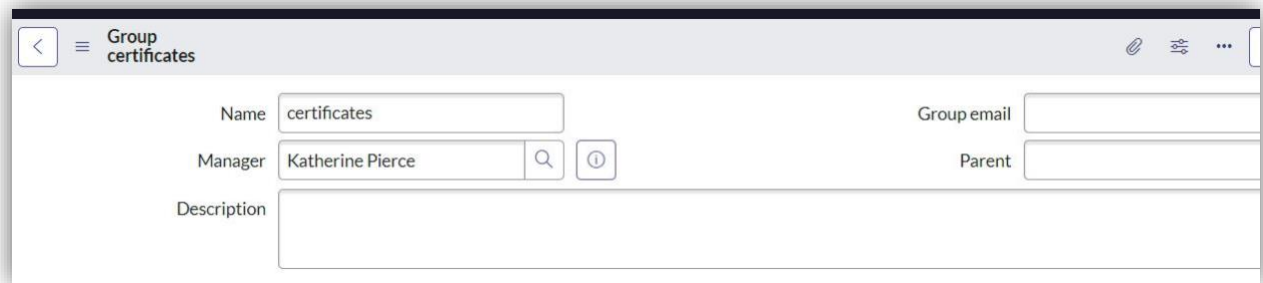# Roles Activity 1: Create roles

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

Name	Certification_role		Application	Global	ⓘ
Requires Subscription	Unspecified		Elevated privilege	☐	
Description	Can deal with certification issues				

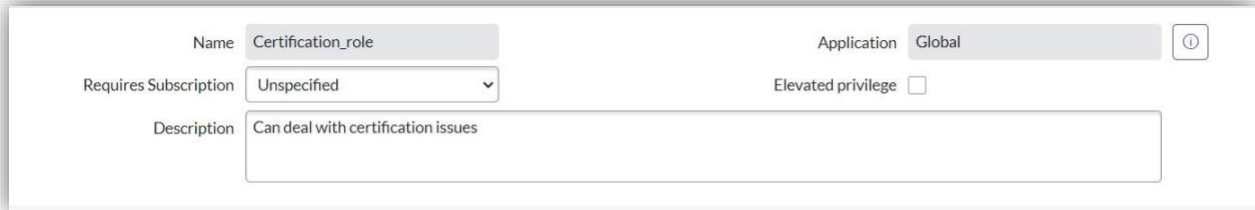## 6. Click on submit

Create another role :

7. Fill the following details to create another role

Name	Platform_role		Application	Global	ⓘ
Requires Subscription	Unspecified		Elevated privilege	☐	
Description	Can deal with platform related issues				

8. Click on submit

Milestone 4 :

Activity 1: Create Table

1. Open service now.

 2. Click on All >> search for tables

3. Select tables under system definition

4. Click on new

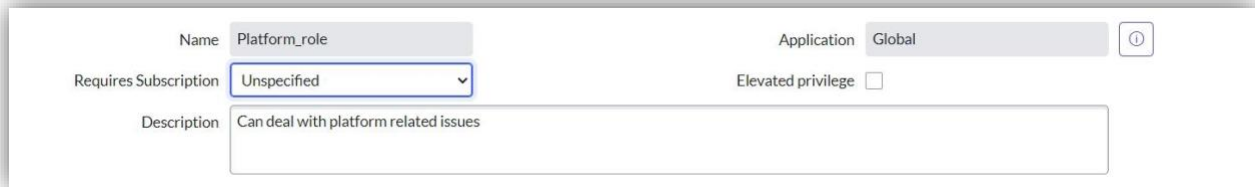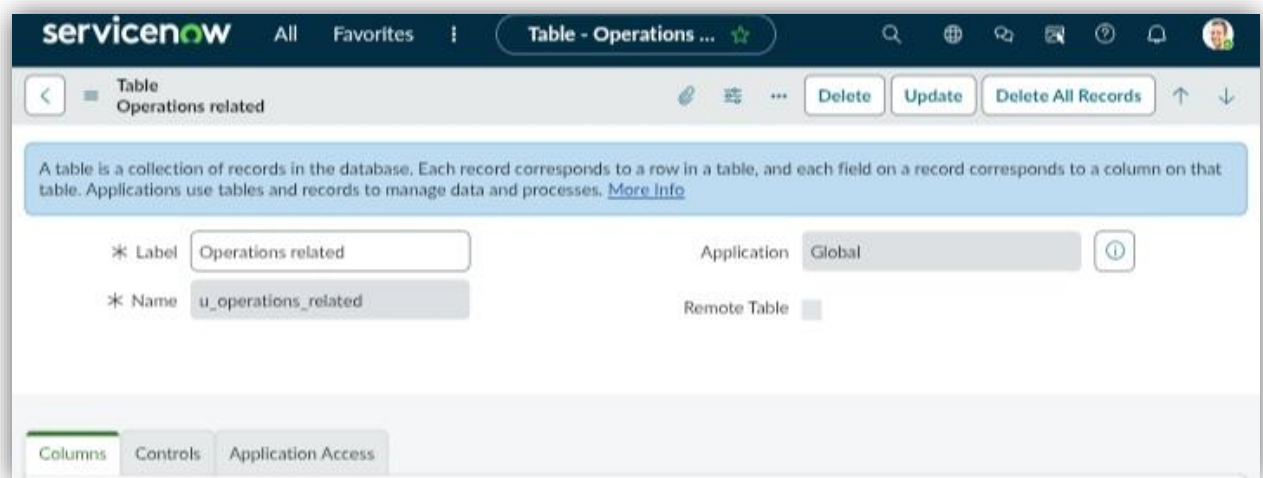5. Fill the following details to create a new table

   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

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

Columns   Controls   Application Access

≡ ▽ Table Columns for text ▾ Search   ⚙ ◀◀ ◀   1 to 14 of 14 ▶ ▶▶ — New

Dictionary Entries

Delete   Update   Delete All Records

8. Click on submit or (update – if any changes required)

9. Create choices for the issue filed by using form design

Choices are :

10. Click on update

Milestone 5: Assign roles & users to groups

Activity 1: Assign roles & users to certificate group

1. Open service now
2. Click on all >> search for groups
3. Select certificate group
4. Click on edit
5. Select roles (certificate_role)
6. Select group members (Katherine pierce)

7. Click on save

Activity 2 : Assign roles & users to platform group

1. Open service now
2. Click on all >> search for groups
3. Select certificate group
4. Click on edit
5. Select roles (platform_role)
6. Select group members (Manne Niranjan)

7. Click on save

Milestone 6: 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 & add certificate role
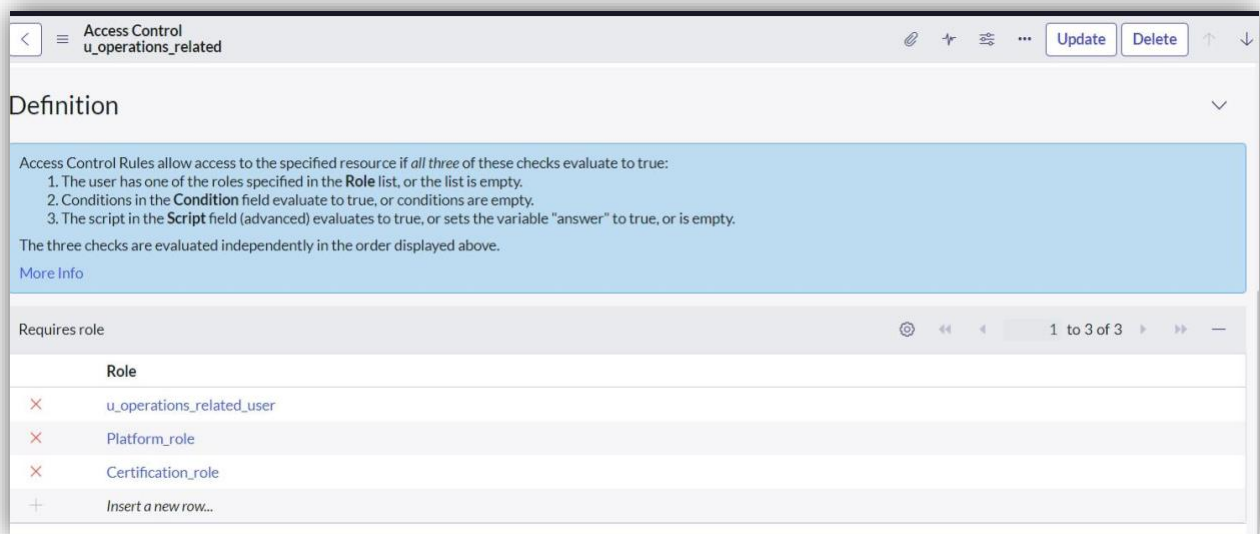
12. Click on update

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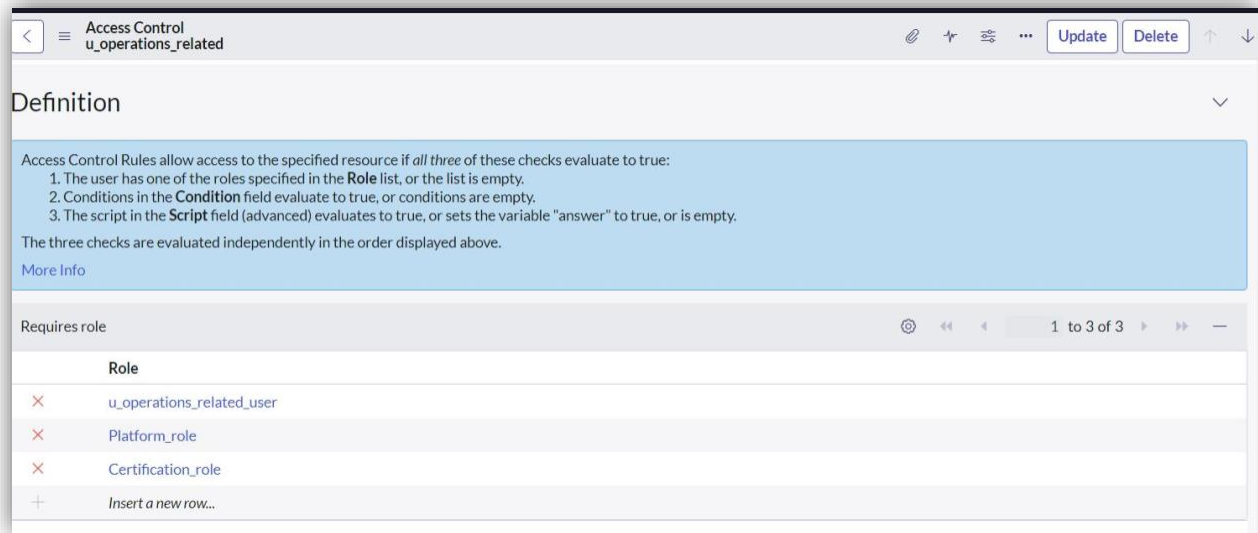
17. Click on update

Milestone 7: 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. Creating write access control for u_operations_related_service_request_No

7. Scroll down under requires role

8. Double click on insert a new row

9. Give admin role & click on submit

10. create 4 acl for the following fields

Milestone 8: Flow

Activity 1: Create a Flow to Assign operations ticket to certificate 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".
6. Application should be Global.
7. Select Run user as " System user " from that choice.
8. Click on build flow

Let's get the details for your flow

Flow name ✳ ⓘ

Regarding certificates

Application ✳ ⓘ

Global ▾

Description ⓘ

Describe your flow.

⌄ **Hide additional properties**

Protection ⓘ

-- None -- ▾

Run as ⓘ

System user ▾

Flow priority default ⓘ

Medium (default) ▾

Cancel   **Build flow**

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.

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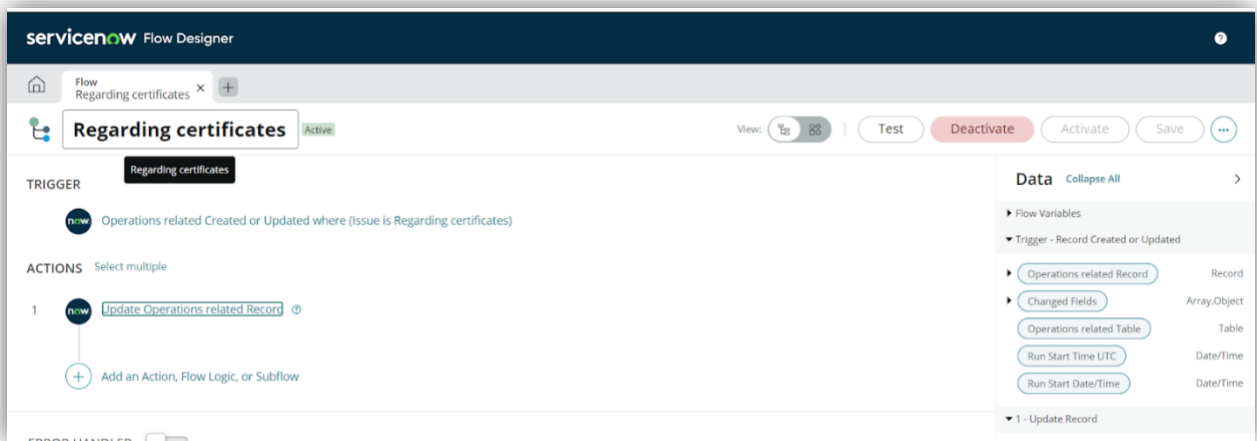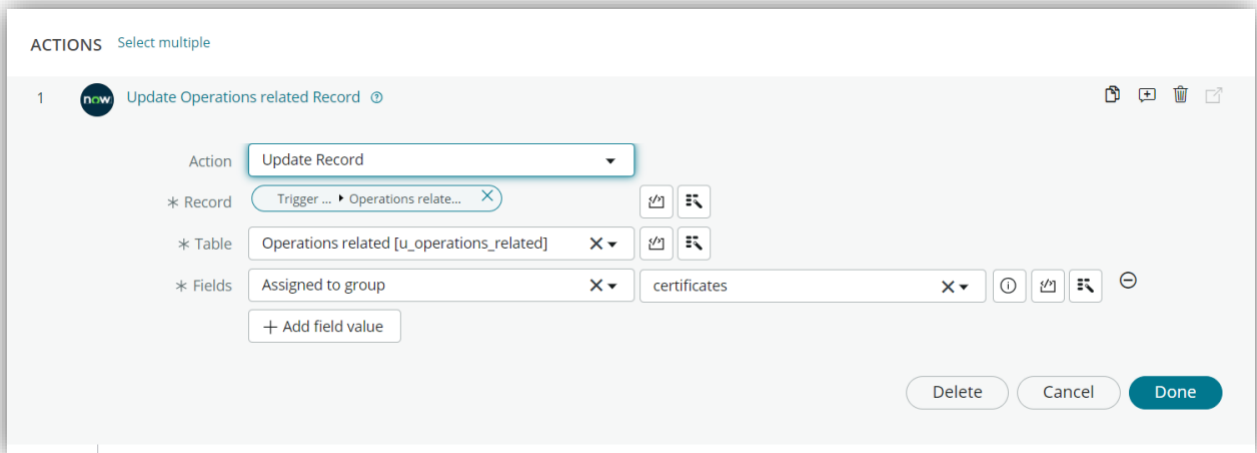5. Table will be auto assigned after that
6. Give the field as " Assigned to group "
7. Give value as " Certificates "
8. Click on Done.
9. Click on Save to save the Flow.

10. Click on Activate.

Activity 2 : 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.

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.
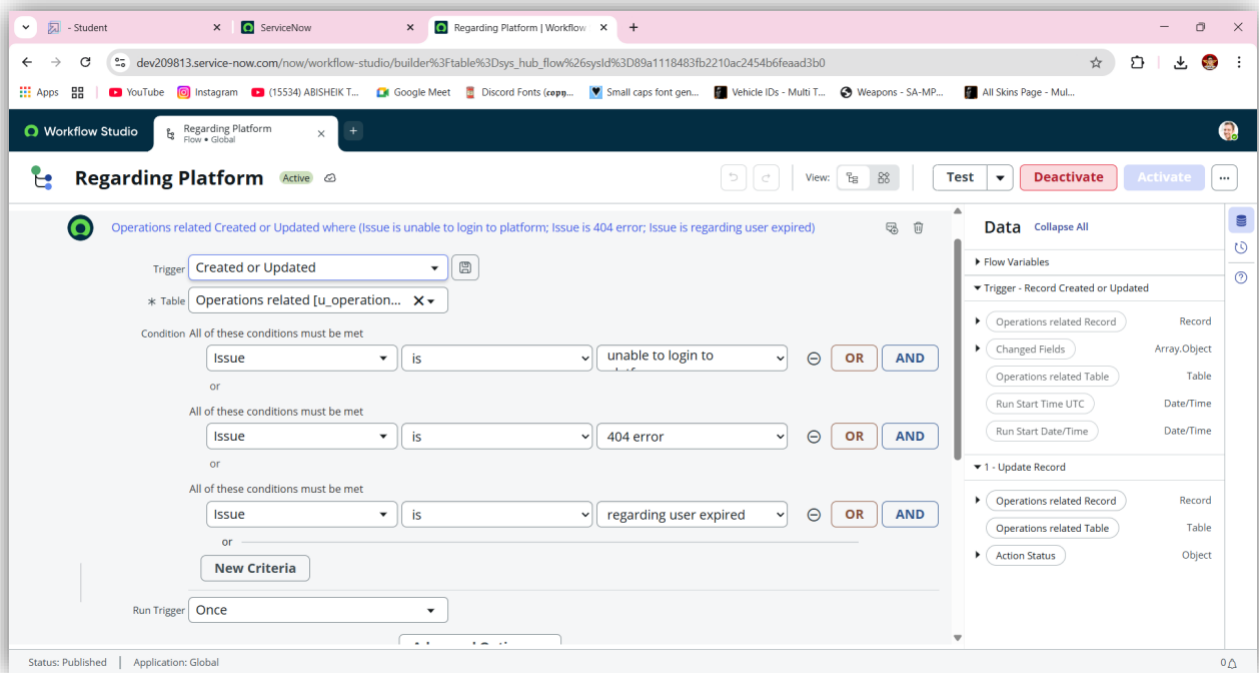
1. Now under Actions.

2. Click on Add an action.

3. Select action in that search for " Update Record ".

4. In Record field drag the fields from the data navigation from left side

5. Table will be auto assigned after that

6. Give the field as " Assigned to group ".

7. Give value as " Platform ".

8. Click on Done.

9. Click on Save to save the Flow.

10. Click on Activate.
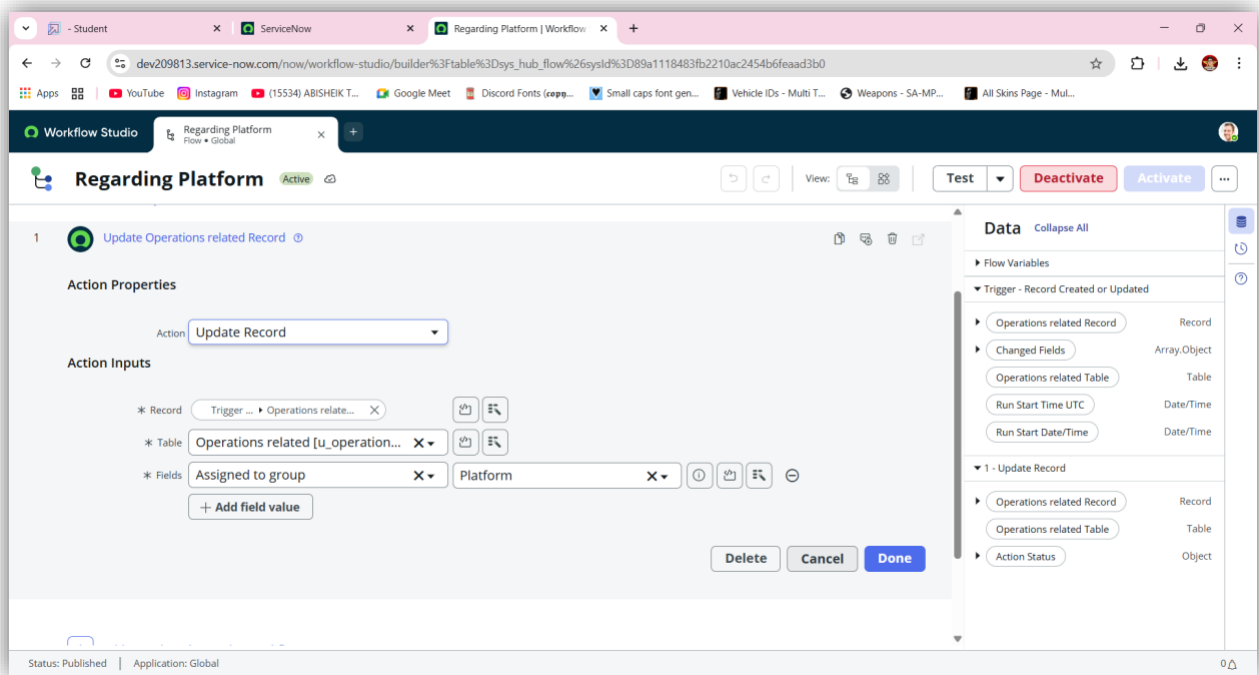
Conclusion :

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.