Digital Workforce

**Process Definition Document**



**Bombardier Tickets Assign Process**

Document Control

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| **Document information** | |
| Customer | Bombardier |
| Project | Bombardier Tickets Assign process |
| Owner | Hassanine Anass |
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# Project Name

## **Introduction**

Description of the process at a high level.

*Assign tickets to Agent based on the location. Get all the tickets from Queue and identify the location (from SD, Work notes or Description) for a ticket. Validates the Assignment group from matrix based on the location of ticket. If the validation is true, trigger the workflow manager tool to assign the tickets, if not, reassign the ticket to original SD group.*

## **Project Scope**

The project scope is to capture current process and the parts to automate.

Please refer to the document below to understand the process execution stages for automation.

# Overview of the current process

## **Current Process Diagram**

A high level overview diagram of the current process.

## **Metrics**

Key Metrics related to the process.

|  |  |  |
| --- | --- | --- |
| 1 | **Role(s) required for performing the process** | Service Now – Ticketing system  Module “Tickets” – Rights “ Read &Write” |
| 2 | **Process schedule and frequency** | *Example: 24/7* |
| 3 | **# of items processes /reference period** | *350 tickets per day* |
| 4 | **Average handling time per item** | *5 min* |
| 5 | **Peak period (s)** | Weekdays 7am to 11am EST and 1Pm to 4 PM EST |
| 6 | **Transaction Volume During Peak period** | *N/A* |
| 7 | **Total # of FTEs supporting this activity** | 10 currently 7 ,2 FTE in the main shifts and 1 in the night shift , 3 in the weekends |
| 8 | **Expected increase of volume in the next reference period** | January & September, Dec & Oct little bit peak during holiday |
| 9 | **System/application Availability** | *Example: System downtimes End of the each month.* |
| 10 | **Any Holidays Bot should exclude to run** | *Example: List of Company Holidays* |
| 11 | **Level of exception rate** | *No expected exceptions* |
| 12 | **Input data** | Client Data from Service Now Ticketing System |

## **Process Details**

\**Some screenshots were removed as they contained sensitive information.\**

|  |  |  |
| --- | --- | --- |
| **Step** | **Detail** | **Comments** |
| **1 .0** | **Log in to Service Now** |  |
| 1.1 | Go to Filters, Get ‘IBM’ queue tickets |  |
| 1.2 | Pick a Ticket from Queue | State: ‘Open’ |
| 1.2 | Extract the fields | 1. Number 2. Assignment group 3. SD 4. Description 5. Work notes |
| 1.2.1 | Check for the fields (Short Description or Work notes or Description) if they contains location. |  |
| 1.3 | Validate the location from Template matrix for the assignment group |  |
| 1.3.1 | If validation is true, Trigger the workflow manger tool |  |
| 1.3.2 | If 1.3 and/or 1.2.1 is false, Reassign the ticket back to original SD group |  |
| 1. | Repeat the steps from 1.2 to 1.3.2 |  |

# Appendix

## Contact list of the SME Team

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| **NAME** | **ROLE** | **EMAIL** | **PHONE NUMBER** |
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## Contact list of the Team

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**Additional Notes**

Reference documents:

1. Location mapping



1. SD groups

