



Streamlining Ticket Assignment for Efficient Support Operations

Team Id: NM2025TMID14120 Team

Members:

Team Leader: SUSAN F

Team Member 1 : ABINAYA H

Team Member 2 : RATCHANIA M

Team Member 3 : SRIMATHI R

Team Member 4 : ANJALI K

Problem Statement:

At ABC Corporation, the manual assignment of support tickets has led to frequent delays in resolving customer issues. This manual process often causes tickets to be routed to the wrong teams, creating bottlenecks, reducing efficiency, and impacting customer satisfaction. Without automation, the support department struggles to optimize workload distribution and maintain consistent service levels.

Objective:

1. Automate Ticket Routing: Implement an intelligent system that assigns support tickets automatically to the most appropriate teams.
2. Enhance Efficiency: Reduce delays in issue resolution by minimizing manual intervention.
3. Optimize Resources: Ensure support staff are utilized effectively by balancing workload.
4. Improve Customer Experience: Provide faster responses and improved satisfaction for customers.

Skills Required:

Service Now (Users, Roles, Incidents, Flow Designer)

Spring Framework (Backend API integration)

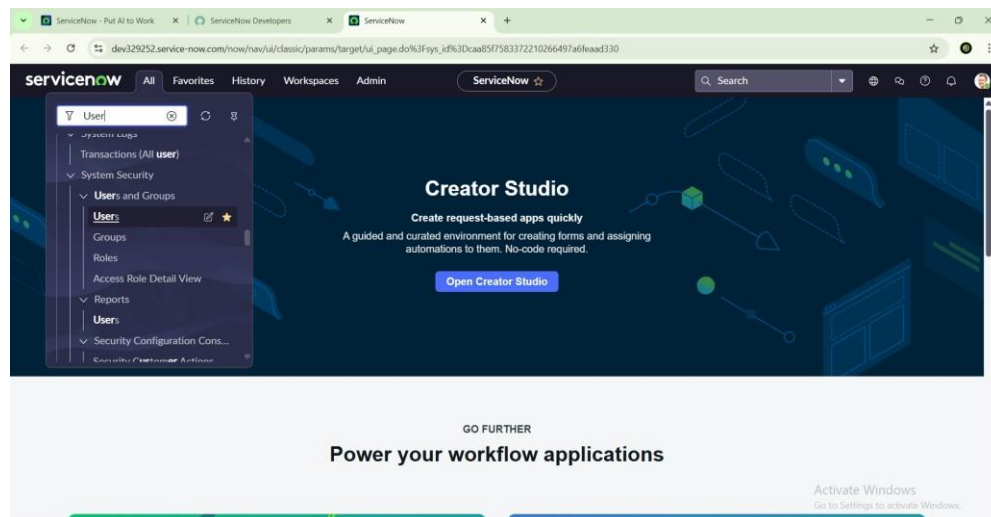
Tensor Flow (Machine Learning classification model)

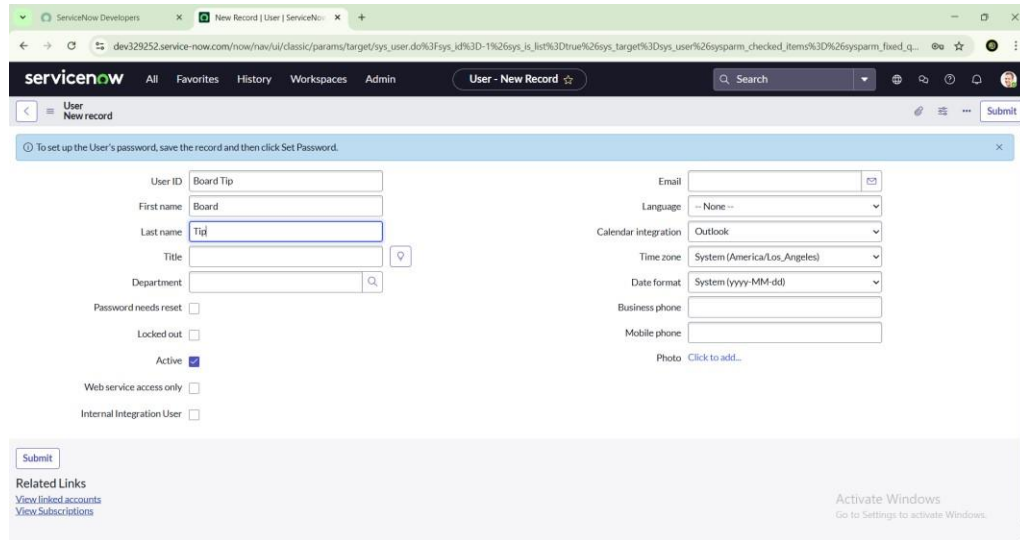
TASK INITIATION

Milestone 1 : Users

Activity 1: Create Users

1. Open ServiceNow.
2. Click on All → Search for Users.
3. Select Users under System Security.
4. Click New and fill in details to create a new user.
5. Click Submit.
6. Repeat the process to create another user.





ServiceNow Developers | New Record | User | ServiceNow

dev329252.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D11%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked_items%3D%26sysparm_fixed_q...

servicenow All Favorites History Workspaces Admin User - New Record

User New record

To set up the User's password, save the record and then click Set Password.

User ID: Board Tip
First name: Board
Last name: Tipl
Title:
Department:
Email:
Language: -- None --
Calendar integration: Outlook
Time zone: System (America/Los Angeles)
Date format: System (yyyy-MM-dd)
Business phone:
Mobile phone:
Photo: Click to add...

Password needs reset: ☐
Locked out: ☐
Active: ☒
Web service access only: ☐
Internal Integration User: ☐

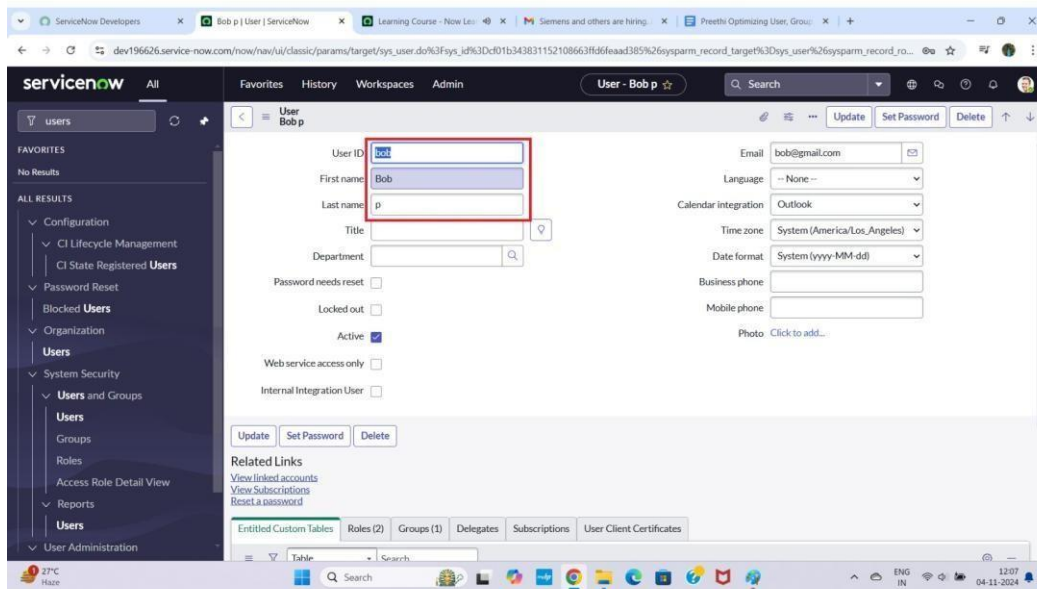
Submit

Related Links
View linked accounts
View Subscriptions

Activate Windows
Go to Settings to activate Windows.

Create one more user:

1. Create another user with the following details
2. Click on submit



ServiceNow Developers | Bob p | User | ServiceNow

dev196626.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3Dcd01b343831152108663ff6dfeaad385%26sysparm_record_target%3Dsys_user%26sysparm_record_ro...

servicenow All Favorites History Workspaces Admin User - Bob p

User Bob p

User ID: Bob p
First name: Bob
Last name: p
Title:
Department:
Email: bob@gmail.com
Language: -- None --
Calendar integration: Outlook
Time zone: System (America/Los Angeles)
Date format: System (yyyy-MM-dd)
Business phone:
Mobile phone:
Photo: Click to add...

Password needs reset: ☐
Locked out: ☐
Active: ☒
Web service access only: ☐
Internal Integration User: ☐

Update Set Password Delete

Related Links
View linked accounts
View Subscriptions
Reset a password

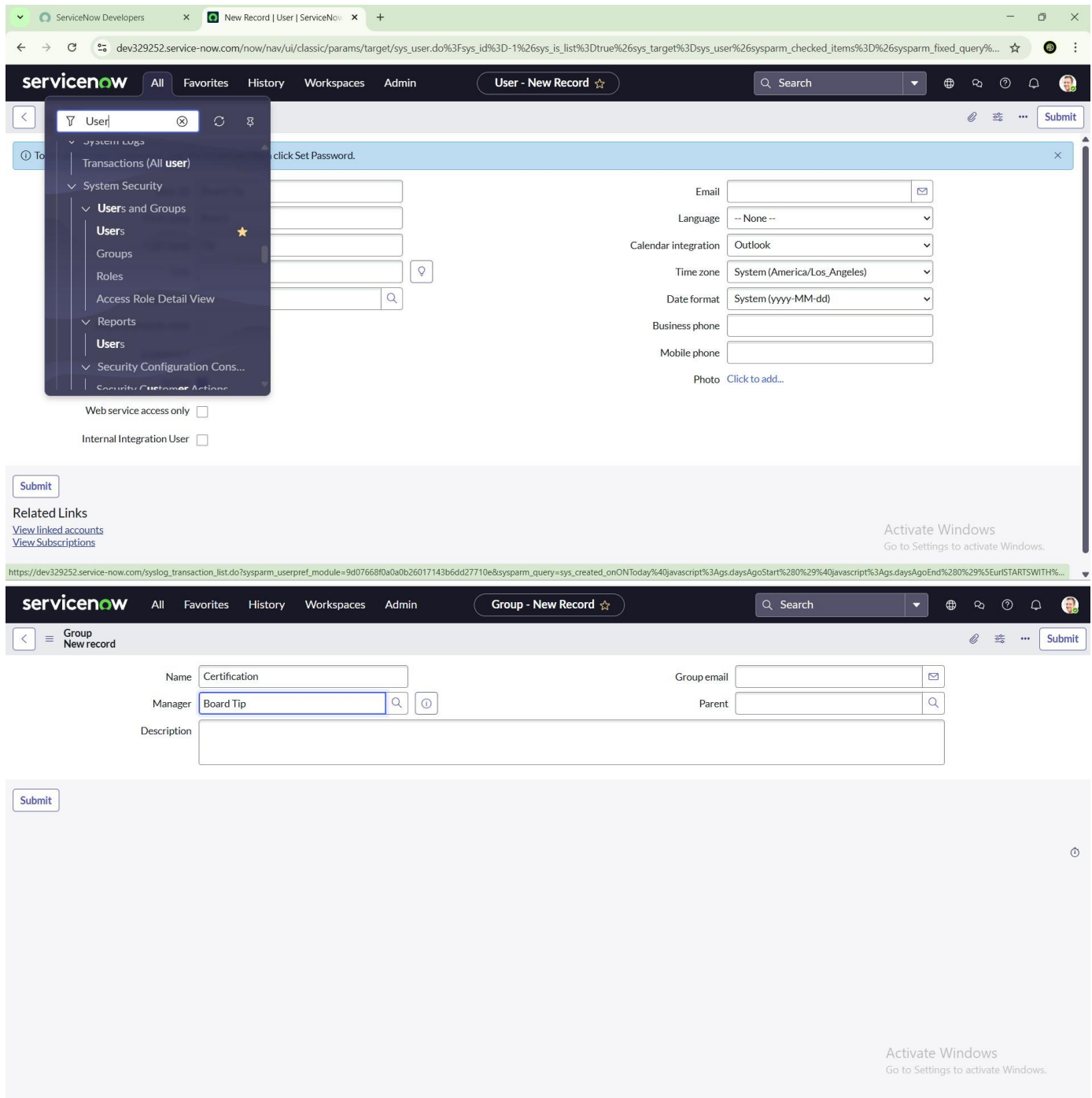
Entitled Custom Tables Roles (2) Groups (1) Delegates Subscriptions User Client Certificates

Table Search

Milestone 2 : Groups Activity 1: Create 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



The screenshot shows the ServiceNow 'User - New Record' form. A search dropdown for 'User' is open, showing a list of navigation items including 'Transactions (All user)', 'System Security', 'Users and Groups', 'Users', 'Groups', 'Roles', 'Access Role Detail View', 'Reports', 'Users', 'Security Configuration Cons...', and 'Security Customer Actions'. The 'Users' item is highlighted with a star. The form fields include:

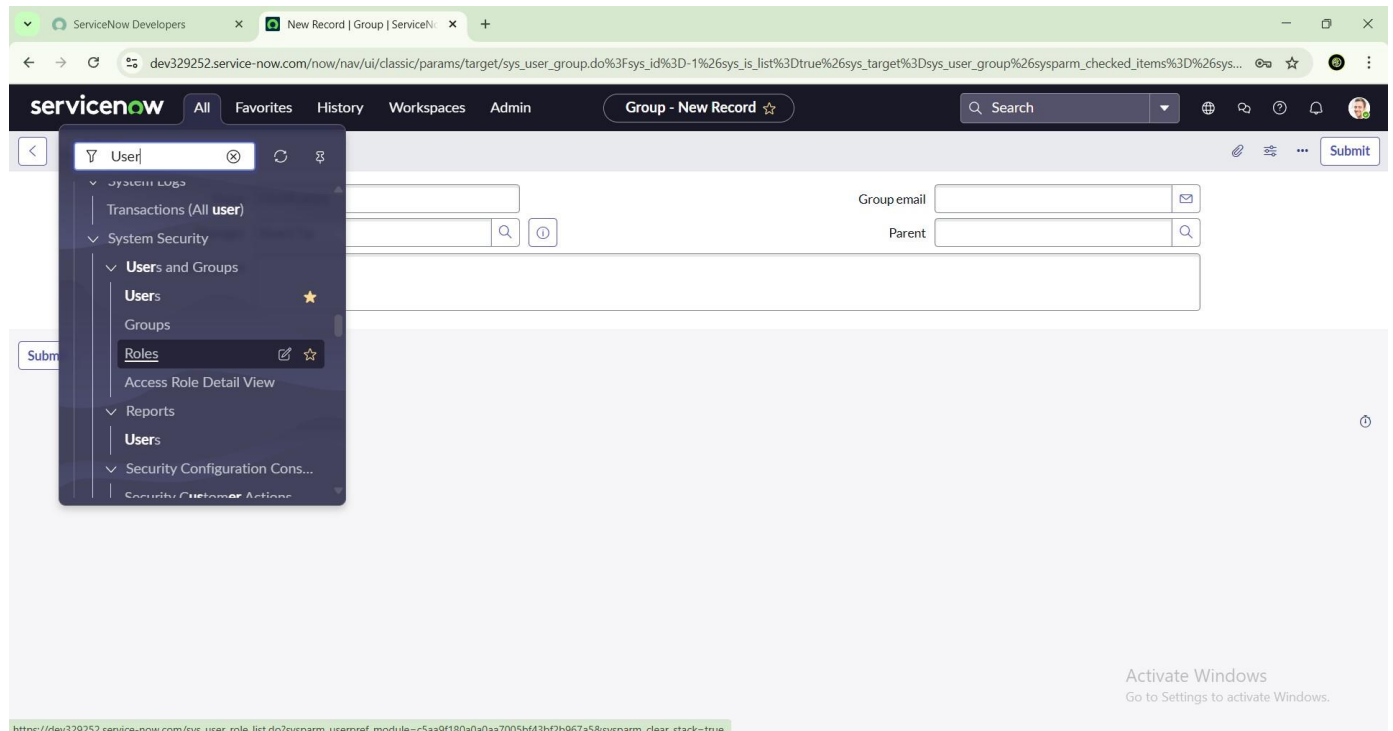
- Name:** Certification
- Manager:** Board Tip
- Description:** (empty text area)
- Group email:** (empty text field)
- Parent:** (empty text field)
- Email:** (empty text field)
- Language:** -- None --
- Calendar integration:** Outlook
- Time zone:** System (America/Los Angeles)
- Date format:** System (yyyy-MM-dd)
- Business phone:** (empty text field)
- Mobile phone:** (empty text field)
- Photo:** Click to add...
- Web service access only:** ☐
- Internal Integration User:** ☐

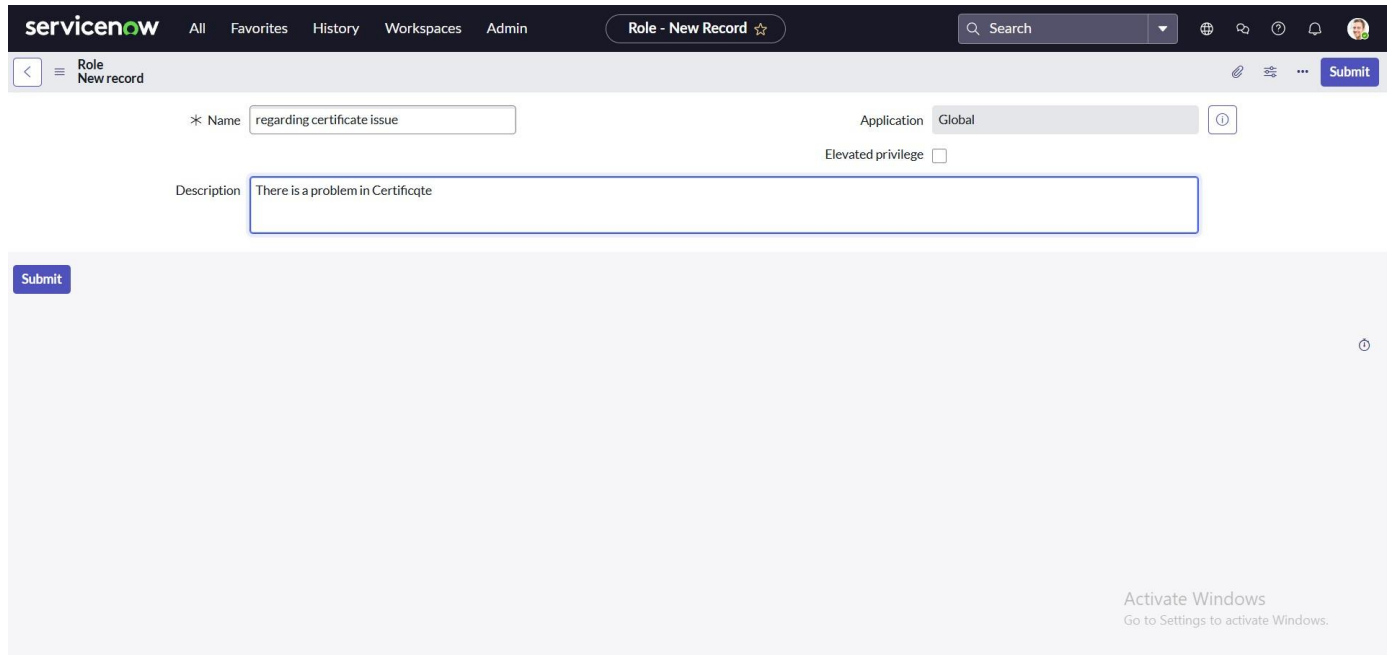
At the bottom, there is a 'Submit' button and a 'Related Links' section with links to 'View linked accounts' and 'View Subscriptions'. An 'Activate Windows' watermark is visible in the bottom right corner.

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
6. Click on submit





servicenow All Favorites History Workspaces Admin Role - New Record ☆ Search

Role New record

Name regarding certificate issue Application Global

Elevated privilege ☐

Description There is a problem in Certificate

Submit

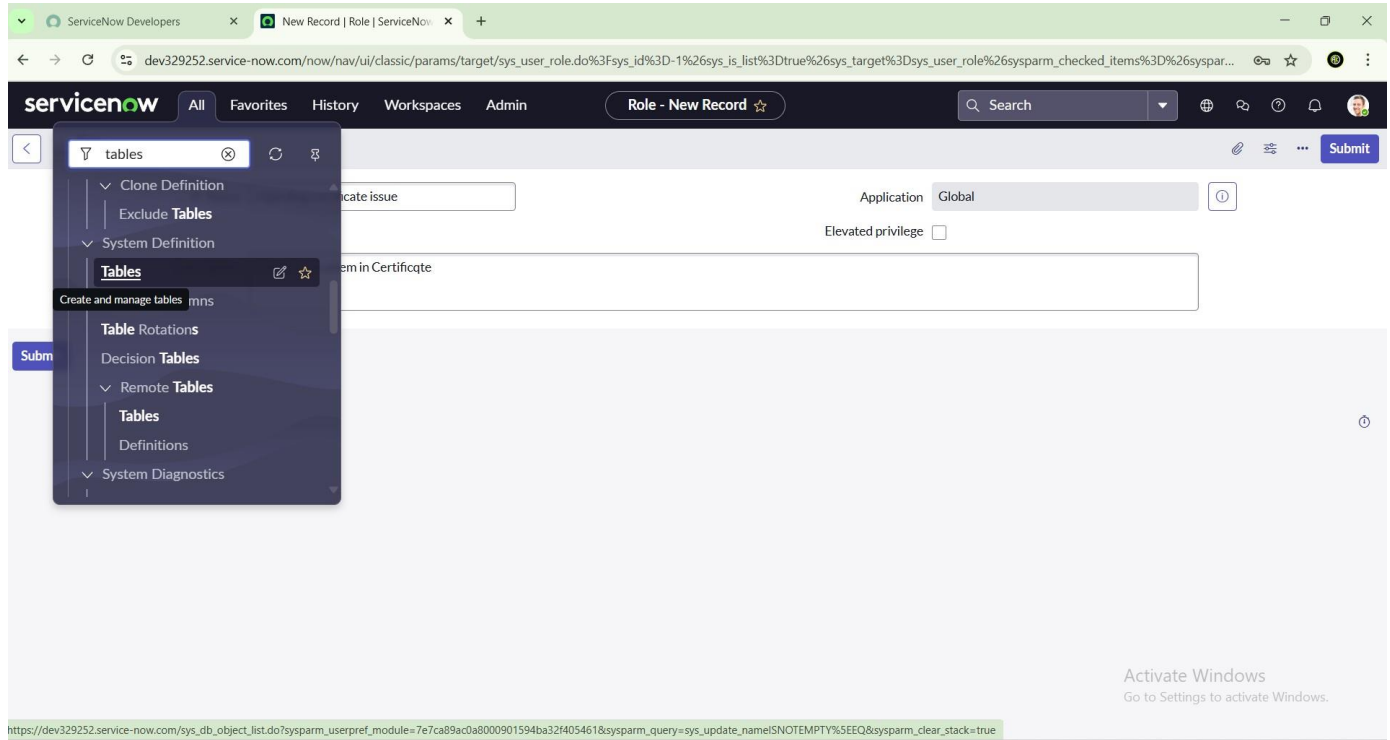
Activate Windows
Go to Settings to activate Windows.

Create one more role:

7. Create another role with the following details
8. Click on submit

Milestone 4 : Table 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 : project table
Check the boxes Create module & Create mobile module
6. Under new menu name : project table
7. Under table columns give the columns
8. Click on submit



ServiceNow Developers | New Record | Role | ServiceNow

dev329252.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user_role%26sysparm_checked_items%3D%26sysparm...

ServiceNow | All | Favorites | History | Workspaces | Admin | Role - New Record

Search

tables

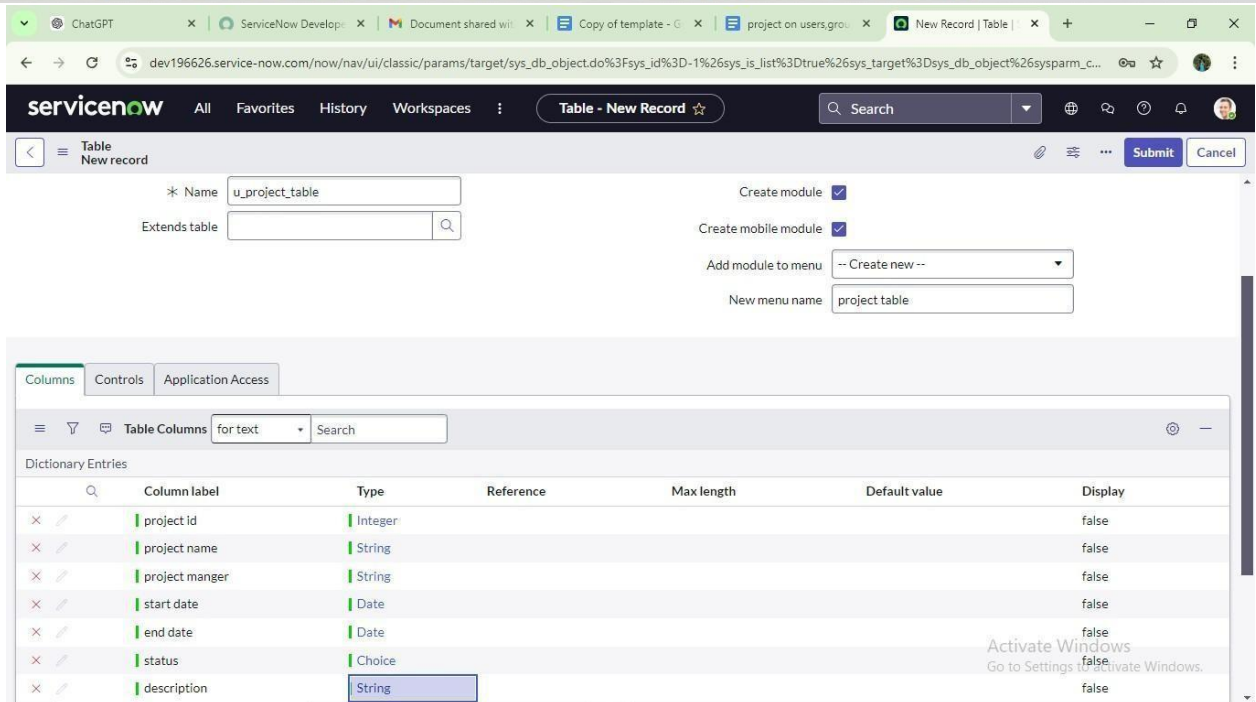
- Clone Definition
- Exclude Tables
- System Definition
 - Tables
- Create and manage tables mns
- Table Rotations
- Decision Tables
- Remote Tables
- Tables
 - Definitions
- System Diagnostics

Application Global

Elevated privilege

Submit

Activate Windows
Go to Settings to activate Windows.



ServiceNow Developers | New Record | Table | ServiceNow

dev196626.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_db_object%26sysparm_c...

ServiceNow | All | Favorites | History | Workspaces | Table - New Record

Search

Table New record

Name u_project_table

Extends table

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name project table

Submit Cancel

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

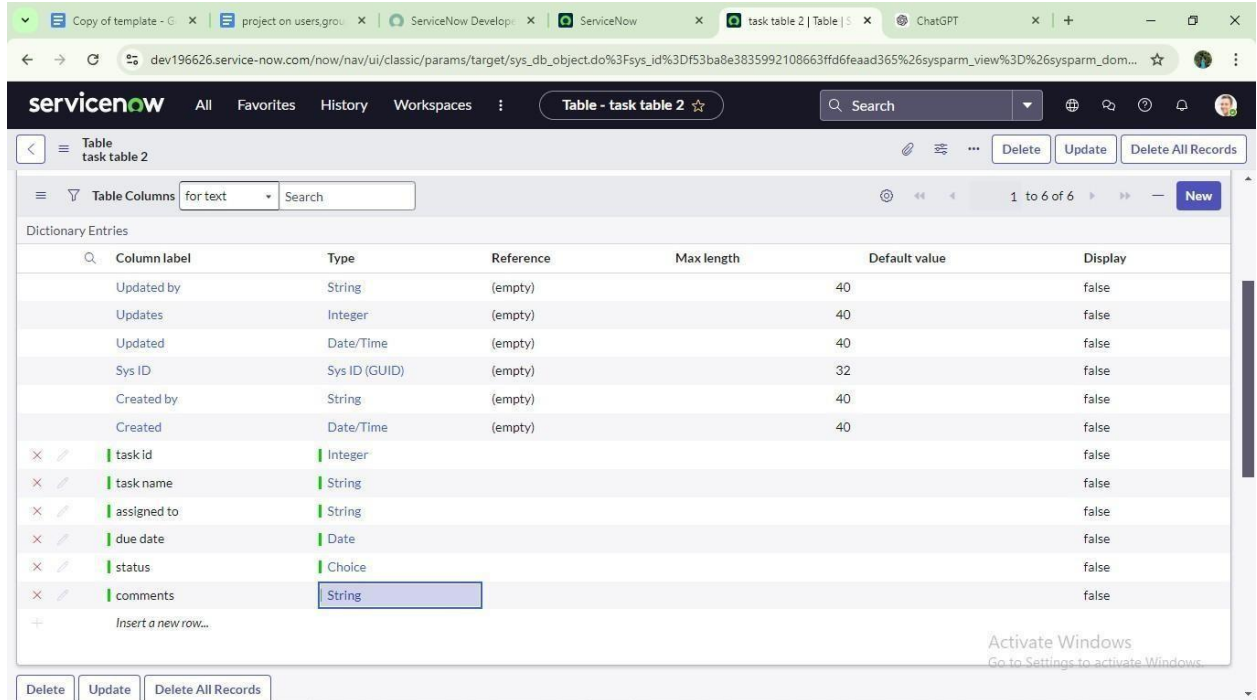
| | Column label | Type | Reference | Max length | Default value | Display |
|--------------------------|----------------|---------|-----------|------------|---------------|---------|
| <input type="checkbox"/> | project id | Integer | | | | false |
| <input type="checkbox"/> | project name | String | | | | false |
| <input type="checkbox"/> | project manger | String | | | | false |
| <input type="checkbox"/> | start date | Date | | | | false |
| <input type="checkbox"/> | end date | Date | | | | false |
| <input type="checkbox"/> | status | Choice | | | | false |
| <input type="checkbox"/> | description | String | | | | false |

Activate Windows
Go to Settings to activate Windows.

Create one more table:

9. Create another table as: task table 2 and fill with following details.

10. Click on submit.



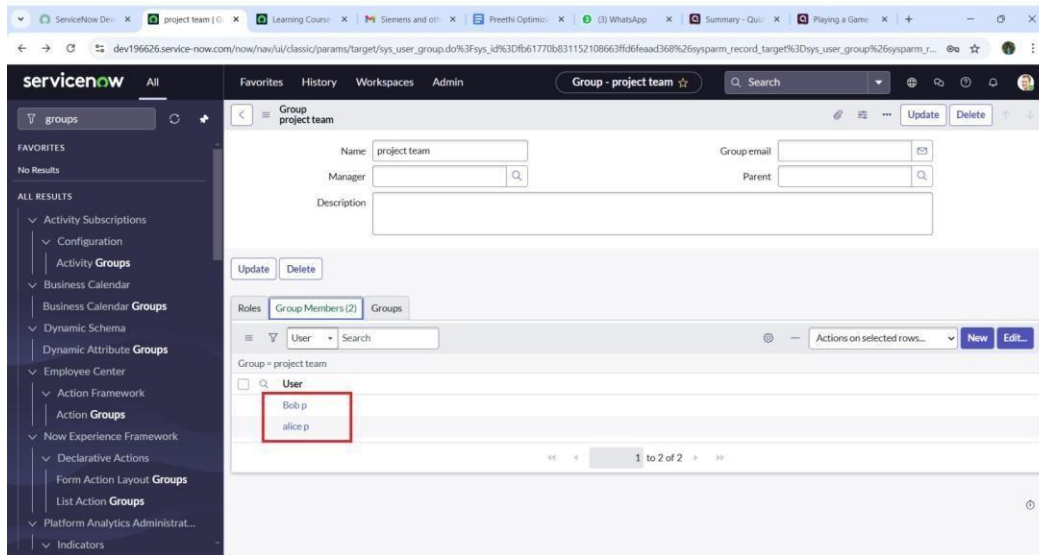
The screenshot shows the ServiceNow interface for 'Table - task table 2'. The table lists dictionary entries with columns: Column label, Type, Reference, Max length, Default value, and Display. The entries are as follows:

| Column label | Type | Reference | Max length | Default value | Display |
|--------------|---------------|-----------|------------|---------------|---------|
| Updated by | String | (empty) | 40 | | false |
| Updates | Integer | (empty) | 40 | | false |
| Updated | Date/Time | (empty) | 40 | | false |
| Sys ID | Sys ID (GUID) | (empty) | 32 | | false |
| Created by | String | (empty) | 40 | | false |
| Created | Date/Time | (empty) | 40 | | false |
| task id | Integer | | | | false |
| task name | String | | | | false |
| assigned to | String | | | | false |
| due date | Date | | | | false |
| status | Choice | | | | false |
| comments | String | | | | false |

Milestone 5 : Assign users to groups

Activity 1: Assign users to project team group

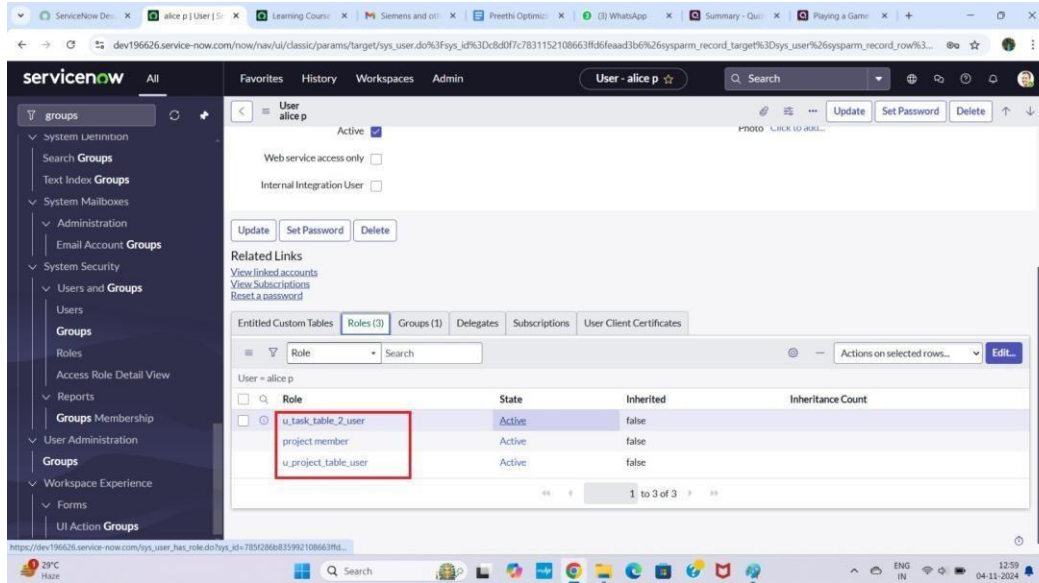
1. Open service now.
2. Click on All >> search for groups
3. Select tables under system definition
4. Select the project team group
5. Under group members
6. Click on edit
7. Select alice p and bob p and save



Milestone 6 : Assign roles to users

Activity 1: Assign roles to alice user

1. Open servicenow. Click on All >> search for user
2. Select tables under system definition
3. Select the project manager user
4. Under project manager
5. Click on edit
6. Select project member and save
7. click on edit add u_project_table role and u_task_table role
8. click on save and update the form.

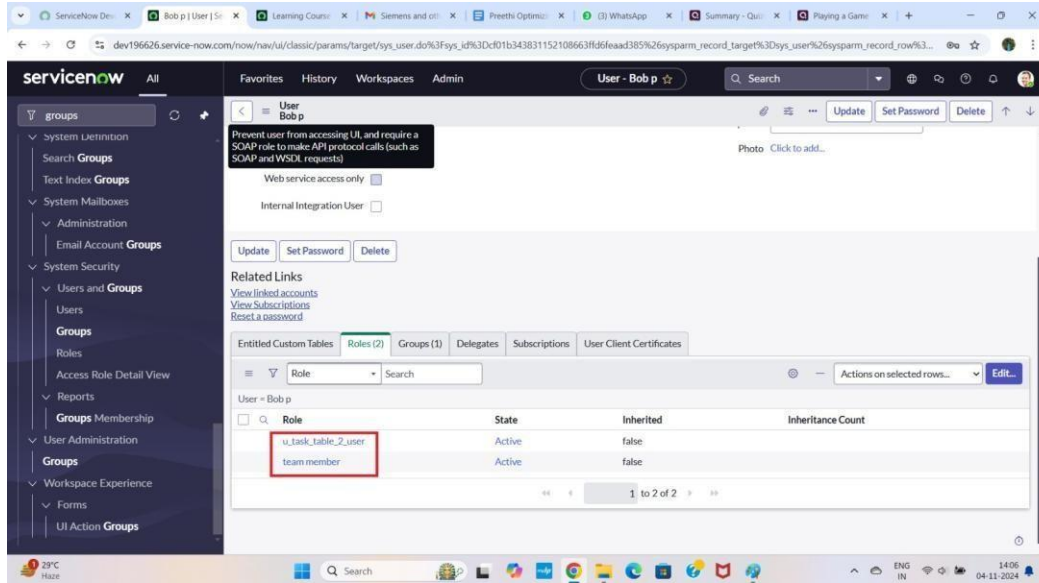


The screenshot shows the ServiceNow user management interface. The user 'alice p' is selected, and the 'Roles' tab is active. The table below lists the roles assigned to the user:

| Role | State | Inherited | Inheritance Count |
|----------------------|--------|-----------|-------------------|
| u_task_table_2_user | Active | false | |
| project member | Active | false | |
| u_project_table_user | Active | false | |

Activity 2: Assign roles to bob user

1. Open servicenow. Click on All >> search for user
2. Select tables under system definition
3. Select the bob p user
4. Under team member
5. Click on edit
6. Select team member and give table role and save
7. Click on profile icon Impersonate user to bob
8. We can see the task table2.



The screenshot shows the ServiceNow user management interface. The left sidebar contains a navigation menu with categories like 'groups', 'System Definition', 'System Mailboxes', 'Administration', 'System Security', 'Users and Groups', 'Reports', 'Groups Membership', 'User Administration', 'Workspace Experience', and 'Forms'. The main content area is titled 'User - Bob p' and includes options to 'Update', 'Set Password', and 'Delete'. Below this, there are 'Related Links' and a tabbed interface with 'Entitled Custom Tables', 'Roles (2)', 'Groups (1)', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The 'Roles (2)' tab is active, displaying a table of roles for the user.

| Role | State | Inherited | Inheritance Count |
|---------------------|--------|-----------|-------------------|
| u_task_table_2_user | Active | false | |
| team member | Active | false | |

Milestone 7 : Application access

Activity 1: Assign table access to application

1. while creating a table it automatically create a application and module for that table
2. Go to application navigator search for search project table application
3. Click on edit module
4. Give project member roles to that application
5. Search for task table2 and click on edit application.
6. Give the project member and team member role for task table 2 application



dev196626.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D9705334f831152108663ffd6feaad362


servicenow All Favorites History Admin Application Menu - project table Search

Application Menu project table Update Delete



An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. [More Info](#)

Title project table Application Global Active ☒

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles  project member

Specifies the [menu category](#), which defines the navigation menu style. The default value is Custom Applications.

Category Custom Applications  

The text that appears in a tooltip when a user points to this application menu

Hint

Description

Update Delete

Activate Windows
Go to Settings to activate Windows.


dev196626.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D114bece3835992108663ffd6feaad3dc

servicenow All Favorites History Admin Application Menu - task table 2 Search



Application Menu task table 2 Update Delete

Title [u_task_table_2](#) Application Global Active ☒

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles  u_task_table_2_user, project member, team member

Specifies the [menu category](#), which defines the navigation menu style. The default value is Custom Applications.

Category Custom Applications  


The text that appears in a tooltip when a user points to this application menu

Hint

Description

Update Delete

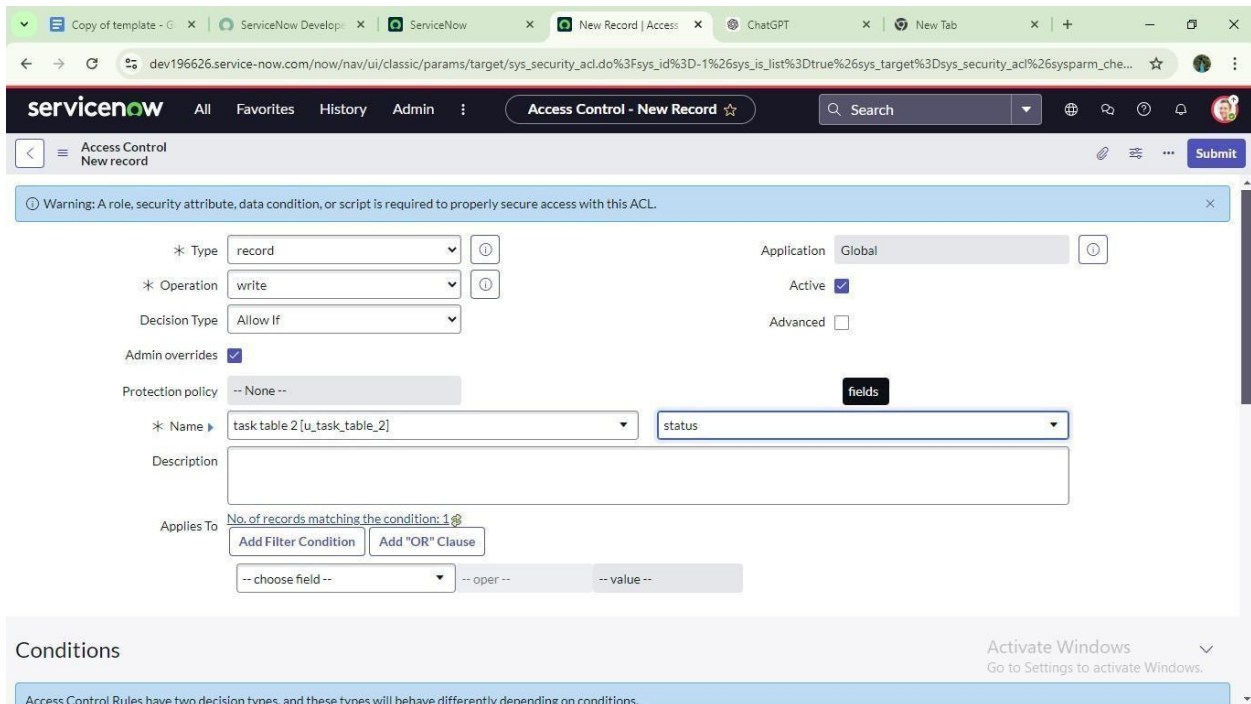
Activate Windows
Go to Settings to activate Windows.

Modules Order Search  Actions on selected rows... New

Milestone 8 :Access control list Activity 1: Create ACL

1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security

4. Click on elevate role 5. Click on new



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

* Type: record

* Operation: write

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

* Name: task table 2 [u_task_table_2]

Description:

Applies To: No. of records matching the condition: 1

Add Filter Condition Add "OR" Clause

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

Application: Global

Active: ☒

Advanced: ☐

fields

Conditions

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

6. Fill the following details to create a new ACL

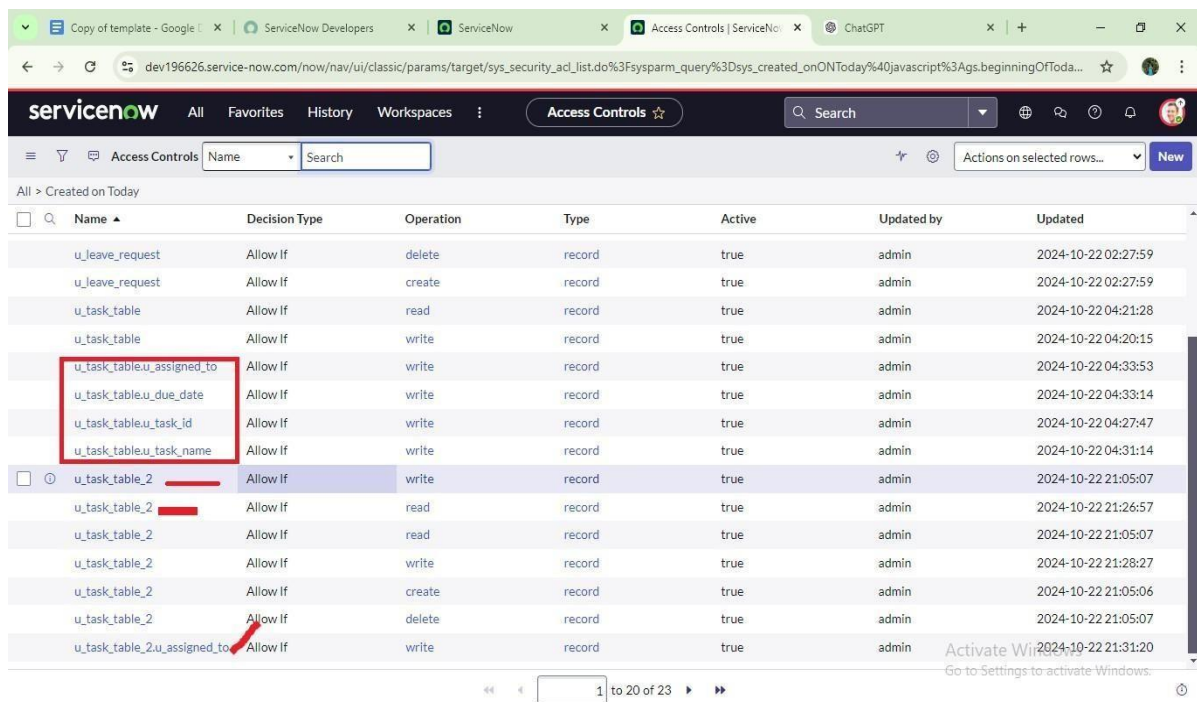
7. Scroll down under requires role

8. Double click on insert a new row

9. Give task table and team member role

10. Click on submit

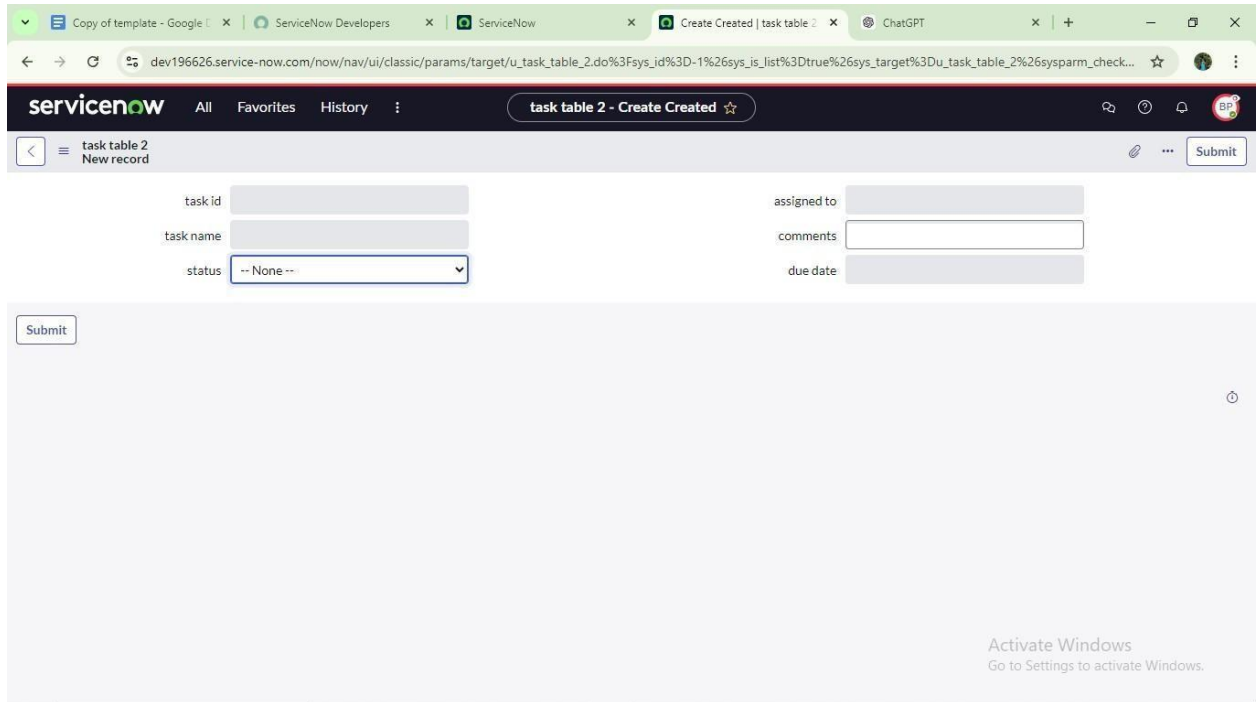
11. Similarly create 4 acl for the following fields



| | Name | Decision Type | Operation | Type | Active | Updated by | Updated |
|-------------------------------------|------------------------------|---------------|-----------|--------|--------|------------|---------------------|
| <input type="checkbox"/> | u_leave_request | Allow If | delete | record | true | admin | 2024-10-22 02:27:59 |
| <input type="checkbox"/> | u_leave_request | Allow If | create | record | true | admin | 2024-10-22 02:27:59 |
| <input type="checkbox"/> | u_task_table | Allow If | read | record | true | admin | 2024-10-22 04:21:28 |
| <input type="checkbox"/> | u_task_table | Allow If | write | record | true | admin | 2024-10-22 04:20:15 |
| <input type="checkbox"/> | u_task_table.u_assigned_to | Allow If | write | record | true | admin | 2024-10-22 04:33:53 |
| <input type="checkbox"/> | u_task_table.u_due_date | Allow If | write | record | true | admin | 2024-10-22 04:33:14 |
| <input type="checkbox"/> | u_task_table.u_task_id | Allow If | write | record | true | admin | 2024-10-22 04:27:47 |
| <input type="checkbox"/> | u_task_table.u_task_name | Allow If | write | record | true | admin | 2024-10-22 04:31:14 |
| <input checked="" type="checkbox"/> | u_task_table_2 | Allow If | write | record | true | admin | 2024-10-22 21:05:07 |
| <input type="checkbox"/> | u_task_table_2 | Allow If | read | record | true | admin | 2024-10-22 21:26:57 |
| <input type="checkbox"/> | u_task_table_2 | Allow If | read | record | true | admin | 2024-10-22 21:05:07 |
| <input type="checkbox"/> | u_task_table_2 | Allow If | write | record | true | admin | 2024-10-22 21:28:27 |
| <input type="checkbox"/> | u_task_table_2 | Allow If | create | record | true | admin | 2024-10-22 21:05:06 |
| <input type="checkbox"/> | u_task_table_2 | Allow If | delete | record | true | admin | 2024-10-22 21:05:07 |
| <input type="checkbox"/> | u_task_table_2.u_assigned_to | Allow If | write | record | true | admin | 2024-10-22 21:31:20 |

Activate Windows
Go to Settings to activate Windows.

12. Click on profile on top right side
13. Click on impersonate user
14. Select bob user
15. Go to all and select task table2 in the application menu bar
16. Comment and status fields have the edit access



Milestone 9: Flow

Activity 1: 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 “ task table”.
6. Application should be Global.
7. Click build flow.



Project on user... ServiceNow Dev... ServiceNow... task table | Wor... Created 2024-10-22 2... ChatGPT... New Tab

dev196626.service-now.com/now/nav/ui/classic/params/target/u_task_table_2.do%3Fsys_id%3D08adb02f839992108663ffd6fea3bb%26sysparm_record_target%3Du_task_t...

servicenow All Favorites History task table 2 - Created 2024-10-22 2... Search Update Delete

flow

FAVORITES
No Results

ALL RESULTS

Process Automation

- Workflow Studio
- Flow Designer
- Flow & Action Designer
- Today's Executions
- Active Flows
- Content Definitions

assigned to bob

comments

due date

Activate Windows
Go to Settings to activate Windows.

https://dev196626.service-now.com/\$flow-designer.do?sysparm_nostack=true

Project on user... ServiceNow Dev... ServiceNow... Homepage - Flow... Created 2024-10-22 2... ChatGPT... New Tab

dev196626.service-now.com/now/workflow-studio/home/flow

Workflow Studio task table Flow

Homepage Operations Integrations

Playbooks Flows Subflows Actions Decision tables

Flows 39
Last refreshed just now

| Name | Application | Status | Active | Update |
|---|------------------|-----------|--------|---------------------|
| Benchmark Recommendation Evaluator | Benchmarks Spoke | Published | true | 2024-09-23 04:23:59 |
| Business process approval flow | Global | Published | true | 2020-09-23 04:23:59 |
| Change - Cloud Infrastructure - Authorize | Global | Published | true | 2020-11-11 07:08:05 |
| Change - Emergency - Authorize | Global | Published | true | 2020-10-06 05:39:49 |
| Change - Emergency - Implement | Global | Published | true | 2020-09-23 05:06:26 |
| Change - Emergency - Review | Global | Published | true | 2020-10-27 04:18:08 |
| Change - Normal - Assess | Global | Published | true | 2020-10-06 05:37:05 |
| Change - Normal - Authorize | Global | Published | true | 2020-10-06 05:38:35 |
| Change - Normal - Implement | Global | Published | true | 2020-09-23 04:23:59 |

New

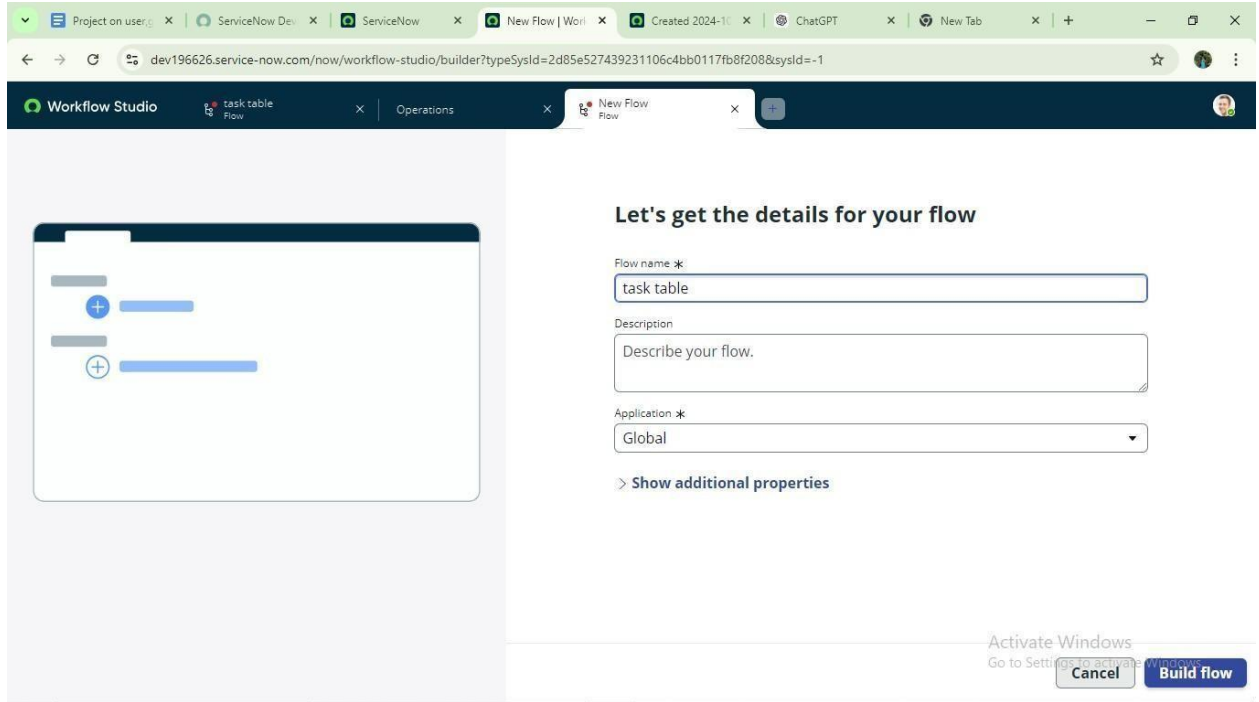
- Playbook
- Flow
- Subflow
- Action
- Decision table

Pick up where you left off

- task table
Last updated: 14 min. ago by Syst...
- Create Flow Data
Last updated: 5 months ago by Sy...
- Steps
Last updated: 5 months ago by Sy...

Latest updates

- System Administrator modified task table
14 min. ago
- System Administrator modified Create Flow Data
5 months ago
- System Administrator modified Steps
5 months ago



The screenshot shows the 'New Flow' configuration page in ServiceNow Workflow Studio. The left sidebar shows a canvas with two empty task slots. The main area is titled 'Let's get the details for your flow' and contains the following fields:

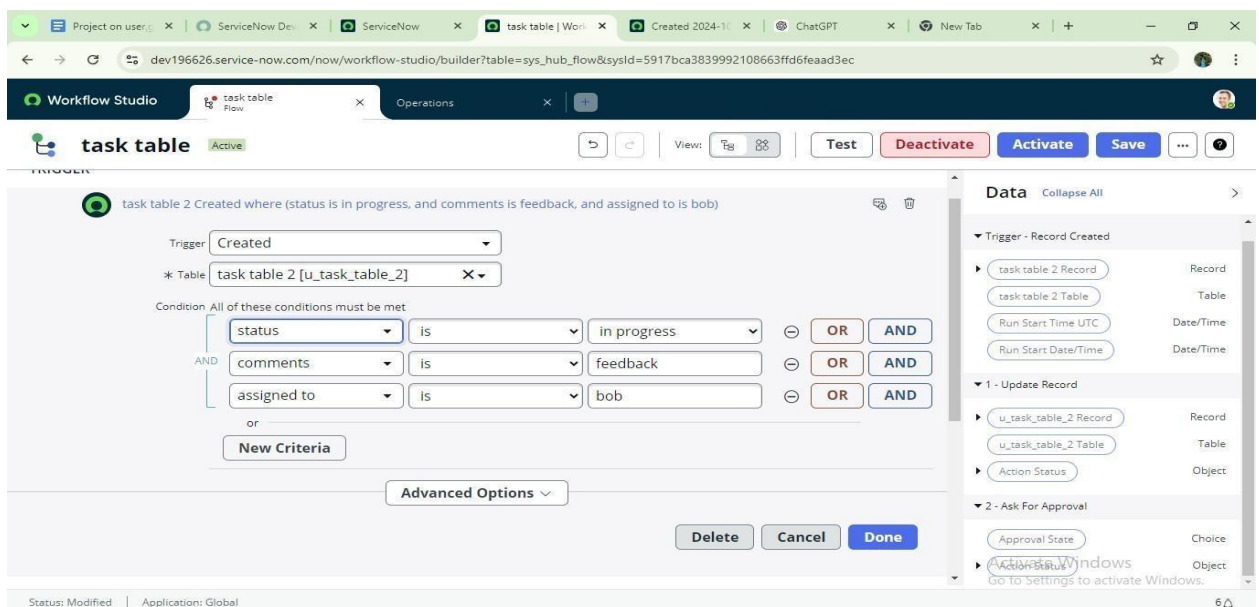
- Flow name ***: task table
- Description**: Describe your flow.
- Application ***: Global
- Show additional properties**: A link to expand more options.

At the bottom right, there are buttons for 'Cancel' and 'Build flow', along with a watermark for 'Activate Windows'.

next step:

1. Click on Add a trigger
2. Select the trigger in that Search for “create record” and select that.
3. Give the table name as “ task table ”.
4. Give the Condition as Field : status Operator :is Value : in progress
Field : comments Operator :is Value : feedback
Field : assigned to Operator :is Value : bob
5. After that click on Done.

Field :



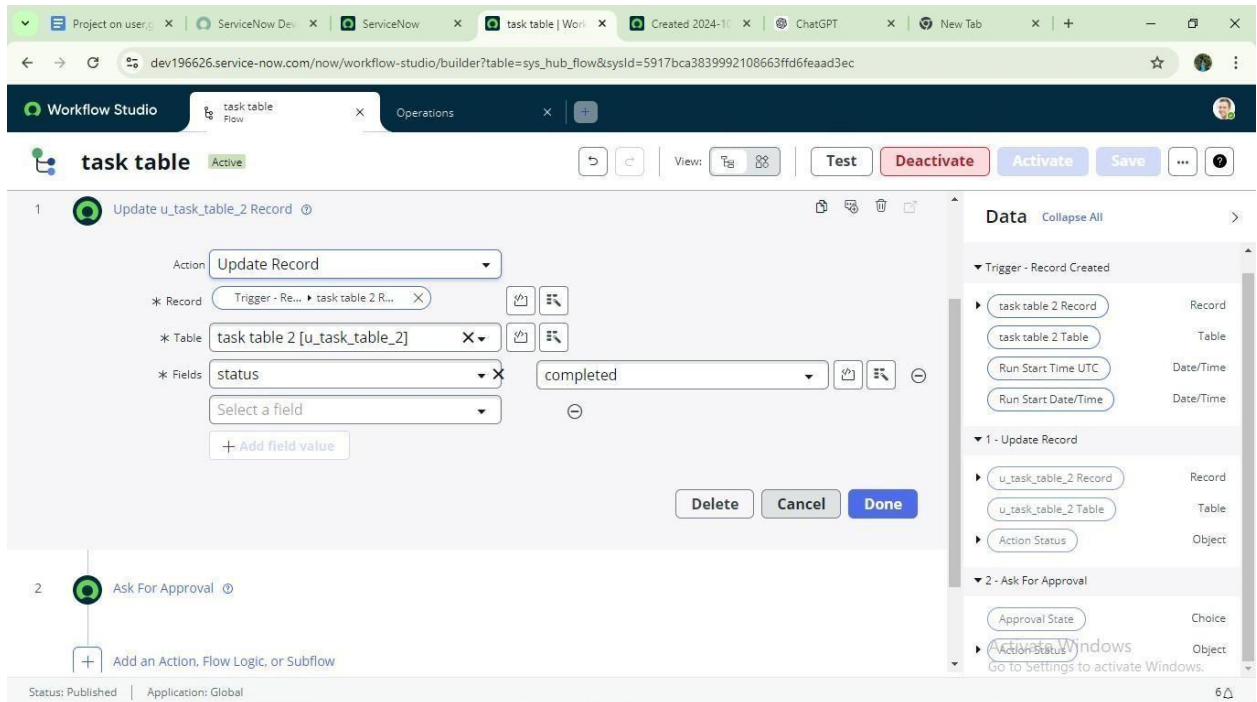
The screenshot shows the 'task table' configuration page in ServiceNow Workflow Studio. The left sidebar shows the 'task table' flow with a green 'Active' status. The main area displays the configuration for the 'task table 2' flow, which is triggered by 'Created' and has the following conditions:

- Trigger**: Created
- Table**: task table 2 [u_task_table_2]
- Condition**: All of these conditions must be met
 - status is in progress
 - comments is feedback
 - assigned to is bob

At the bottom, there are buttons for 'Delete', 'Cancel', and 'Done'. The right sidebar shows the 'Data' section with a list of fields and their types, including 'task table 2 Record', 'task table 2 Table', 'Run Start Time UTC', 'Run Start Date/Time', 'u_task_table_2 Record', 'u_task_table_2 Table', 'Action Status', 'Approval State', and 'Approval Status'.

Next step:

1. Click on Add an action.
2. Select action in that ,search for “ update records”.
3. In Record field drag the fields from the data navigation from Right Side(Data pill)
4. Table will be auto assigned after that
5. Add fields as “status” and value as “completed”
6. Click on Done.



The screenshot shows the ServiceNow Workflow Studio interface. The main workspace displays a workflow with two steps:

- 1. Update u_task_table_2 Record**: This step is configured with the following details:
 - Action**: Update Record
 - Record**: Trigger - Re... → task table 2 R...
 - Table**: task table 2 [u_task_table_2]
 - Fields**: status (with a dropdown menu showing 'completed' and a '+ Add field value' button)
- 2. Ask For Approval**: This step is currently empty.

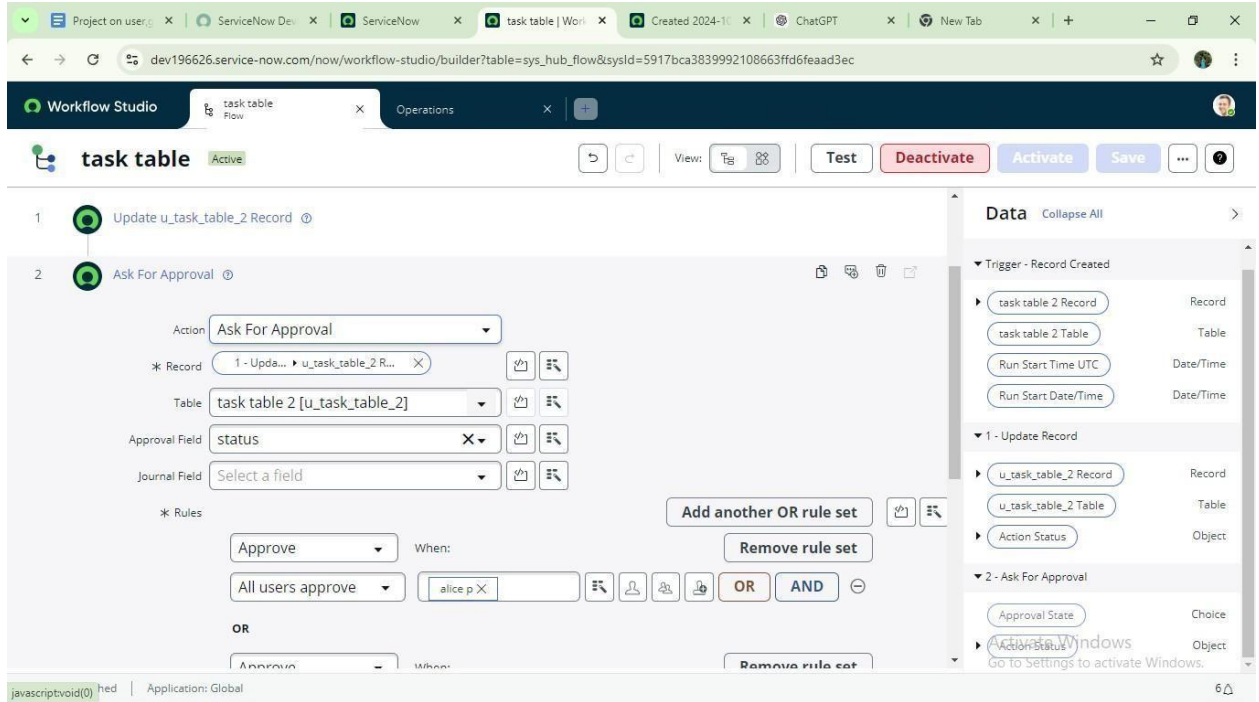
On the right side, the **Data** pane shows the data navigation tree:

- Trigger - Record Created**
 - task table 2 Record (Record)
 - task table 2 Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)
- 1 - Update Record**
 - u_task_table_2 Record (Record)
 - u_task_table_2 Table (Table)
 - Action Status (Object)
- 2 - Ask For Approval**
 - Approval State (Choice)
 - Action Status (Object)

At the bottom, the status bar indicates 'Status: Published' and 'Application: Global'.

Next step:

1. Now under Actions.
2. Click on Add an action.
3. Select action in that ,search for “ ask for approval ”.
4. In Record field drag the fields from the data navigation from Right side
5. Table will be auto assigned after that
6. Give the approve field as “ status”
7. Give approver as alice p
8. Click on Done.



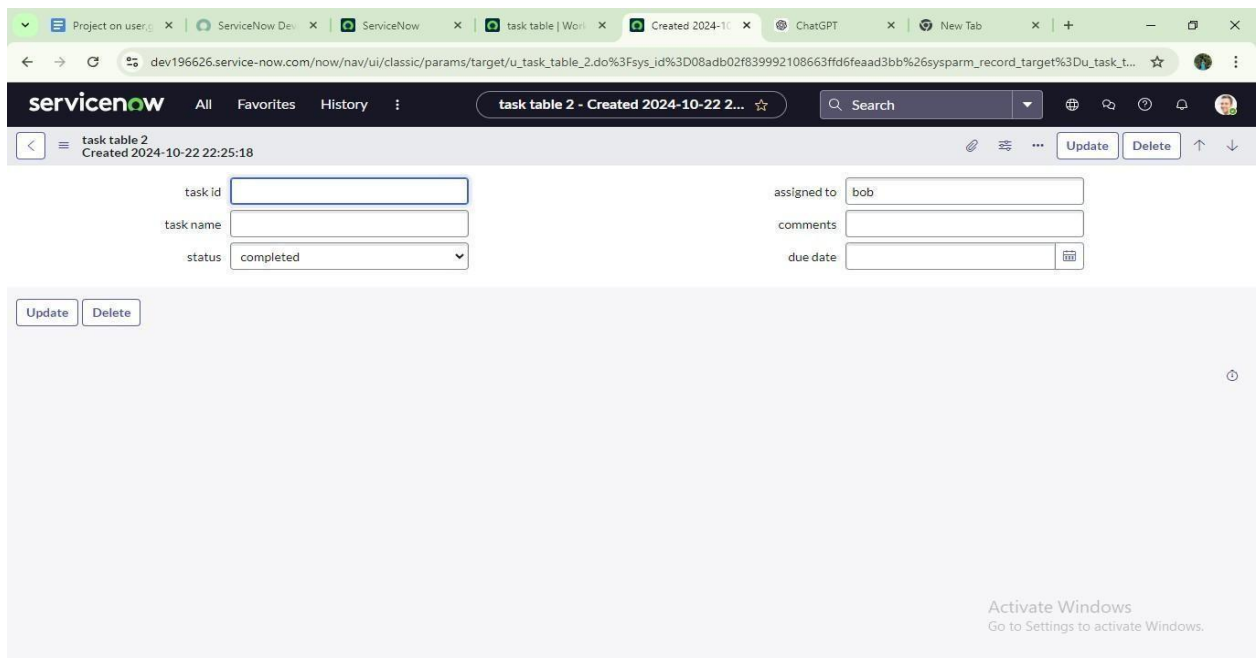
The screenshot shows the ServiceNow Workflow Studio interface for a workflow named 'task table'. The workflow consists of two steps:

- Update u_task_table_2 Record**: This step is configured with the following details:
 - Action**: Ask For Approval
 - Record**: 1 - Upda... u_task_table_2 R...
 - Table**: task table 2 [u_task_table_2]
 - Approval Field**: status
 - Journal Field**: Select a field
 - Rules**: A rule set is defined with the condition 'All users approve' and the action 'Approve'.
- Ask For Approval**: This step is currently empty.

The right-hand pane shows the 'Data' section, which lists the data objects used in the workflow, including 'task table 2 Record', 'task table 2 Table', 'Run Start Time UTC', 'Run Start Date/Time', 'u_task_table_2 Record', 'u_task_table_2 Table', 'Action Status', 'Approval State', and 'Action Status'.

9.Go to application navigator search for task table.

10.It status field is updated to completed



The screenshot shows the ServiceNow application navigator interface. The top navigation bar includes the 'servicenow' logo, a search bar, and a list of tabs. The main content area displays the details for a record named 'task table 2', which was created on 2024-10-22 22:25:18. The record details include:

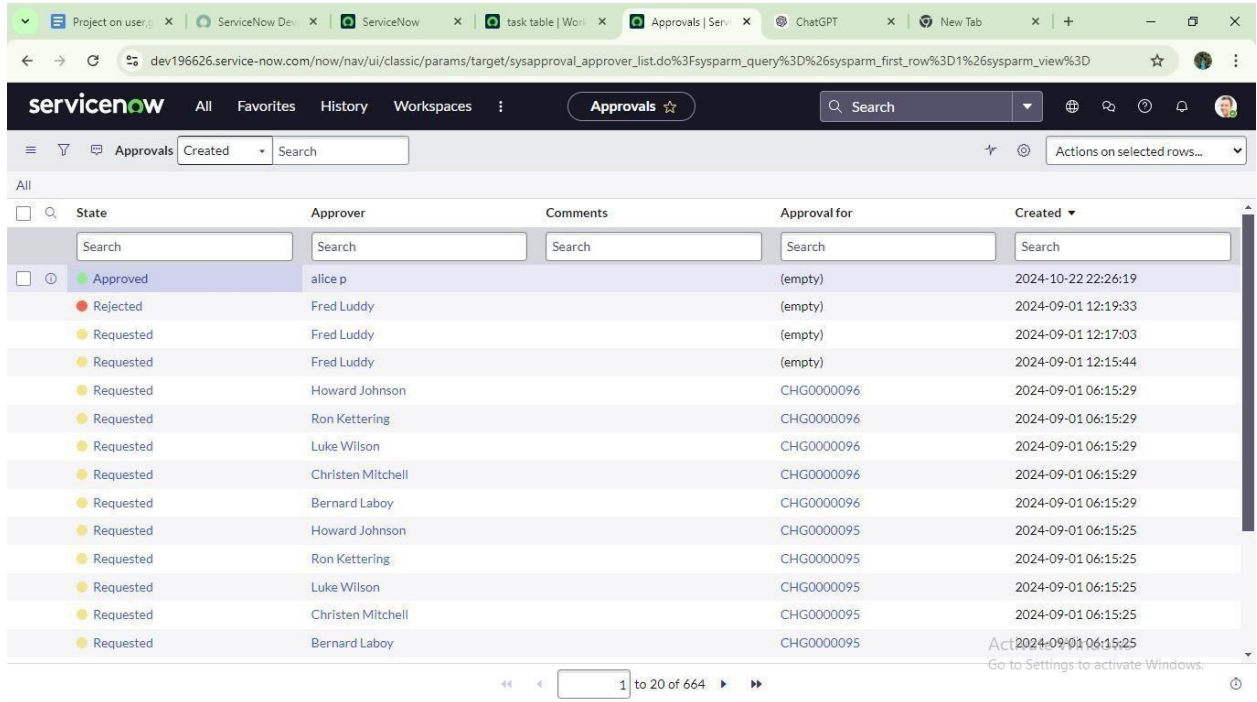
- task id**: [empty field]
- task name**: [empty field]
- status**: completed
- assigned to**: bob
- comments**: [empty field]
- due date**: [empty field]

At the bottom of the record details, there are 'Update' and 'Delete' buttons. A watermark 'Activate Windows' is visible in the bottom right corner.

11.Go to application navigator and search for my approval

12.Click on my approval under the service desk.

13. Alice p got approval request then right click on requested then select approved



The screenshot shows the ServiceNow 'Approvals' list view. The table contains the following data:

| | State | Approver | Comments | Approval for | Created |
|--------------------------|-----------|-------------------|----------|--------------|---------------------|
| <input type="checkbox"/> | Approved | alice p | | (empty) | 2024-10-22 22:26:19 |
| <input type="checkbox"/> | Rejected | Fred Luddy | | (empty) | 2024-09-01 12:19:33 |
| <input type="checkbox"/> | Requested | Fred Luddy | | (empty) | 2024-09-01 12:17:03 |
| <input type="checkbox"/> | Requested | Fred Luddy | | (empty) | 2024-09-01 12:15:44 |
| <input type="checkbox"/> | Requested | Howard Johnson | | CHG0000096 | 2024-09-01 06:15:29 |
| <input type="checkbox"/> | Requested | Ron Kettering | | CHG0000096 | 2024-09-01 06:15:29 |
| <input type="checkbox"/> | Requested | Luke Wilson | | CHG0000096 | 2024-09-01 06:15:29 |
| <input type="checkbox"/> | Requested | Christen Mitchell | | CHG0000096 | 2024-09-01 06:15:29 |
| <input type="checkbox"/> | Requested | Bernard Laboy | | CHG0000096 | 2024-09-01 06:15:29 |
| <input type="checkbox"/> | Requested | Howard Johnson | | CHG0000095 | 2024-09-01 06:15:25 |
| <input type="checkbox"/> | Requested | Ron Kettering | | CHG0000095 | 2024-09-01 06:15:25 |
| <input type="checkbox"/> | Requested | Luke Wilson | | CHG0000095 | 2024-09-01 06:15:25 |
| <input type="checkbox"/> | Requested | Christen Mitchell | | CHG0000095 | 2024-09-01 06:15:25 |
| <input type="checkbox"/> | Requested | Bernard Laboy | | CHG0000095 | 2024-09-01 06:15:25 |

Conclusion :

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of Service Now, integrated with Tensor Flow and Spring Boot, we have streamlined the process of assigning support tickets to the appropriate teams. This automation addressed the inefficiencies of manual routing, reduced delays in resolution, and ensured optimal utilization of resources. As a result, the organization achieved improved SLA compliance, enhanced customer satisfaction, and more efficient support operations.