Streamlining Ticket Assignment for Efficient Support Operations

Project Description:

This project aims to design and implement an automated system that intelligently categorizes and assigns incoming support tickets to the most suitable agents based on factors such as issue type, urgency, and agent availability. By automating this process, the project seeks to minimize human intervention, reduce response time, and ensure balanced workloads across the support team. The system uses a combination of predefined rules and smart logic to analyze each ticket and route it to the appropriate agent or department in real time.

Project Flow:

Milestone 1: Create Users

Milestone 2: Create Groups

Milestone 3: Create Roles

Milestone 4: Create Table

Milestone 5: Assign Roles & Users To Certificate Group

Milestone 6: Assign Roles & Users To Platform Group

Milestone 7: Assign Role To Table

Milestone 8: Create ACL

Milestone 9: Create A Flow To Assign Operations Ticket To Group

Milestone 10: Create A Flow To Assign Operations Ticket To Platform Group

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

Create Groups

1. Open service now.
2. Click on All >> search for groups
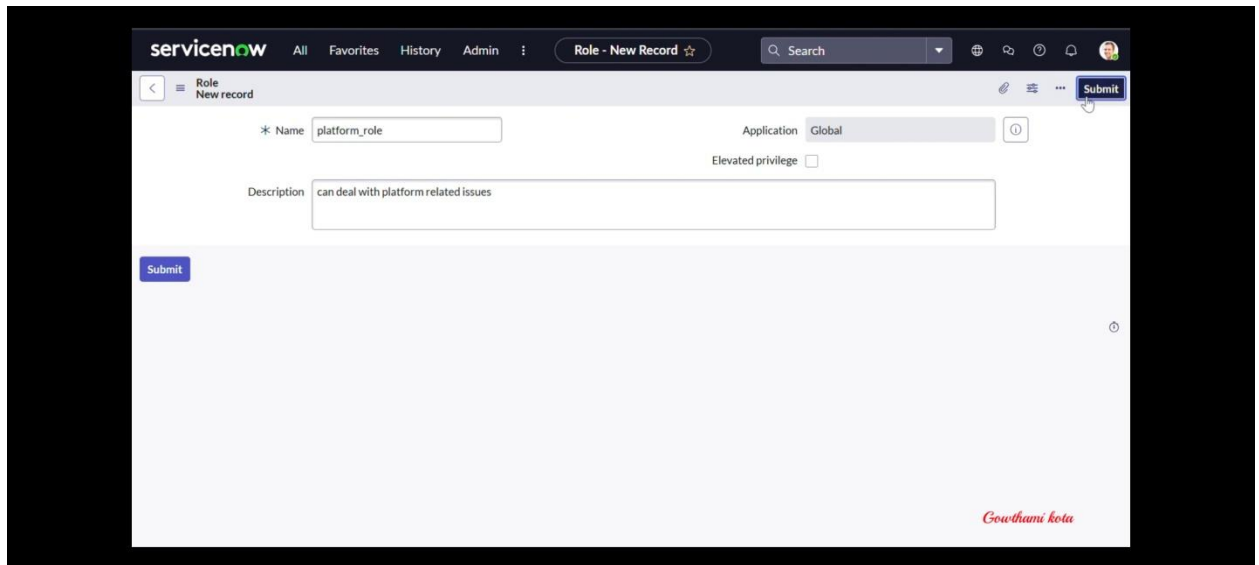3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group

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

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
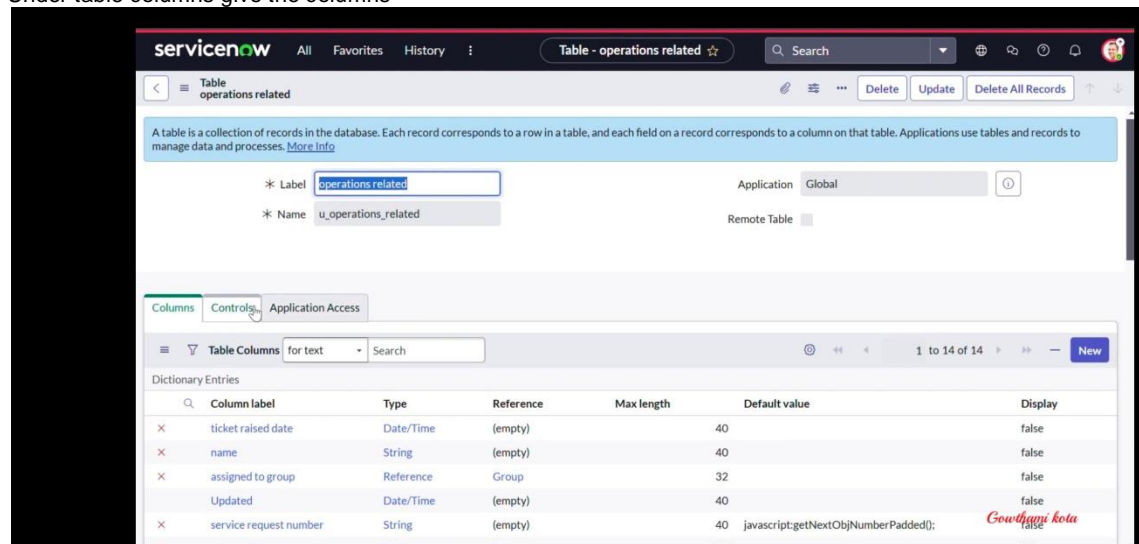
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Assign Roles & Users To Certificate Group

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the certificates group
5. Under group members

6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification_role and save

Assign Roles & Users To Platform Group

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the platform group
5. Under group members
6. Click on edit
7. Select Manne Niranjan and save
8. Click on roles
9. Select Platform_role and save

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
12. And add certificate role
13. Click on update
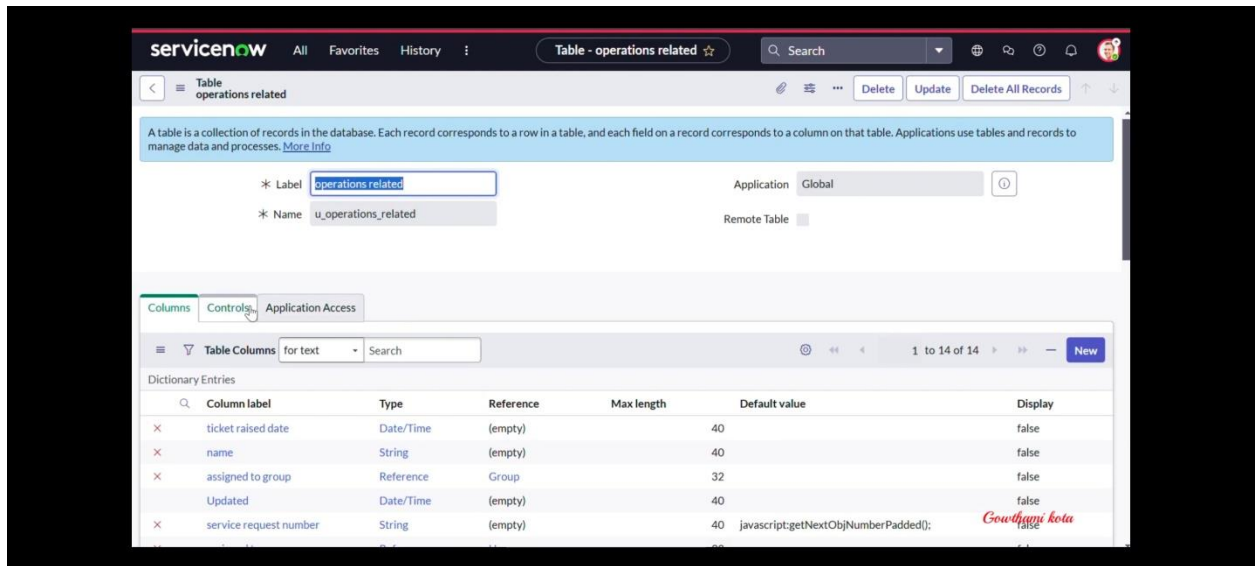
Create ACL

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
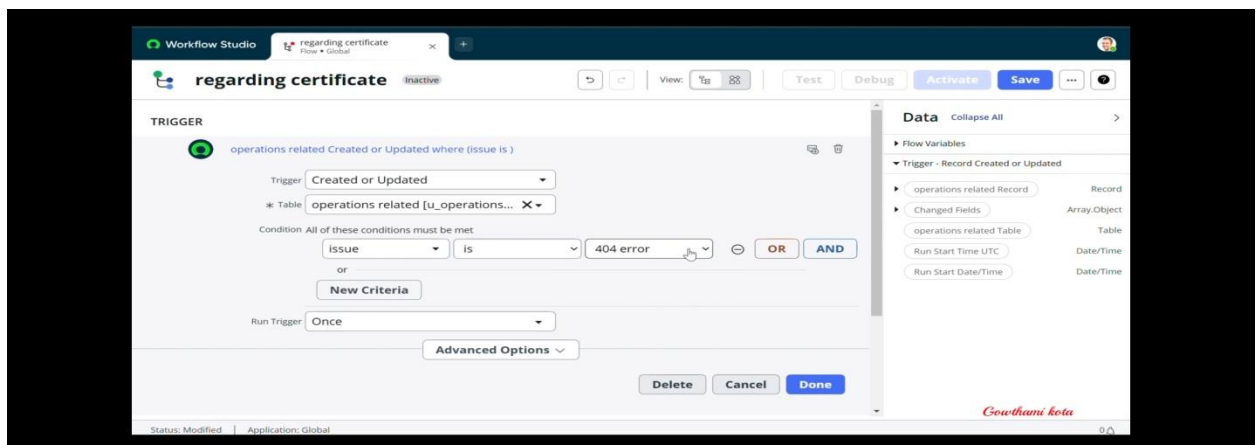
Create A Flow To Assign Operations Ticket To Group

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.
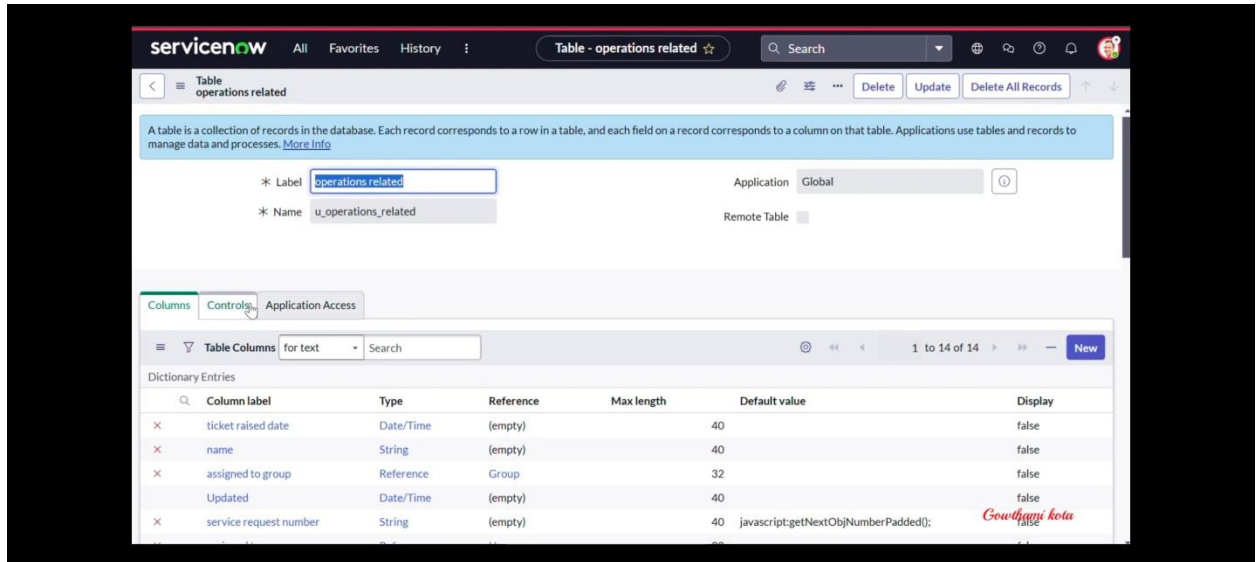5. Under Flow properties Give Flow Name as " Regarding Certificate".
6. Application should be Global.
7. Select Run user as " System user " from that choice.
8. Click on Submit.

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.
8. Now under Actions.
9. Click on Add an action.
10. Select action in that search for " Update Record ".
11. In Record field drag the fields from the data navigation from left side
12. Table will be auto assigned after that
13. Give the field as " Assigned to group ".
14. Give value as " Platform ".
15. Click on Done.
16. Click on Save to save the Flow.
17. Click on Activate.

18. Conclusion

19. 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.