

# **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

servicenow All Favorites History Admin Group - New Record

Group New record

Name certificates

Manager katherine.pierce

Group email

Parent

Description

Submit

Gowthami kota

servicenow All Favorites History Admin User - manne niranjan

User manne niranjan

Primary email device created for manne niranjan

User ID manne.niranjan

First name manne

Last name niranjan

Title

Department

Email manneniranjan@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...

Update Set Password Delete

Related Links

Gowthami kota

## 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

**servicenow** All Favorites History Admin Group - New Record ☆ Search

Group New record

Name platform Lookup using list Group email

Manager manne niranjan Parent

Description

Submit

*Gowthami kota*

**servicenow** All Favorites History Admin User - New Record ☆ Search

User New record

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

User ID katherine pierce Email

First name katherine Language -- None --

Last name pierce Calendar integration Outlook

Title Time zone System (America/Los Angeles)

Department Date format System (yyyy-MM-dd)

Password needs reset ☐ Business phone

Locked out ☐ Mobile phone

Active ☒ Photo [Click to add...](#)

Web service access only ☐

Internal Integration User ☐

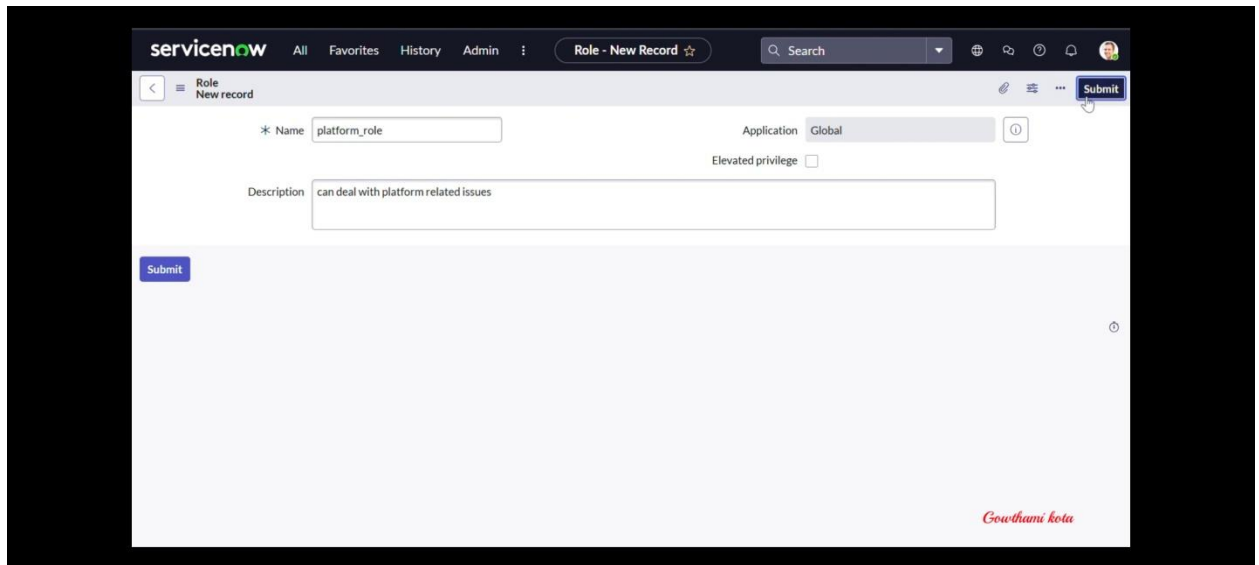
Submit

Related Links

*Gowthami kota*

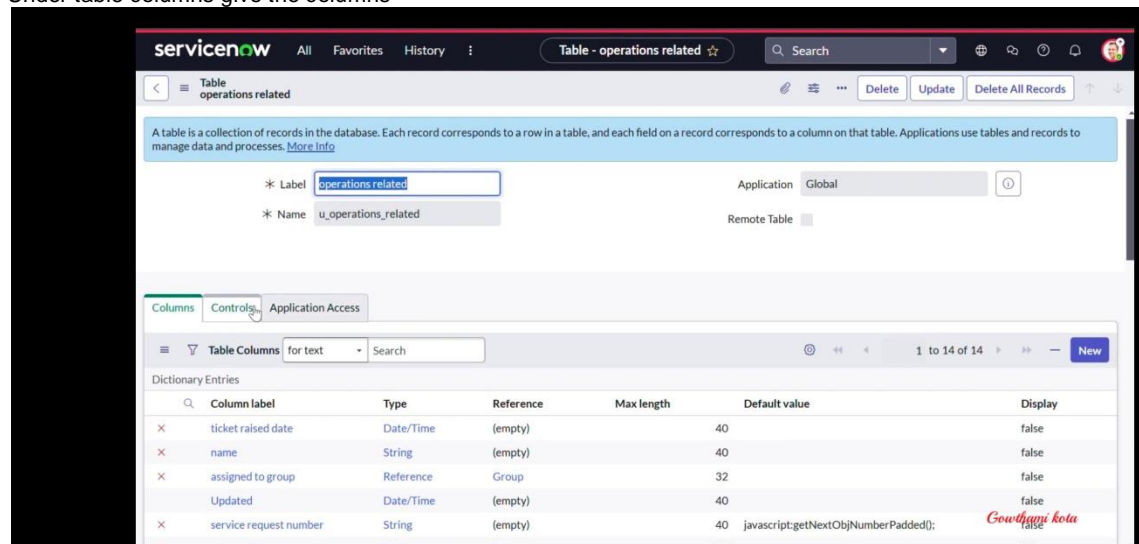
## Create Roles

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

The screenshot shows the 'New Record' form for 'operations related' in ServiceNow. The form includes fields for 'service request number', 'name' (filled with 'abc'), 'assigned to group', 'assigned to user', 'comment' (filled with 'not working properly'), 'issue' (filled with 'regarding certificates'), 'ticket raised date', and 'priority'. A 'Submit' button is located at the bottom left of the form area.

## 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

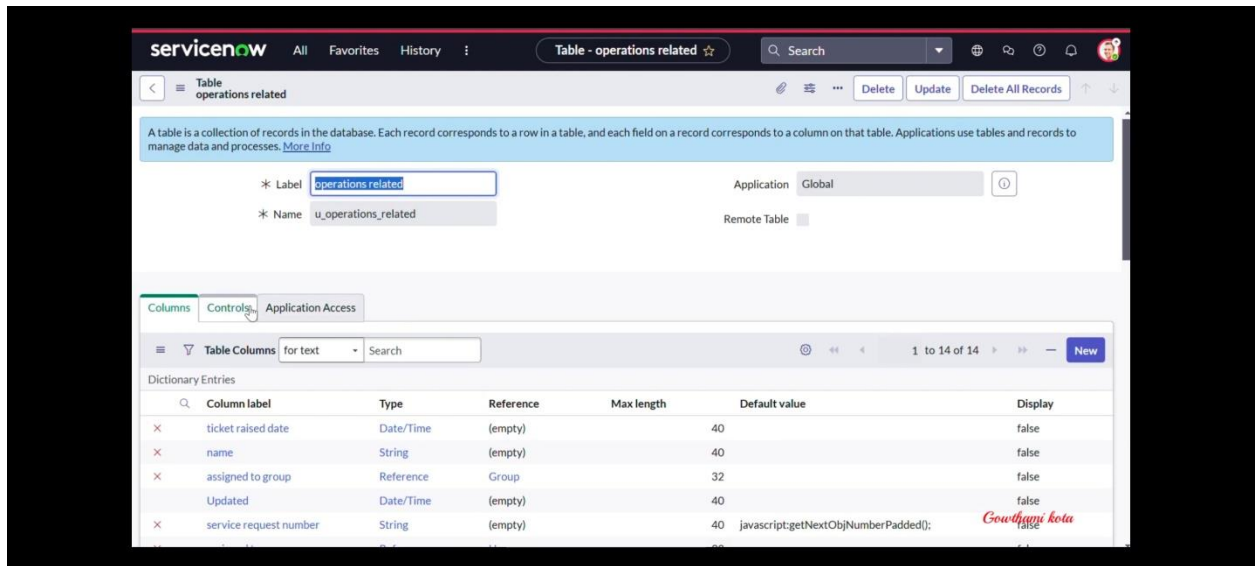
The screenshot shows the 'All' view for 'operations related' in ServiceNow. It displays a table with the following columns: name, assigned to group, assigned to user, comment, issue, priority, service request number, and ticket raised date. The table contains three records:

name	assigned to group	assigned to user	comment	issue	priority	service request number	ticket raised date
hello world	platform	(empty)		regarding user expired			(empty)
hello	certificates	(empty)	issue with certificate	regarding certificates			(empty)
abc	certificates	(empty)	not working properly	regarding certificates			(empty)

## Assign Role To Table

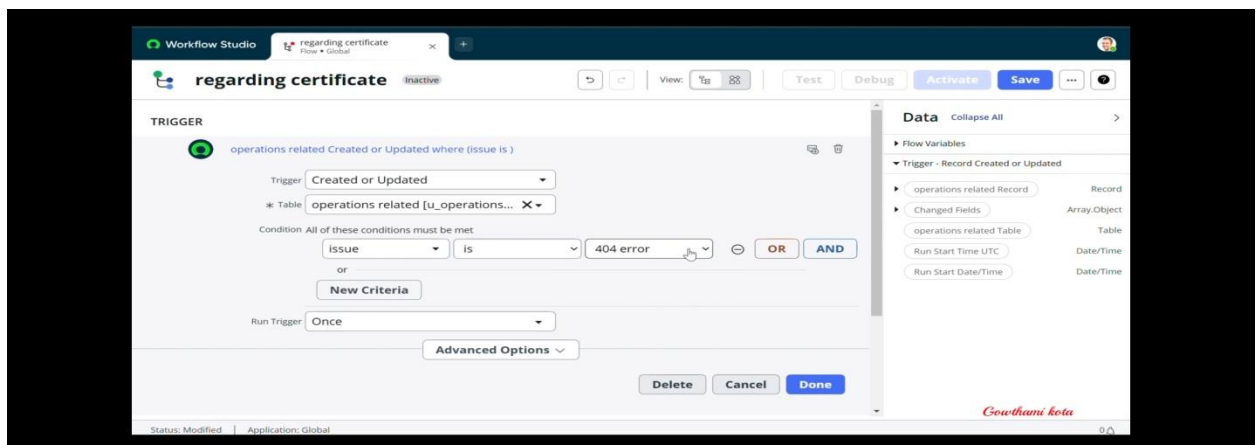
1. Open service now.

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



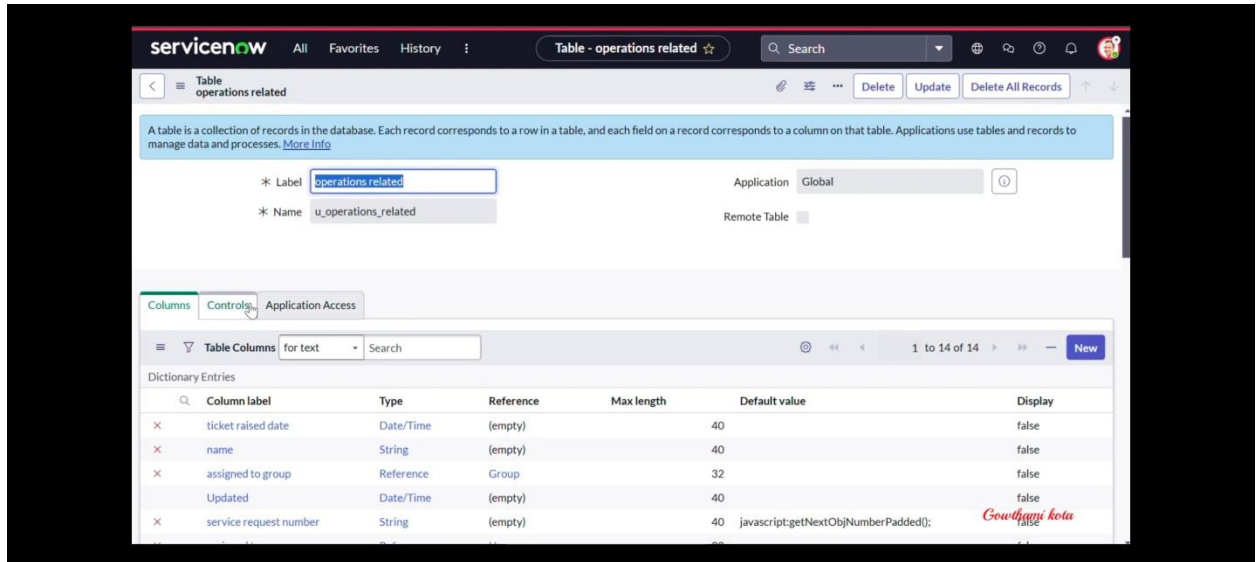
## Create ACL

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.
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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.