

# Streamlining Ticket Assignment for Efficient Support Operations

**Project Report :** Streamlining Ticket Assignment for Efficient Support Operations

**Team ID :** 160597

**Category:** ServiceNow

## 1. Introduction

In large organizations, manual ticket routing often leads to delays, incorrect assignments, and inefficient use of resources. This project focuses on automating ticket assignment in **ServiceNow** using **Flow Designer** and **Access Control Lists (ACLs)**. The solution ensures that tickets are routed to the correct support groups based on issue type, reducing delays and improving customer satisfaction.

## 2. Objectives

- Automate ticket routing in ServiceNow.
- Assign tickets to the correct support groups based on predefined conditions.
- Enforce secure, role-based access to data.
- Improve efficiency and optimize support resource utilization.

## 3. Methodology & Implementation

### 3.1 Requirement Analysis

- Created users and roles.
- Set up groups for different issue categories.
- Designed custom tables with relevant fields (e.g., *issue*, *assigned group*).
- Implemented ACLs to enforce secure, role-based access.
- Configured automation flows in Flow Designer for ticket routing.

### 3.2 Project Phases

#### User & Role Management

- Created users (e.g., *Katherine Pierce*, *Manne Nirajanan*).
- Defined roles such as *Certification\_role* and *Platform\_role*.

## Group Creation

- Created support groups (*Certificates*, *Platform*).
- Assigned users to groups with appropriate roles.

## Table & Column Design

- Built a custom table (*Operations Related*).
- Added fields: *issue* (choice), *assigned group*, etc.
- Configured issue choices such as *Unable to login to platform*, *404 error*, *Regarding certificates*, etc.

## Access Control (ACLs)

- Restricted read/write access based on roles.
- Ensured unauthorized users could not access sensitive records.

## Flow Designer Automation

- **Flow 1: Certificates**
  - Trigger: *issue = regarding certificates*.
  - Action: Assign to **Certificates** group.
- **Flow 2: Platform**
  - Trigger: *issue = login error, 404 error, user expired*.
  - Action: Assign to **Platform** group.

## 4. Performance Testing

- Created sample records for each issue type.
- Verified tickets were routed to the correct groups.
- Tested ACL enforcement with users having different roles.

### Results:

- Tickets were accurately assigned.
- Unauthorized users were restricted from making modifications.
- Support groups only received relevant tickets.

## 5. Key Learnings

### Technical Learnings

- Gained hands-on experience with ServiceNow Flow Designer.
- Designed and configured custom tables, roles, and groups.

- Implemented ACLs for secure data access.
- Built automation workflows for real-time ticket routing.

### Personal Learnings

- Improved problem-solving by converting manual processes into automated workflows.
- Enhanced project planning and documentation skills.
- Gained exposure to enterprise-level IT Service Management (ITSM) practices.

## 6. Conclusion

This project successfully showcased the impact of automation in ServiceNow. By implementing condition-based ticket assignment, the solution ensures faster resolution, secure access control, and optimized resource allocation. The approach is **scalable, secure, and well-suited for enterprise environments**.