

# **Streamlining Ticket Assignment For Efficient Support Operations**

**Team Id: NM2025TMID15843**

**Team Members: 5**

**Team Leader: Sahana S**

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## **Problem Statement:**

Traditional ticket assignment methods in support operations rely heavily on manual intervention or basic rule-based distribution, which often results in delays, misrouting of tickets, and uneven workload among support agents. These inefficiencies cause longer resolution times, reduced productivity, and customer dissatisfaction. The absence of a streamlined and automated ticket assignment mechanism prevents organizations from efficiently handling high volumes of support requests. Without intelligent categorization, prioritization, and skill-based allocation, critical tickets may be overlooked while minor issues consume valuable resources.

## **Objective:**

- 1. Automate Ticket Distribution** – Minimize manual intervention by automatically assigning tickets to the most suitable agents or teams.
- 2. Skill-Based Assignment** – Ensure tickets are routed to agents with the right expertise to handle the issue effectively.

**3. Workload Balancing** – Distribute tickets evenly among available agents to avoid overload and improve productivity.

**4. Prioritization of Issues** – Assign and escalate tickets based on urgency, SLA, and customer impact.

**5. Reduce Resolution Time** – Speed up response and resolution by streamlining the assignment process.

**6. Improve Customer Satisfaction** – Deliver faster and more accurate support to enhance customer experience.

**7. Increase Transparency & Accountability** – Maintain clear visibility of ticket status, ownership, and performance metrics.

**8. Optimize Support Operations** – Use analytics and automation to continuously improve efficiency in support workflows.

**Skills:** Users, Groups, Roles, Tables, Assign roles & users to groups

, Assign role to table, Flow.

## **TASK INITIATION**

### **Milestone 1: Users**

#### **Activity 1: 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

This screenshot shows the user management interface for a user named 'Manne Niranjan'. The interface is divided into two main sections: user details and settings. The user details section includes fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title (empty), and Department (empty). The settings section includes checkboxes for Password needs reset, Locked out, Active (checked), Web service access only, and Internal Integration User. The right side of the interface contains fields for Email (niranjanreddymanne2507@gr), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and a Photo link (Click to add...).

User ID: manne.niranjan

First name: Manne

Last name: Niranjan

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Email: niranjanreddymanne2507@gr

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...](#)

6. Click on submit

Create one more user:

7. Create another user with the following details

This screenshot shows the user management interface for a user named 'Katherine Pierce'. The interface is divided into two main sections: user details and settings. The user details section includes fields for User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title (empty), and Department (empty). The settings section includes checkboxes for Password needs reset, Locked out, Active (checked), Web service access only, and Internal Integration User. The right side of the interface contains fields for Email, Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and a Photo link (Click to add...).

User ID: Katherine Pierce

First name: Katherine

Last name: Pierce

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

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...](#)

8. Click on submit

## 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

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

< Group New record

Name certificate

Manager Katherine Pierce

Group email

Parent

Description

Submit

6. Click on submit

Create one more group:

1. Create another group with the following details

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

< Group New record

Name platform

Manager Manne Niranjana

Group email

Parent

Description

Submit

2. Click on submit

### 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

servicenow All Favorites History Workspaces Admin Role - New Record

< = Role New record

\* Name: certification\_role Application: Global

Description: can deal with certification user

Elevated privilege: ☐

Submit

6. Click on submit

Create one more role:

Create another role with the following details

servicenow All Favorites History Workspaces Admin Role - New Record

< = Role New record

\* Name: platform\_role Application: Global

Description: can deal with platform related users

Elevated privilege: ☐

Submit

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 : Operations related
6. Check the boxes Create module & Create mobile module
7. Under new menu name : Operations related
8. Under table columns give the columns

The screenshot shows the ServiceNow 'Table - New Record' form. The 'Columns' tab is selected, displaying a table of columns to be added to the new table. The columns are as follows:

Column label	Type	Reference	Max length	Default value	Display
Assigned to Groups	Reference	Group			false
Assigned to User	Reference	User			false
Comment	String				false
Issue	String				false
Name	String				false
Priority	String				false
Service Request Number	String				false
Ticket Raised Date	DateTime				false

At the bottom of the form, there are 'Submit' and 'Cancel' buttons. Below them is a 'Related Links' section with a link to 'Track in Update Sets'.

8. Click on submit

Create choices for the issue filed by using form design

Choices are

unable to login to platform

404 error

regarding certificates

regarding user expired

## Milestone 5 : Assign role & users to groups

### Activity 1: 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

**servicenow** All Favorites History Workspaces Admin **Group - certificates** Search

< Group certificates Update Delete

Name: certificates Group email:

Manager: Katherine Pierce Parent:

Description:

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit...

Group = certificates

Created	Role	Granted by	Inherits
2025-08-29 10:19:53	Certification_role	(empty)	true

1 to 1 of 1

7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification\_role and save

## Activity 2: 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

**servicenow** All Favorites History Workspaces Admin **Group - Platform** Search

< Group Platform Update Delete

Name: Platform Group email:

Manager: Manne Niranjana Parent:

Description:

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit...

Group = Platform

Created	Role	Granted by	Inherits
2025-08-29 10:21:48	Platform_role	(empty)	true

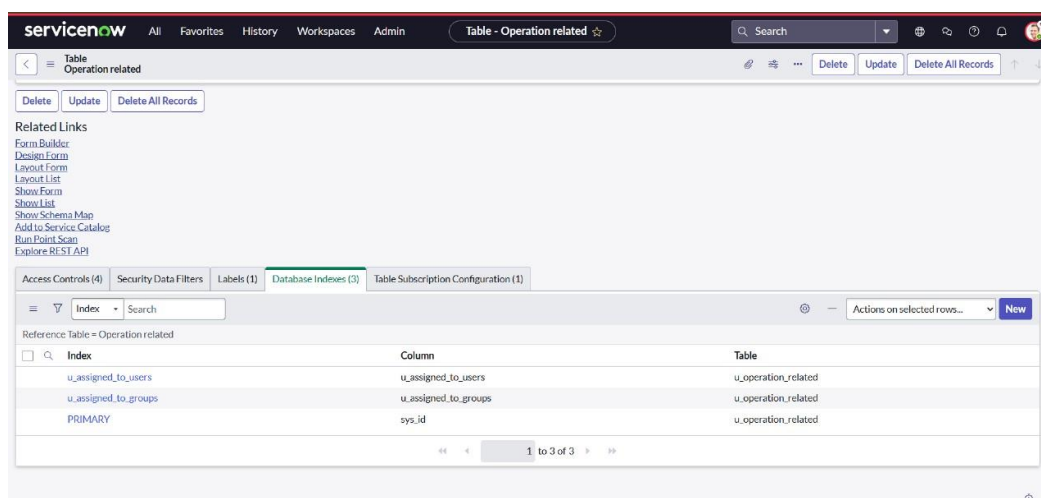
1 to 1 of 1

7. Select Manne Niranjana and save
8. Click on roles
9. Select Platform\_role and save

## Milestone 6 : Assign role to table

### Activity 1 : 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



14. Click on u\_operations\_related write operation
15. Under Requires role



16. Double click on insert a new row
17. Give platform role
18. And add certificate role

## Milestone 7 : Create ACL

### 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 new
5. Fill the following details to create a new ACL

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

\* Type: record

\* Operation: write

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

\* Name: Operations related [u\_operations\_related]

Description:

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

Add Filter Condition Add OR Clause

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

6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 acl for the following fields

ServiceNow Access Control - New Record

Requires role

Role
admin

Insert a new row...

Security Attribute Condition

Local or Existing ☐ Existing ☐ Local ☒

Condition All of these conditions must be met

-- choose field --

or

New Criteria

Data Condition

Condition No. of records matching the condition: 1

Add Filter Condition Add OR Clause

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

Advanced Condition

## Milestone 7 :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 “ Regarding Certificate”.

Workflow Studio New Flow

Let's get the details for your flow

Flow name \* Regarding Certificate

Application \* Global

Description Describe your flow.

Hide additional properties

Protection -- None --

Run as System user

Flow priority default Medium (default)

Cancel Build flow

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 : Regrading Certificates

5. After that click on Done.

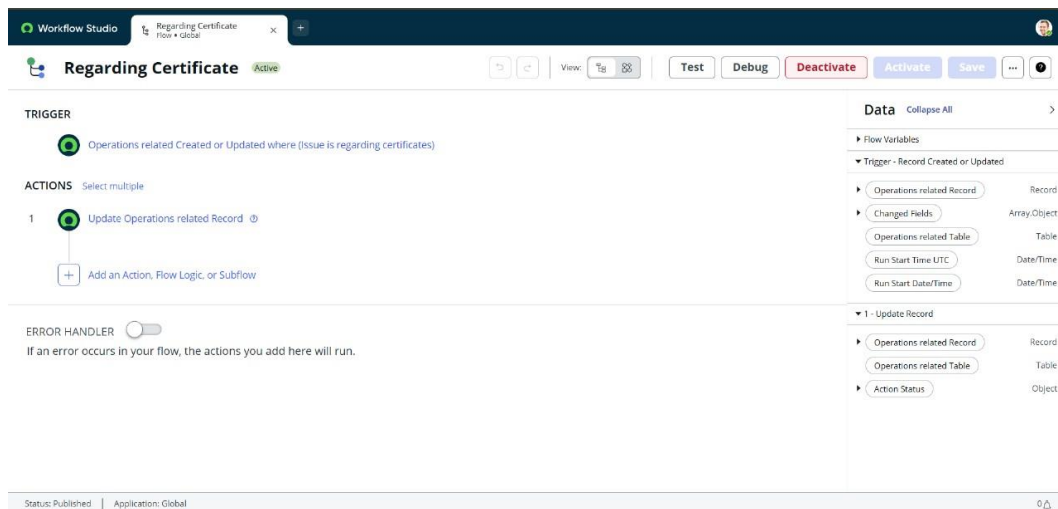
The screenshot shows the 'TRIGGER' configuration window. At the top, it says 'Operations related Created or Updated (Trigger: Created or Updated regarding certificates)'. Below this, the 'Trigger' dropdown is set to 'Created or Updated'. The 'Table' dropdown is set to 'Operations related [u\_operations\_related]'. Under 'Condition', it says 'All of these conditions must be met'. There is a row with 'Issue' in a dropdown, 'is' in a dropdown, and 'Regarding certificates' in a dropdown. To the right of these are 'OR' and 'AND' buttons. Below this row is a 'New Criteria' button. At the bottom, the 'Run Trigger' dropdown is set to 'For every update'. There is an 'Advanced Options' button. At the very bottom right are 'Delete', 'Cancel', and 'Done' buttons.

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

## Activity 2: 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.

## **Conclusion :**

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.

