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

**Team ID:** 160600  
**Git Hub Repo Link :** https://github.com/saibalaharini20/ServiceNow-Project

**1. Introduction**

In modern enterprises, the support department plays a critical role in ensuring uninterrupted business operations and customer satisfaction. However, manual assignment of support tickets often leads to misrouted issues, increased resolution times, and inefficient use of resources.

To address these challenges, this project implements an **automated ticket assignment framework in ServiceNow**. By leveraging **Flow Designer** for workflow automation and **Access Control Lists (ACLs)** for secure role-based access, the system ensures that every support ticket is routed accurately to the appropriate team. This eliminates manual errors, reduces delays, and improves overall service efficiency.

**2. Objectives**

The project aims to achieve the following goals:

* Automate the ticket routing process in ServiceNow.
* Minimize resolution delays by ensuring accurate ticket allocation.
* Provide secure access through role-based permissions.
* Improve customer satisfaction with faster turnaround times.
* Optimize resource distribution across support teams.

**3. Methodology**

The development of this solution followed a structured approach consisting of requirement analysis, system configuration, and testing.

**3.1 Requirement Analysis**

* Identification of user roles and responsibilities.
* Creation of support groups based on issue categories.
* Design of a custom table with relevant fields such as issue type and assigned group.
* Implementation of ACLs to restrict unauthorized access.
* Development of automation workflows using Flow Designer.

**3.2 Implementation Phases**

**User & Role Management**

* Users created with defined responsibilities.
* Roles such as *Certification Specialist* and *Platform Engineer* configured.

**Group Formation**

* Support groups (e.g., *Certificates*, *Platform*) created.
* Users assigned to groups based on expertise.

**Custom Table Design**

* A new table *Support Operations* developed.
* Fields included: issue description, category, assigned group, and resolution status.
* Categories configured: login failures, platform errors, certificate-related issues, etc.

**Access Control**

* ACLs implemented to enforce permissions at field and table levels.
* Restricted unauthorized users from accessing or modifying sensitive information.

**Automation Workflow**

* **Flow 1:** Certificate-related issues automatically routed to the *Certificates* group.
* **Flow 2:** Platform-related issues (login errors, 404 errors, account expiry) routed to the *Platform* group.

**4. Testing & Validation**

The system was tested with sample tickets across multiple categories.

**Results Observed:**

* Tickets were assigned to the correct groups with no misrouting.
* Unauthorized users were unable to view or modify restricted records.
* Support groups only received tickets relevant to their area of expertise.

This confirmed both the accuracy of the routing logic and the effectiveness of access control policies.

**5. Key Outcomes**

**Technical Outcomes**

* Mastery of ServiceNow Flow Designer for workflow automation.
* Practical experience in configuring roles, groups, and ACLs.
* Understanding of custom table creation and field configuration.

**Organizational Outcomes**

* Faster ticket resolution leading to higher customer satisfaction.
* Efficient workload distribution among support teams.
* Reduced dependency on manual routing processes.

**6. Conclusion**

This project successfully demonstrates how automation in ServiceNow can streamline support operations. By integrating role-based security and automated workflows, the solution ensures faster resolution, improved data security, and balanced resource utilization.

The system is scalable, easy to maintain, and adaptable for additional support categories, making it a practical solution for enterprises aiming to improve operational efficiency.