Streamlining Ticket Assignment for Efficient Support Operations

Project Report

Team ID: 160588

Category: ServiceNow

GitHub Link: https://github.com/saisudhanv/-Streamlining-Ticket-Assignment-for-Efficient-Support-Operations

1. Introduction

In large organizations, manual ticket routing often causes delays, incorrect assignments, and wasted resources. This project aims to streamline support operations by automating ticket assignment in ServiceNow using Flow Designer and Access Control Lists (ACLs). The solution ensures tickets are assigned to the right support groups based on issue type, thereby reducing delays and enhancing customer satisfaction.

2. Objectives

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

3. Methodology & Implementation Requirement Analysis

• User and role creation.
• Group setup for different issue categories.
• Table design with relevant fields (e.g., issue, assigned group).
• ACLs to enforce role-based data access.
• Flow Designer automation for ticket routing.

Project Phases

• Created users and defined roles (Certification_role, Platform_role).
• Created support groups (Certificates, Platform) and assigned users.
• Built a custom table with fields like issue type and assigned group.
• Configured issue choices such as login error, 404 error, and certificate-related issues.
• Restricted access with ACLs ensuring security.
• Designed flows to automatically assign tickets based on issue type.

4. Performance Testing

• Created sample records for each issue type.
• Verified tickets were routed to the correct groups.
• Checked ACL enforcement with different role-based users.
• Results: Tickets were accurately assigned, unauthorized users were restricted, and groups only received relevant tickets.

5. Key Learnings Technical Learnings

• Hands-on experience with ServiceNow Flow Designer.
• Designing custom tables, roles, and groups.
• Implementing ACLs for secure access control.
• Configuring automation workflows for real-time efficiency.

Personal Learnings

• Improved problem-solving skills by translating manual processes into automation.
• Learned project planning and documentation.
• Gained exposure to enterprise ITSM practices.

6. Conclusion

This project successfully demonstrated the power of automation in ServiceNow. By implementing condition-based ticket assignment, the system ensures faster resolution, secure access, and optimized resource allocation. The solution is scalable, secure, and practical for enterprise environments, making it a valuable enhancement for support

operations.