

Project Title

Streamlining Ticket Assignment for Efficient Support Operations

Team-160602

Objective:

The objective of this project is to design and implement an automated system that efficiently routes support tickets to the appropriate support teams using the ServiceNow platform. The system reduces ticket resolution time, improves team productivity, and enhances overall customer satisfaction.

Skills Utilized:

- User and Group Management
- Role Management
- Table Configuration
- Access Control Lists (ACLs)
- Flow Designer (Automation)

Modules Implemented:

1. User Creation
2. Role assignment
3. Group Creation
4. Table Creation
5. Assign Roles and Users to Groups
6. Assign Role to Table
7. ACL Creation
8. Flows Creation & Activation

1. User & Group Management

As part of the project setup, I created users to simulate different team members involved in handling support operations. Each user represents a specific role within the IT support structure. To organize these users, I created groups—specifically the **Certificate Group** and **Platform Group**. These groups categorize users based on their area of expertise and help route tasks correctly.

I have done the following specific tasks during this module:

Tasks Completed:

- Created individual users for support and platform teams.
- Created groups: **Certificate Group** and **Platform Group**.
- Assigned users to the relevant groups.

2. Roles Creation & Assignment

I created roles to control what users and groups can access or perform within the ServiceNow instance. These roles define permissions for viewing, editing, or managing data and components. Custom roles were developed to align with the support operation structure. Roles were then assigned to users, groups, and the custom ticket table.

Tasks Completed:

- Created custom roles based on organizational access needs.
- Assigned roles to:
 - Individual users
 - Groups (Certificate, Platform)
 - Custom tables (Operations Ticket Table)

3. Table Creation

I created a custom table to manage Operations Tickets. This table stores ticket-related information such as ticket ID, description, category, priority, and assigned group. Configuring a separate table allows for better customization and control over the workflow. Role-based access was enforced on the table through ACLs.

Tasks Completed:

- Created the custom table **Operation_Relations** to store Operations Support Tickets.
- Configured role-based access using ACLs.

4. Assigning Roles to Users and Groups

After creating roles, I assigned them to both individual users and groups. For example, members of the Certificate Group received access to certificate-related tickets, while members of the Platform Group handled platform-related tickets. Assigning roles at multiple levels maintained a clear and manageable access structure.

Tasks Completed:

- Assigned roles to users.
- Assigned roles to groups.
- Assigned roles to the “Operations Relations” table.

5. Access Control Lists (ACLs)

I created ACLs to enforce security at the table and field levels. These ACLs define what actions—read, write, create, or delete—a role can perform on a specific resource. For the Operations Ticket table, only authorized users could access or modify data. Field-level ACLs restricted sensitive fields to administrative roles, ensuring confidentiality and preventing unauthorized access.

Tasks Completed:

- Created ACLs to protect sensitive data.
- Restricted read, write, modify, and delete access to authorized roles.

6. Flow Designer – Ticket Assignment Flows

Using Flow Designer, I developed two automation flows to assign tickets to the correct group based on category. The first flow assigns **Certificate Issue** tickets to the Certificate Group. The second flow routes **Platform Issue** tickets to the Platform Group. These flows trigger automatically whenever a new ticket is created, eliminating manual assignment and reducing errors.

Flow 1: Assign Ticket to Certificate Group

- Trigger: New Operations Ticket Created
- Condition: Category = "Certificate Issue"
- Action: Assign to Certificate Group

Flow 2: Assign Ticket to Platform Group

- Trigger: New Operations Ticket Created
- Condition: Category = "Platform Issue"
- Action: Assign to Platform Group

Conclusion

This project demonstrates the implementation of an automated ticket assignment system using the ServiceNow platform. By configuring users, groups, roles, custom tables, ACLs, and automated flows, I streamlined the process of routing support tickets to the correct teams. The automation reduced manual effort, improved response times, and enhanced overall efficiency. Role-based access control ensured data security and proper segregation of responsibilities. This project provided valuable hands-on experience in ServiceNow administration and highlighted how low-code platforms can solve real-world IT service management challenges.