



நான்  
முதல்வன்  
உவகை வெல்லும் இளைய தமிழகம்



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COLLEGE DEPARTMENT OF  
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NM-SERVICE NOW ADMINISTRATOR**

**STREAMLINING TICKET ASSIGNMENTS FOR EFFICIENT SUPPORT OPERATION**

**Team Members:**

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## **STREAMLINING TICKET ASSIGNMENTS FOR EFFICIENT SUPPORT OPERATION**

## 1.ABSTRACT:

The project “**Streamlining Ticket Assignment for Efficient Operation**” focuses on improving the efficiency of ticket management within a university environment using the **ServiceNow platform**. In many institutions, handling large volumes of service requests manually can lead to delays, uneven workload distribution, and reduced productivity. This project aims to overcome these challenges by introducing automation and intelligent routing in the ticket assignment process.

The system automates the allocation of tickets based on parameters such as issue type, urgency, and staff expertise. By utilizing ServiceNow’s workflow automation and data-driven tools, tickets are assigned to the most suitable personnel, ensuring faster resolution and better utilization of resources. Additionally, the system provides real-time tracking and analytics to monitor performance and identify areas for continuous improvement.

Through this project, the university’s operational efficiency and service quality are significantly enhanced. Automated ticket management reduces human error, improves response times, and increases user satisfaction. Overall, this solution demonstrates how digital transformation using ServiceNow can streamline campus support operations and foster a more efficient and responsive service environment.

## 2.INTRODUCTION:

In any university environment, efficient management of service requests and issue resolution is essential for maintaining smooth administrative and academic operations. Traditionally, ticket management systems rely heavily on manual processes, where support staff assign and track tickets based on availability or guesswork. This manual approach often leads to delays, uneven workload distribution, and miscommunication between departments. As the number of service requests grows, the need for an automated, intelligent, and scalable system becomes increasingly important.

To address these challenges, this project, titled “Streamlining Ticket Assignment for Efficient Operation,” utilizes the ServiceNow platform. ServiceNow was chosen because it is a powerful cloud-based workflow automation tool widely used in industries and educational institutions for IT Service Management (ITSM). Its robust features—such as automated ticket routing, workflow customization, real-time analytics, and centralized dashboards—make it ideal for improving efficiency and transparency in support operations. Furthermore, ServiceNow’s lowcode capabilities allow easy integration with existing university systems, enabling faster deployment and better adaptability to specific institutional needs.

The main objectives of this project are to automate the ticket assignment process, ensure balanced workload distribution among staff, reduce response and resolution times, and enhance the overall user experience. Additionally, the project aims to provide analytical insights for continuous improvement, helping the university monitor performance and optimize operations. By implementing this solution, the university can achieve a more organized, efficient, and data-driven approach to managing support requests.

### **3.PROBLEM STATEMENT:**

In many universities, the process of handling and resolving service requests—such as IT support, facility maintenance, or administrative queries—remains largely manual and unstructured. Requests are often communicated through emails, phone calls, or written forms, requiring staff to manually review and assign each ticket. This outdated approach leads to several inefficiencies, including delayed response times, uneven distribution of tasks, and difficulty in prioritizing urgent issues. When staff members are overloaded or unclear about their assigned responsibilities, the overall quality of service and user satisfaction declines significantly.

Another key challenge is the lack of centralized system visibility. Without an integrated platform, administrators and support teams struggle to monitor the progress of tickets, track performance, or generate analytical reports. The absence of real-time tracking makes it difficult to identify bottlenecks, recurring problems, or inefficiencies in the workflow. Consequently, the management cannot make data-driven decisions to optimize resource utilization or improve service delivery. The lack of transparency also affects accountability, as unresolved or misplaced tickets often go unnoticed until they escalate into major issues.

Furthermore, the manual ticket assignment process does not consider factors such as staff expertise, workload, or issue priority, which often leads to poor resource allocation. Some staff may be overburdened while others remain underutilized, creating imbalance and lowering team productivity. In a dynamic university environment where efficiency and timely response are crucial, such a system fails to meet operational demands.

To overcome these challenges, the project “Streamlining Ticket Assignment for Efficient Operation” proposes the implementation of an automated ticket management system using ServiceNow. ServiceNow provides a robust cloud-based platform with advanced workflow automation, real-time tracking, and data analytics capabilities. By leveraging these features, the proposed solution will automate ticket assignment, ensure balanced workload distribution, and provide full visibility into the ticket lifecycle. This transformation will enable the university to minimize manual intervention, enhance operational efficiency, and improve the overall service experience for students, faculty, and administrative staff.

## **4. METHODOLOGY:**

### **4.1 Design Approach:**

The design approach for the “Streamlining Ticket Assignment for Efficient Operation” project is centered on creating an efficient, automated, and user-friendly ticket management system that aligns with the university’s operational needs. The philosophy behind the design focuses on automation, transparency, and scalability—ensuring that tickets are handled promptly, workloads are balanced, and administrators have complete visibility into the system’s performance.

### **4.2 Key Design Principles:**

1. **Automation:** Minimize manual intervention in ticket assignment and tracking to reduce errors and delays.
2. **User-Centric:** Provide a simple interface for students, faculty, and staff to submit requests easily.
3. **Data-Driven:** Enable analytics and reporting to monitor performance and identify areas for improvement.
4. **Scalable and Flexible:** Design workflows that can accommodate future growth, new departments, or additional ticket categories.

### **4.3 Key ServiceNow Features and Modules:**

The system leverages multiple ServiceNow modules and features to implement the design philosophy effectively:

- **ServiceNow Studio:** Used for custom application development, scripting, and configuring workflows tailored to university-specific requirements.
- **Service Catalog:** Provides a centralized portal for users to submit tickets, select request types, and view predefined services.
- **Incident Management:** Core module for logging, categorizing, prioritizing, and managing tickets throughout their lifecycle.
- **Workflow Automation:** Automates ticket assignment based on priority, category, and staff expertise, ensuring balanced workload distribution.
- **Notifications & Alerts:** Automatically informs users and support staff of ticket status changes, updates, and resolutions.
- **Reporting & Dashboards:** Provides administrators with real-time analytics on ticket volume, response times, staff performance, and recurring issues.

- Integrations: LDAP/Active Directory for user authentication, email integration for ticket creation from emails, and custom applications for specialized university processes.
- Design Approach
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- Integrations: LDAP/Active Directory for user authentication, email integration for ticket creation from emails, and custom applications for specialized university processes.

This design approach ensures that the ticket management system is automated, transparent, and adaptable, significantly improving operational efficiency, response times, and overall user satisfaction within the university environment.

## **5.System Architecture:**

The system architecture of the “Streamlining Ticket Assignment for Efficient Operation” project is designed to provide a seamless, automated, and integrated ticket management system for the university using ServiceNow. The architecture ensures that all components—from ticket creation to resolution and analytics—work together efficiently, with minimal manual intervention.

### **5.1 Components of the System**

- User Interface: Students, faculty, and staff submit tickets via the ServiceNow SelfService Portal, email, or integrated forms. Each ticket includes details like category, description, priority, and attachments.
- Ticket Management Engine: The Incident Management module handles ticket categorization, prioritization, and lifecycle management. Automated workflow rules ensure tickets are assigned to the appropriate staff based on issue type, urgency, and expertise.
- Service Catalog: Provides a structured list of services and request types, enabling users to submit tickets accurately and quickly.
- Custom Applications: University-specific workflows, such as lab equipment requests, administrative approvals, or maintenance scheduling, are handled through custom ServiceNow applications developed in ServiceNow Studio.
- Notifications and Alerts: Automated alerts notify users and staff about ticket updates, approvals, or escalations.
- Reporting and Analytics: Dashboards provide administrators with real-time visibility of ticket status, staff performance, SLA compliance, and recurring issues.

### **5.2 Integrations**

- Email Integration: Tickets submitted via email are automatically converted into ServiceNow tickets.
- LDAP / Active Directory: Ensures secure authentication and role-based access control for staff and administrators.

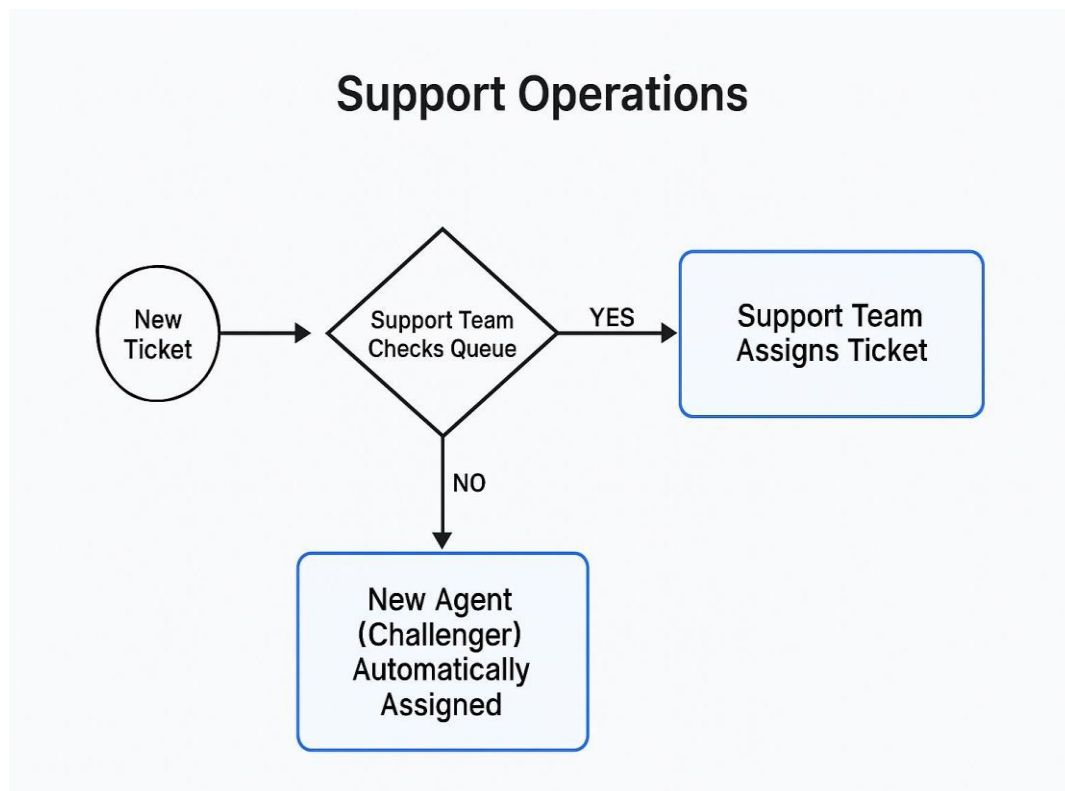
- Other University Systems: Optional integration with existing ERP or student management systems to pull user data or automate specific workflows.

### 5.3 Workflow Overview

1. Ticket Submission: A user creates a ticket via portal, email, or custom form.
2. Categorization & Prioritization: The system automatically classifies and prioritizes the ticket.
3. Automated Assignment: Workflow engine assigns the ticket to the most suitable staff member.
4. Resolution & Updates: Staff resolves the ticket and updates the system; users receive automated notifications.
5. Reporting & Analysis: Administrators monitor performance metrics through dashboards and generate reports for continuous improvement.

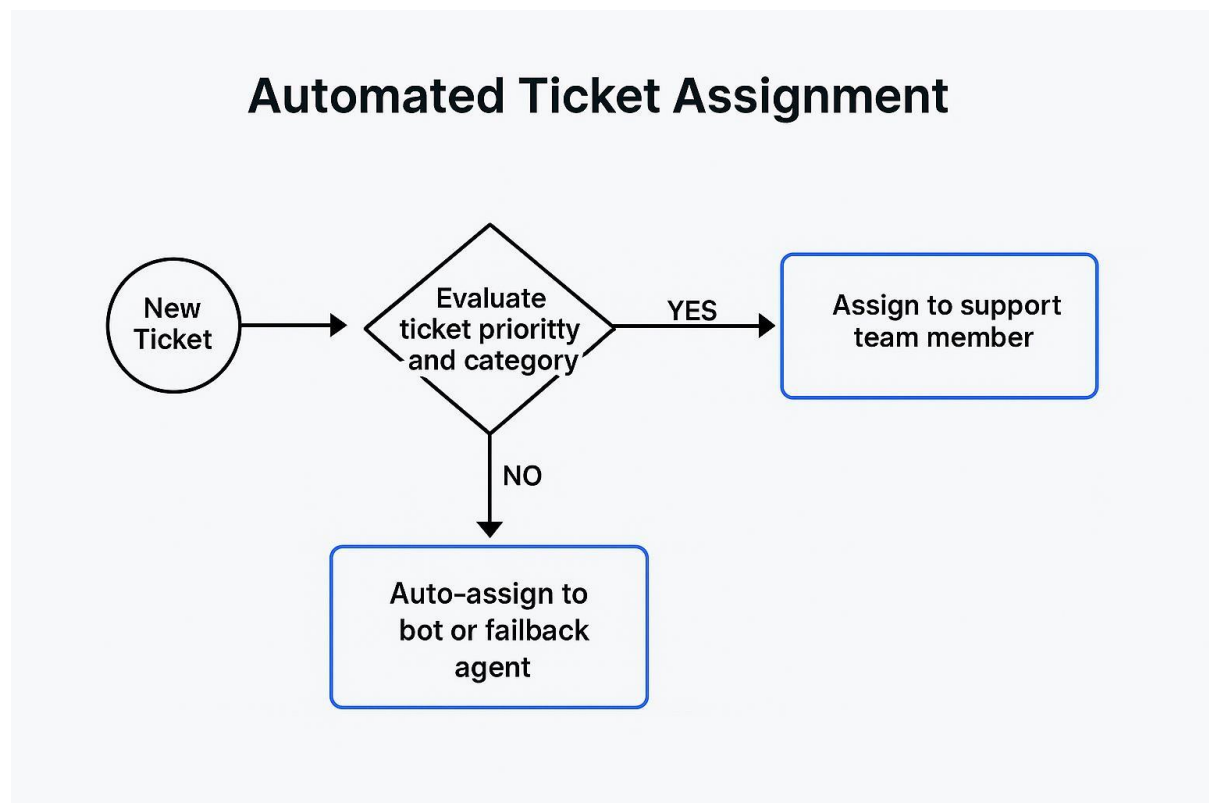
This system architecture ensures a connected, automated, and transparent workflow where tickets move seamlessly from submission to resolution while providing full visibility and actionable insights for administrators.

#### INPUT DIAGRAM:



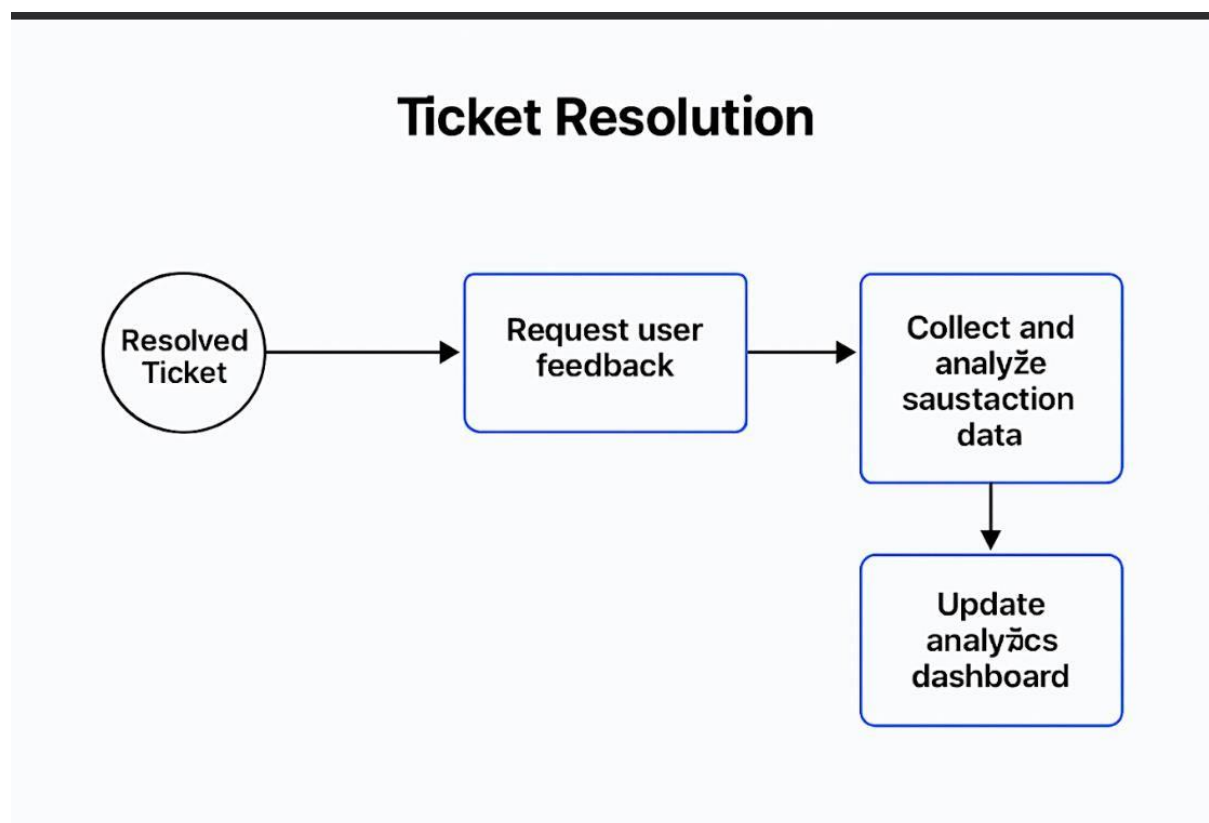


## PROCESS DIAGRAM:



## OUTPUT:

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## 6. User Interface (UI) and User Experience (UX):

The user interface for this project was designed to be simple, intuitive, and efficient for both end-users and support agents. The Service Portal provides a clean form for users to submit tickets by selecting the appropriate Category, Subcategory, Priority, and Description, ensuring accurate data collection. The form uses UI Policies and Client Scripts to dynamically display or hide fields based on user input, minimizing confusion and errors.

For agents, a customized workspace dashboard was created to display assigned, unassigned, and pending tickets with real-time updates. The layout enables quick filtering, sorting, and tracking of tickets, helping agents manage their workload effectively. Notifications and status indicators enhance visibility, while consistent design and navigation improve the overall user experience.

## 7. IMPLEMENTATION DETAILS:

### 7.1 Platform Setup

The implementation was carried out using a ServiceNow Personal Developer Instance (PDI). The platform was initialized and configured with all required roles, groups, and modules to support automated ticket assignment.

- **Instance Configuration:** The ServiceNow instance was customized to include essential ITSM modules like *Incident Management*, *Service Catalog*, and *Flow Designer*.
- **User & Group Creation:** Separate roles were defined — *Admin*, *Support Agent*, and *End User*. User groups such as *Network Support*, *Hardware Support*, and *Software Support* were created to represent different support domains.
- **Access Control:** Role-based access control (RBAC) was implemented to ensure that users can only view or modify records relevant to their role.
- **Notifications:** Email and in-app notifications were configured to alert users and agents on ticket creation, assignment, and closure events.

## 7.2 Development and Customization

This phase focused on building the logic and automation components required to achieve automatic ticket routing and assignment.

- **Assignment Rules:** Custom assignment rules were created to automatically allocate tickets to the appropriate group or agent based on the *Category* and *Priority* fields.
- **Business Rules:** Business Rules were scripted to trigger automatically when a new incident record was inserted, ensuring that the assignment logic is applied instantly after ticket creation.
- **Flow Designer Automation:** ServiceNow's Flow Designer was used to visually design and implement workflows for ticket routing, escalation, and notifications. Each flow automates repetitive steps such as checking ticket fields, selecting the right group, and sending notifications.
- **Custom Fields:** Additional fields like *Issue Type*, *Resolution Notes*, and *Auto Assignment Status* were added to the *Incident* table for better tracking and reporting.
- **UI Policies & Client Scripts:** These were used to control the visibility of fields based on user input, ensuring a smoother and context-aware user experience.

## 7.3 Workflow Implementation:

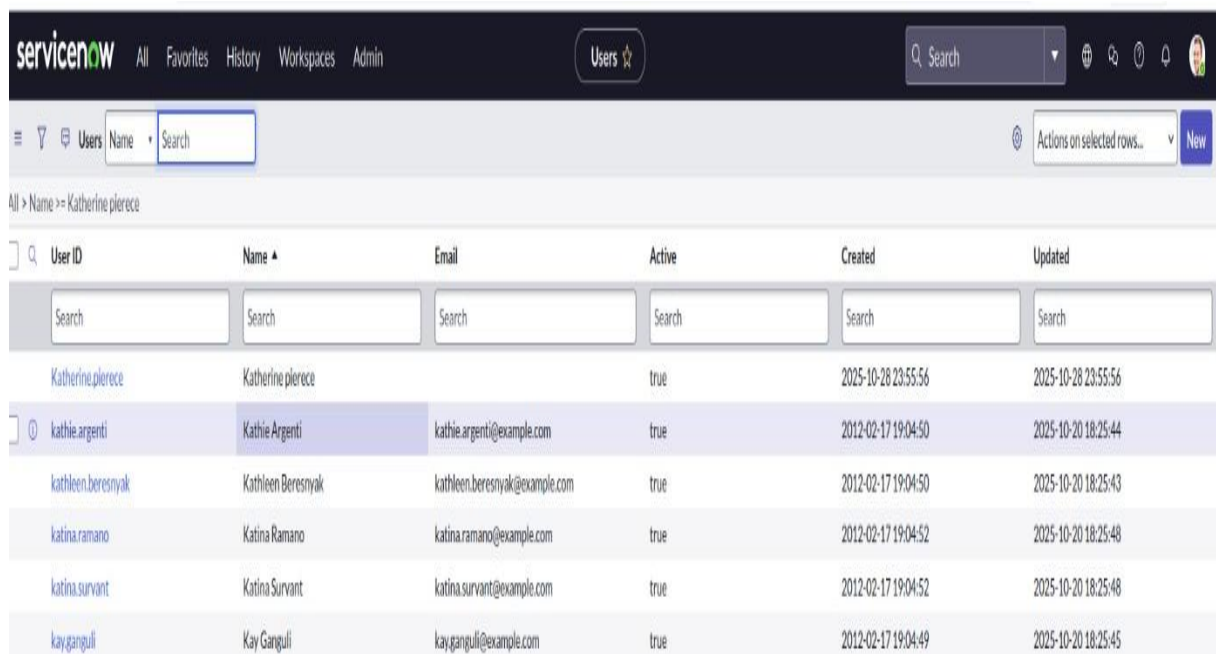
A fully automated workflow was built to handle ticket creation, validation, and assignment seamlessly:

1. **Ticket Creation:** When a user submits an incident through the Service Portal, the system captures key details such as *Category*, *Priority*, *Description*, and *Affected Service*.
2. **Validation:** A Business Rule checks that all mandatory fields are completed before proceeding.
3. **Auto Assignment:** The *Flow Designer* automatically routes the ticket to the appropriate support group or agent based on the predefined assignment rules.
4. **Notification Trigger:** Once assigned, both the user and the assigned agent receive notifications containing ticket details and SLA information.
5. **SLA Monitoring:** Service Level Agreements are configured to track resolution time and trigger escalation flows if deadlines are missed.
6. **Status Update:** The system automatically updates the incident state as it moves from *New* to *Assigned* to *Resolved*, maintaining a clear workflow progression.

This implementation ensures a fully automated, rule-driven ticket assignment process, reducing manual workload, minimizing errors, and improving the overall service response time.

## 8.SCREENSHOTS:

### 1.CREATE USERS:



The screenshot displays the ServiceNow 'Users' page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar is present on the right. Below the navigation bar, there's a filter section with 'Users' selected and a search input. The main content area shows a table of users with columns: User ID, Name, Email, Active, Created, and Updated. The table lists several users, including Katherine Pierce, Kathie Argenti, Kathleen Beresnyak, Katina Ramano, Katina Survant, and Kay Ganguli. The 'Kathie Argenti' row is highlighted.

User ID	Name	Email	Active	Created	Updated
<a href="#">Katherine.pierce</a>	Katherine Pierce		true	2025-10-28 23:55:56	2025-10-28 23:55:56
<a href="#">kathie.argenti</a>	Kathie Argenti	kathie.argenti@example.com	true	2012-02-17 19:04:50	2025-10-20 18:25:44
<a href="#">kathleen.beresnyak</a>	Kathleen Beresnyak	kathleen.beresnyak@example.com	true	2012-02-17 19:04:50	2025-10-20 18:25:43
<a href="#">katina.ramano</a>	Katina Ramano	katina.ramano@example.com	true	2012-02-17 19:04:52	2025-10-20 18:25:48
<a href="#">katina.survant</a>	Katina Survant	katina.survant@example.com	true	2012-02-17 19:04:52	2025-10-20 18:25:48
<a href="#">kay.ganguli</a>	Kay Ganguli	kay.ganguli@example.com	true	2012-02-17 19:04:49	2025-10-20 18:25:45

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AllFavoritesHistoryWorkspacesAdmin

User - Katherine pierce

Search

User

Katherine pierce

Update

Set Password

Delete

User ID	<input type="text" value="Katherine.pierce"/>	Email	<input type="text"/>
First name	<input type="text" value="Katherine"/>	Identity type	<input type="text" value="Human"/>
Last name	<input type="text" value="pierce"/>	Language	<input type="text" value="--None--"/>
Title	<input type="text"/>	Calendar integration	<input type="text" value="Outlook"/>
Department	<input type="text"/>	Time zone	<input type="text" value="System (America/Los_Angeles)"/>
Password needs reset	<input type="checkbox"/>	Date format	<input type="text" value="System (yyyy-MM-dd)"/>
Locked out	<input type="checkbox"/>	Business phone	<input type="text"/>

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All Favorites History Workspaces Admin

Roles

Search

Role

Certification\_role

Update

Delete

Name	<input type="text" value="Certification_role"/>	Application	<input type="text" value="Global"/>
		Elevated privilege	<input type="checkbox"/>
Description	<input type="text" value="can deal with certification issues"/>		

Update

Delete

Deleted links

## 2. CREATE GROUP:

Name	Description	Active	Manager	Parent	Updated
certificates		true	Katherine Pierce	(empty)	2025-10-26 23:59:58
Change Management	Change Management Group	true	(empty)	(empty)	2015-06-09 22:35:12
Creator Studio Restricted Users	Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:58:22
Creator Studio Users	Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:48:42
Database		true	Don Goodliffe	(empty)	2022-10-27 19:02:18

Name: certificates

Manager: Katherine Pierce

Group email:

Parent:

Description:

Update Delete

servicenow

AllFavoritesHistoryWorkspacesAdmin

Group - Platform ☆

Search

<GroupPlatform

UpdateDelete

NamePlatform

Group email

ManagerNaren Niranjani

Parent

Description

UpdateDelete

### 3. CREATE ROLES:

The screenshot shows the ServiceNow interface for creating or editing a role. The top navigation bar includes the ServiceNow logo, links for All, Favorites, History, Workspaces, and Admin, a Roles button with a star icon, a search bar, and user profile icons. Below the navigation bar, a breadcrumb trail shows < Role Certification\_role. To the right of the breadcrumb are icons for edit, list, and actions, along with Update and Delete buttons. The main form contains the following fields:

- Name:** Certification\_role
- Application:** Global
- Elevated privilege:** ☐
- Description:** can deal with certification issues

At the bottom of the form, there are Update and Delete buttons, and a section for Related Links.



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[All](#)
[Favorites](#)
[History](#)
[Workspaces](#)
[Admin](#)

Roles

☆

Q Search

▼

≡

▼

Roles

Name

▼

Search

ⓘ

Actions on selected rows...

New

All > Name >= platform\_Role

<input type="checkbox"/>	Q Name ▲	Description	Elevated privilege
	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
	<a href="#">Platform_roles</a>	can deal with platform related issues	false
<input type="checkbox"/>	<a href="#">playbook.activity_def_read</a>	Allow user to read all activity definitions.	false
	<a href="#">playbook.admin</a>	Admin role for Process Automation Designer.	false
	<a href="#">playbook.write</a>	Allow user to create, update and delete process definitions and access PAD, but without any access to activity definitions.	false
	<a href="#">playbook_experience.admin</a>	Role required to configure tables used to render the Playbook Experience.	false

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[All](#)
[Favorites](#)
[History](#)
[Workspaces](#)
[Admin](#)

Roles

☆

Q Search

▼

≡

▼

Roles

Name

▼

Search

ⓘ

Actions on selected rows...

New

All > Name >= platform\_Role

<input type="checkbox"/>	Q Name ▲	Description	Elevated privilege
	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
	<a href="#">Platform_roles</a>	can deal with platform related issues	false
<input type="checkbox"/>	<a href="#">playbook.activity_def_read</a>	Allow user to read all activity definitions.	false
	<a href="#">playbook.admin</a>	Admin role for Process Automation Designer.	false
	<a href="#">playbook.write</a>	Allow user to create, update and delete process definitions and access PAD, but without any access to activity definitions.	false
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servicenow All Favorites History Workspaces Admin Roles ☆ Search Actions on selected rows... New

Roles Name Search

All > Name >= certification\_role

Name	Description	Elevated privilege
Search	Search	Search
Certification_role	can deal with certification issues	false
change_manager	Role For Change Manager.	false
chat_admin	Administers chat tables (read/write)	false
chat_analytics_admin	Chat Analytics Admin	false
chat_analytics_viewer	Chat Analytics Viewer	false

#### 4.CREATE TABLES:

servicenow All Favorites History Workspaces Admin Tables ☆ Search Actions on selected rows... New

Tables Label Search

All > Update name is not empty

Label	Name	Extends table	Extensible	Updated
Operations related	u_operations_related	(empty)	false	2025-10-27 00:28:07
(empty)	u_empty_	(empty)	false	2025-10-27 00:28:03
.NET Application	cmdb_ci_appl_dot_net	Application	false	2025-08-21 22:48:04
A/B Testing Evaluation	evaluation	(empty)	false	2025-08-21 22:38:47
A/B Testing Evaluation Execution	evaluation_execution	(empty)	false	2025-08-21 22:38:48
A/B Testing Evaluation Parameter	evaluation_parameter	(empty)	false	2025-08-21 22:38:47

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[All](#)
[Favorites](#)
[History](#)
[Workspaces](#)
[Admin](#)

Table - Operations related

Search

Table

Operations related

Delete

Update

Delete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label

Operations related

Application

Global

\* Name

u\_operations\_related

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[All](#)
[Favorites](#)
[History](#)
[Workspaces](#)
[Admin](#)

Table - Operations related

Search

Table

Operations related

Delete

Update

Delete All Records

Columns

Controls

Application Access

Table Columns

Default value

Search

1 to 17 of 17

New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Updated	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Assigned to group	Reference	Group	32		false
Sys_ID	String	(empty)	40	32	false
Updates	Integer	(empty)	40	40	false
Updated	Date/Time	(empty)	40	40	false
Created	Date/Time	(empty)	40	40	false
Priority	String	(empty)	40	40	false
Updated by	String	(empty)	40	40	false
Name	String	(empty)	40	40	false
Comment	String	(empty)	40	40	false
Created by	String	(empty)	40	40	false
Issue	String	(empty)	40	40	false
Insert a new row...					

Delete

Update

Delete All Records

## 5.ASSIGN ROLES AND USERS TO CERTIFICATE GROUP:

Collection

Abel Tuter  
Abraham Lincoln  
Adela Cervantsz  
Aileen Mottern  
Alejandra Prenatt  
Alejandro Mascall  
Alene Rabeck  
Alfonso Griglen  
Alissa Mountjoy  
Allan Schwantd  
Allie Pumphrey  
Allyson Gillispie  
Alva Pennigton  
Alyssa Biasotti

Group Members List

certificates

Katherine pierce

>

<

Cancel

Save

Name Katherine pierce

First name Katherine

Last name pierce

Email

servicenow

AllFavoritesHistoryWorkspacesAdmin

Group - certificates

Search

<

≡

Groupcertificates

Update

Delete

① Job to add or remove role(s) from user(s) of group has been queued

X

Namecertificates

Group email

ManagerKatherine Pierce

Parent

Description

Update

Delete

RolesGroup Members (1)Groups

≡

User

Search

⌕

Actions on selected rows...

New

Edit...

Group = certificates

⌕

User

Katherine pierce

1 to 1 of 1

servicenow

AllFavoritesHistoryWorkspacesAdmin

Group Role - Edit Members

Search

<

Edit Members

Cancel

Save

Add Filter

Run filter

⓪

-- choose field --

-- oper --

-- value --

Collection

Q cert

certification

certification\_admin

certification\_filter\_admin

Certification\_role

Roles List

certificates

--None--

>

<

Cancel

Save

Name certification





## 6.ASSIGN ROLES AND USER TO PLATFORM GROUP:

servicenow




All Favorites History Workspaces Admin

Group - Platform ☆



Q Search



< ≡ Group Platform





Update Delete



Name

Group email

Manager  

Parent

Description

Update Delete

Update Delete

Roles


Group Members (1)

Groups

≡

User

Search




Actions on selected rows...

New

Edit...

Group = Platform

<input type="checkbox"/>	 User
	Manne Niranjana

«

1 to 1 of 1

»

[Add Filter](#) [Run filter](#) [?](#)

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

Collection

Q

Abel Tuter  
Abraham Lincoln  
Adela Cervantsz  
Aileen Mottern  
Alejandra Prenatt  
Alejandro Mascall  
Alene Rabeck  
Alfonso Griglen  
Alissa Mountjoy  
Allan Schwantd  
Allie Pumphrey  
Allyson Gillispie  
Alva Pennigton  
Alyssa Biasotti

>

<

Group Members List

Platform

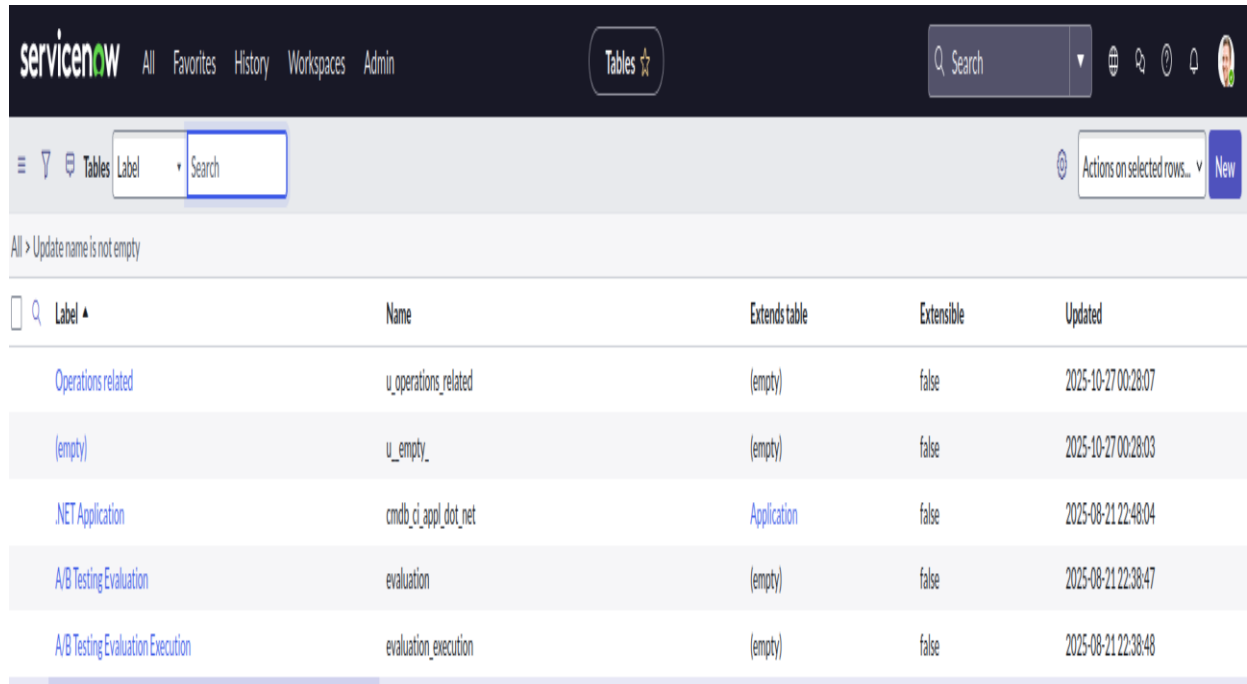
Manne Niranjn

Cancel

Save

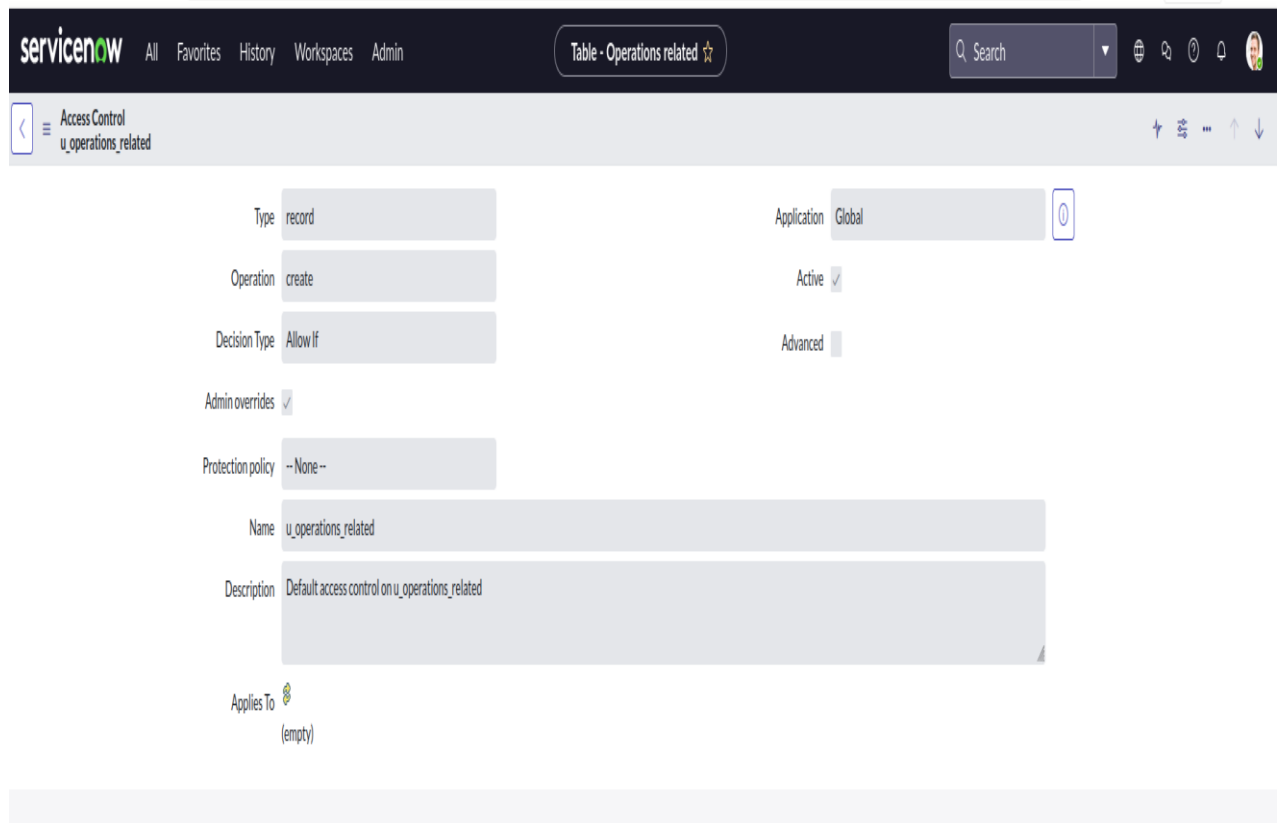
Name Manne Niranjn  
First name Manne  
Last name Niranjn  
Email

## 7.ASSIGN ROLE TO TABLE:



Label	Name	Extends table	Extensible	Updated
Operations related	u_operations_related	(empty)	false	2025-10-27 00:28:07
(empty)	u_empty_	(empty)	false	2025-10-27 00:28:03
.NET Application	cmdb_ci_appl_dot_net	Application	false	2025-08-21 22:48:04
A/B Testing Evaluation	evaluation	(empty)	false	2025-08-21 22:38:47
A/B Testing Evaluation Execution	evaluation_execution	(empty)	false	2025-08-21 22:38:48

## 8.CREATE ACL:



Access Control  
u\_operations\_related

Type: record

Operation: create

Decision Type: Allow If

Admin overrides: ☒

Protection policy: --None--

Name: u\_operations\_related

Description: Default access control on u\_operations\_related

Applies To: (empty)

Application: Global

Active: ☒

Advanced: ☐





## 9.CREATE A FLOW TO ASSIGN OPERATIONS TICKET TO GROUP:

The screenshot shows the Workflow Studio interface for a trigger named "Regarding Certificate". The trigger is configured with the following settings:

- Trigger:** Created or Updated
- \* Table:** Operations related [u\_operation... X]
- Condition:** All of these conditions must be met
  - Issue is Certificate
- Run Trigger:** Once
- Advanced Options:** (Collapsed)

The right sidebar shows the **Data** section, which lists the variables and data types for the trigger:

- Flow Variables:**
  - Trigger - Record Created or Updated
- Operations related Record:** Record
- Changed Fields:** Array Object
  - Operations related Table: Table
  - Run Start Time UTC: Data/Time
  - Run Start Date/Time: Data/Time
- 1 - Update Record:**
  - Operations related Record: Record
  - Operations related Table: Table
  - Action Status: Object

Buttons at the bottom right include **Delete**, **Cancel**, and **Done**.

## 10.CREATE A FLOW TO ASSIGN OPERATIONS TICKET TO PLATFORM GROUP:

The screenshot displays the Microsoft Power Automate Workflow Studio interface. At the top, there are tabs for 'Workflow Studio', 'Regarding Certificate Flow', and 'Regarding Platform Flow'. The 'Regarding Platform Flow' is active, showing a flow named 'Regarding Platform' with an 'Inactive' status. The flow is currently in the 'TRIGGER' stage, with a trigger set to 'Operations related Created or Updated where (Issue is Unable to login to platform; Issue is 404 Error; Issue is Regrading User expired)'. The 'ACTIONS' stage is selected, showing a single action 'Update Operations related Record'. The action is configured with the following settings:

- Action:** Update Record
- Record:** Trigger ... Operations relate...
- Table:** Operations related [u\_operation...]
- Fields:** + Add field value

A tooltip 'Data Pill Picker for Record' is visible over the 'Table' field. The right sidebar shows the 'Data' pane with a 'Collapse All' button. Below the 'Data' pane, there are sections for 'Flow Variables', 'Trigger - Record Created or Updated', 'Operations related Record', 'Changed Fields', 'Operations related Table', 'Run Start Time UTC', 'Run Start Date/Time', and '1 - Update Record'. The '1 - Update Record' section shows the 'Operations related Record' and 'Operations related Table' fields. At the bottom right, there are 'Delete', 'Cancel', and 'Done' buttons.

Workflow Studio

Regarding Certificate Flow

Regarding Platform Flow

Regarding Platform

Inactive

↶

↷

View

🔍

🔍

Test

Activate

Save

⋮

👤

TRIGGER

🔍

Operations related Created or Updated where (Issue is Unable to login to platform; Issue is 404 Error; Issue is Regrading User expired)

ACTIONS

Select multiple

1

🔍

Update Operations related Record

🗑️

🔍

🔍

Action

Update Record

⌵

\* Record

Trigger ... ▶ Operations relate...

X

🗑️

🔍

\* Table

Operations related [u\_operation...

X

⌵

🗑️

🔍

\* Fields

Assigned to group

X

Platform

X

⌵

🗑️

🔍

⊖

+ Add field value

Delete

Cancel

Done

Data

Collapse All

➤

▶ Flow Variables

▼ Trigger - Record Created or Updated

▶ Operations related Record

Record

▶ Changed Fields

Array/Object

Operations related Table

Table

Run Start Time UTC

DateTime

Run Start Date/Time

DateTime

▼ 1 - Update Record

▶ Operations related Record

Record

Operations related Table

Table

▶ Action Status

Object

### Are you sure you want to activate the flow?



Your flow will start running when the trigger conditions are met.

☐ Don't show me this again

Cancel

Activate

## **9.CONCLUSION:**

To conclude, implementing a streamlined ticket assignment process enables support teams to operate with greater precision, speed, and consistency. Automated categorization and intelligent routing minimize manual intervention, ensuring that issues are handled by the most qualified agents without delay. This structured approach not only reduces operational bottlenecks but also enhances transparency and accountability across the support workflow. As a result, organizations can deliver faster resolutions, maintain stronger customer relationships, and continuously improve performance through data-driven insights and feedback loops—ultimately creating a more efficient and customer-centric support ecosystem. To conclude, implementing a streamlined ticket assignment process enables support teams to operate with greater precision, speed, and consistency. Automated categorization and intelligent routing minimize manual intervention, ensuring that issues are handled by the most qualified agents without delay. This structured approach not only reduces operational bottlenecks but also enhances transparency and accountability across the support workflow.