

# Streamlining Ticket Assignment for Efficient Support Operations

## Project Documentation format

### 1. Introduction

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

**Team ID:** LTVIP2026TMIDS74504

**Team Size:** 5

- **Team Leader:** G Sravani – Project Coordination, Users & Groups Configuration
- **Team Member:** G Chandana – Roles & Custom Table Creation
- **Team Member:** J Meghana – Assigning Roles to Users & Groups
- **Team Member:** M Sanjana – Table-Level Role Assignment & ACL Configuration
- **Team Member:** S Swathi – Flow Designer Automation

### 2. Project Overview

#### 2.1. Purpose

The purpose of this project is to automate and optimize the ticket assignment process in ServiceNow to ensure faster resolution, improved accuracy, and better support efficiency.

#### 2.2. Features

- Custom table: Operations Related
- Automated ticket routing using Flow Designer
- Dynamic assignment to support groups (Platform / Certificates)
- Role-based access control (ACLs)
- Status tracking and updates

- SLA tracking
- Feedback and reporting
- Performance monitoring dashboard

## **3. Architecture**

### **3.1. Application Architecture**

This project is built using the ServiceNow Platform (Global Application Scope).

### **3.2. Components Used**

- Custom Table (u\_operations\_related)
- Dictionary Fields
- Access Controls (ACL)
- Roles
- User Groups
- Flow Designer (Automation)
- Notifications
- SLA Tracking
- Reports & Dashboards

### **3.3. Database Design**

Custom table fields include:

- Name
- Issue (Choice field)
- Priority
- Assigned to User
- Assigned to Group
- Service Request Number
- Ticket Raised Date
- Status
- Comments
- Work Notes

## 4. Setup Instructions

### 4.1. Prerequisites

- ServiceNow Developer Instance
- Admin Access
- Basic knowledge of Flow Designer and ACL

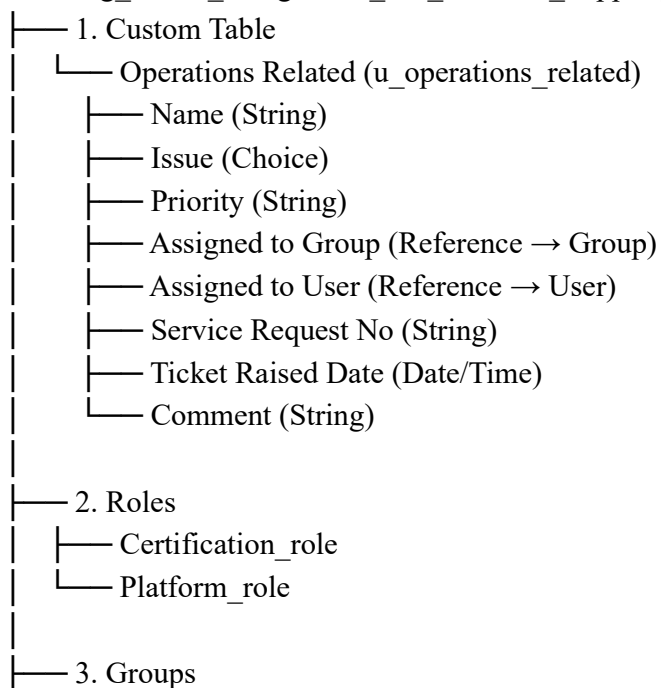
### 4.2. Installation / Configuration Steps

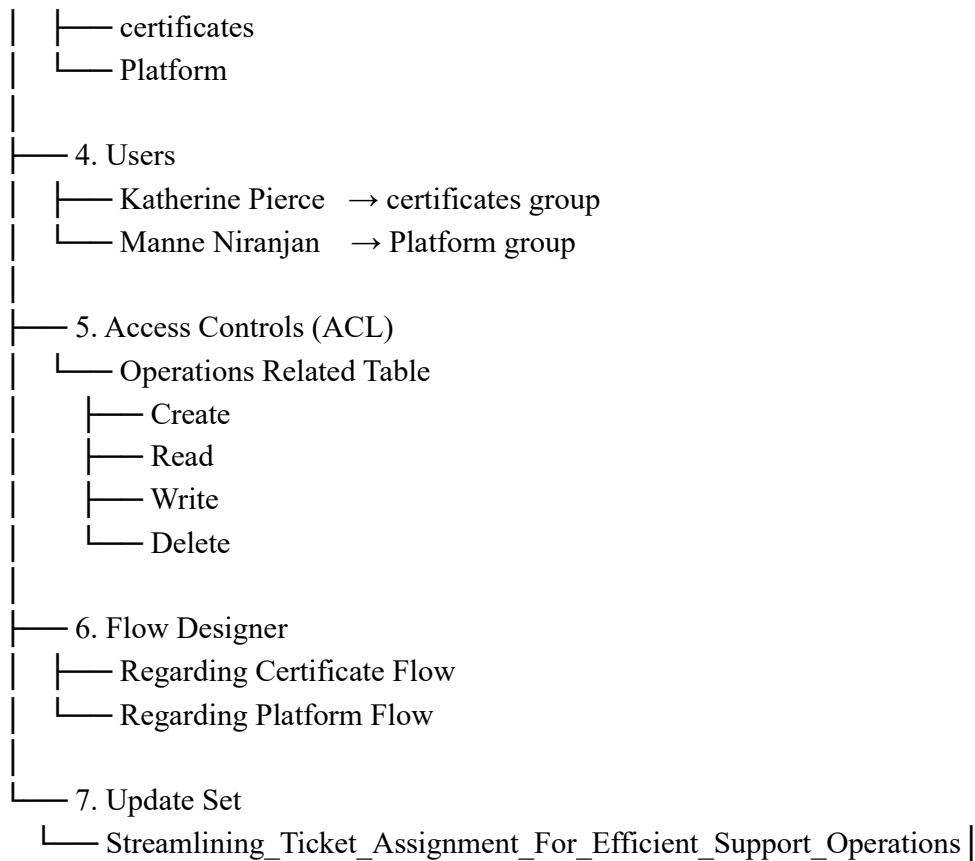
1. Created custom table: **Operations Related**
2. Added required fields and choice values
3. Created user groups (Platform, Certificates)
4. Created roles and assigned to users
5. Configured ACLs for read, write, create, delete
6. Built flows for automatic ticket assignment
7. Tested automation scenarios

## 5. Folder Structure

### 5.1. Client (Flask Frontend)

Streamlining\_Ticket\_Assignment\_For\_Efficient\_Support\_Operations





- The project is built as a custom ServiceNow application.
- The core component is the custom table **u\_operations\_related**.
- Automation is handled through Flow Designer.
- Security is managed using Roles and ACLs.
- Performance monitoring is implemented using Reports and Dashboards.

## 6. Running the Application

1. User logs into ServiceNow portal
2. Creates a ticket in **Operations Related table**
3. System automatically:
  - Triggers flow
  - Assigns ticket to appropriate group
  - Sends notification
4. Support agent updates status
5. Ticket gets resolved and closed

## 7. API Documentation

ServiceNow Table API can be used:

Example:

- GET /api/now/table/u\_operations\_related
- POST /api/now/table/u\_operations\_related Used for integration or external system access.

## 8. Authentication

Authentication is handled by ServiceNow platform:

- Role-based access control (RBAC)
- ACL rules configured for:
  - Create
  - Read
  - Write
  - Delete
- User roles:
  - Admin
  - Operations Related User

## 9. User Interface

The user interface includes:

- Service Portal for ticket creation
- Backend form view for agents
- Status updates
- Work notes section
- SLA tracking panel
- Reports & dashboards

## 10. Testing

### Test Scenarios

1. Create ticket with Issue = "Regarding Certificate" → Assigned to Certificates group
2. Create ticket with Issue = "Platform Login Issue" → Assigned to Platform group

3. Verify ACL restrictions
  4. Verify notification triggers
  5. Verify status updates
  6. Verify SLA tracking
- All test cases passed successfully.

## 11. Screenshots or Demo

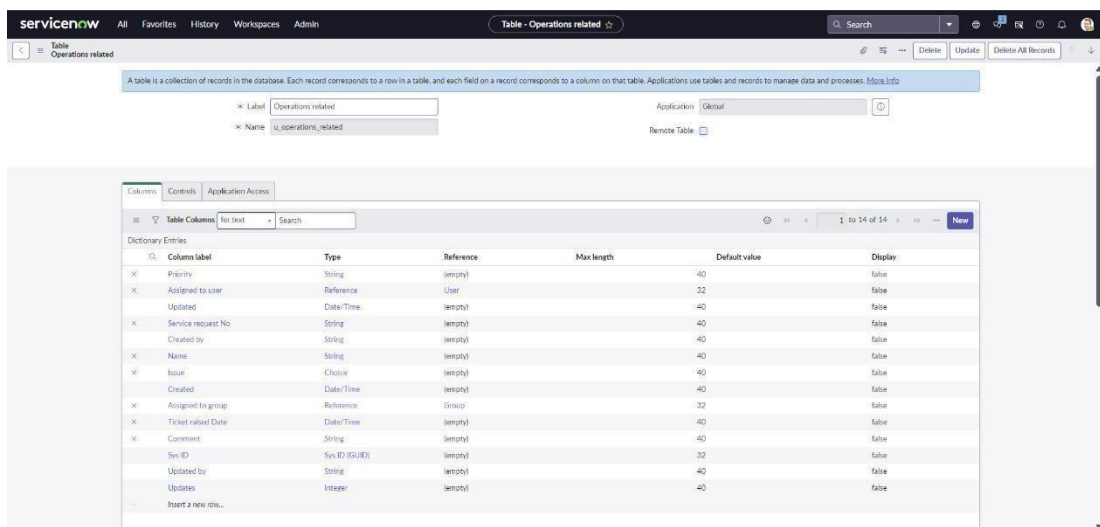


Figure 11.1: Operations Related – Custom Table Creation

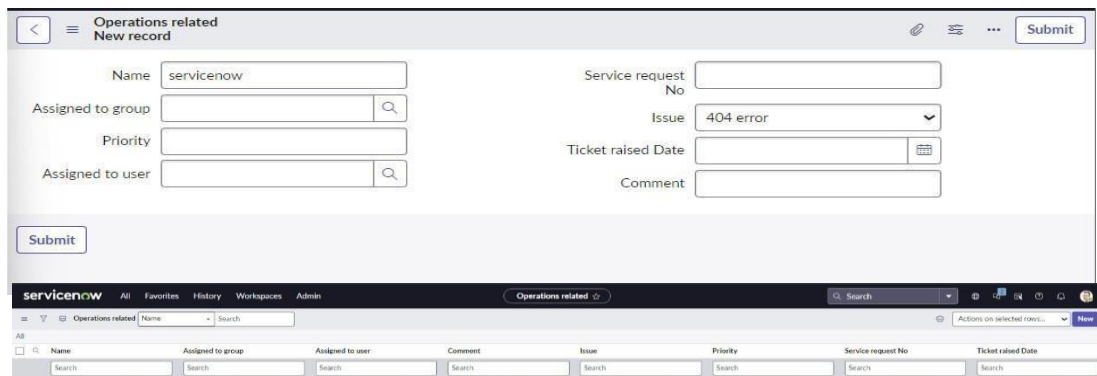


Figure 11.2: Operations Related – New Record Form

servicenow								
Operations related								
Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request No	Ticket raised Date	
servicenow user	certificates	(empty)	Not Working properly	regarding certificates			(empty)	
Chand	Platform	(empty)	Something user expired is getting	regarding user expired			(empty)	
admin user	Platform	(empty)		unable to login to platform			(empty)	
sample user	Platform	(empty)	Get this error repeatedly	404 error			(empty)	

Figure 11.3: Assigned Group automatically triggered

Column label	Type	Reference	Max length	Default value	Display
Priority	String	(empty)	40	false	false
Assigned to user	Reference	User	32	false	false
Updated	Date/Time	(empty)	40	false	false
Service request No	String	(empty)	40	false	false
Created by	String	(empty)	40	false	false
Name	String	(empty)	40	false	false
Issue	Choice	(empty)	40	false	false
Created	Date/Time	(empty)	40	false	false
Assigned to group	Reference	Group	32	false	false
Ticket raised Date	Date/Time	(empty)	40	false	false
Comment	String	(empty)	40	false	false
Sys ID (GUID)	String	(empty)	32	false	false
Updated by	String	(empty)	40	false	false
Updates	Integer	(empty)	40	false	false

Figure 11.4: Custom Table Columns Configuration (Operations Related Table)

Name: Certification\_role Application: Global

Description: Can deal with certification issues

Contains:

No records to display

Figure 11.5: Custom Role – Certification\_role Configuration

Name: Platform\_role Application: Global

Description: Can deal with platform related issues

Contains:

No records to display

Figure 11.6: Custom Role – Platform\_role Configuration

ServiceNow Group - certificates configuration page. Fields: Name (certificates), Group email, Manager (Sushree Patra), Parent. Buttons: Update, Delete. Table: Group Members (1) with columns: Created, Role, Granted by, Inherits. Row: 2026-02-17 01:03:32, Platform\_role, (empty), true.

ServiceNow Group - Platform configuration page. Fields: Name (Platform), Group email, Manager (Manmohan Niranjan), Parent. Buttons: Update, Delete. Table: Group Members (1) with columns: Created, Role, Granted by, Inherits. Row: 2026-02-17 01:03:32, Platform\_role, (empty), true.

Figure 11.7: Support Group –Certificates Configuration & Platform Configuration

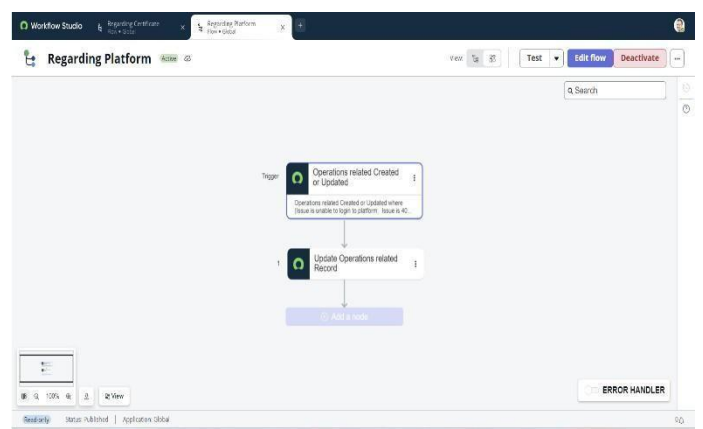
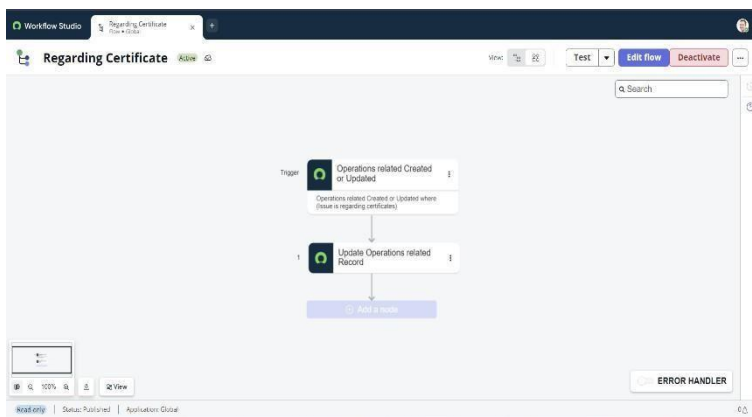


Figure 11.8: Flow Designer – Regarding Certificate Automation Flow & Platform Automation Flow

ServiceNow Update Set - Streamlining Ticket Assignment Configuration. Fields: Name (Streamlining Ticket Assignment For Efficient Support Operations), State (Complete), Parent, Release date, Install date, Installed from, Description. Buttons: Update, Back Out. Table: Customer Updates (54) with columns: Created, Type, View, Target name, Updated by, Remote update set, Action. Row: 2026-02-17 00:14:09, admin, .

Figure 11.9: Update Set – Streamlining Ticket Assignment Configuration



**Demo Link:**

<https://drive.google.com/file/d/17oMzpHHAosefjQNUXeF13L9oXB2NTOdI/view?usp=sharing>

## **12. Known Issues**

- Manual ticket reassignment required in rare edge cases
- SLA depends on correct configuration
- Requires proper role assignment for access

## **13. Future Enhancements**

- AI-based ticket categorization
- Predictive assignment
- Advanced SLA analytics
- Email integration
- Escalation workflow automation
- Performance tracking dashboard with KPIs