Streamlining Ticket Assignment for Efficient Support Operations

Project Demonstration

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 Demonstration

2.1 Objective of Demonstration

The purpose of this demonstration is to show how the ticket assignment process is automated in ServiceNow to improve efficiency, reduce manual effort, and ensure proper role-based access control.

2.2 Implementation Overview

The project was implemented in the following structured manner:

Step 1: Custom Table Creation

A custom table **Operations Related (u_operations_related)** was created to store support tickets.

The table contains fields such as:

- Name
- Assigned to Group
- Assigned to User
- Issue (Choice Field)
- Priority
- Service Request Number
- Ticket Raised Date
- Comment

This table acts as the central repository for all support operations tickets.

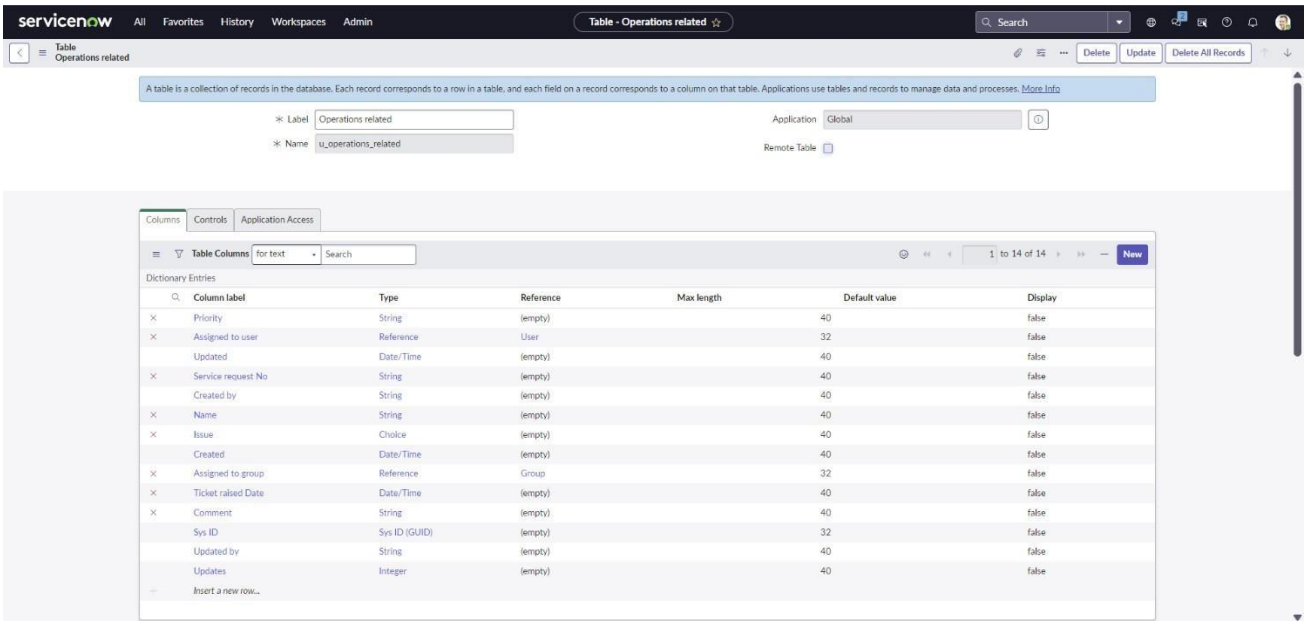

Figure 1: Table Creation - Operations Related

Step 2: Role Creation

Two roles were created to control access:

- Certification_role → For handling certification-related issues
- Platform_role → For handling platform-related issues

These roles ensure secure access control and prevent unauthorized modifications.

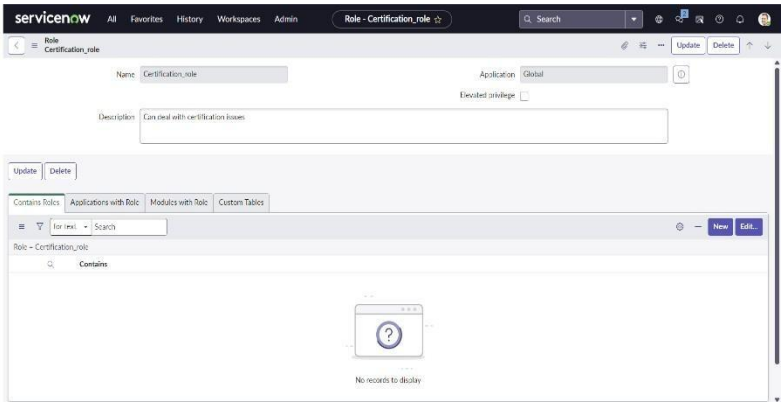

Figure 2.1: Certification_role Creation

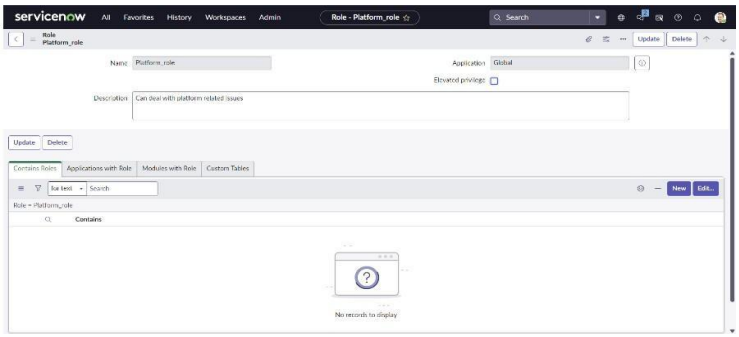

Figure 2.2: Platform_role - Creation

Step 3: Group Creation and Role Assignment

Two groups were created:

- certificates group → Assigned Certification_role
- Platform group → Assigned Platform_role

Users were added to respective groups to ensure proper ticket handling.

This enables role-based ticket visibility and access control.

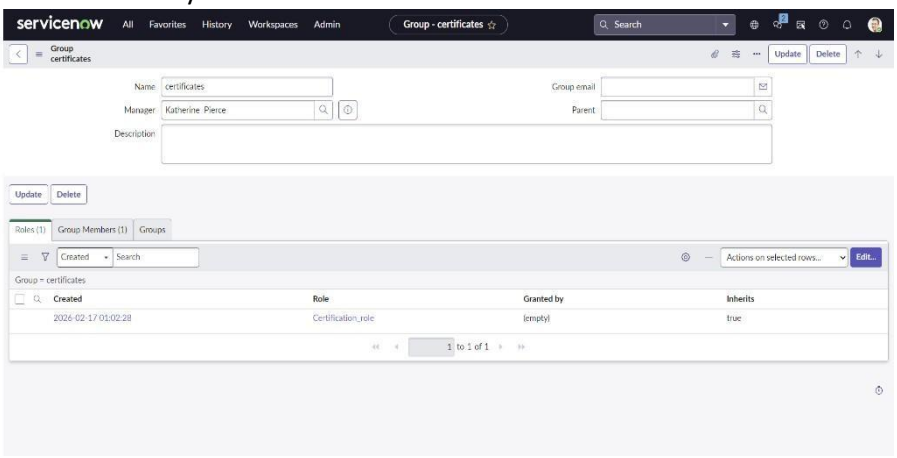

Figure 3.1: certificates group

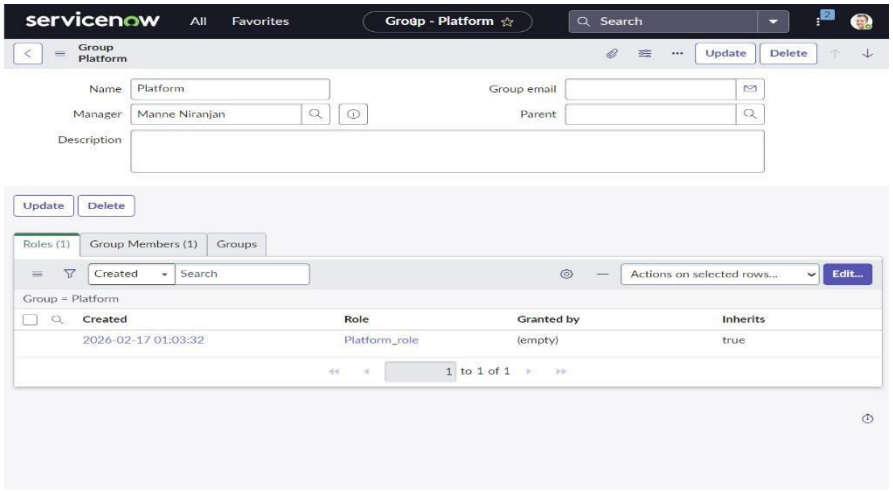

Figure 3.2: Platform group

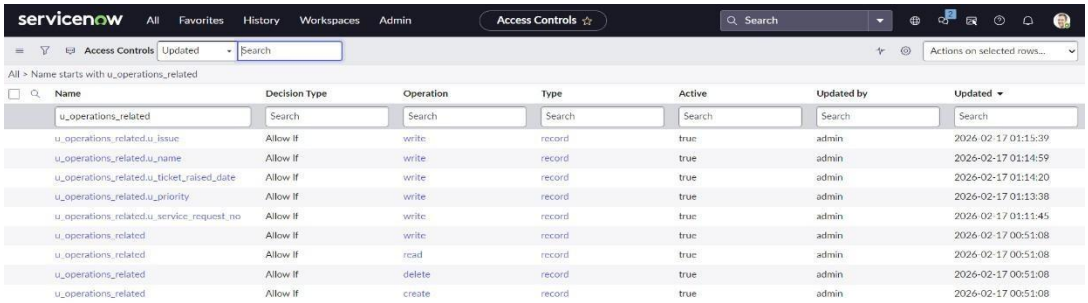

Figure 4: Access Control List

4: Access Control (ACL) Configuration

Access Control Rules were created to:

- Allow only authorized roles to Create, Read, Write, Delete records.
- Restrict unauthorized users from accessing ticket data.This ensures secure data handling and compliance.

Step 5: Flow Designer Implementation (Auto Assignment Logic)

Two separate flows were created in Flow Designer:

Flow 1 – Regarding Certificate

Trigger:

- When a record is Created or Updated
- Condition: Issue = "regarding certificates"

Action:

- Automatically updates the record
- Assigns ticket to certificates group

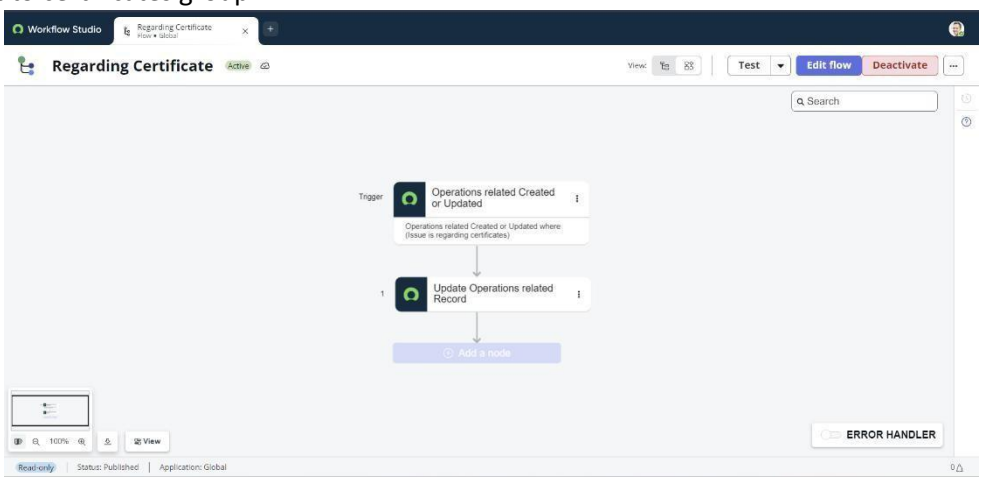

Figure 5.1: Flow Automation for "Regarding Certificate"

Flow 2 – Regarding Platform

Trigger:

- When record is Created or Updated
- Condition: Issue = "unable to login to platform" OR "404 error"

Action:

- Automatically assigns ticket to Platform group

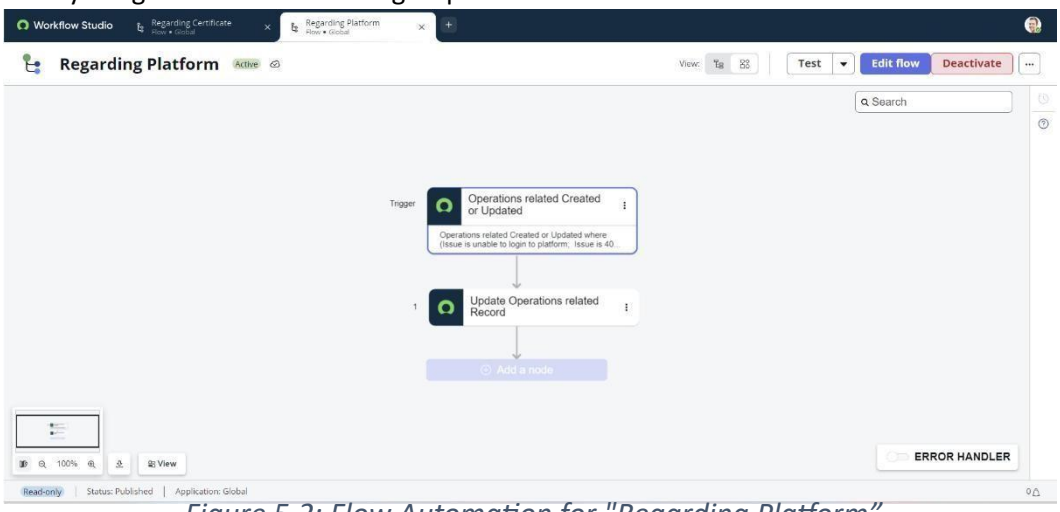

Figure 5.2: Flow Automation for "Regarding Platform"

This eliminates manual assignment and ensures faster ticket routing.

2.3 End-to-End Working Demonstration

1. User creates a new ticket in Operations Related table.
2. User selects Issue category.
3. Record is submitted.
4. Flow Designer triggers automatically.
5. Based on Issue:
    - Ticket is auto-assigned to correct group.
6. Only authorized users (based on roles) can modify the ticket.

This demonstrates automated ticket routing and secure access control.

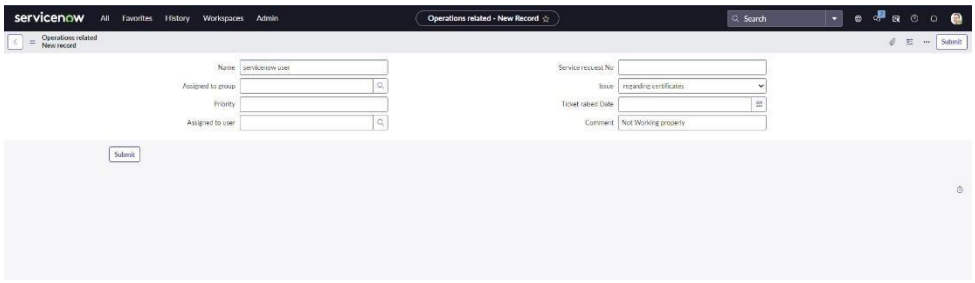

Figure6.1: Table Form filled successfully

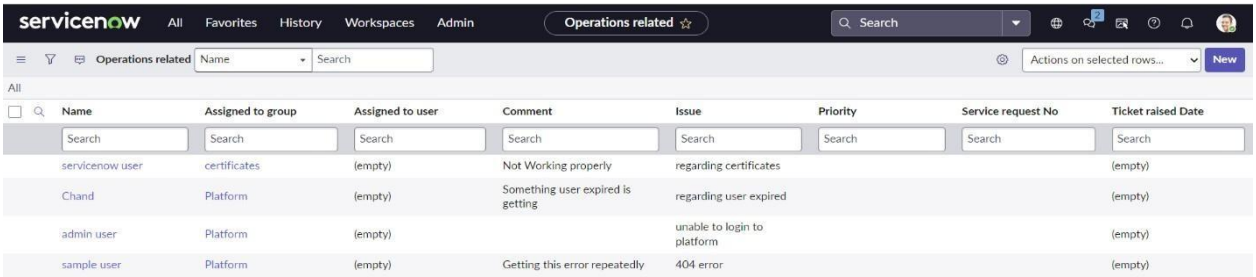

Figure 6.2: Automatically "Assigned Group" is created

2.4 Business Impact

The implementation provides:

- Reduced manual effort in ticket routing
- Faster response time
- Improved SLA compliance
- Secure role-based access
- Organized ticket management

Github Link : https://github.com/srava123371/Streamlining-Ticket-Assignment-for-Efficient-Support-Operations.git

Demo Video Link: https://drive.google.com/file/d/17oMzpHHAosefjQNUXeFl3L9oXB2NTOdI/view?usp=sharing