

Streamlining Ticket Assignment For Efficient Support Operations

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Team Size : 5

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STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

AIM:

To create the streamlining ticket assignment for efficient support operations.

ABSTRACT:

This initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.

OBJECTIVES:

This project is to streamline the ticket assignment process within support operations to improve overall efficiency and service quality. This will be achieved by implementing an automated, data-driven system that ensures fair workload distribution, reduces manual intervention, minimizes response and resolution times, and enhances customer satisfaction through faster and more accurate ticket handling.

METHODOLOGY:

- 1. Assessment:** Analyze the current ticket assignment process to identify inefficiencies and workload imbalances.
- 2. Requirement Gathering:** Define objectives, performance metrics, and system requirements for improvement.
- 3. System Design:** Develop an automated framework using rule-based or AI-driven ticket routing.
- 4. Implementation:** Integrate the new system into existing support tools and conduct pilot testing.
- 5. Evaluation:** Monitor performance metrics, gather feedback, and refine the process for continuous improvement.

STEPS TO IMPLEMENT:

- **Create Users**

Open service now.

- 1.Click on All >> search for users
2. Select Users under system security
3. Click on new
4. . Fill the following details to create a new user

User
Manne Niranjan

User ID	manne.niranjan	Email	niranjanreddymanne2507@gr
First name	Manne	Language	-- None --
Last name	Niranjan	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		
+			

5. Click on submit .Create one more user:

6.Create another user with the following details

Favorites History Workspaces Admin

User - Katherine Pierce

User ID	Katherine Pierce	Email	
First name	Katherine	Language	-- None --
Last name	Pierce	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

7. Click on submit

- **Create Groups**

Open service now.

- 1.Click on All >> search for groups
- 2.Select groups under system security
- 3.Click on new
4. Fill the following details to create a new group

The screenshot shows a software interface for creating a new group. The title bar says "Group certificates". The form has the following fields:

- Name: certificates
- Manager: Katherine Pierce
- Group email: (empty)
- Parent: (empty)
- Description: (empty)

There are also standard UI elements like back, forward, and search buttons.

- 5.Click on submit

Create one more group:

1. Create another group with the following details

A screenshot of a web-based form for creating a new group. The form includes fields for Name (Platform), Manager (Manne Niranjan), Group email, Parent, and Description. There are also search and info icons next to the Manager and Group email fields.

Name	Platform	Group email
Manager	Manne Niranjan	Parent
Description		

2.Click on submit

Create Roles:

Open service now.

1. Click on All >> search for groups

2. Select groups under system security

3. Click on new

4.Fill the following details to create a new group

A screenshot of a web-based form for creating a new role. The form includes fields for Name (certificates), Manager (Katherine Pierce), Group email, Parent, and Description. There are also search and info icons next to the Manager and Group email fields.

Name	certificates	Group email
Manager	Katherine Pierce	Parent
Description		

5.Click on submit

Create one more group:

1. Create another group with the following details

Name	Platform	Group email
Manager	Manne Niranjan	<input type="checkbox"/>
Description		

2. Click on submit

- **Create Table**

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new

Fill the following details to create a new table Label : Operations related

Check the boxes Create module & Create mobile module

5. Under new menu name: Operations related
6. Under table columns give the columns

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

7.Click on submit. Create choices for the issue filed by using form design

Choices are unable login

to platform 404 error

- regarding certificates
- regarding user expired

- **Assign roles & users to groups** Assign roles & users to certificate group

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition

4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification role and save

● Assign roles & users to platform group

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the platform group
5. Under group members
6. Click on edit
7. Select Manne Niranjan and save
8. Click on roles
9. Select Platform role and save

• **Assign role to table**

1. Open service now.

- 2.Click on All >> search for tables
- 3.Select operations related table
- 4.Click on the Application Access
- 5.Click on operations related read operation
- 6.Click on the profile on top right side
- 7.Click on elevate role
- 8.Click on security admin and click on update
- 9.Under Requires role.
- 10.Double click on insert a new row
- 11.Give platform role
- 12.And add certificate role
- 13.Click on update

The screenshot shows the 'Access Control' interface for a rule named 'u_operations_related'. The 'Definition' tab is selected, displaying the following text:

Access Control Rules allow access to the specified resource if *all three* of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Below this, the 'Requires role' section is shown, containing the following table:

Role
u_operations_related_user
Platform_role
Certification_role
Insert a new row...

14.Click on u_operations_related write operation

15.Under Requires role

16.Double click on insert a new row

17.Give platform role

18.And add certificate role

- **Flow**

Create a Flow to Assign operations ticket to group

1. Open service now.

2. Click on All >> search for Flow Designer

3. Click on Flow Designer under Process Automation.

4.After opening Flow Designer Click on new and select Flow.

5. Under Flow properties Give Flow Name as “Regarding Certificate”.

6. Application should be Global.

7.Select Run user as “System user” from that choice.

8.Click on Submit.



Flows Subflows Actions Executions Connections Help

New ▾

- Flow
- Subflow
- Action
- Data Stream

Search Updated ▾ Search



All



Name

Internal name

Application

Status

Active

Updated ▾

Updated by

	Search	Search	Search	Search	Search	Search	Search
<input type="checkbox"/>	Standard Laptop Task	standard_laptop_task	Global	Published	true	2024-04-16 23:33:53	admin
<input type="checkbox"/>	Email Sending For P1	email_sending_for_p1	Global	Published	false	2024-04-16 04:22:31	admin
<input type="checkbox"/>	Daily Task Reminder	daily_task_reminder	Global	Draft	false	2024-04-16 00:09:03	admin

Flow



FAVORITES

No Results

ALL RESULTS

▼ Docker Webhook Answer Subf...

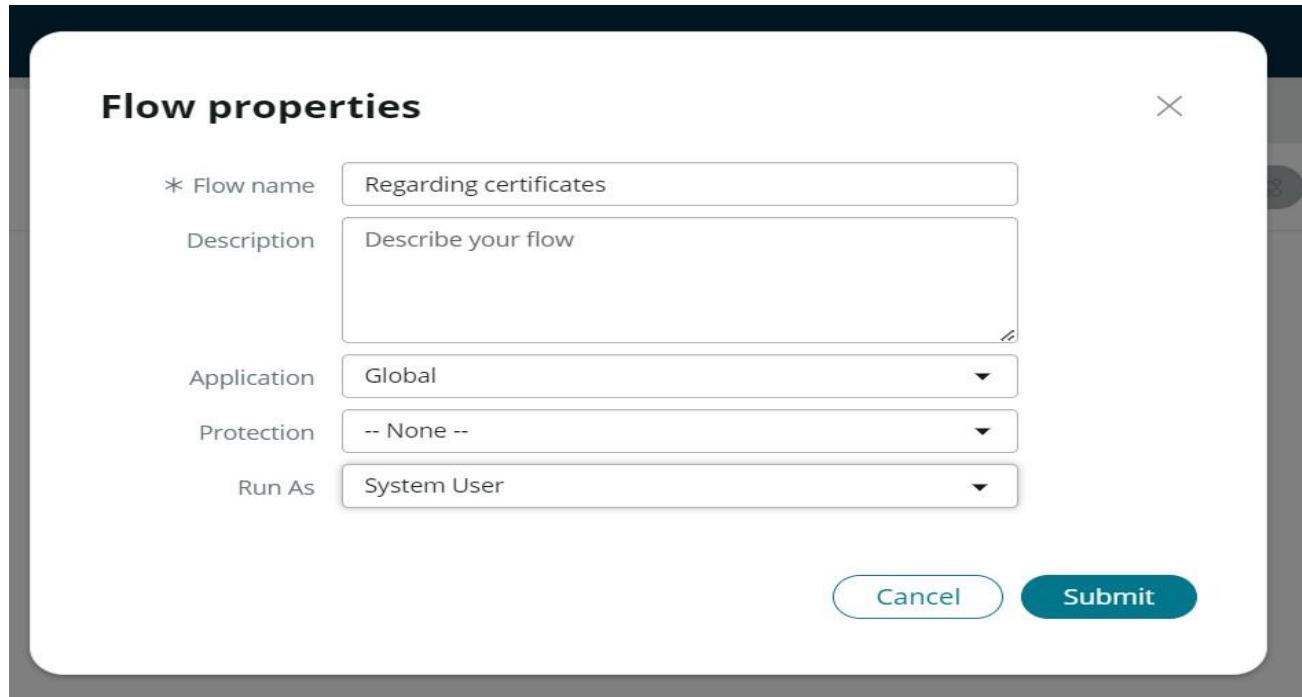
Docker Webhook Answer Subf...

Webhook Answer Subflow

▼ Process Automation Flow & Action Designer

Flow Designer ↗

▼ Flow Administration



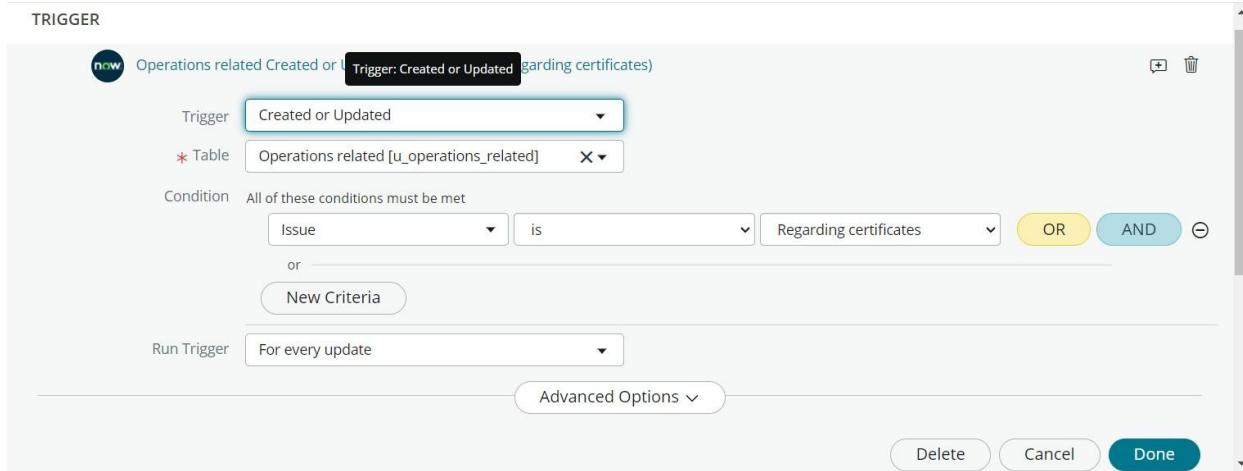
1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “Operations related”.
4. Give the Condition as

Field: issue

Operator: is

Value: Regrading Certificates

5. After that click on Done.



6. Now under Actions.

7. Click on Add an action.

8. Select action in that search for "Update Record".

9. In Record field drag the fields from the data navigation from left side

10. Table will be auto assigned after that

11. Give the field as "Assigned to group"

12. Give value as "Certificates"

13. Click on Done.

14. Click on Save to save the Flow.

15. Click on Activate.

ACTIONS Select multiple

1 Update Operations related Record ①

Action **Update Record**

* Record **Trigger ... ▶ Operations relate...** X ↳ ≡

* Table **Operations related [u_operations_related]** X ↳ ≡

* Fields **Assigned to group** X ↳ **certificates** X ↳ ⊕ ≡ ⊖

+ Add field value

Delete Cancel Done

servicenow Flow Designer

Flow Regarding certificates X +

Regarding certificates Active

View: Tag Grid Test Deactivate Activate Save ...

TRIGGER

Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1 **Update Operations related Record** ①

+ Add an Action, Flow Logic, or Subflow

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 Date/Time
 - ▶ Run Start Date/Time Date/Time
- ▼ 1 - Update Record

CONCLUSION:

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.