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**

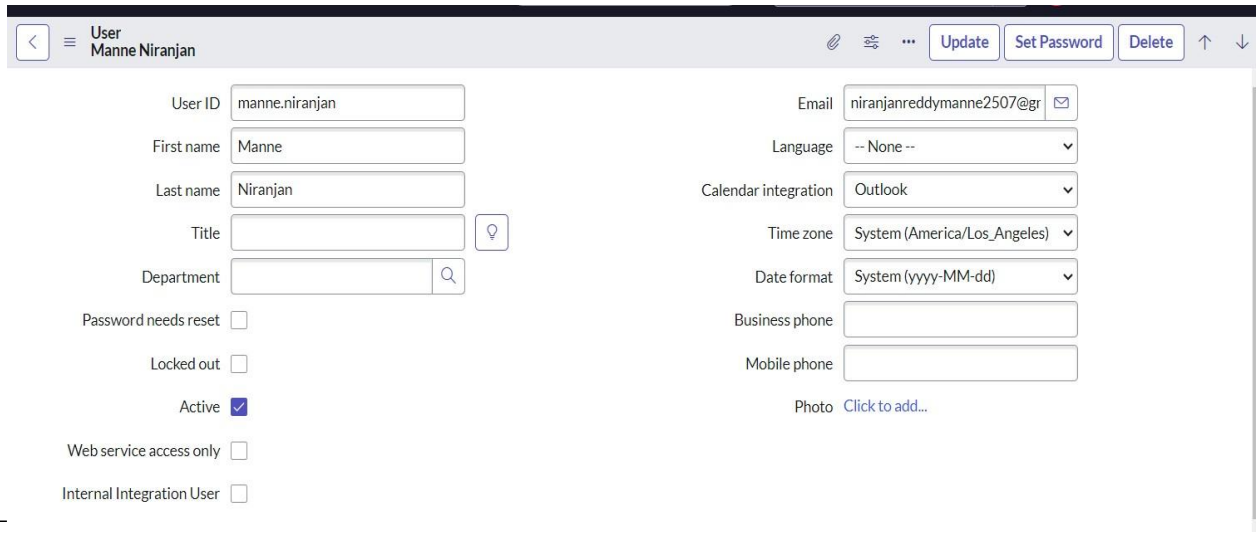
Open service now.

1.Click on All >> search for users

2. Select Users under system security

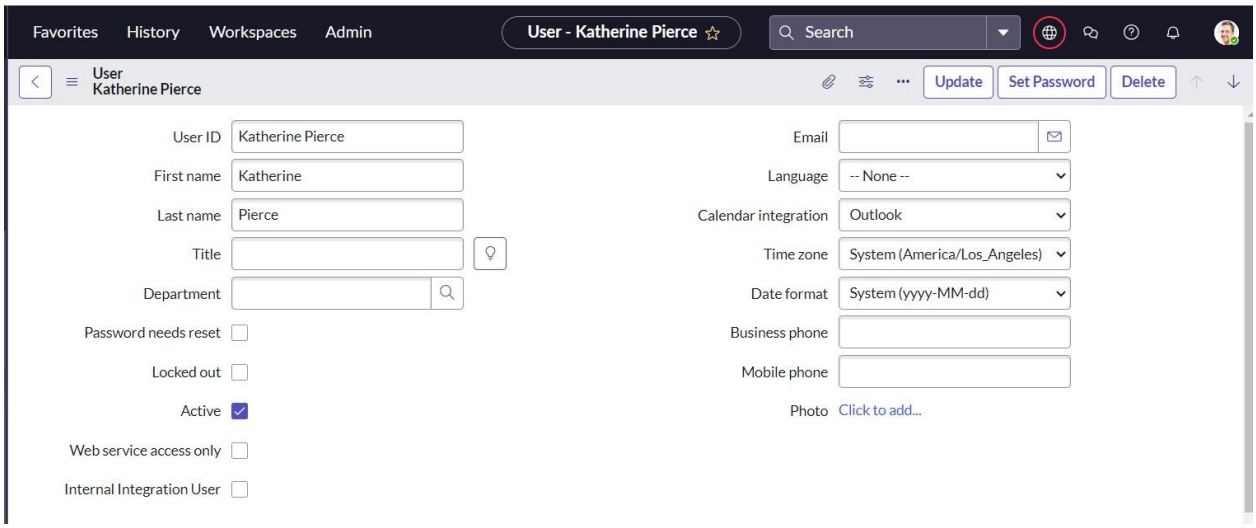
3. Click on new

4. . Fill the following details to create a new user



5. Click on submit .Create one more user:

6.Create another user with the following details



7. Click on submit

- **Create Groups**

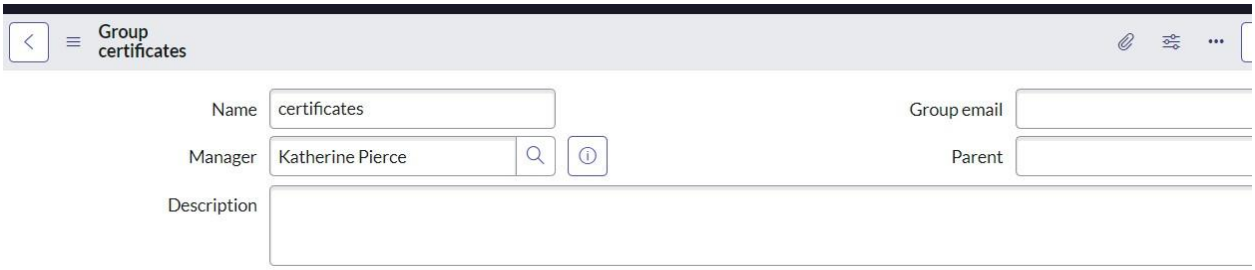
Open service now.

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



5.Click on submit

Create one more group:

1. Create another group with the following details

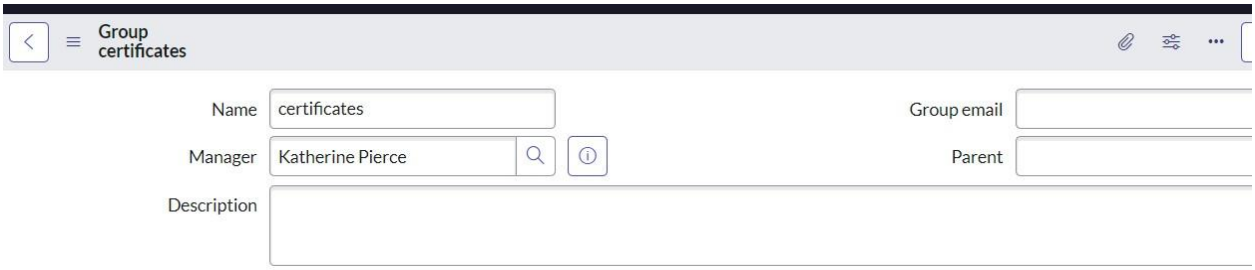
2.Click on submit

Create Roles:

Open service now.

1. Click on All >> search for groups
2. Select groups under system security
3. Click on new

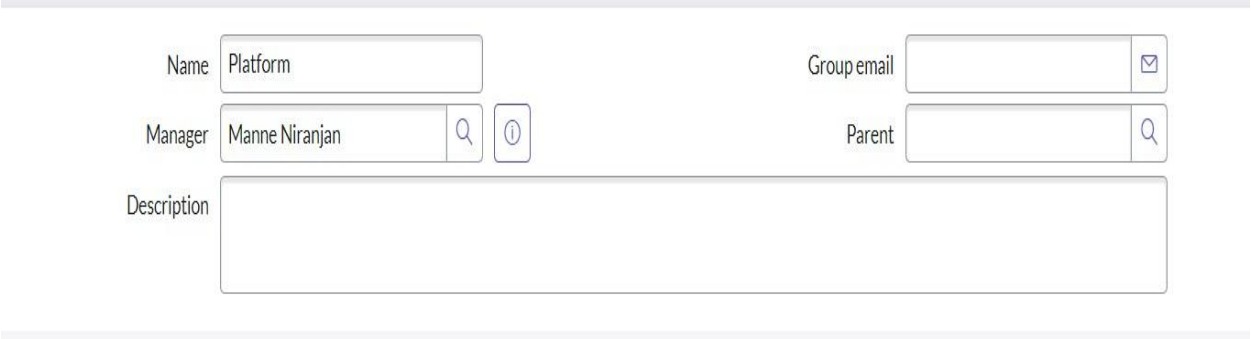
4.Fill the following details to create a new group



5.Click on submit

Create one more group:

1. Create another group with the following details



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

14.Click on u_operations_related write operation

15.Under Requires role

16.Double click on insert a new row

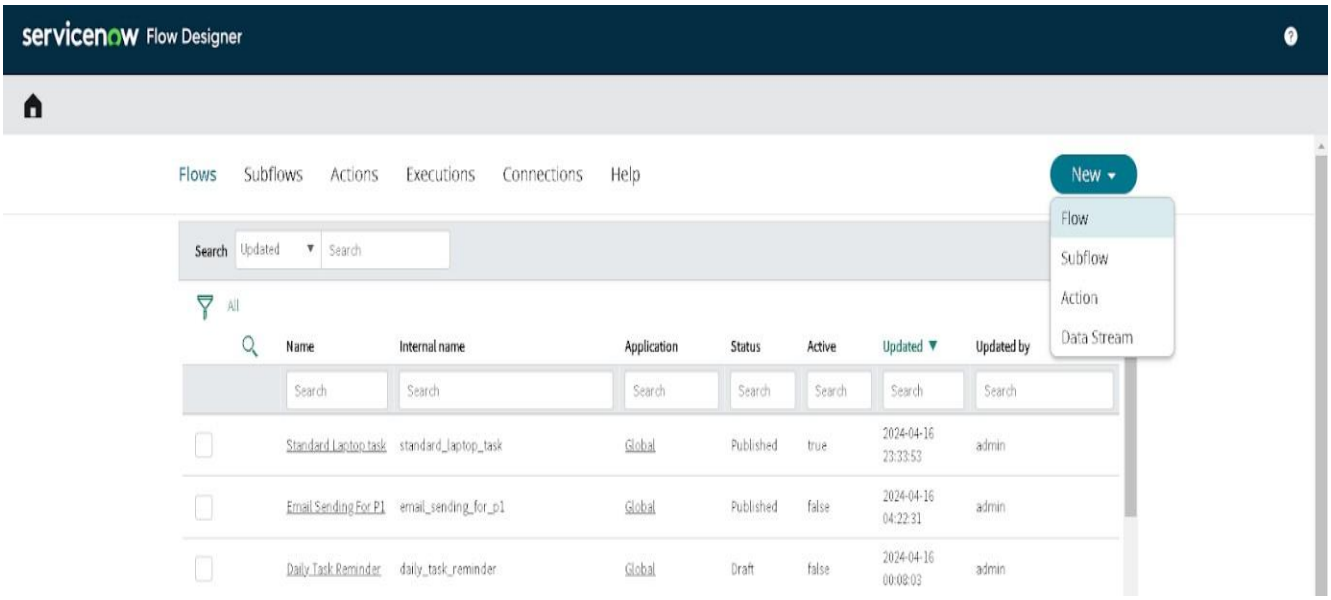
17.Give platform role

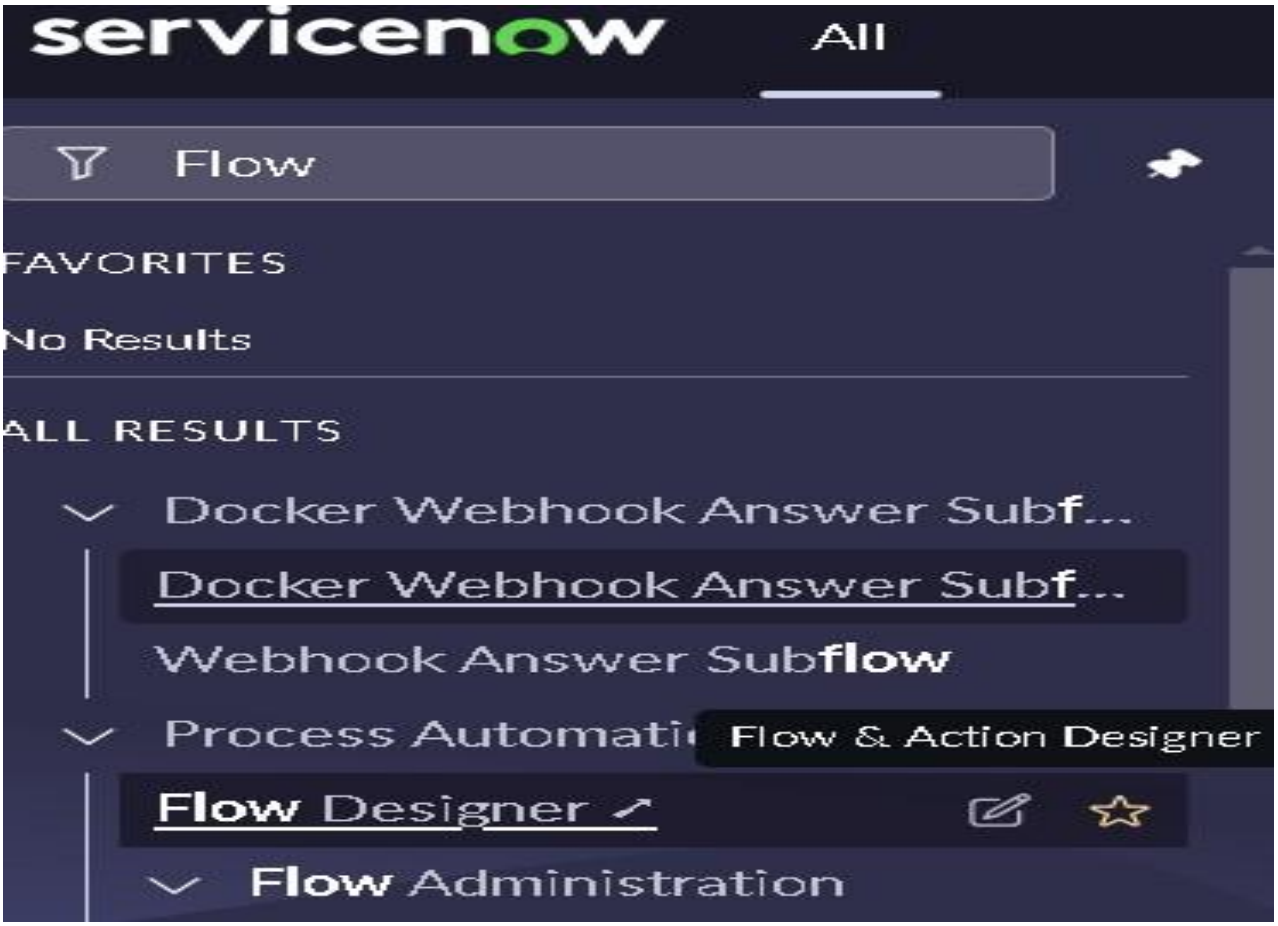
18.And add certificate role

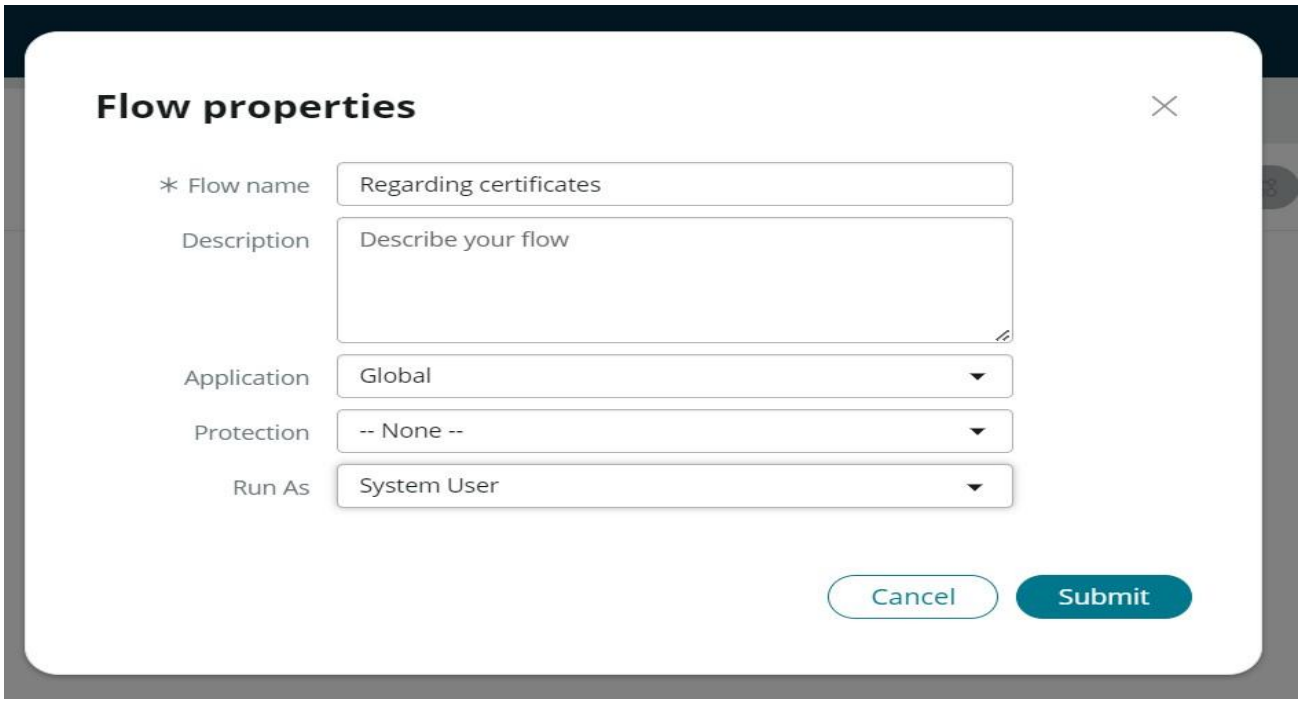
- **Flow**

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.


servicenow Flow Designer
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
Standard Laptop task
standard_laptop_task
Global
Published
true
2024-04-16 23:33:53
admin
Email Sending For P1
email_sending_for_p1
Global
Published
false
2024-04-16 04:22:31
admin
Daily Task Reminder
daily_task_reminder
Global
Draft
false
2024-04-16 00:08:03
admin


servicenow
All
Flow
FAVORITES
No Results
ALL RESULTS
Docker Webhook Answer Subf...
Docker Webhook Answer Subf...
Webhook Answer Subflow
Process Automati
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”.

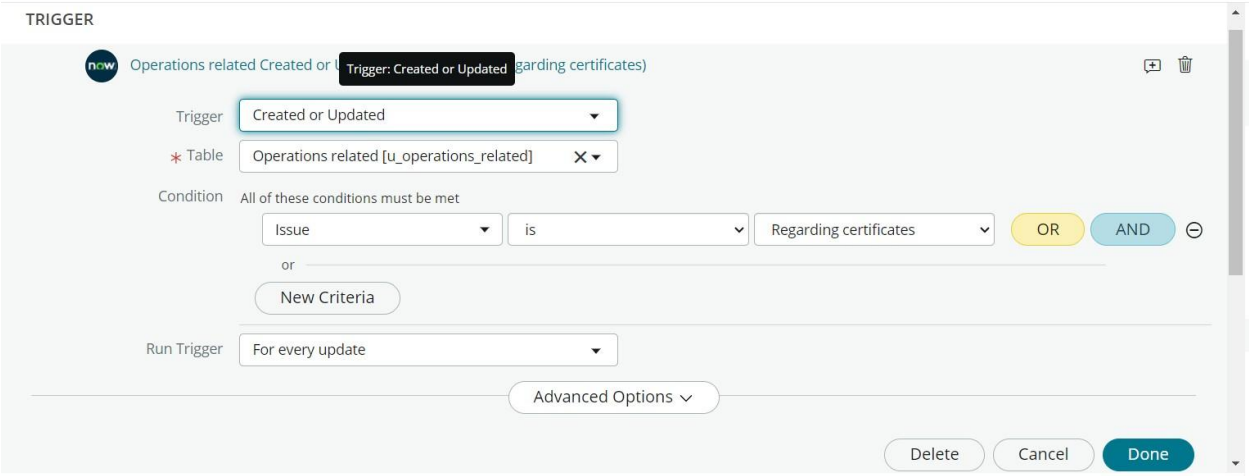
4. Give the Condition as

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

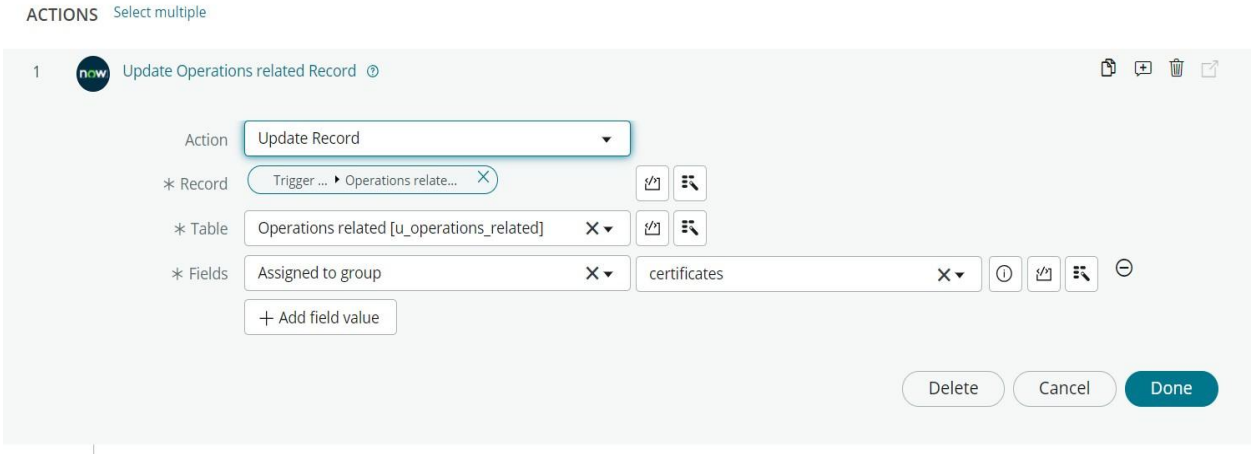
11.Give the field as “Assigned to group”

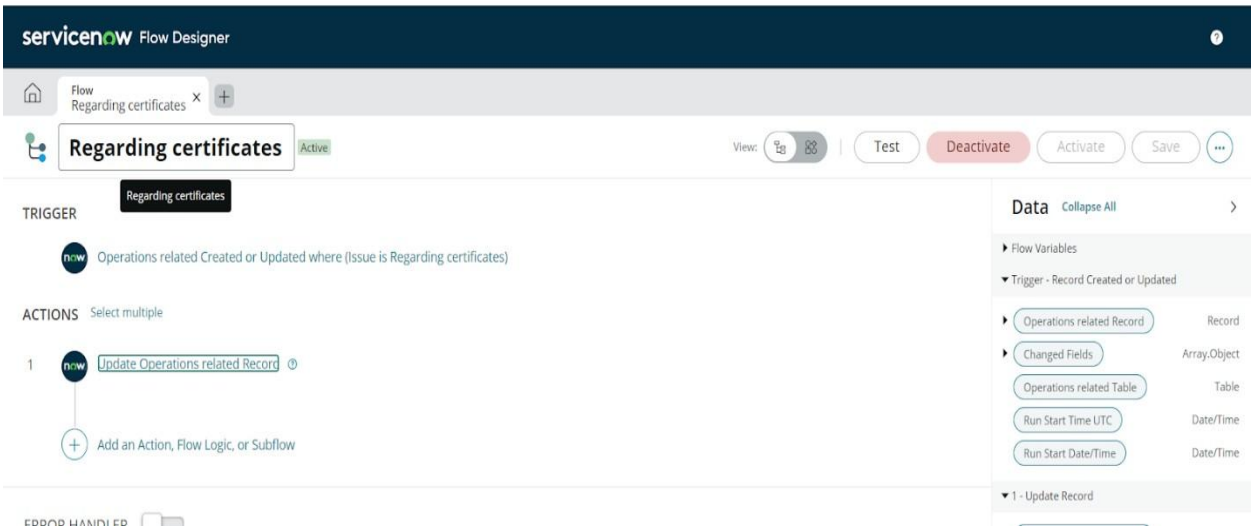
12.Give value as “Certificates”

13.Click on Done.

14.Click on Save to save the Flow.

15.Click on Activate.


ACTIONS Select multiple
1 Update Operations related Record
Action
Update Record
* Record
Trigger ... Operations relate...
* Table
Operations related [u_operations_related]
* Fields
Assigned to group
certificates
+ Add field value
Delete
Cancel
Done


servicenow Flow Designer
Flow
Regarding certificates
Regarding certificates
Active
View:
Test
Deactivate
Activate
Save
Regarding certificates
TRIGGER
Operations related Created or Updated where (Issue is Regarding certificates)
ACTIONS Select multiple
1 Update Operations related Record
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.