

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

 Update Set Password Delete ↑ ↓

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

5. Click on submit .Create one more user:

6.Create another user with the following details

Favorites History Workspaces Admin

 User - Katherine Pierce ☆ Search

< ≡ User Katherine Pierce

 Update Set Password Delete ↑ ↓

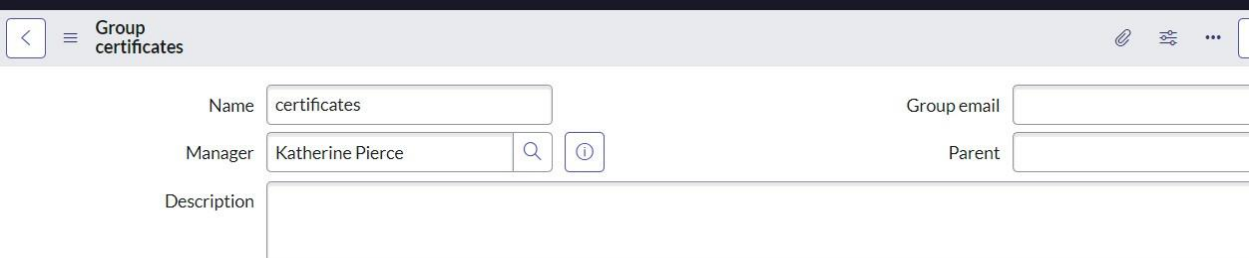
User ID	<input type="text" value="Katherine Pierce"/>	Email	<input type="text"/>
First name	<input type="text" value="Katherine"/>	Language	-- None --
Last name	<input type="text" value="Pierce"/>	Calendar integration	Outlook
Title	<input type="text"/>	Time zone	System (America/Los_Angeles)
Department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

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 web form titled "Group certificates". The form has a header bar with a back arrow, a menu icon, the title "Group certificates", and action icons (add, edit, delete). The form fields are: "Name" with the value "certificates", "Group email" (empty), "Manager" with the value "Katherine Pierce" and a search icon, "Parent" (empty), and "Description" (empty text area).

5. Click on submit

Create one more group:

1. Create another group with the following details

Name	<input type="text" value="Platform"/>	Group email	<input type="text"/> <input type="checkbox"/>
Manager	<input type="text" value="Manne Niranjan"/> <input type="button" value="Q"/> <input type="button" value="i"/>	Parent	<input type="text"/> <input type="button" value="Q"/>
Description	<input type="text"/>		

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

<input type="button" value="←"/> <input type="button" value="≡"/> Group certificates <input type="button" value="📎"/> <input type="button" value="⚙️"/> <input type="button" value="⋮"/>			
Name	<input type="text" value="certificates"/>	Group email	<input type="text"/>
Manager	<input type="text" value="Katherine Pierce"/> <input type="button" value="Q"/> <input type="button" value="i"/>	Parent	<input type="text"/>
Description	<input type="text"/>		

5.Click on submit

Create one more group:

1. Create another group with the following details

Name	<input type="text" value="Platform"/>	Group email	<input type="text"/>	<input type="checkbox"/>
Manager	<input type="text" value="Manne Niranjana"/> <input type="button" value="Q"/> <input type="button" value="i"/>	Parent	<input type="text"/>	<input type="button" value="Q"/>
Description	<input type="text"/>			

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

Q	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 Niranjana 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 u_operations_related' interface. At the top, there's a header bar with a back arrow, a menu icon, the title 'Access Control u_operations_related', and action buttons 'Update' and 'Delete'. Below the header is the 'Definition' section, which contains a blue box with 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.

Below the definition is a table titled 'Requires role'. The table has a single column 'Role'. It contains three rows with red 'X' icons in the first column, indicating that the roles are not assigned: 'u_operations_related_user', 'Platform_role', and 'Certification_role'. At the bottom of the table is a row with a green '+' icon and the text 'Insert a new row...'. The table has a pagination bar at the bottom right showing '1 to 3 of 3'.

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.

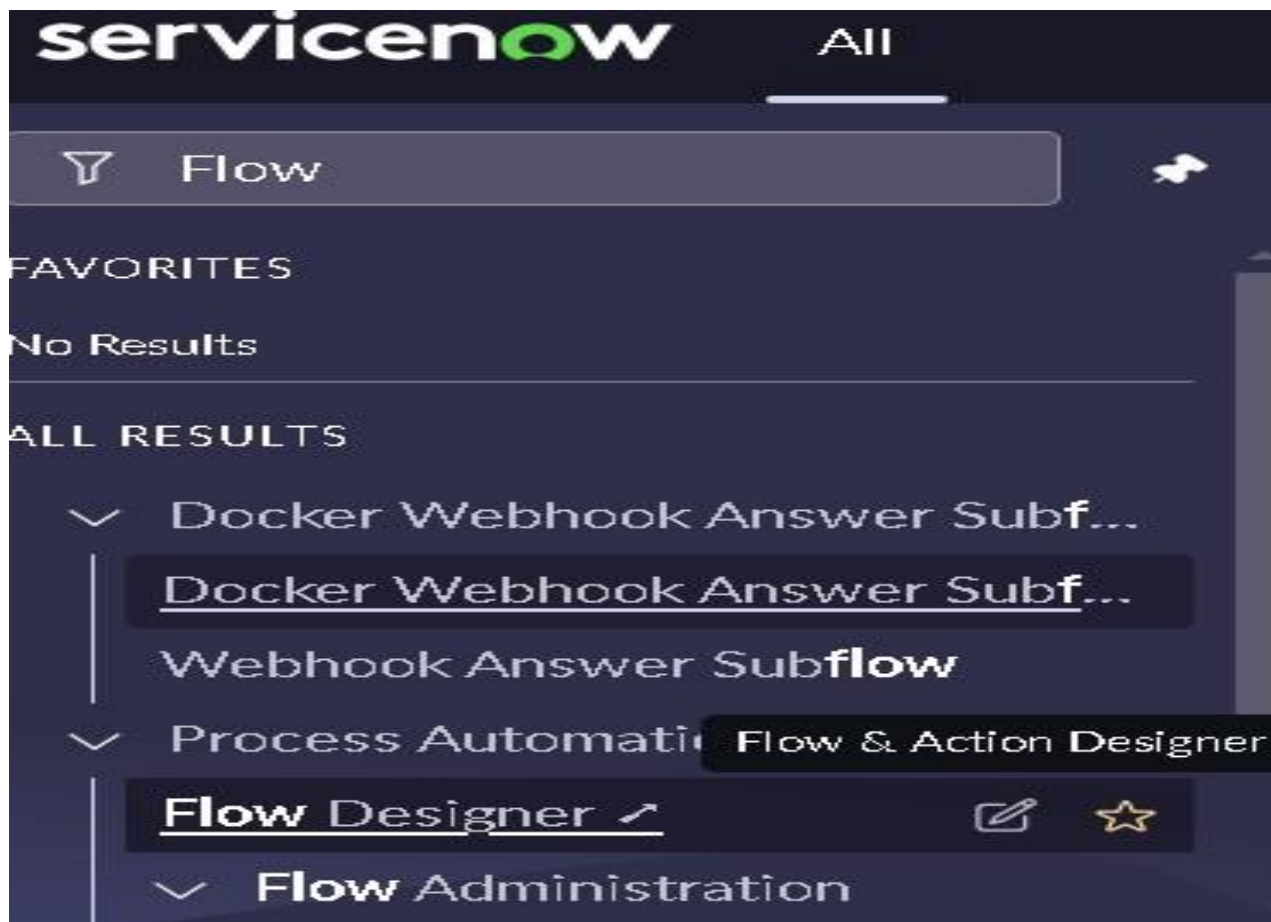


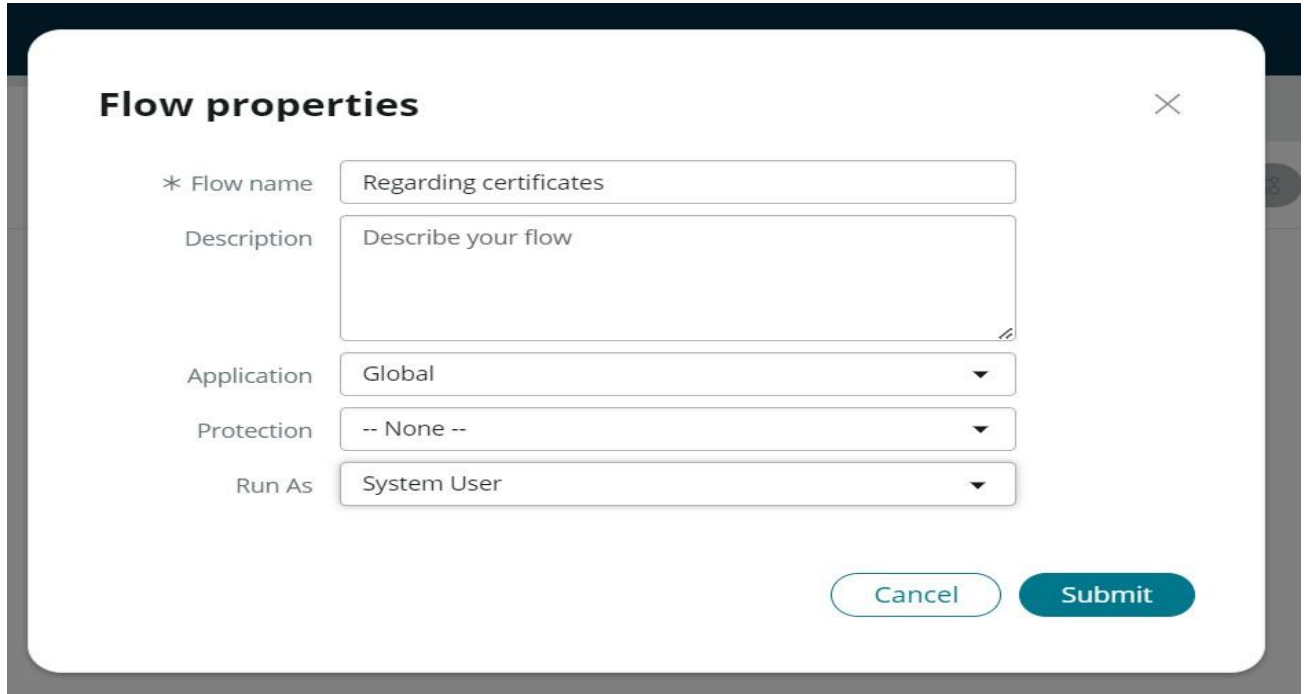
Flows Subflows Actions Executions Connections Help

New ▾

- Flow
- Subflow
- Action
- Data Stream

Search Updated ▾ <input type="text" value="Search"/>							
All							
	Name	Internal name	Application	Status	Active	Updated ▾	Updated by
	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="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 00:08:03	admin



A screenshot of a 'Flow properties' dialog box. The dialog has a title bar with a close button (X) in the top right corner. Inside, there are five labeled input fields: 'Flow name' with the text 'Regarding certificates', 'Description' with the placeholder 'Describe your flow', 'Application' with a dropdown menu showing 'Global', 'Protection' with a dropdown menu showing '-- None --', and 'Run As' with a dropdown menu showing 'System User'. At the bottom right of the dialog are two buttons: 'Cancel' and 'Submit'.

Flow properties

* Flow name

Description

Application

Protection

Run As

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.

TRIGGER

Operations related Created or Updated (Trigger: Created or Updated regarding certificates)

Trigger: Created or Updated

* Table: Operations related [u_operations_related]

Condition: All of these conditions must be met

Issue is Regarding certificates

OR AND

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel 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

Flow Designer

Flow Regarding certificates ✕ +

Regarding certificates

Active

View:

Test

Deactivate

Activate

Save

⋮

TRIGGER

Regarding certificates

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 DateTime

Run Start DateTime DateTime

▼ 1 - Update Record

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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.