



# Streamlining Ticket Assignment for Efficient Support Operations

## 1.Introduction

The objective of 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 will:

- Reduce delays in issue resolution
- Enhance customer satisfaction
- Optimize resource utilization within the support department

## 2. System Setup and Configuration

### 2.1 Create Users

#### 1. Log in to ServiceNow

Open your ServiceNow instance and sign in with the appropriate admin credentials

#### 2. Navigate to the User Module

- Go to the left-hand navigation panel.
- Click All (or the search bar).
- Type Users in the filter navigator.
- Select Users under the System Security section.

#### 3. Create the First User

- Click New to open the user creation form.
- Fill in the required fields:
  - First Name as Manne
  - Last Name as Niranjan
  - User ID as manne.niranjan
  - Email as niranjanreddymanne2507@gmail.com
  - Password (if required)
  - Roles (if needed)
- After entering all details, click Submit to save.



User Management Interface for Manne Niranjan

**User Details:**

- User ID: manne.niranjan
- First name: Manne
- Last name: Niranjan
- Title: [Empty]
- Department: [Empty]
- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Internal Integration User: ☐

**Account Settings:**

- Email: niranjanreddymanne2507@gmail.com
- Identity type: Human
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los\_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: [Empty]
- Mobile phone: [Empty]
- Photo: Click to add...

**Actions:** Update Set Password Delete

**Related Links:**

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)
- [\(SN Utils\) Versions \(0\)](#)

#### 4. Create the Second User

- Once the first user is created, click New again.
- Enter the details of second user
  - First Name as Katherine
  - Last name as Pierce
  - User ID as Katherine Pierce
  - Click Submit to Save

User Management Interface for Katherine Pierce

**User Details:**

- User ID: Katherine Pierce
- First name: Katherine
- Last name: Pierce
- Title: [Empty]
- Department: [Empty]
- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Internal Integration User: ☐

**Account Settings:**

- Email: [Empty]
- Identity type: Human
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los\_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: [Empty]
- Mobile phone: [Empty]
- Photo: Click to add...

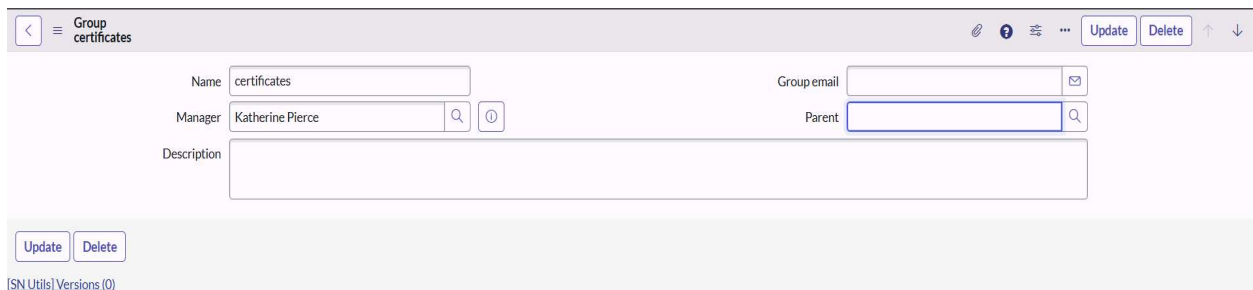
**Actions:** Update Set Password Delete

**Related Links:**

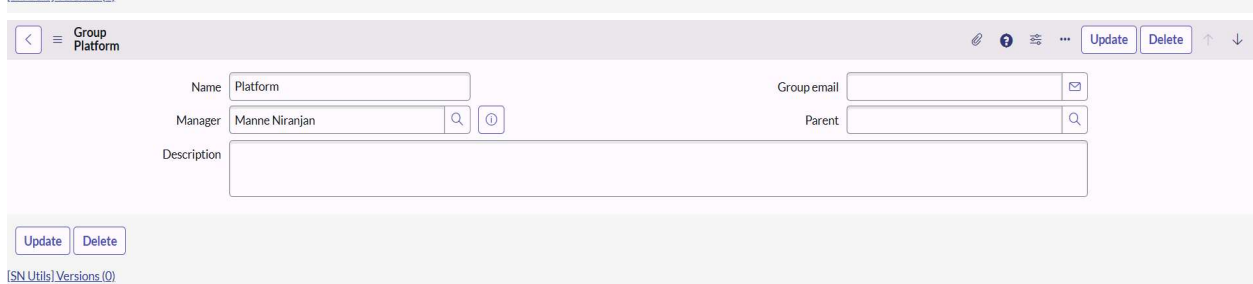
- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)
- [\(SN Utils\) Versions \(0\)](#)

## 2.2 Create Groups

1. Open ServiceNow.
2. Click on All --> search for Groups
3. Select Groups under System Security.
4. Click on New.
5. Create two Groups named Certificates and Platform.
6. Enter group details (Name, Manager, Description, etc) as shown in the below image.
7. Click on Submit.



The screenshot shows the ServiceNow 'Group' form for a group named 'certificates'. The form includes fields for Name (certificates), Manager (Katherine Pierce), Group email, Parent, and Description. The 'Update' and 'Delete' buttons are visible at the bottom. The breadcrumb trail shows 'Group certificates'.



The screenshot shows the ServiceNow 'Group' form for a group named 'Platform'. The form includes fields for Name (Platform), Manager (Manne Niranjana), Group email, Parent, and Description. The 'Update' and 'Delete' buttons are visible at the bottom. The breadcrumb trail shows 'Group Platform'.

## 2.3 Create Roles

1. Open ServiceNow and log in.
2. Click All → search for Roles.
3. Select Roles under System Security.
4. Click New.
5. Create two roles Certification\_role and Platform\_role.
6. Enter the role details (Name, Description, etc.) as shown in the below image.
7. Click Submit.



Role: Certification\_role

Name: Certification\_role Application: Global

Elevated privilege: ☐

Description: Can deal with certification issues

Update Delete

Role: Platform\_role

Name: Platform\_role Application: Global

Elevated privilege: ☐

Description: Can deal with platform related issues

Update Delete

## 2.4 Create Table

1. Open ServiceNow and log in.
2. Click All → search for Tables.
3. Select Tables under System Definition.
4. Click New.
5. Fill the details
  - Label: Operations related
  - Check Create module and Create mobile module
  - New menu name: Operations related
5. Under Table Columns, add the required columns.
6. Click Submit to create the table.

### Create Choices for "Issue" Field

1. Open the newly created table record.
2. Click Form Design.
3. Select the Issue field.
4. Add the following choices:
  - unable to login to platform
  - 404 error
  - regarding certificates
  - regarding user expired
5. Save the form.

Table

Operations related

Delete

Update

Delete All Records

\* Label

Operations related

\* Name

u\_operations\_related

Application

Global

Remote Table

Columns Controls Application Access

Table Columns

for text

Search

1 to 14 of 14

New

Dictionary Entries

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

## Properties

Label

Issue

Name

u\_issue

Type

String

Default

regarding user expired

Mandatory

☐

Read Only

☐

Dependent

Choices

Choice type

Dropdown with none

unable to login to platform	unable to login to platform	+	×
404 error	404 error	+	×
regarding certificates	regarding certificates	+	×
regarding user expired	regarding user expired	+	×

## 3. Roles and Group Assignments

### 3.1 Assign Roles & Users To Certificate Group

1. Open ServiceNow and log in.
2. Click All → search for Groups.
3. Select Groups under System Security.
4. Open the Certificates group.
5. Scroll to group members → Click Edit
6. Select Katherine Pierce from the list and save.
7. Go to the Roles tab.
8. Add Certification\_role and save.

Group certificates

Name: certificates

Group email:

Manager: Katherine Pierce

Parent:

Description:

Update Delete

[SN Utils] Versions (0)

Roles (1) Group Members (1) Groups

User Search

Group = certificates

User
Katherine Pierce

1 to 1 of 1

Group certificates

Name: certificates

Group email:

Manager: Katherine Pierce

Parent:

Description:

Update Delete

[SN Utils] Versions (0)

Roles (1) Group Members (1) Groups

Created Search

Group = certificates

Created	Role	Granted by	Inherits
2025-09-11 07:57:10	Certification_role	(empty)	true

1 to 1 of 1



1. Open ServiceNow and log in.
2. Click All → search for Groups.
3. Select Groups under System Security.
4. Open the Platform group.
5. Under Group Members, click Edit.
6. Select Manne Niranjana from the list and save.
7. Go to the Roles tab.
8. Add Platform\_role and save.

< ≡ Group Platform ✎ ⓘ ⚙ ... Update Delete ↑ ↓

Name

Manager  🔍 ⓘ

Description

Group email  ✉

Parent  🔍

Update
Delete

---

[SN Utils] Versions (0)

Roles (1)
Group Members (1)
Groups

≡ ▾ User 🔽 Search

⌕
⊗ 📄 — Actions on selected rows... New Edit...

Group = Platform

<input type="checkbox"/> 🔍 User
<span style="color: #007bff;">Manne Niranjan</span>

<< <
1 to 1 of 1
> >>

---

< ≡ Group Platform ✎ ⓘ ⚙ ... Update Delete ↑ ↓

Name

Manager  🔍 ⓘ

Description

Group email  ✉

Parent  🔍

Update
Delete

---

[SN Utils] Versions (0)

Roles (1)
Group Members (1)
Groups

≡ ▾ Created 🔽 Search

⌕
⊗ 📄 — Actions on selected rows... Edit...

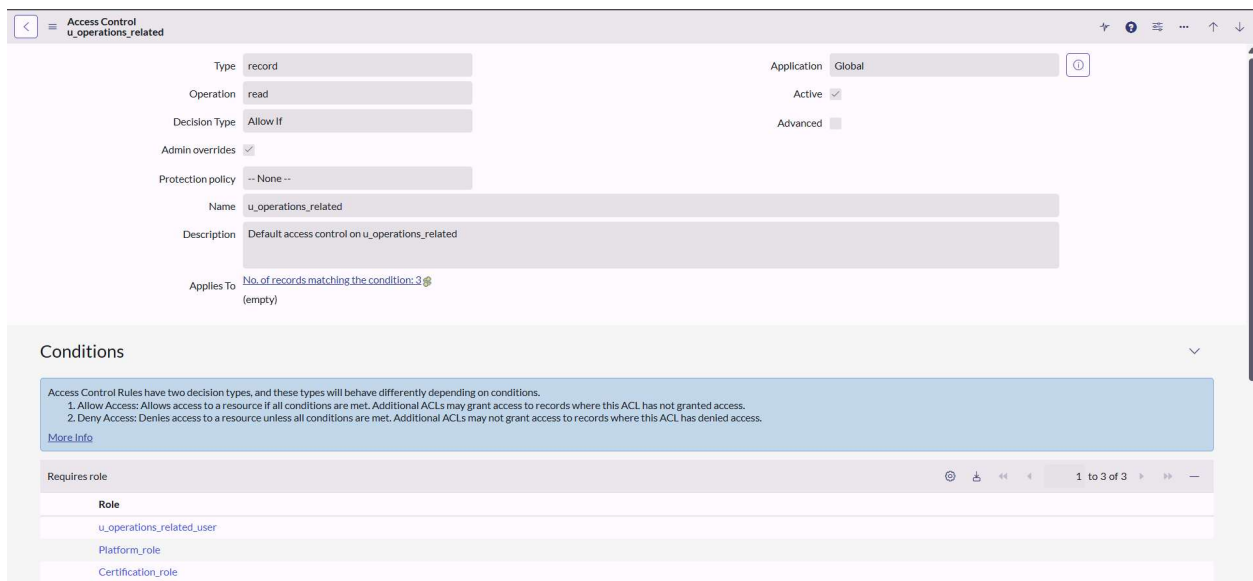
Group = Platform

Created	Role	Granted by	Inherits
2025-09-11 09:33:15	<span style="color: #007bff;">Platform_role</span>	(empty)	true

<< <
1 to 1 of 1
> >>

### 3.3 Assign Roles to a Table in ServiceNow

1. Open ServiceNow and log in.
2. Click All → search for Tables.
3. Select Tables under System Definition.
4. Open the Operations related table.
5. Go to Application Access.
6. Click on u\_operations\_related – Read operation.
7. Click your profile icon (top-right) → choose Elevate Role.
8. Select security\_admin and click Update.
9. In Requires role, double-click Insert a new row.
10. Add Platform\_role.
11. Add Certificate\_role
12. Click Update to save.



Access Control  
u\_operations\_related

Type: record  
Operation: read  
Decision Type: Allow If  
Admin overrides: ☒  
Protection policy: -- None --  
Name: u\_operations\_related  
Description: Default access control on u\_operations\_related  
Applies To: No. of records matching the condition: 3

Application: Global  
Active: ☒  
Advanced: ☐

**Conditions**

Access Control Rules have two decision types, and these types will behave differently depending on conditions.  
 1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.  
 2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.  
[More Info](#)

**Requires role**

Role
u_operations_related_user
Platform_role
Certification_role

1. Click on u\_operations\_related write operation.
2. Under Requires role.
3. Double click on insert a new row.
4. Give platform role.
5. And add certification role and click update to save.



Access Control

u\_operations\_related

Type

record

Operation

write

Decision Type

Allow If

Admin overrides

☒

Protection policy

-- None --

Name

u\_operations\_related

Description

Default access control on u\_operations\_related

Applies To

No. of records matching the condition: 3

(empty)

Application

Global

Active

☒

Advanced

☐

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.  
 2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

More Info

Requires role

Role

Platform\_role

Certification\_role

u\_operations\_related\_user

## 4. Access Control List (ACL) creation

1. Open ServiceNow and log in.
2. Click All → Search for ACL.
3. Select Access Control (ACL) under system security.
4. Fill the following details to create a new ACL.

Access Control

u\_operations\_related.u\_service\_request\_no

Type

record

Operation

write

Decision Type

Allow If

Admin overrides

☒

Protection policy

-- None --

Name

u\_operations\_related.u\_service\_request\_no

Description

Allow write for u\_service\_request\_no in u\_operations\_related, for users with role admin.

Applies To

No. of records matching the condition: 3

(empty)

Application

Global

Active

☒

Advanced

☐

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.  
 2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

More Info

Requires role

Role

admin

5. Scroll down under requires role.
6. Double click on insert a new row and give admin role.
7. Click on submit.
8. Similary create 4 acl for the following fields.

Access Controls							
<input type="checkbox"/>	Q	Name	Decision Type	Operation	Type	Active	Updated by
		u_operations_related.u_issue	Allow If	write	record	true	admin
		u_operations_related.u_name	Allow If	write	record	true	admin
		u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin
		u_operations_related.u_priority	Allow If	write	record	true	admin
		u_operations_related.u_service_request_no	Allow If	write	record	true	admin

## 5. Flow Automation

### 5.1 Create a Flow to Assign Operations Ticket To Certificates Group

1. Open ServiceNow and log in.
2. Click All → search for Flow Designer.
3. Select Flow Designer under Process Automation
4. Click New → select Flow.
5. In Flow Properties:
  - Flow Name: Regarding Certificate
  - Application: Global
  - Run As: System User
6. Click Submit to save.

### Add trigger in Flow Designer

1. Inside the Regarding Certificate click on Add a Trigger.
2. Search for Create or Update a record and select it.
3. Set the table to Operations related.
4. Add a condition:
5. Click Done to save the trigger.
  - Field: Issue
  - Operator: is
  - Value: regarding certificates

Workflow Studio Regarding certificates Flow • Global

Regarding certificates Active

View: [Icons]

Test Debug Deactivate Activate Save ...

**TRIGGER**

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

Trigger: Created or Updated

\* Table: Operations related [u\_operation...]

Condition: All of these conditions must be met

Issue is regarding certificates

or

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel Done

**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

- Operations related Record Record
- Operations related Table Table
- Action Status Object

## Add an Action in Flow Designer

1. Go to the Actions section and click Add an Action.
2. Search for Update Record and select it and tablw will auto-fill.
3. Under field, select Assigned to group.
4. Set the Value to Certificates.
5. Click Done.
6. Click Save to save the flow.
7. Click Activate to enable the flow.

Workflow Studio Regarding certificates Flow • Global

Regarding certificates Active

View: [Icons]

Test Debug Deactivate Activate Save ...

**ACTIONS** Select multiple

1 Update Operations related Record

Action Properties

Action: Update Record

Action Inputs

\* Record: Trigger ... Operations relate...

\* Table: Operations related [u\_operation...]

\* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done

**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

- Operations related Record Record
- Operations related Table Table
- Action Status Object



Workflow Studio

Regarding certificates  
Flow • Global

Regarding certificates Active

View: [Icons]

Test Debug Deactivate Activate Save

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

ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

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

- Operations related Record Record
- Operations related Table Table
- Action Status Object

## 5.2 Create a Flow to Assign Operations Ticket To Platform Group

1. Open ServiceNow and search for Flow designer.
2. Click on New → select Flow.
3. In Flow Properties:
  - Flow Name: Regarding Platform
  - Application: Global
  - Run As: System User
4. Click Submit.

### Add a Trigger

1. Click Add a Trigger.
2. Search for Create or update a record and select it.
3. Set Table as Operations related.
4. Add Conditions:
  - Field: issue | Operator: is | Value: Unable to login to platform
  - Click New Criteria → add Field: issue | Operator: is | Value: 404 Error
  - Click New Criteria → add Field: issue | Operator: is | Value: Regarding User expired
5. Click Done.

## Add an Action

1. In Actions, click Add an Action.
2. Search for Update Record and select it.
3. In Record drag therecord from Data Panel and the table will auto-fill.
4. In Field, select Assigned to group.
5. Set the Value to Platform.
6. Click Done.
7. Save and Activate the flow.

**Workflow Studio** | Regarding certificates | Regarding Platform

**Regarding Platform** (Active)

**ACTIONS** Select multiple

1 **Update Operations related Record**

**Action Properties**

Action: Update Record

**Action Inputs**

- \* Record: Trigger ... → Operations relate...
- \* Table: Operations related [u\_operation...]
- \* Fields: Assigned to group, Platform

**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)
  - Update Record
    - Operations related Record (Record)
    - Operations related Table (Table)
    - Action Status (Object)

Delete Cancel Done



**Workflow Studio** | Regarding certificates | Regarding Platform

**Regarding Platform** Active

View: [Icons] | [Test] [Debug] [Deactivate] [Activate] [Save] [More]

**TRIGGER**

Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

**ACTIONS** Select multiple

1. Update Operations related Record

+ Add an Action, Flow Logic, or Subflow

**ERROR HANDLER** Toggle

If an error occurs in your flow, the actions you add here will run.

**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

- Operations related Record (Record)
- Operations related Table (Table)
- Action Status (Object)

Status: Published | Application: Global

## 6. Final Outcome

The automated system ensures that tickets are dynamically assigned to the correct groups (Certificates or Platform) based on the issue field. This results in:

- Faster issue resolution
- Improved customer experience
- Optimized use of support resources

servicenow								
All Favorites History Workspaces Admin								
Operations related								
Name Search								
All								
<input type="checkbox"/>	Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request No	Ticket raised Date
<input type="checkbox"/>	(empty)	platform	(empty)		regarding user expired			(empty)
<input type="checkbox"/>	(empty)	certificates	(empty)		regarding certificates			(empty)
<input type="checkbox"/>	(empty)	platform	(empty)		unable to login to platform			(empty)
<input type="checkbox"/>	(empty)	platform	(empty)		404 error			(empty)
<input type="checkbox"/>	(empty)	certificates	(empty)		regarding certificates			(empty)
<input type="checkbox"/>	(empty)	platform	(empty)		404 error			(empty)
<input type="checkbox"/>	(empty)	platform	(empty)		regarding user expired			(empty)
<input type="checkbox"/>	(empty)	platform	(empty)		unable to login to platform			(empty)