



ULTRA COLLEGE OF ENGINEERING AND TECHNOLOGY

Department of Computer Science and Engineering

Completed a Project on

Streamlining Ticket Assignment for Efficient Support Operations

Submitted by

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Streamlining Ticket Assignment for Efficient Support Operations

Problem Statement :

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 aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.

User

Create User

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

servicenow All Favorites History Workspaces Admin User - Santhiya Murugesan

Search

User Santhiya Murugesan

Update Set Password Delete

User ID: santhiya murugesan

First name: Santhiya

Last name: Murugesan

Title:

Department:

Email: 22cse33ucet@gmail.com

Identity type: Human

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Active: ☒

Internal Integration User: ☐

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables Roles (1) Groups (1) Delegates Subscriptions User Client Certificates

Table Search

User = Santhiya Murugesan

6. Click on submit

Create one more user:

7. Create another user with the following details

servicenow All Favorites History Workspaces Admin User - Nila Subashini

Search

User Nila Subashini

Update Set Password Delete

User ID: nila subashini

First name: Nila

Last name: Subashini

Title:

Department:

Email: 22cse28ucet@gmail.com

Identity type: Human

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Active: ☒

Internal Integration User: ☐

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables Roles Groups Delegates Subscriptions User Client Certificates

Table Search

User = Nila Subashini

8. Click on submit

Groups

Create Groups

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

The screenshot shows the ServiceNow interface for creating a new group named 'certificates'. The left sidebar contains a navigation menu with categories like 'User', 'System Logs', 'System Security', and 'Users and Groups'. The main form area has fields for 'Name' (certificates), 'Manager' (Santhiya Murugesan), 'Group email', and 'Parent'. Below these fields are 'Update' and 'Delete' buttons. At the bottom, there are tabs for 'Roles', 'Group Members', and 'Groups', and a table header for 'Group = certificates' with columns 'Created', 'Role', 'Granted by', and 'Inherits'.

6. Click on submit

Create one more group:

1. Create another group with the following details

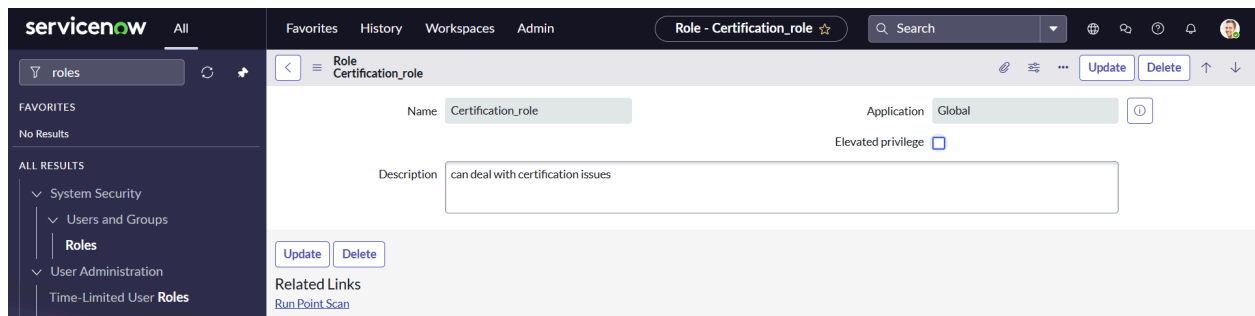
The screenshot shows the ServiceNow interface for creating a new group named 'Platform'. The left sidebar is the same as in the previous screenshot. The main form area has fields for 'Name' (Platform), 'Manager' (Nila Subashini), 'Group email', and 'Parent'. Below these fields are 'Update' and 'Delete' buttons. At the bottom, there are tabs for 'Roles', 'Group Members', and 'Groups', and a table header for 'Group = Platform' with columns 'Created', 'Role', 'Granted by', and 'Inherits'.

2. Click on submit

Roles

Create Roles

1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role



The screenshot shows the ServiceNow interface for creating a new role. The left sidebar displays the navigation menu with 'roles' selected. The main form area is titled 'Role - Certification_role' and contains the following fields:

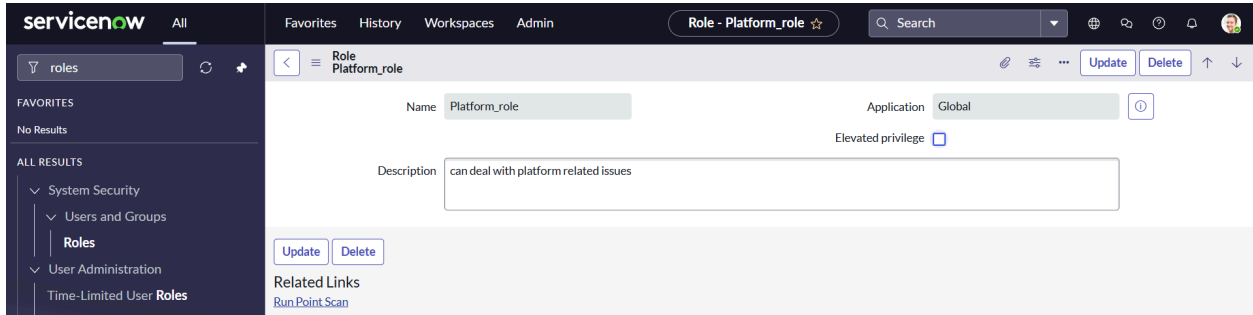
- Name:** Certification_role
- Application:** Global
- Elevated privilege:** ☐
- Description:** can deal with certification issues

At the bottom of the form, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a link to 'Run Point Scan'.

6. Click on submit

Create one more role:

7. Create another role with the following details



8. Click on submit

Table

Create Table

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new table
 - Label : Operations related
 - Check the boxes Create module & Create mobile module
6. Under new menu name : Operations related
7. Under table columns give the columns

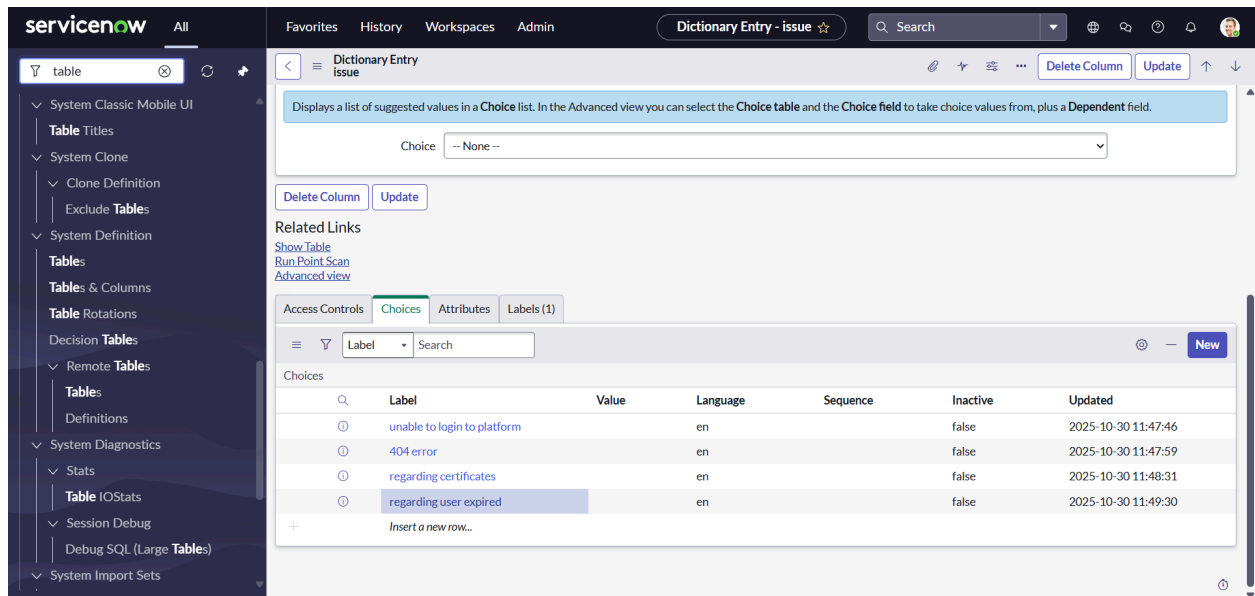
Column label	Type	Reference	Max length	Default value	Display
Updates	Integer	(empty)	40		false
name	String	(empty)	40		false
ticket raised data	Date/Time	(empty)	40		false
assigned to user	Reference	User	32		false
comment	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
priority	String	(empty)	40		false
Created by	String	(empty)	40		false
issue	String	(empty)	40		false
Updated by	String	(empty)	40		false
service request number	String	(empty)	40	javascript:getNextObjNumberPadded();	false
assigned to group	Reference	Group	32		false
Updated	Date/Time	(empty)	40		false
Created	Date/Time	(empty)	40		false

8. Click on submit

Create choices for the issue filed by using form design

Choices are

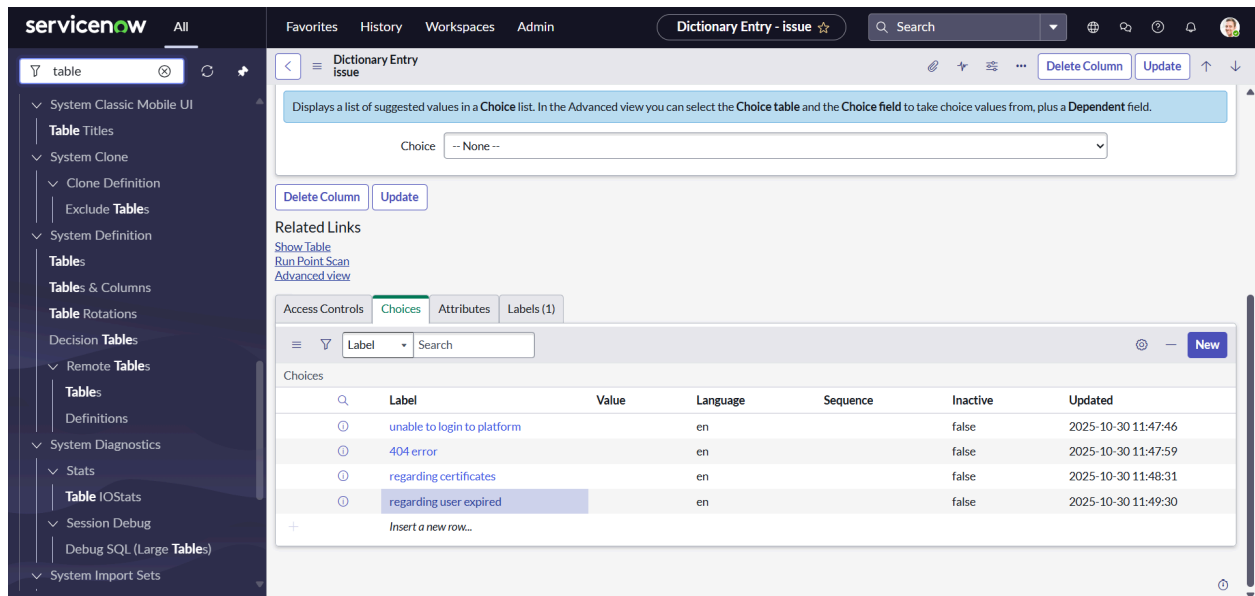
- unable to login to platform
- 404 error
- regarding certificates
- regarding user expired



Assign Roles & Users To Groups

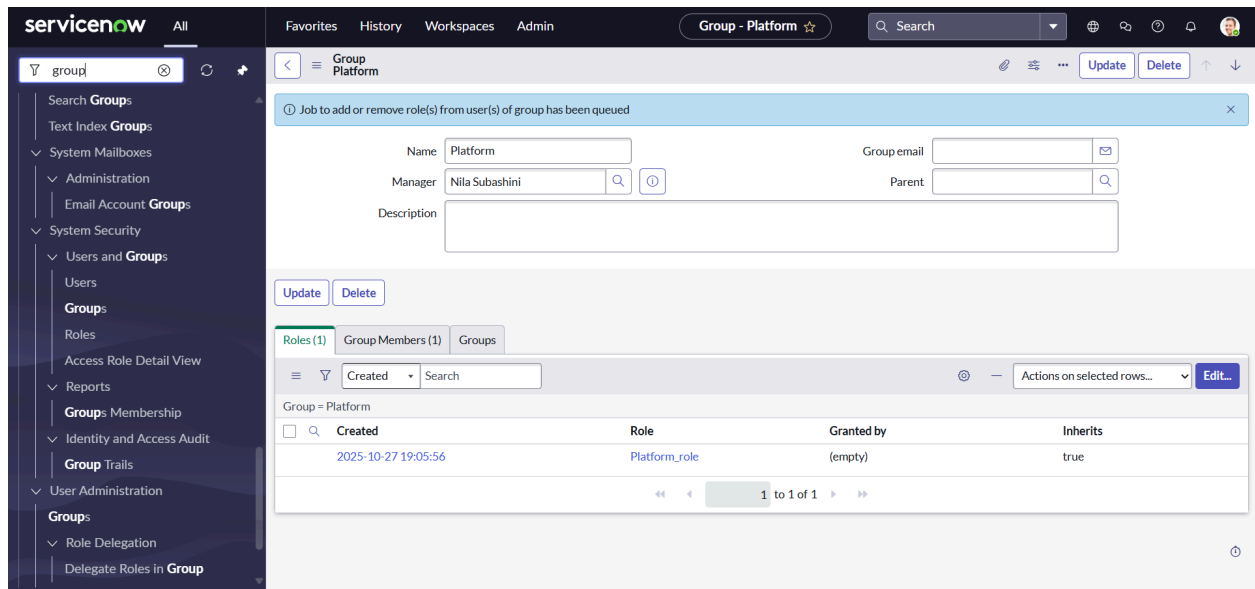
Assign roles & users to certificate group

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 Santhiya Mueugesan 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 Nila Subashini and save
8. Click on roles
9. Select Platform_role and save

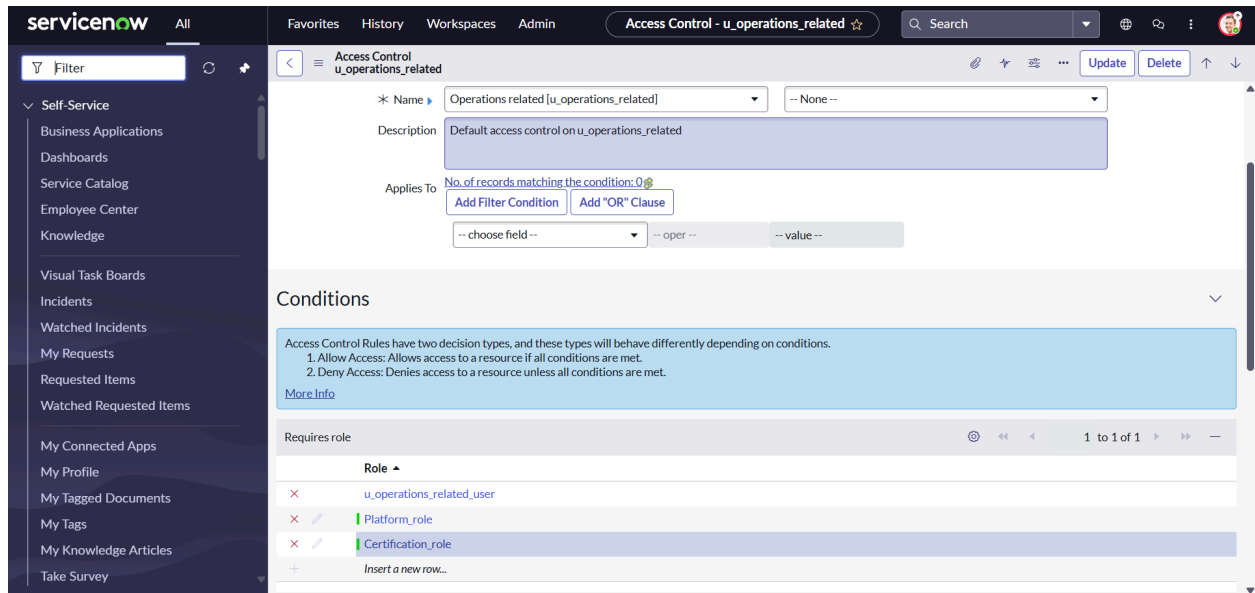


Assign role to table

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 u_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

Create ACL

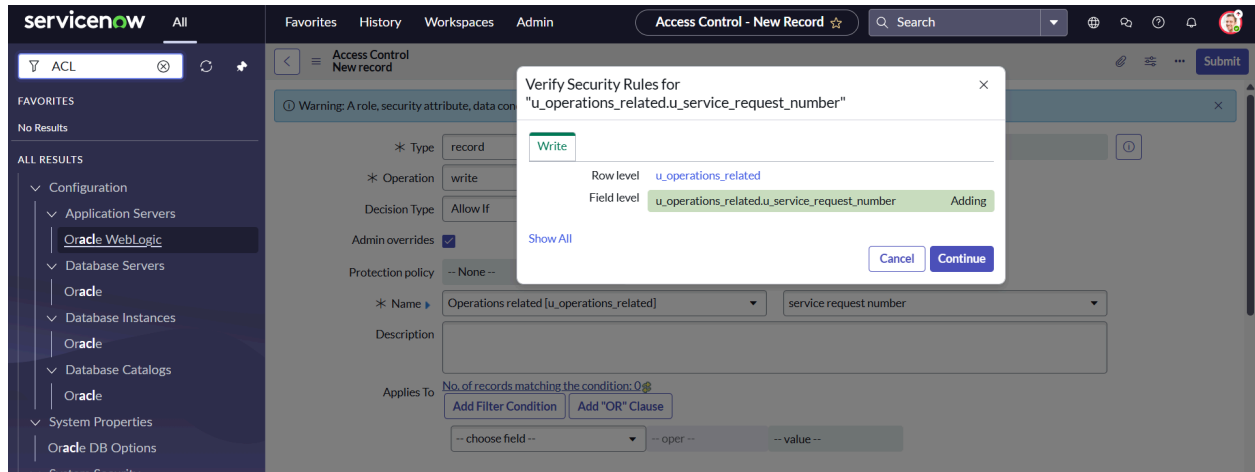
1. Open service now.

2. Click on All >> search for ACL

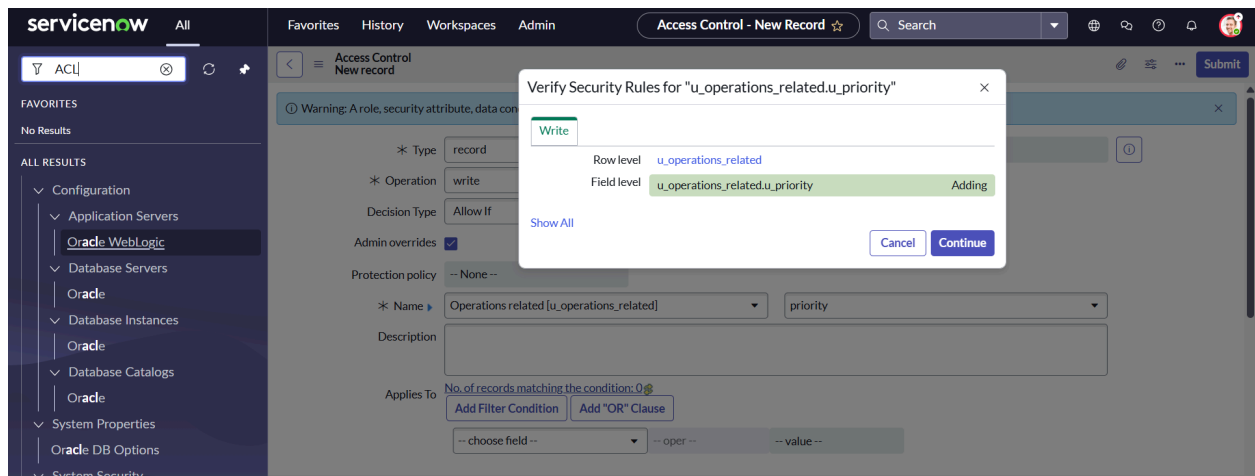
3. Select Access Control(ACL) under system security

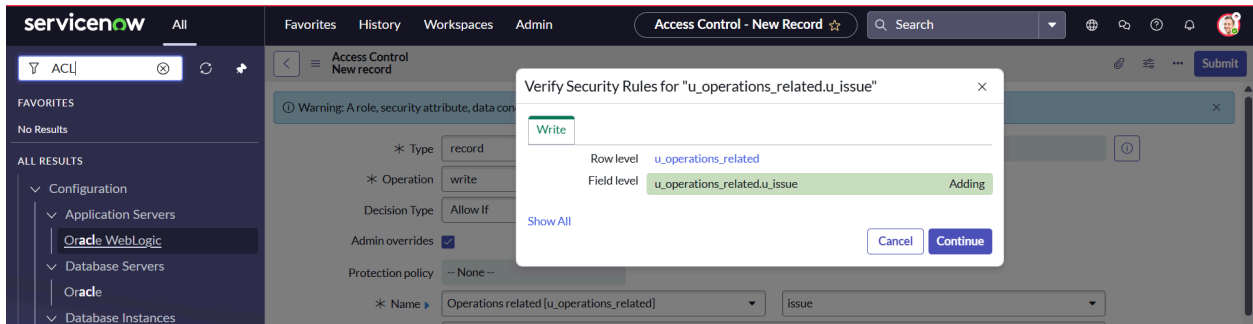
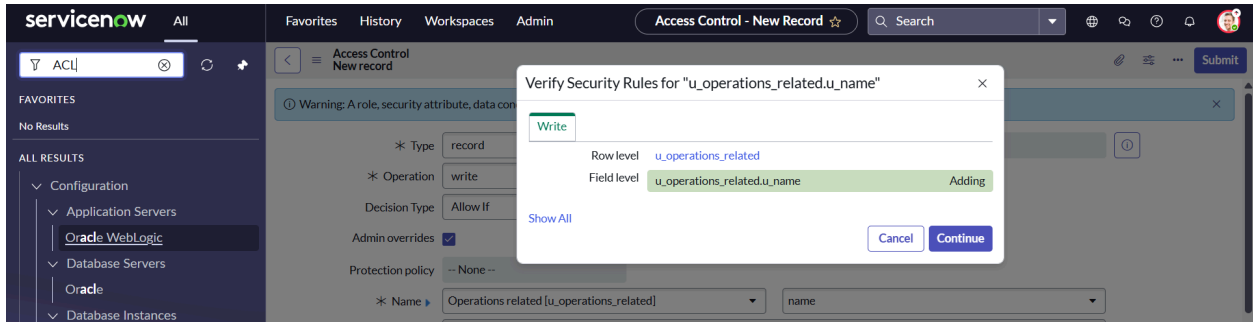
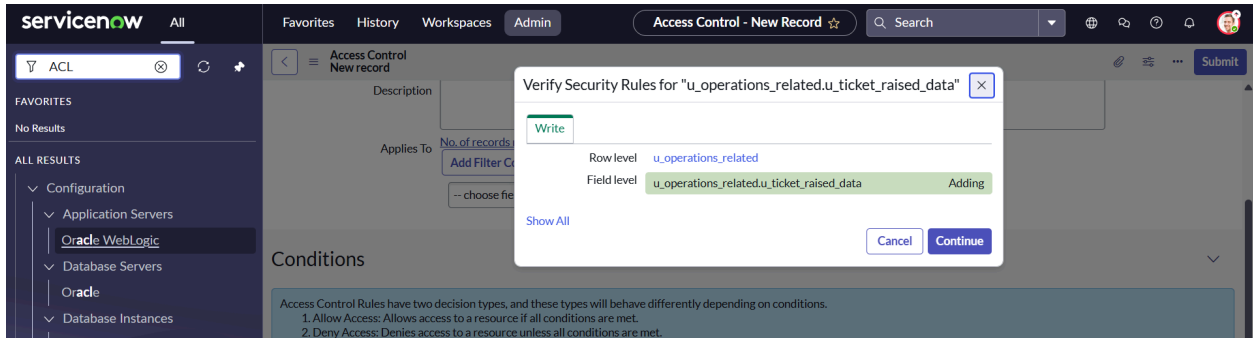
4. Click on new

5. Fill the following details to create a new ACL



6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 acl for the following fields





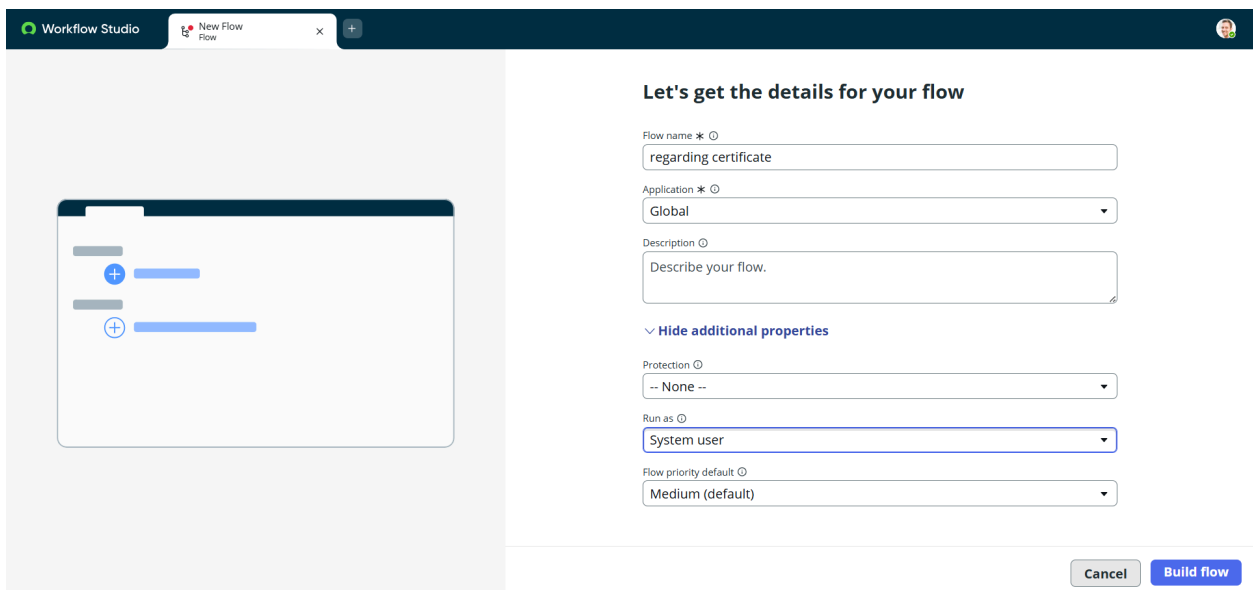
This screenshot shows the 'Access Controls' list in ServiceNow. The table displays a list of ACLs with the following columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
<code>u_operation</code>	Search	Search	Search	Search	Search	Search
<code>u_operations_related</code>	Allow If	delete	record	true	admin	2025-10-29 08:40:39
<code>u_operations_related</code>	Allow If	write	record	true	admin	2025-10-29 08:40:39
<code>u_operations_related</code>	Allow If	read	record	true	admin	2025-10-29 08:40:39
<code>u_operations_related</code>	Allow If	create	record	true	admin	2025-10-29 08:40:39
<code>u_operations_related.u_issue</code>	Allow If	write	record	true	admin	2025-10-30 12:43:21
<code>u_operations_related.u_name</code>	Allow If	write	record	true	admin	2025-10-30 12:42:00
<code>u_operations_related.u_priority</code>	Allow If	write	record	true	admin	2025-10-30 12:39:21
<code>u_operations_related.u_service_request_n...</code>	Allow If	write	record	true	admin	2025-10-30 12:37:26
<code>u_operations_related.u_ticket_raised_data</code>	Allow If	write	record	true	admin	2025-10-30 12:40:26

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.



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.

The screenshot shows the Workflow Studio interface for configuring a trigger. The trigger is named "regarding certificate" and is currently inactive. The configuration is as follows:

- Trigger:** Created or Updated
- Table:** Operations related [u_operation...]
- Condition:** All of these conditions must be met
 - issue is regarding certificates
- Run Trigger:** For every update

The right sidebar shows the "Data" section with a list of flow variables:

- 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)

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.

Workflow Studio

regarding certificate Flow

regarding certificate Inactive

View: Test Activate Save

TRIGGER

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

ACTIONS Select multiple

1 Update Operations related Record

Action Update Record

* Record Trigger ... Operations relate... X

* Table Operations related [u_operation... X

* Fields assigned to group X certificates X

+ 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

Status: Modified Application: Global 0

Workflow Studio

regarding certificate Flow

regarding certificate Active

View: Test 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

Status: Published Application: Global 2

Create a Flow to Assign operations ticket to Platform 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 Platform ”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.

Workflow Studio

regarding certificate Flow

New Flow Flow

Let's get the details for your flow

Flow name *

Application *

Description

▼ Hide additional properties

Protection

Run as

Flow priority default

Cancel Build flow

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 : Unable to login to platform

5. Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

6. Click on New Criteria

Field : issue

Operator : is

Value : Regarding User expired

The screenshot shows the Workflow Studio interface for configuring a trigger. The trigger is named "Operations related Created or Updated where (issue is unable to login to platform; issue is regarding user expired)". The trigger type is "Created or Updated". The table selected is "Operations related [u_operation...]". The condition is set to "All of these conditions must be met". The conditions are:

- issue is unable to login to platform
- issue is 404 Error
- issue is Regarding User expired

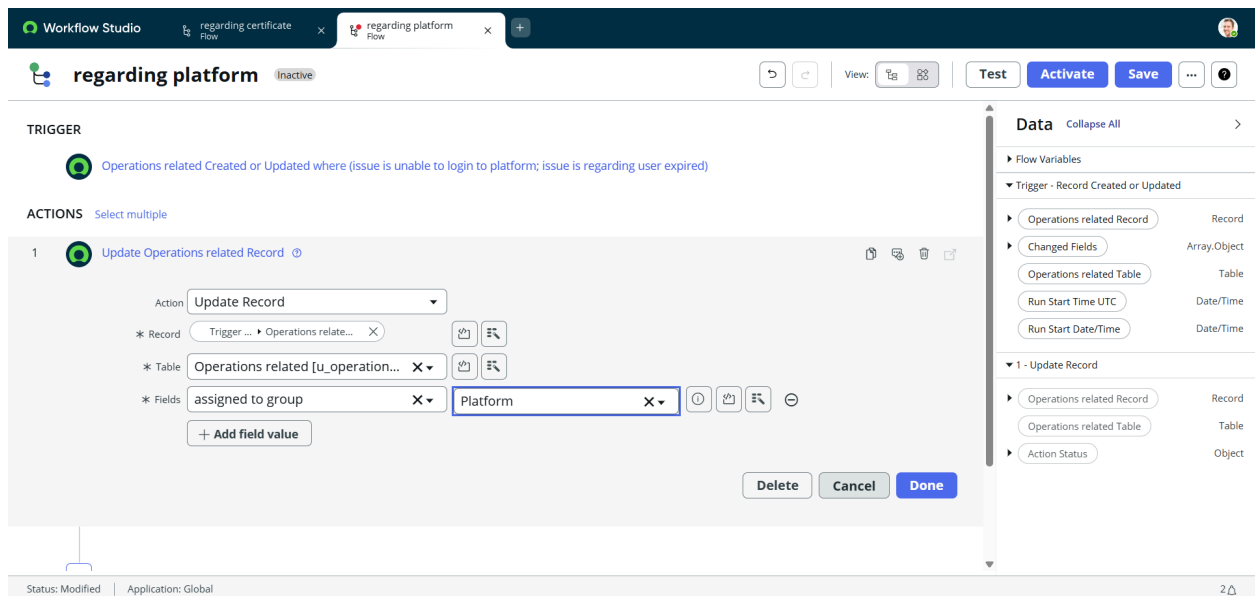
The trigger is set to run "For every update". The interface includes tabs for "Trigger", "Data", and "Advanced Options". The "Data" tab is currently selected, showing a list of data fields and their types:

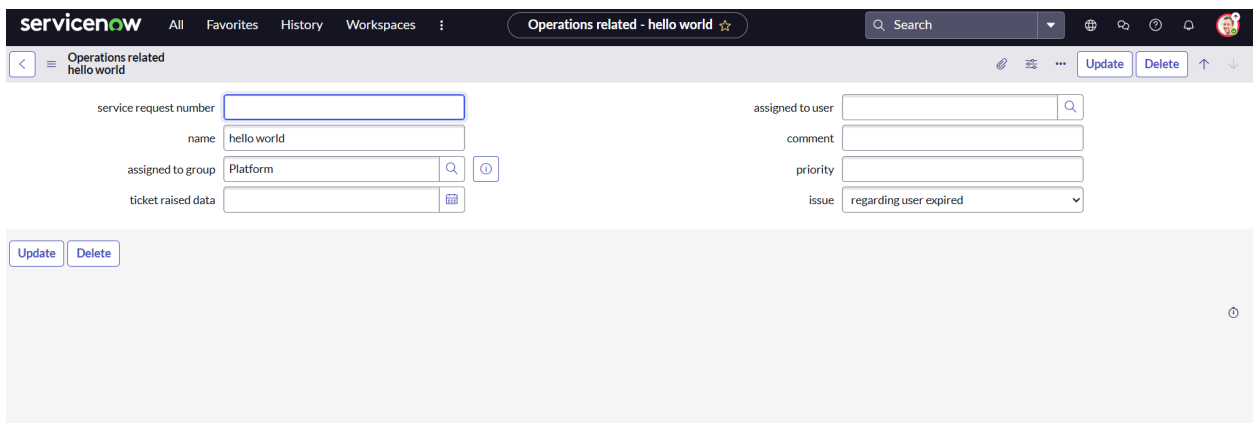
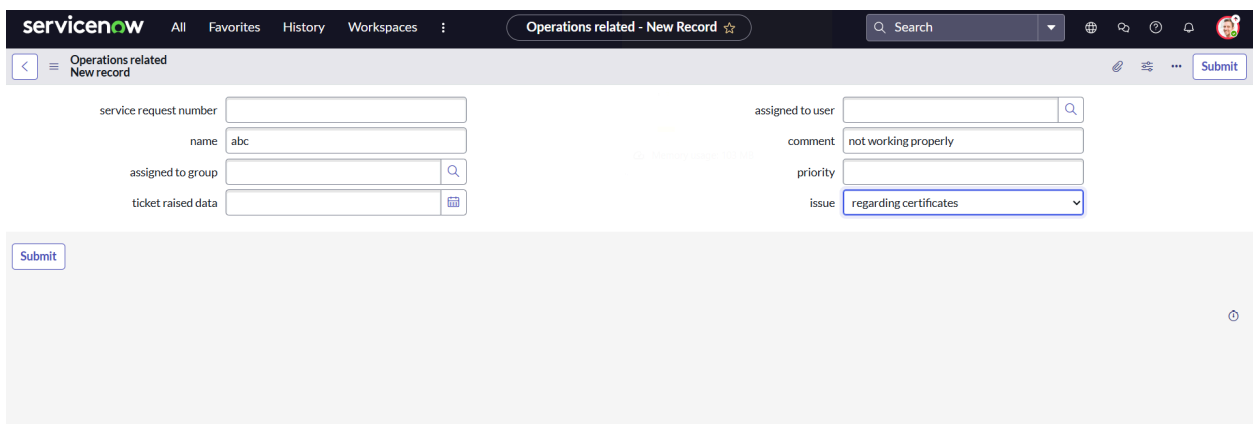
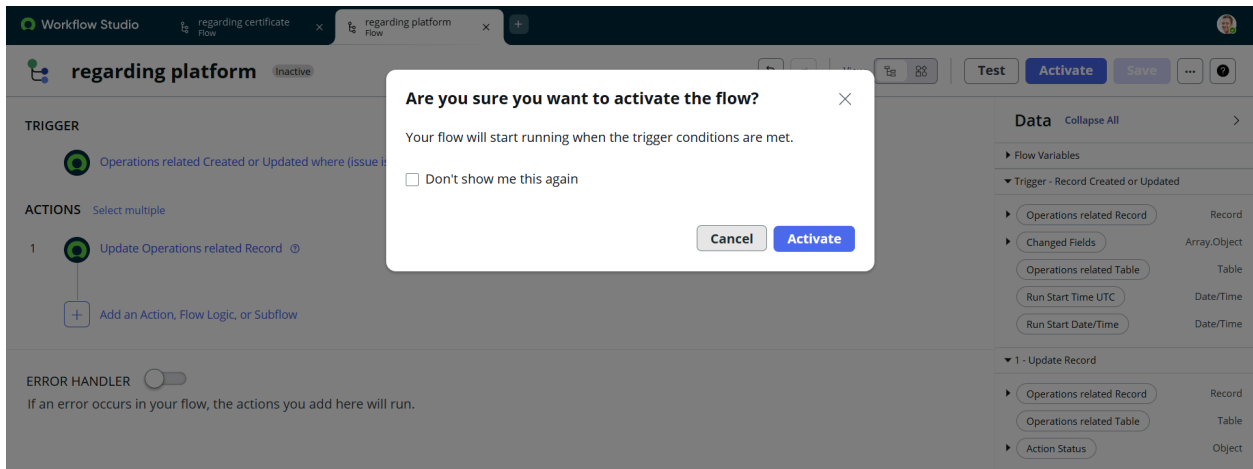
Field	Type
Operations related Record	Record
Changed Fields	Array.Object
Operations related Table	Table
Run Start Time UTC	Date/Time
Run Start Date/Time	Date/Time

7. After that click on Done.

8. Now under Actions.

9. Click on Add an action.
10. Select action in that search for “ Update Record ”.
11. In Record field drag the fields from the data navigation from left side
12. Table will be auto assigned after that
13. Give the field as “ Assigned to group ”.
14. Give value as “ Platform ”.
15. Click on Done.
16. Click on Save to save the Flow.
17. Click on Activate.





service request number

name

assigned to group

ticket raised data

assigned to user

comment

priority

issue

	name	assigned to group	assigned to user	comment	issue	priority	service request number	ticket raised data
	hello	certificates	(empty)	issue with certificate	regarding certificates			(empty)
	abc	certificates	(empty)	not working properly	regarding certificates			(empty)
	hello world	Platform	(empty)		regarding user expired			(empty)

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.