



ULTRA COLLEGE OF ENGINEERING AND TECHNOLOGY

Department Of INFORMATION TECHNOLOGY

Completed a project on

STREAMLING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATION

Submitted By

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BONAFIDE CERTIFICATE

Certified that this project report “EDUCATION ORGANISATION USING SERVICE NOW”

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STREAMLING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATION

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..

Create Users

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
6. Click on submit

The screenshot shows a user creation form titled "User Manne Niranjan". The form is divided into two columns. The left column contains fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title (empty), Department (empty), Password needs reset (unchecked), Locked out (unchecked), Active (checked), Web service access only (unchecked), and Internal Integration User (unchecked). The right column contains fields for Email (niranjanreddymanne2507@gmail.com), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone (empty), Mobile phone (empty), and Photo (Click to add...).

User ID	manne.niranjan	Email	niranjanreddymanne2507@gmail.com
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"/>		

Create one more user:

User - Katherine Pierce

User ID	Katherine Pierce	Email	<input type="text"/>
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. Create another user with the following details
8. Click on submit

Create Groups

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

Group certificates

Name	certificates	Group email	<input type="text"/>
Manager	Katherine Pierce	<input type="text"/>	<input type="text"/>
Description	<input type="text"/>		
Parent	<input type="text"/>		

Create one more group:

1. Create another group with the following details
2. Click on submit

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

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
6. Click on submit

Name	Certification_role	Application	Global
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>
Description	Can deal with certification issues		

Create one more role:

1. Create another role with the following details
2. Click on submit

Name	Platform_role	Application	Global	(1)
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>	
Description	Can deal with platform related issues			

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
5. Fill the following details to create a newtable
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

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...					

8. Click on submit
Create choices for the issue filed by using form design
Choices are

- o Unable to login to platform
- o 404 error
- o Regarding certificates
- o Regarding user expired

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 ServiceNow.
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 click **Save**.
8. Click on **Roles**.
9. Select **Platform_role** and click **Save**.

Assign role to table

1. Open **ServiceNow**.
2. Click on **All** → search for **Tables**.
3. Select **Operations Related** table.
4. Click on the **Application Access** tab.
5. Click on **u_operations_related_read** operation.
6. Click on the **Profile** icon at the top-right corner.
7. Click on **Elevate Role**.
8. Select **security_admin** and click **Update**.
9. Under **Requires Role**,
10. Double-click on **Insert a new row**.
11. Enter **platform_role**.
12. Add **certificate_role**.

1. Click on update

The screenshot shows the 'Access Control' section for the 'u_operations_related' rule. At the top, there are buttons for Back, Refresh, and Update/Delete. Below that is a 'Definition' section with a note about access rules requiring all three conditions to be true. It lists three conditions: 1. 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. A note below states that checks are evaluated independently. There is a 'More Info' link. The 'Requires role' section shows a table with three rows: 'u_operations_related_user', 'Platform_role', and 'Certification_role'. A '+' button is available to add a new row.

2. Click on u_operations_related write operation
3. Under Requires role
4. Double click on insert a new row
5. Give platform role
6. 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

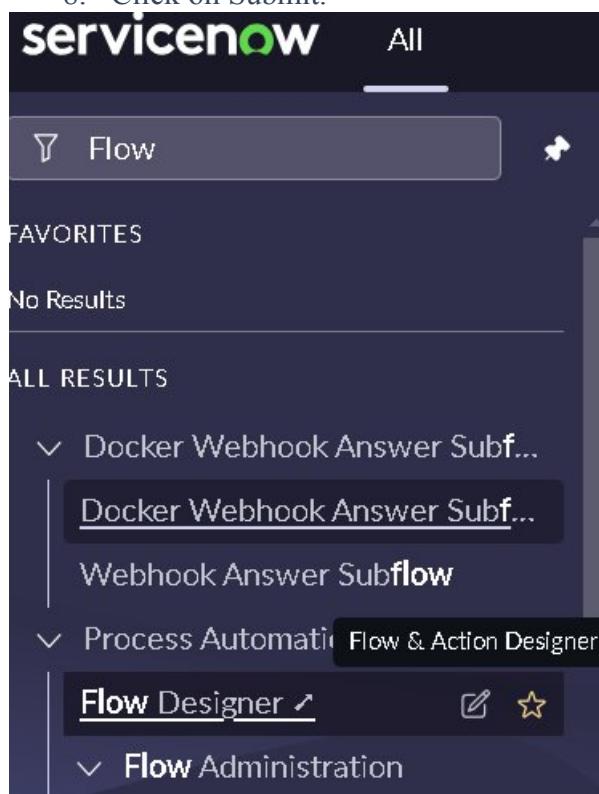
The screenshot shows the 'Access Control' screen for creating a new rule named 'u_operations_related.u_service_request_no'. The 'Type' is set to 'record' and 'Operation' to 'write'. The 'Application' is 'Global' and 'Active' is checked. 'Admin overrides' is checked. 'Protection policy' is set to 'None'. The 'Name' is 'Operations related [u_operations_related]' and the 'Service request No' is listed. The 'Description' field is empty. The 'Condition' section shows '4 records match condition' with buttons for 'Add Filter Condition' and 'Add "OR" Clause'. Below it are dropdowns for 'choose field', 'oper', and 'value'.

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

<input type="checkbox"/>	①	u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
		u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
		u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
		u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
		u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

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.



The screenshot shows the ServiceNow Flow Designer interface. At the top, there's a navigation bar with links for Flows, Subflows, Actions, Executions, Connections, and Help. A search bar is also present. On the right, a dropdown menu titled 'New' is open, showing options for 'Flow', 'Subflow', 'Action', and 'Data Stream'. Below the navigation, a table lists three flows:

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_taskReminder	Global	Draft	false	2024-04-16 00:08:03	admin

The screenshot shows the 'Flow properties' dialog box. It contains fields for flow name, description, application, protection, and run-as. The 'Run As' field is currently set to 'System User'. At the bottom, there are 'Cancel' and 'Submit' buttons.

* Flow name	Regarding certificates
Description	Describe your flow
Application	Global
Protection	-- None --
Run As	System User

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

4. Give the Condition as Field : issue
5. Operator :is
6. Value : Regarding Certificates
7. 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
- 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

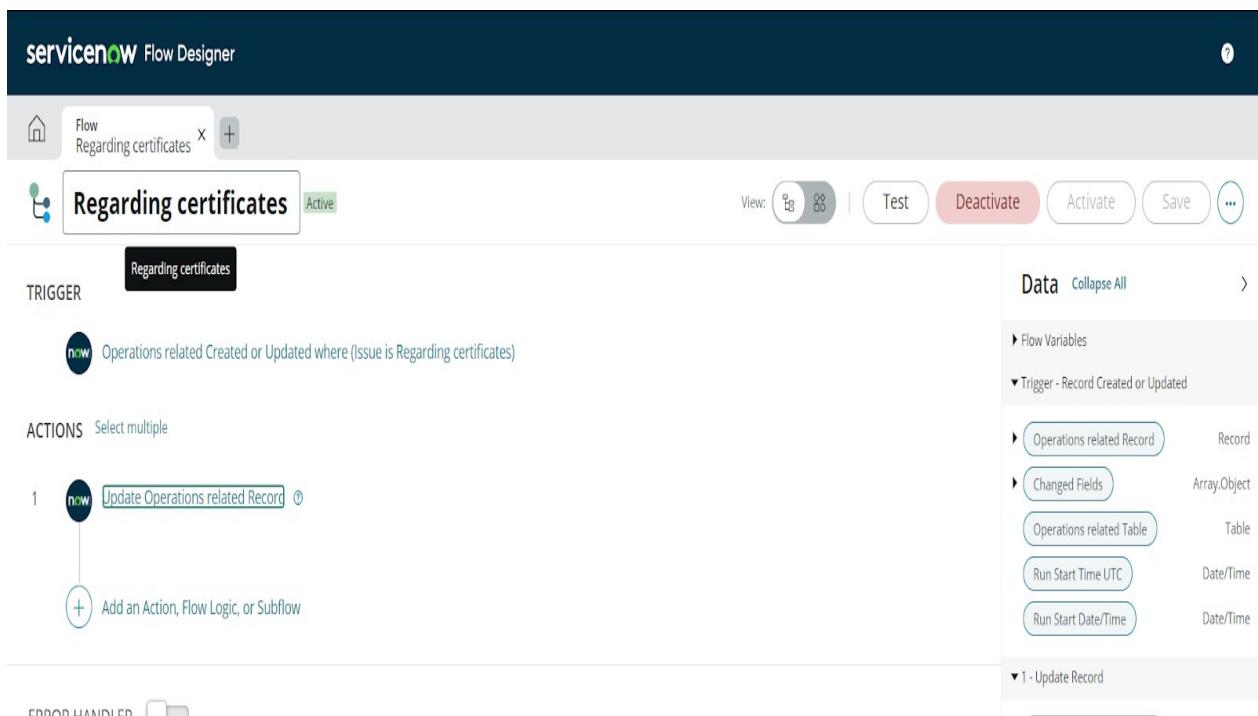
* Record: Trigger ... Operations relate...

* Table: Operations related [u_operations_related]

* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done



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 the Flow Name as "**Regarding Platform**".
6. Application should be **Global**.
7. Select **Run user** as "**System user**" from the list.
8. Click on **Submit**.

9. Click on **Add a trigger**.
10. Select the trigger and search for "**Create or update a record**", then select it.
11. Give the table name as "**Operations related**".
12. Give the condition as:

Field: issue
Operator: is
Value: Unable to login to platform

13. Click on **New Criteria**

Field: issue
Operator: is
Value: 404 Error

14. Click on **New Criteria**

Field: issue

Operator: is

Value: Regarding User expired

15. After that, click on **Done**.

16. Now under **Actions**, click on **Add an action**.

17. In the search bar, search for “**Update Record**” and select it.

18. In the **Record** field, drag the fields from the data navigation panel on the left side.

19. The table will be auto-assigned after that.

20. Give the field as “**Assigned to group**”.

21. Give the value as “**Platform**”.

22. Click on **Done**.

23. Click on **Save** to save the flow.

24. Click on **Activate**.

Conclusion

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of Service Now, 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.