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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BONAFIDECERTIFICATE

Certified that this project report "EDUCATION ORGANISATION USING SERVICE NOW"

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Internal Examiner **External Examiner**

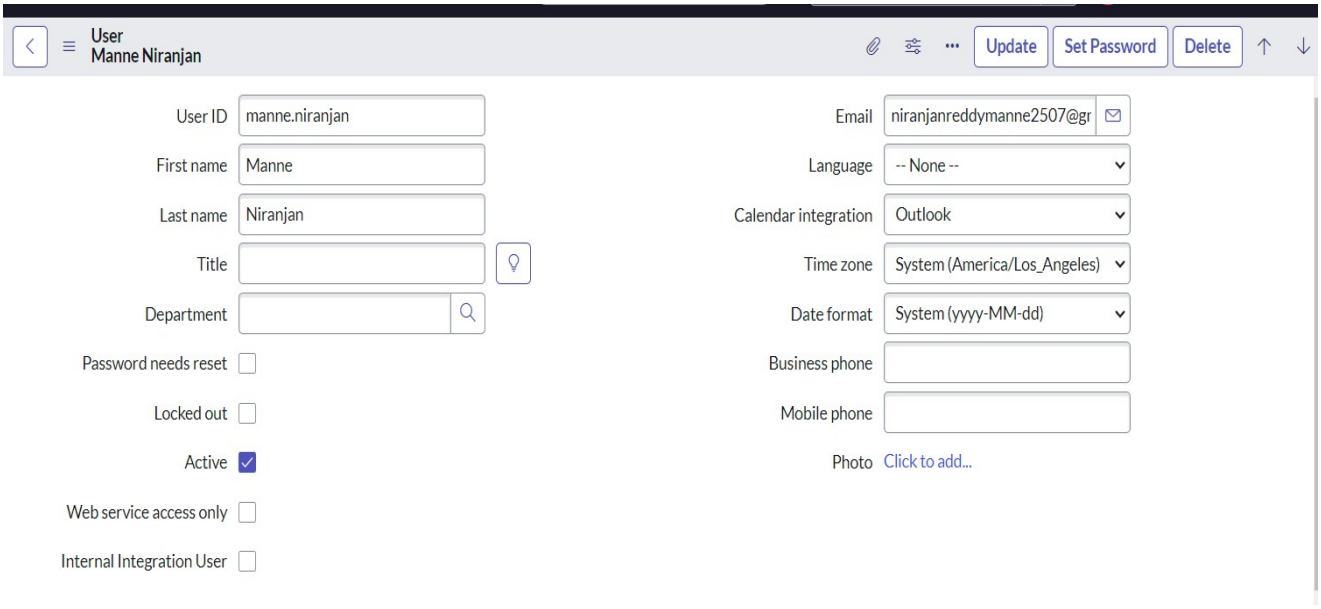
STREAMLING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATION

Problem Statement:

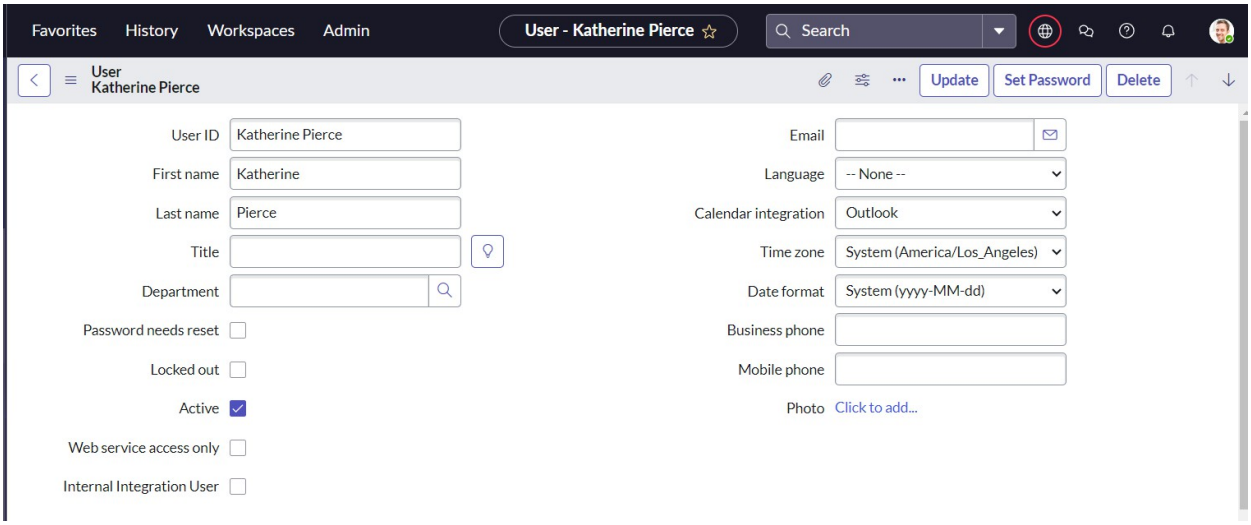
The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, 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



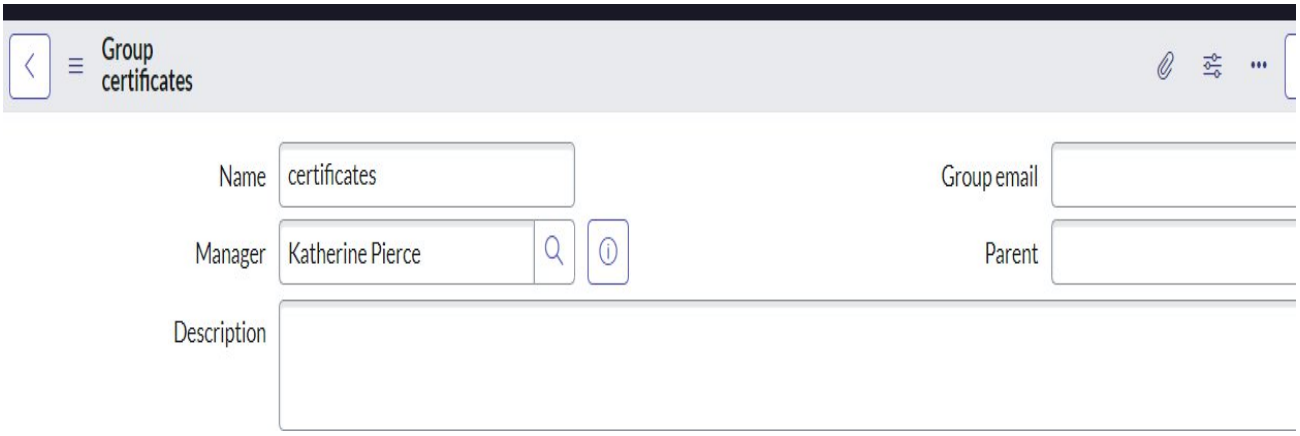
Create one more user:



7. Create another user with the following details
8. Click on submit

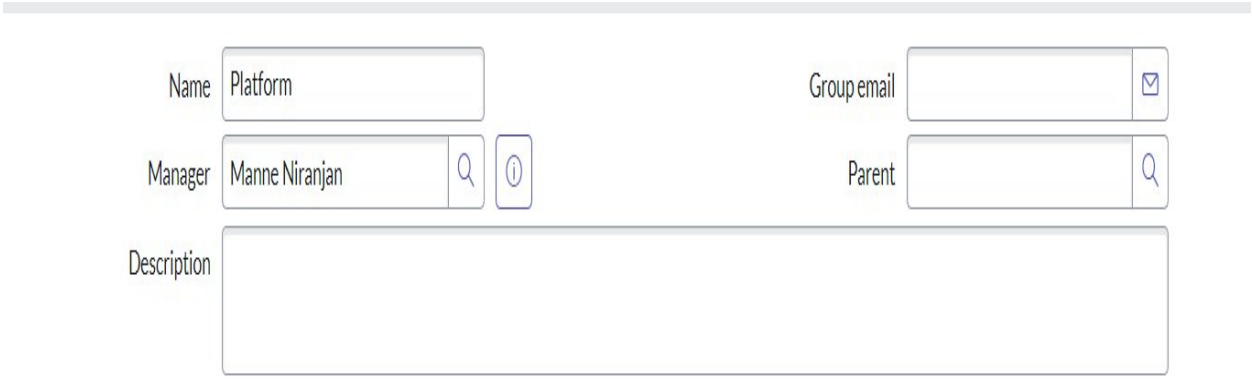
Create Groups

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



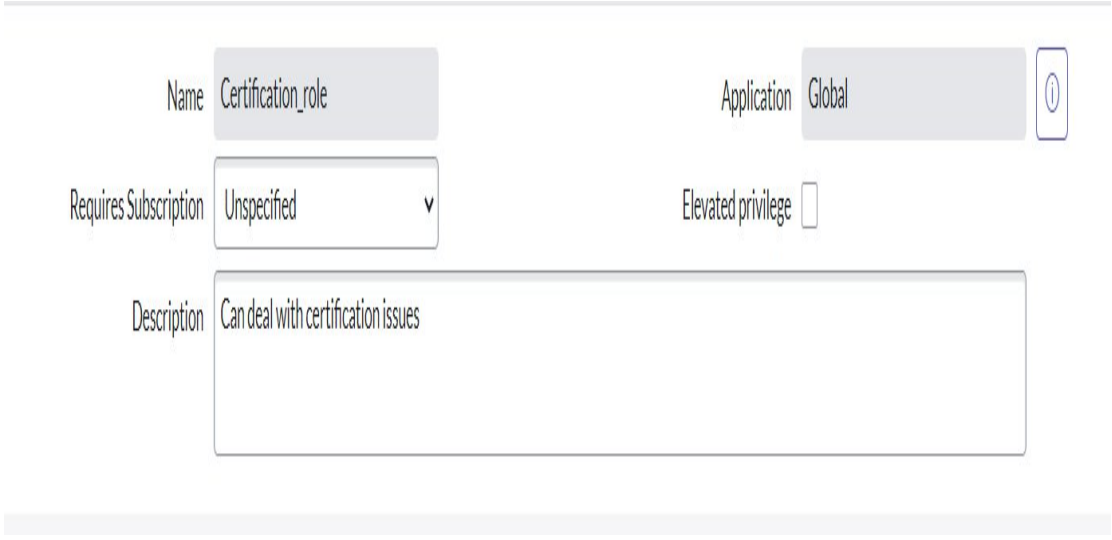
Create one more group:

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



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



Create one more role:

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

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

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

- Unable to login to platform
- 404 error
- Regarding certificates
- 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

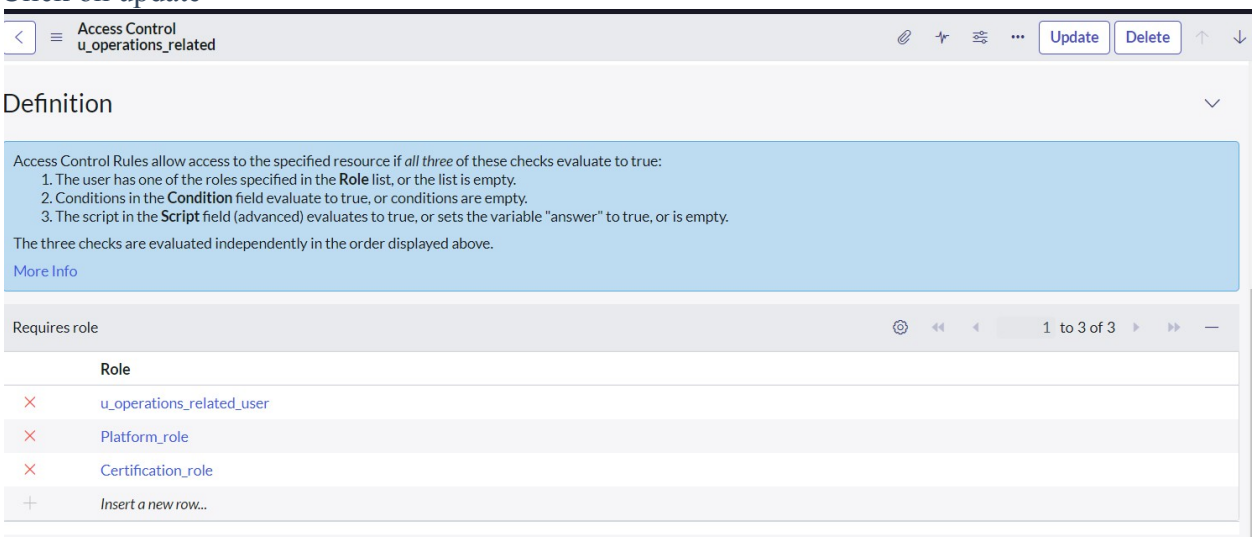
Assign roles &users to platform group

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**.

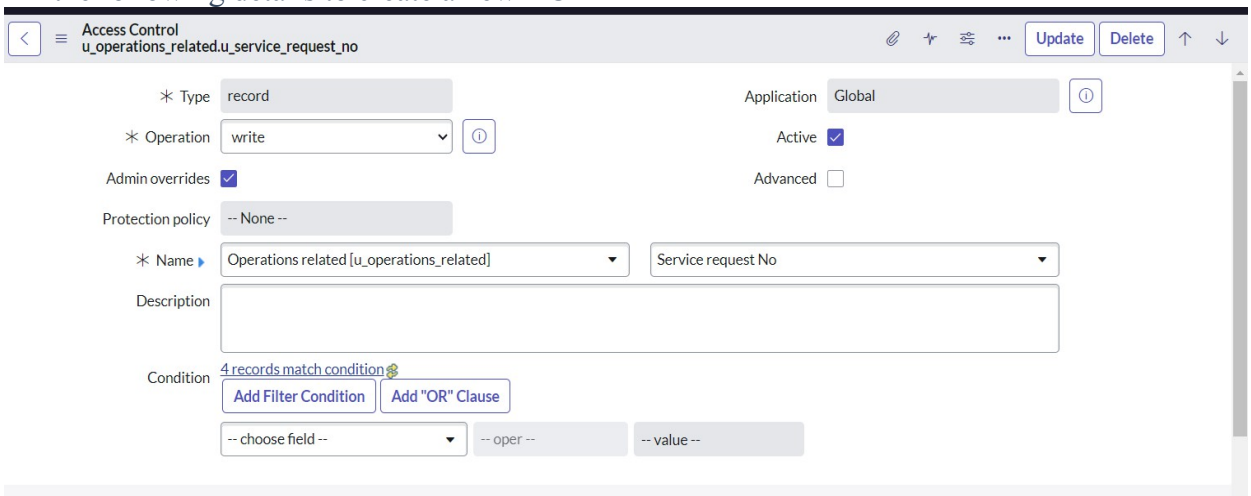
1. Click on update



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

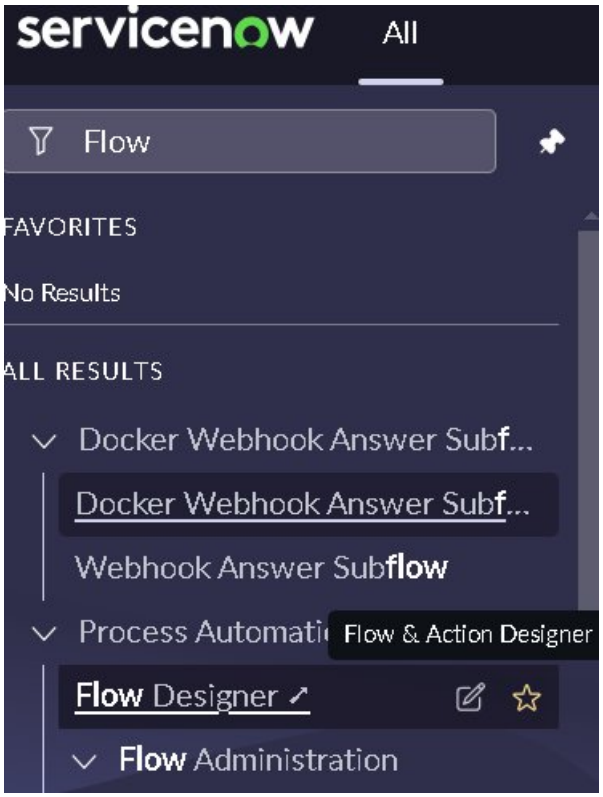


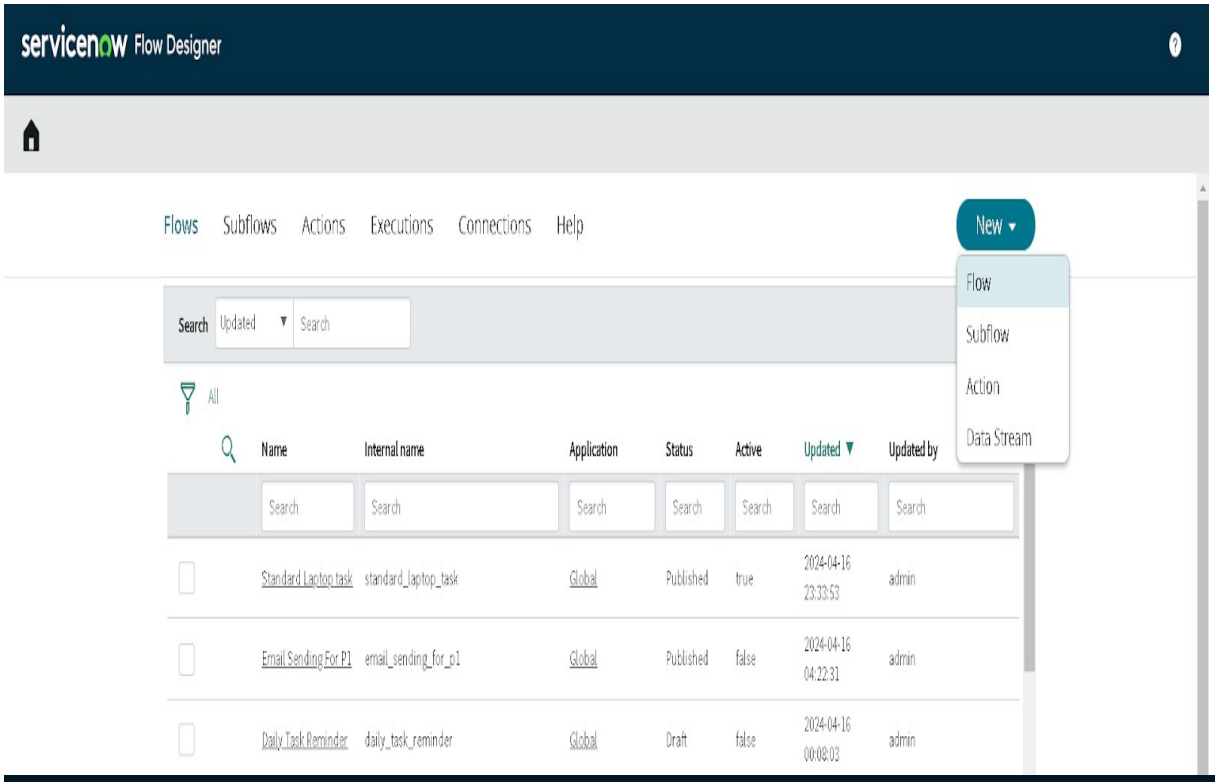
6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 Acl for the following fields

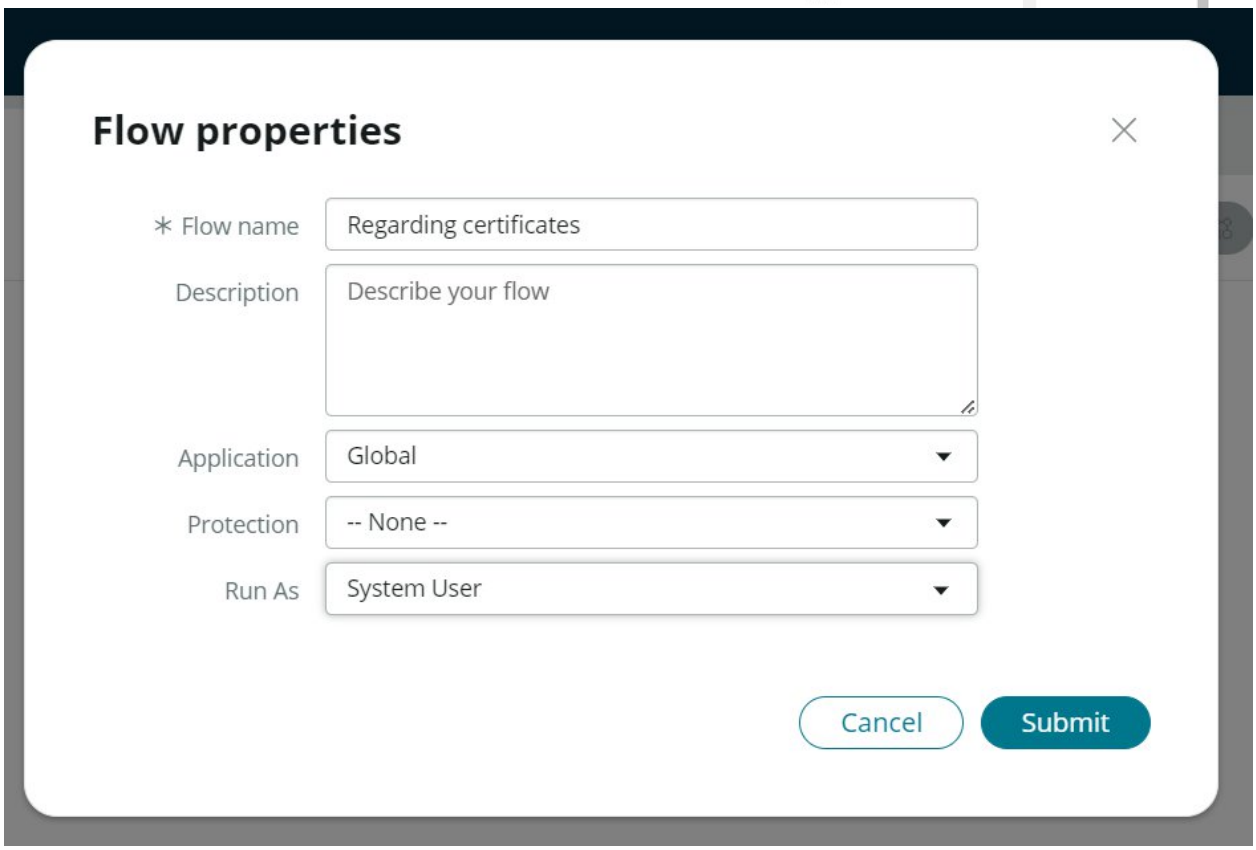
ⓘ	u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
	u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
	u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
	u_operations_related.u_issue	write	record	true	admin	2024-04-16 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.

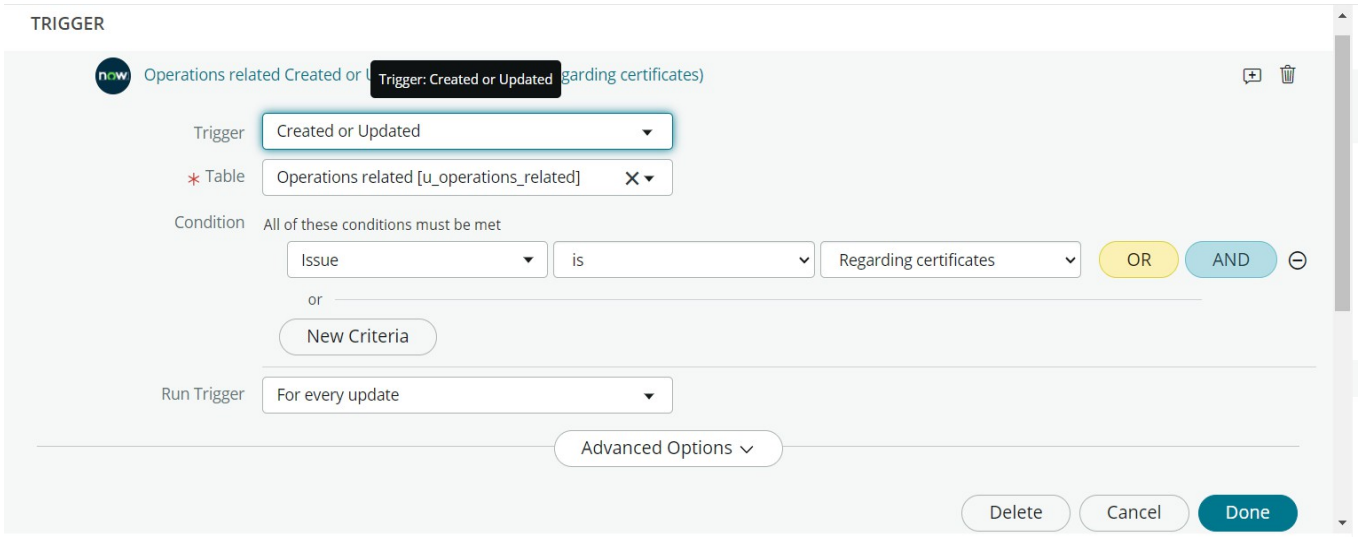




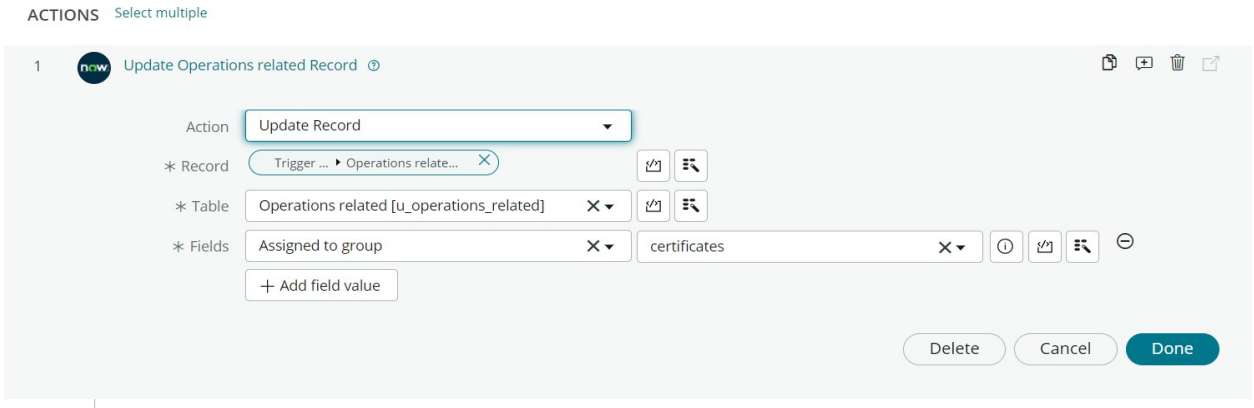


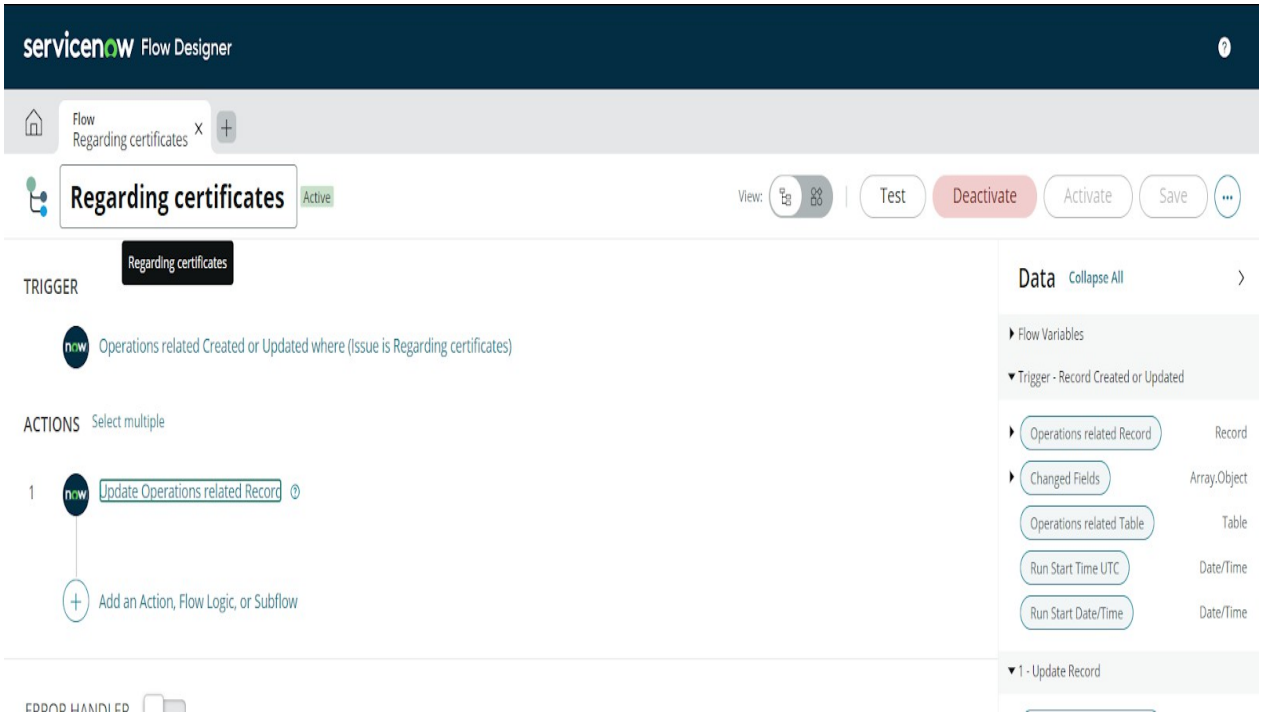
1. Click on Add a trigger
2. Select the trigger in that Search for “create or update are cord” and select that.
3. Give the table name as “Operations related”.

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





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.