



ULTRA COLLEGE OF ENGINEERING AND TECHNOLOGY

Department Of INFORMATION TECHNOLOGY

Completed a project on

**STREAMLING TICKET ASSIGNMENT FOR EFFICIENT
SUPPORT OPERATION**

Submitted By

Team ID: NM2025TMID00119

Team Leader: M.Kishore babu (22IT10)

Team Member: K.Dinesh Kumaran (22IT04)

Team Member: S.Suresh Kanna (22IT16)

Team Member: A.Harshavardhanan (22IT05)

BONAFIDECERTIFICATE

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

**is the Bonafide work of : M.Kishore babu (22IT10) , K.Dinesh Kumaran (22IT04)
S.Suresh Kanna (22IT16) , A.Harshavardhanan (22IT05)**

who carried out the project work under my supervision.

SIGNATURE

MRS.U.THIRUNIRAI SELVI M.E

HEAD OF THE DEPARTMENT

Department of Information Technology

Ultra College of Engineering and Technology

Madurai-625104

SIGNATURE

MRS .M. KARUPPUROJA

ASSOCIATE PROFESSOR

Department of Information Technology

Ultra College of Engineering and Technology

Madurai-625104

Submitted for the Project Viva-Voice held on.....

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

The screenshot shows the 'User' form in ServiceNow for a user named 'Manne Niranjan'. The form is divided into two main sections: 'Basic Information' and 'Advanced Information'. The 'Basic Information' section includes fields for User ID, First name, Last name, Title, and Department. The 'Advanced Information' section includes fields for Email, Language, Calendar integration, Time zone, Date format, Business phone, Mobile phone, and Photo. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active', 'Web service access only', and 'Internal Integration User'. The form is titled 'User Manne Niranjan' and has buttons for 'Update', 'Set Password', and 'Delete'.

Field	Value
User ID	manne.niranjan
First name	Manne
Last name	Niranjan
Title	
Department	
Email	niranjanreddymanne2507@gr
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...
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"/>

Create one more user:

User ID: Katherine Pierce
 First name: Katherine
 Last name: Pierce
 Title:
 Department:
 Password needs reset: ☐
 Locked out: ☐
 Active: ☒
 Web service access only: ☐
 Internal Integration User: ☐
 Email:
 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...](#)

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

Name: certificates
 Group email:
 Manager: Katherine Pierce
 Parent:
 Description:

Create one more group:

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

Name	<input type="text" value="Platform"/>	Group email	<input type="text"/> <input checked="" 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"/>		

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	<input type="text" value="Certification_role"/>	Application	<input type="text" value="Global"/> <input type="button" value="i"/>
Requires Subscription	<input type="text" value="Unspecified"/> <input type="button" value="v"/>	Elevated privilege	<input type="checkbox"/>
Description	<input type="text" value="Can deal with certification issues"/>		

Create one more role:

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

Name
 Application ⓘ

Requires Subscription
 Elevated privilege ☐

Description

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

- 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 Niranjana** 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

Access Control
u_operations_related

Definition

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.

[More Info](#)

Requires role

Role
u_operations_related_user
Platform_role
Certification_role
Insert 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

Access Control
u_operations_related.u_service_request_no

* Type record

* Operation write

Application Global

Active ☒

Admin overrides ☒

Advanced ☐

Protection policy -- None --

* Name Operations related [u_operations_related]

Service request No



Description

Condition 4 records match condition

Add Filter Condition Add "OR" Clause

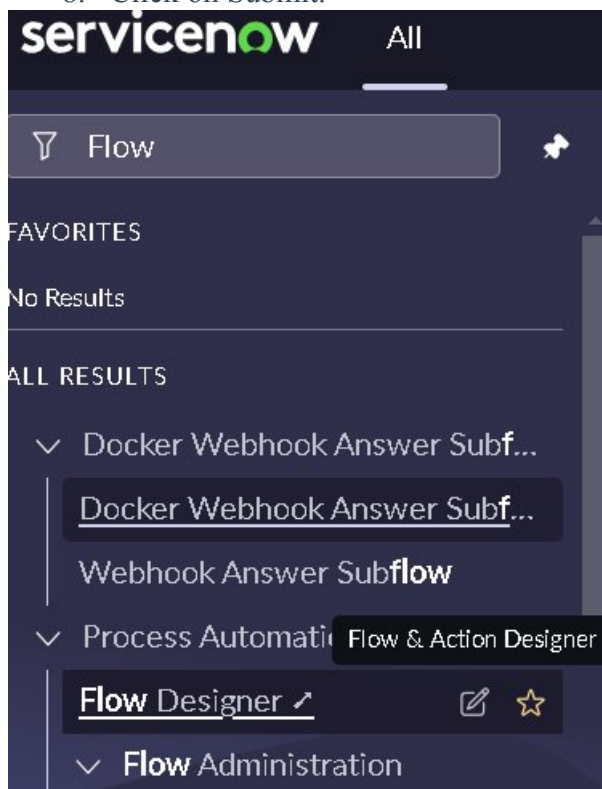
-- choose field -- -- oper -- -- value --

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

 	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.



servicenow Flow Designer

Home

Flows Subflows Actions Executions Connections Help

New ▾

Flow
Subflow
Action
Data Stream

Search Updated ▾ Search

All

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

Flow properties

* Flow name: Regarding certificates

Description: Describe your flow

Application: Global ▾

Protection: -- None -- ▾

Run As: System User ▾

Cancel 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.

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

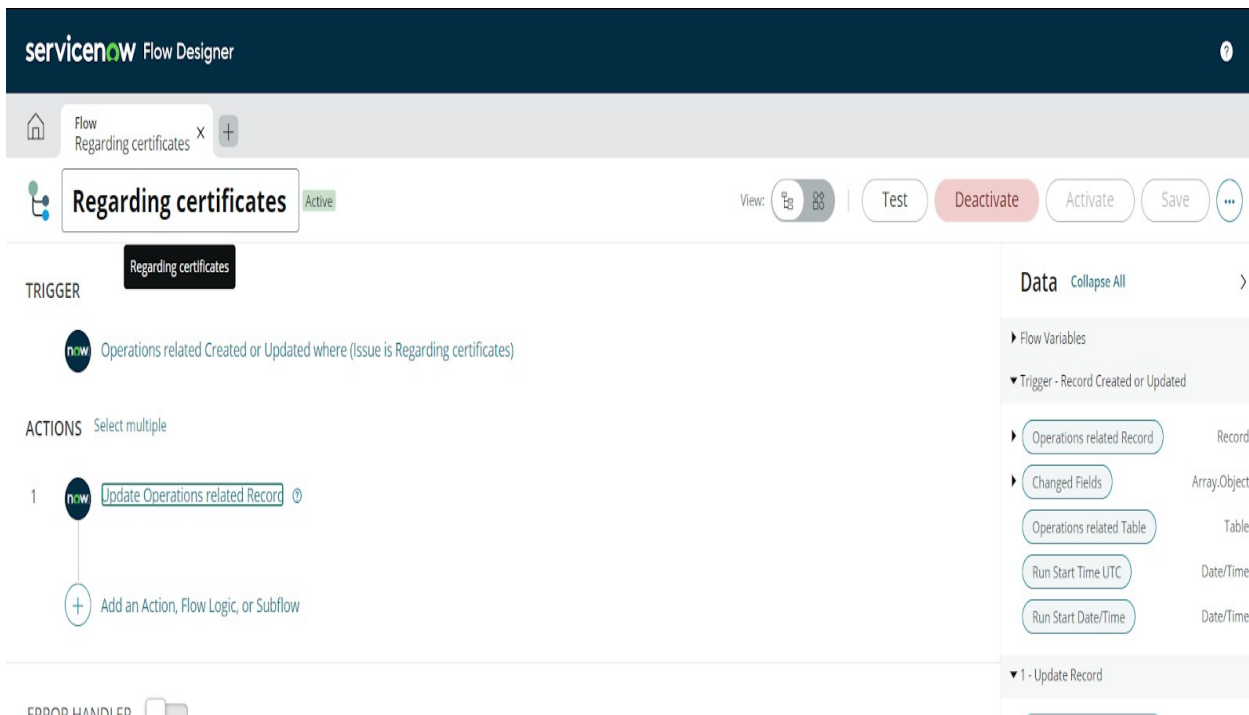
* Record: Trigger ... Operations relate...

* Table: Operations related [u_operations_related]

* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done



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.