

Streamlining Ticket Assignment for Efficient Support Operations

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Team Members: 04

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Problem statement:

In most organizations, support teams manage a large number of queries using ticketing systems. However, ticket assignment is usually handled manually or with simple rules. This process often leads to delays in response time, uneven distribution of work among support agents, and incorrect assignment of tickets. As a result, productivity decreases and customer satisfaction is affected. To overcome these challenges, there is a need for a streamlined and automated ticket assignment system that can intelligently analyze ticket information (such as category, priority, and keywords) and assign it to the most suitable agent quickly and efficiently.

Objective:

1. Automate Ticket Assignment – Reduce manual effort by assigning tickets automatically to the right support agent.
2. Ensure Fair Workload Distribution – Balance tickets among agents to avoid overloading.
3. Improve Response & Resolution Time – Speed up ticket handling for faster customer support.
4. Enhance Accuracy – Assign tickets based on category, priority, and keywords to minimize errors.
5. Boost Customer Satisfaction – Deliver quick and efficient solutions to customer queries.
6. Provide Monitoring & Insights – Track ticket flow and agent performance using dashboards/reports.

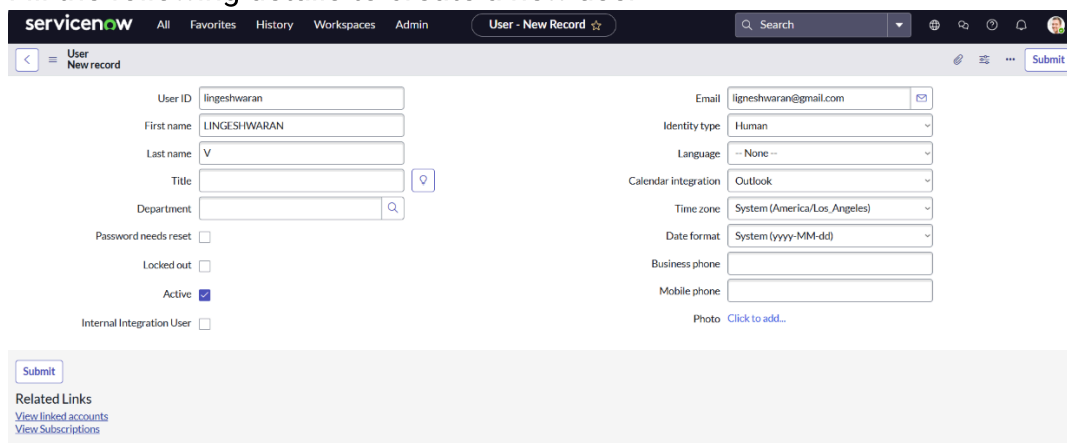
Skills: Users, Groups, Roles, Tables, Access Control List, Flow Designer

TASK INITIATION

Milestone 1 : Users

Activity 1: 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

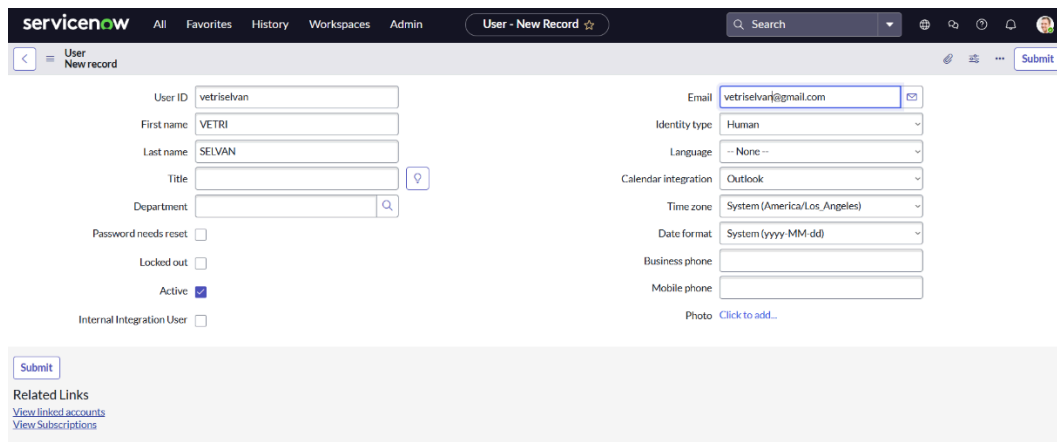


The screenshot shows the 'User - New Record' form in ServiceNow. The form is divided into two main sections: 'User Information' on the left and 'System Information' on the right. The 'User Information' section includes fields for User ID (ligneswaran), First name (LINGESHWARAN), Last name (V), Title, Department, Password needs reset, Locked out, Active (checked), and Internal Integration User. The 'System Information' section includes fields for Email (ligneswaran@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, and Photo (Click to add...). A 'Submit' button is located at the bottom right of the form. Below the form, there are 'Related Links' for 'View linked accounts' and 'View Subscriptions'.

6. Click on submit

Create one more user:

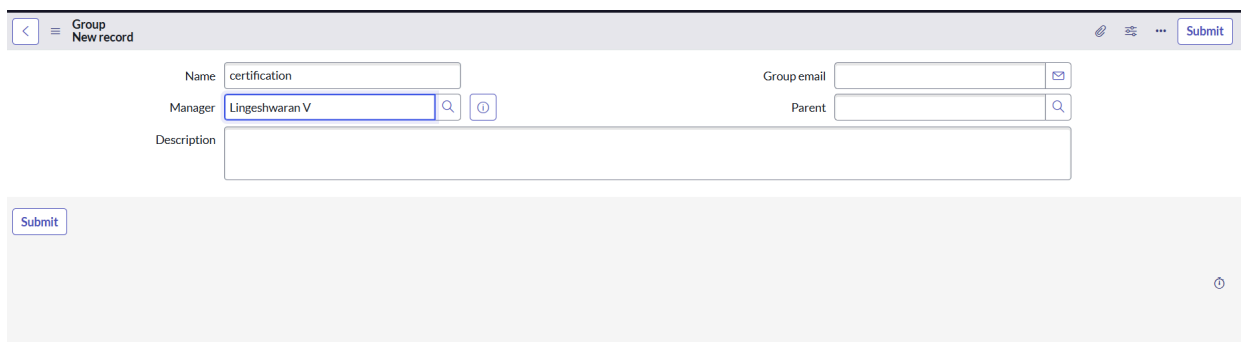
1. Create another user with the following details
2. Click on submit



Milestone 2 : Groups

Activity 1: Create Groups

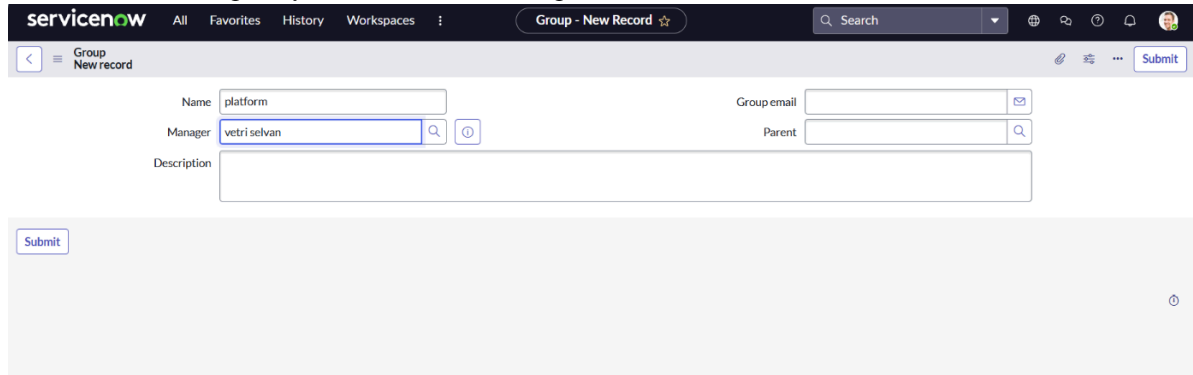
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group



6. Click on submit

Create one more group:

1. Create another group with the following details



servicenow All Favorites History Workspaces Group - New Record Search

Group New record

Name platform Group email

Manager vetri selvan Parent

Description

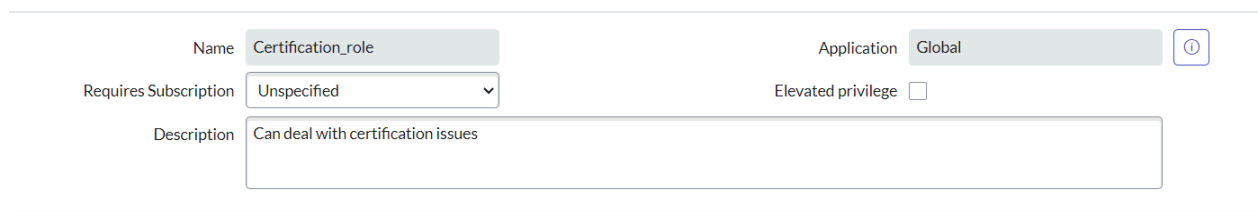
Submit

2. Click on submit

Milestone 3 : Roles

Activity 1: Create role.

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



Name Certification_role Application Global

Requires Subscription Unspecified Elevated privilege

Description Can deal with certification issues

6. Click on submit

Create one more role:

Create another role with the following details

Name Application ⓘ

Requires Subscription Elevated privilege ☐

Description

Click on submit

Milestone 4 : Table Activity 1: 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
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

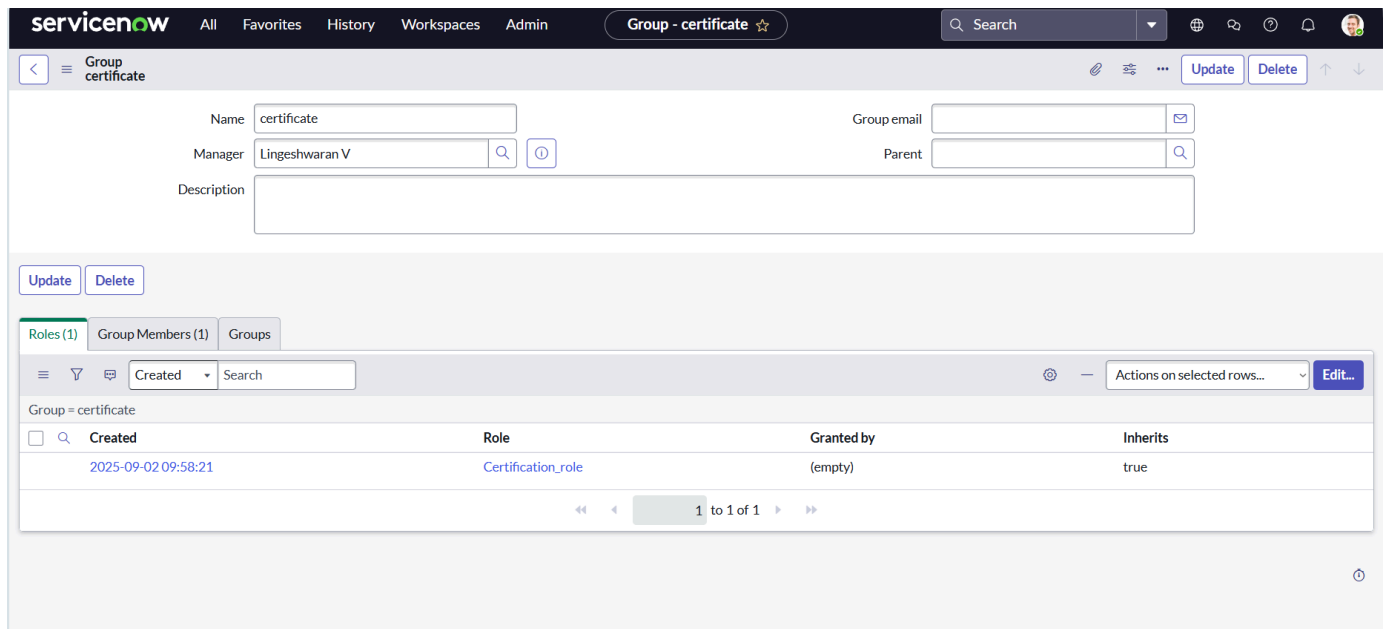
9. unable to login to platform
10. 404 error
11. regarding certificates

12. regarding user expired

Milestone 5 : Assign role users to groups

Activity 1: 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 Lingeshwaren and save
8. Click on roles
9. Select Certification_role and save



The screenshot shows the ServiceNow interface for configuring a group named 'certificate'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The main header shows 'Group - certificate' with 'Update' and 'Delete' buttons. The form fields include:

- Name: certificate
- Group email: (empty)
- Manager: Lingeshwaran V
- Parent: (empty)
- Description: (empty)

Below the form, there are tabs for 'Roles (1)', 'Group Members (1)', and 'Groups'. The 'Roles (1)' tab is active, showing a table with the following data:

Created	Role	Granted by	Inherits
2025-09-02 09:58:21	Certification_role	(empty)	true

The table has a pagination bar at the bottom showing '1 to 1 of 1'.

ⓘ

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

Collection

access_analyzer_admin
 action_category_creator
 action_designer
 activity_admin
 activity_creator
 actsub_admin
 actsub_user
 admin
 agent_admin
 agent_security_admin
 agent_workspace_user
 ais_admin
 ais_high_security_admin
 aisa_admin
 analytics_admin
 analytics_categories_admin
 analytics_filter_admin

Roles List

certificate

Certification_role

Activity 1: 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 Vetri Selvan and save
8. Click on roles
9. Select Platform_role and save

servicenow All Favorites History Workspaces Admin **Group - platform** Search

< Group platform Update Delete

Name: platform Group email: Manager: vetri selvan Parent: Description:

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit..

Group = platform

Created	Role	Granted by	Inherits
2025-09-02 10:04:21	Platform_role	(empty)	true

1 to 1 of 1

servicenow All Favorites History Workspaces **Group Role - Edit Members** Search

< Edit Members Cancel Save

Add Filter Run filter

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

Collection

Roles List

platform

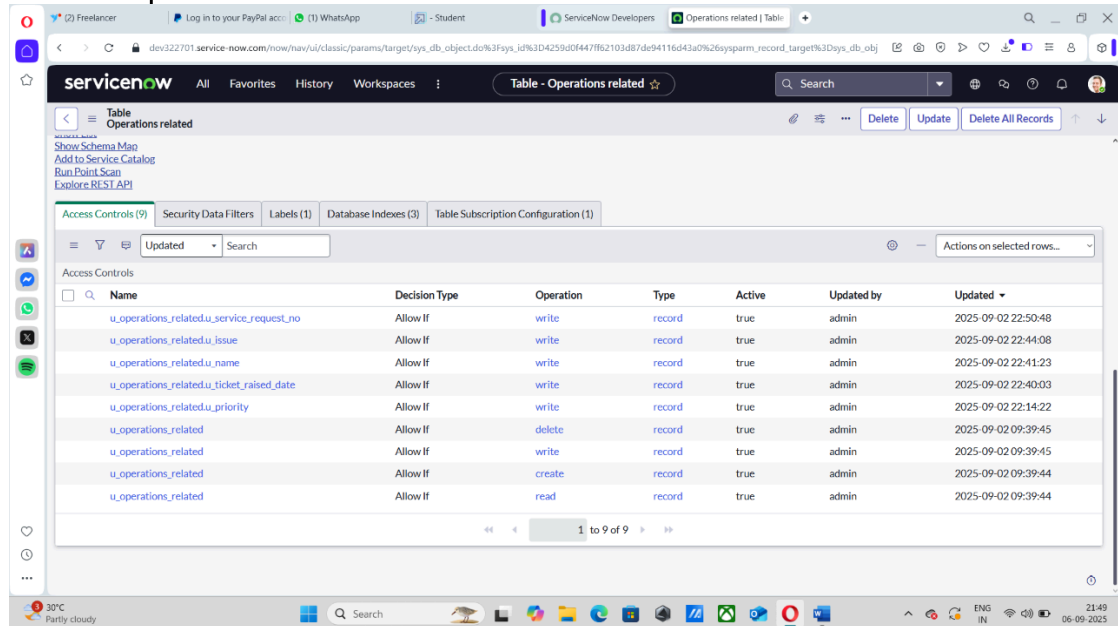
Platform_role

Cancel Save

Milestone 6 : Assign roles to users

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

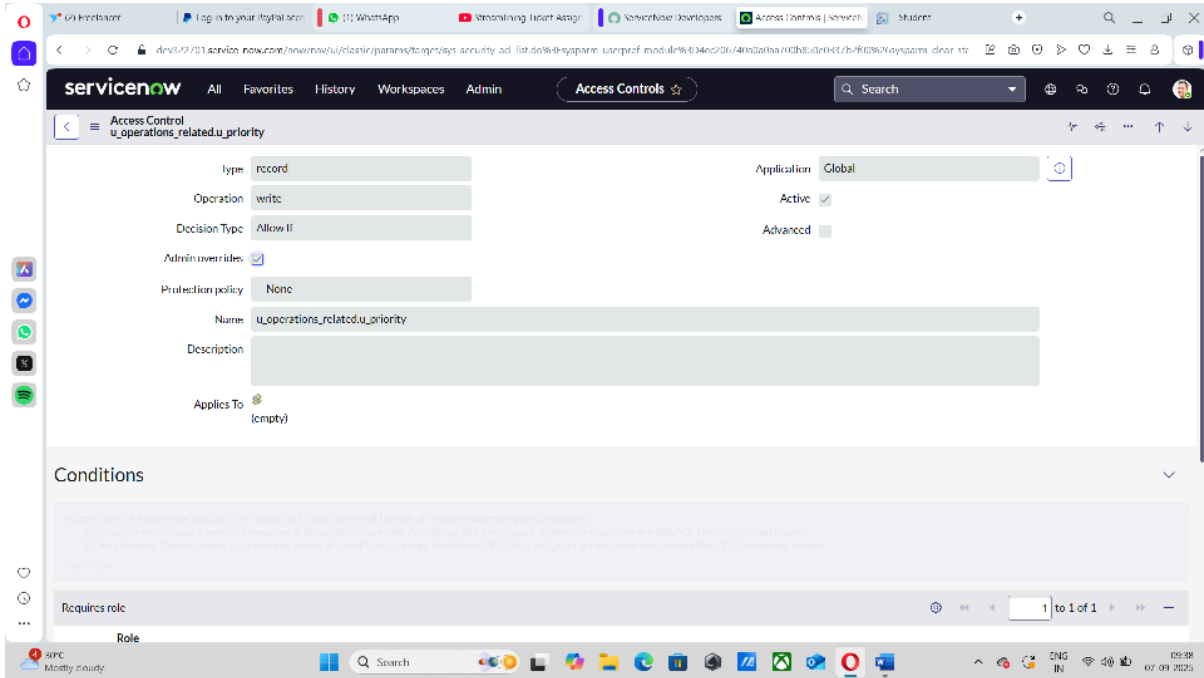


Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-02 22:50:48
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-02 22:44:08
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-02 22:41:23
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-09-02 22:40:03
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-02 22:14:22
u_operations_related	Allow If	delete	record	true	admin	2025-09-02 09:39:45
u_operations_related	Allow If	write	record	true	admin	2025-09-02 09:39:45
u_operations_related	Allow If	create	record	true	admin	2025-09-02 09:39:44
u_operations_related	Allow If	read	record	true	admin	2025-09-02 09:39:44

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

Milestone 7 : 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 ServiceNow Access Control form for the field `u_operations_related.u_priority`. The form is configured with the following settings:

- type:** record
- Operation:** write
- Decision Type:** Allow If
- Application:** Global
- Active:** ☒
- Advanced:** ☐
- Admin overrides:** ☒
- Protection policy:** None
- Name:** u_operations_related.u_priority
- Description:** (empty)
- Applies To:** (empty)

Below the form, there is a section for **Conditions** and a table for **Requires role**.

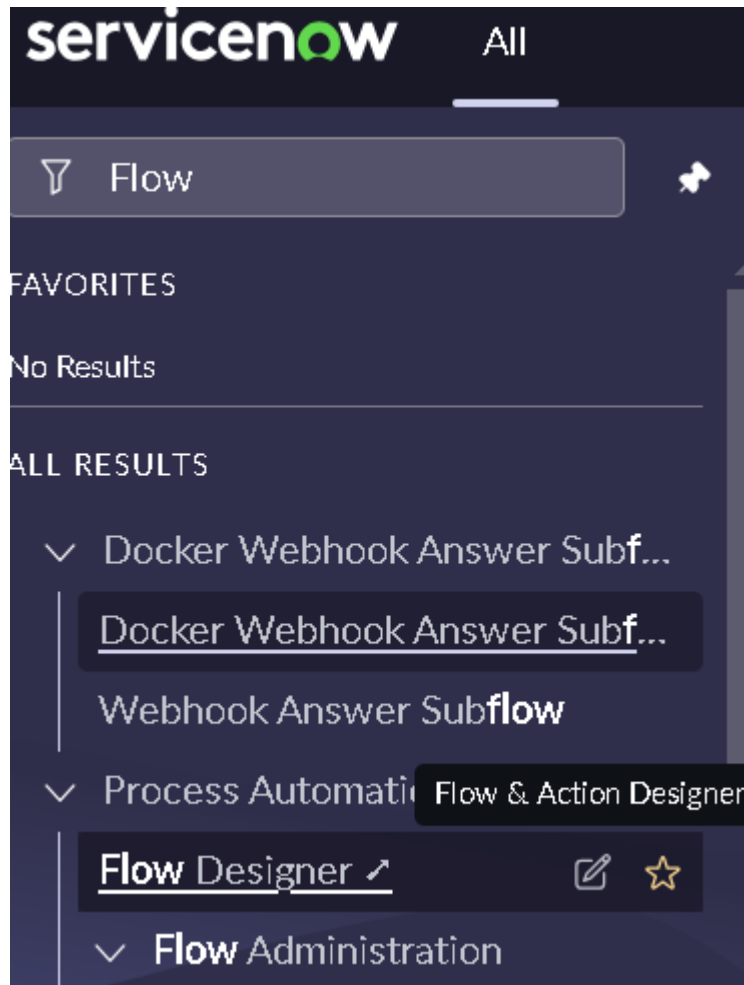
1. Scroll down under requires role
2. Double click on insert a new row
3. Give admin role
4. Click on submit
5. Similarly create 4 acl for the following fields

Name	Decision Type	Operation	Type	Active	Updated by	Updated
Search	Search	Search	Search	Search	Search	Search
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-02 22:50:48
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-02 22:44:08
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-02 22:41:23
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-09-02 22:40:03
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-02 22:14:22

Milestone 8 : Flow

Activity 1: 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.



Workflow Studio

Homepage Operations Integrations

Playbooks Flows Subflows Triggers Actions Decision tables

Flows 72
Last refreshed just now.

Name	Application	Status	Active	Updated
VTB Sample Flow	Visual Task Board (VTB) Spoke	Draft	false	2025-07-27
Validate Environments Job	Pipeline	Published	true	2025-07-27
Toggle PAR Pie/Bar Context Menus	Global	Published	true	2025-07-27
Step based request fulfillment	Global	Published	true	2025-07-27 16:42:30
SLA notification and escalation flow	Global	Published	true	2020-04-23 05:42:08
Set visibility of Analytics applications(v2)	Global	Published	false	2025-07-27 16:34:03
Service Catalog item request	Global	Published	true	2020-01-30 20:12:14
Run SC Notifications	Security Center	Published	true	2025-07-27 17:10:48
Report Access Request Flow	Global	Published	true	2021-04-09 12:20:23
Regrading certificate	Global	Draft	false	2025-09-03 01:43:42
Register Business Application	Global	Published	true	2020-06-14 19:47:35

New

- Playbook
- Flow
- Subflow
- Trigger
- Action
- Decision table

Pick up where you left off

- Regarding Platform
Last updated: 4 d. ago by System Ad...
- Regrading certificate
Last updated: 4 d. ago by System Ad...
- Upgrade management gui...
Last updated: a year ago by System ...

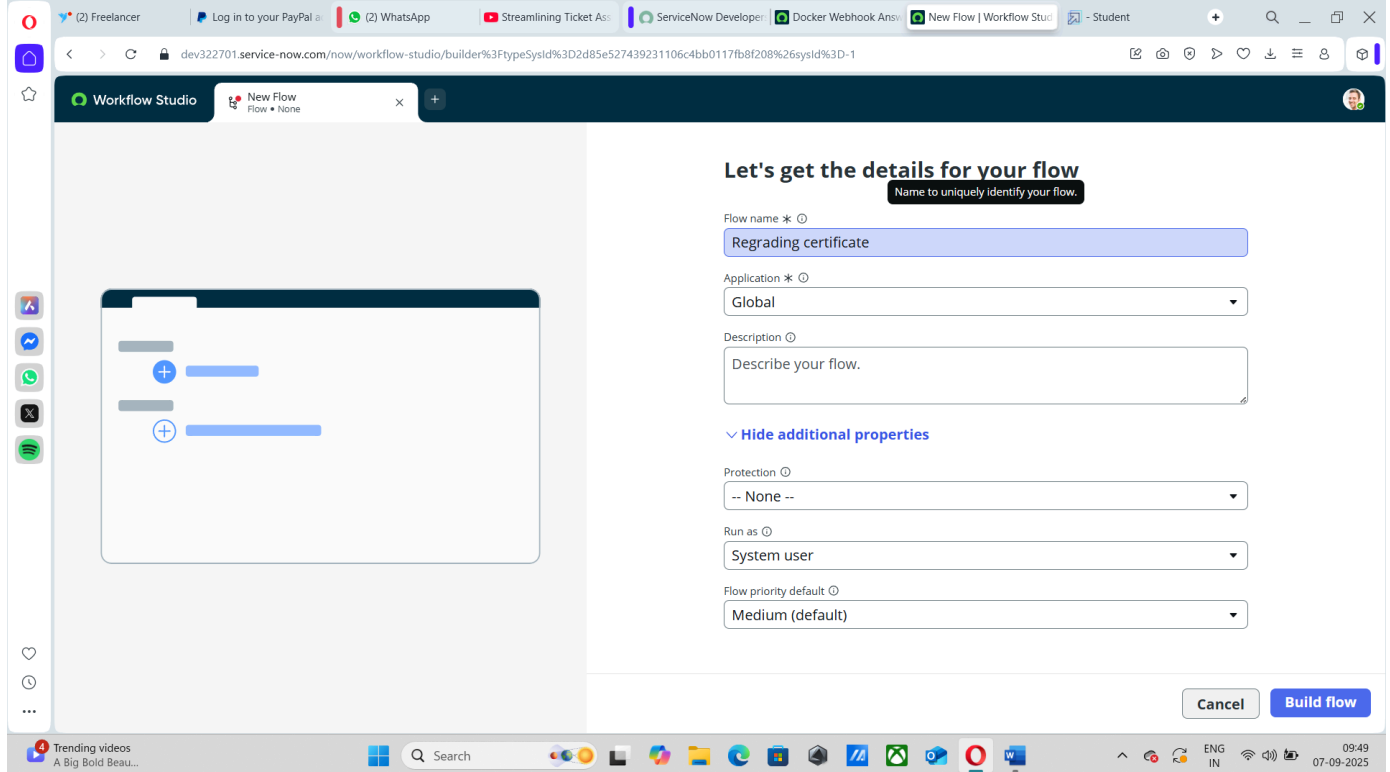
Latest updates

- System Administrator modified
Regarding Platform
4 d. ago
- System Administrator modified
Regrading certificate
4 d. ago
- System Administrator modified
Upgrade management guided
setup
a year ago
- System Administrator modified
Steps

Humid Now

Search

09:48 07-09-2025



The screenshot shows the ServiceNow Workflow Studio interface. On the left is a canvas with a workflow diagram. On the right is a form titled "Let's get the details for your flow". The form includes the following fields:

- Flow name ***: A text input field containing "Regrading certificate". A tooltip above the field says "Name to uniquely identify your flow."
- Application ***: A dropdown menu with "Global" selected.
- Description**: A text area with the placeholder "Describe your flow."
- Hide additional properties**: A link to expand/collapse additional properties.
- Protection**: A dropdown menu with "-- None --" selected.
- Run as**: A dropdown menu with "System user" selected.
- Flow priority default**: A dropdown menu with "Medium (default)" selected.

At the bottom right of the form are two buttons: "Cancel" and "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
5. Operator : is
6. Value : Regrading Certificates
7. After that click on Done.

TRIGGER

new 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 ⊖

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

now

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

servicenow

Flow Designer

?

🏠

Flow Regarding certificates ✕ +

🔗

Regarding certificates

Active

View:

🔍

🔗

Test

Deactivate

Activate

Save

⋮

Regarding certificates

TRIGGER

now

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

ACTIONS Select multiple

1

now

Update Operations related Record

🔗

+

Add an Action, Flow Logic, or Subflow

ERROR HANDLER

📁

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 DateTime

Run Start Date/Time DateTime

▼ 1 - Update Record

Activity 1: 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.

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 : Regrading User expired
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.

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.