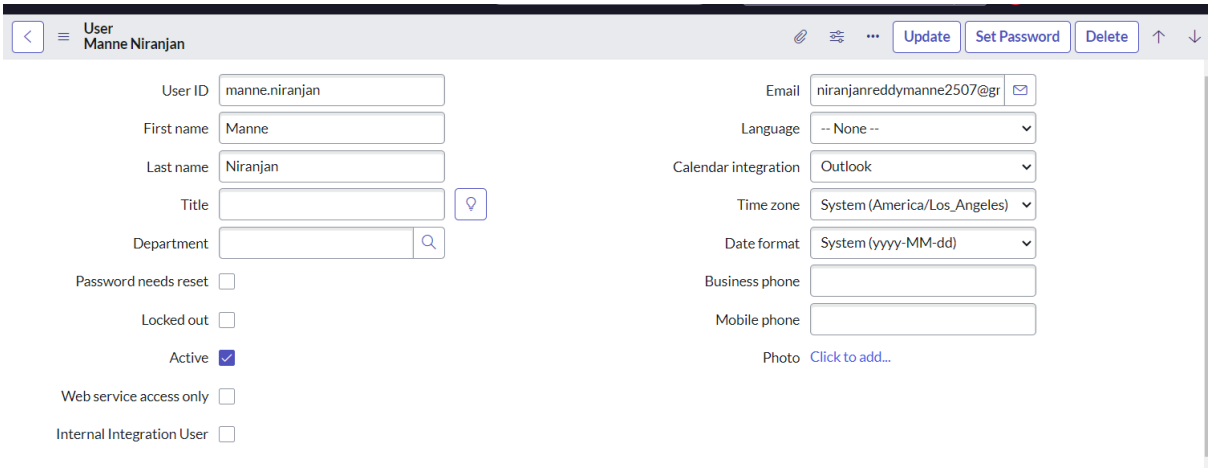
Step by Step procedure of Project

Step-1: creation of users

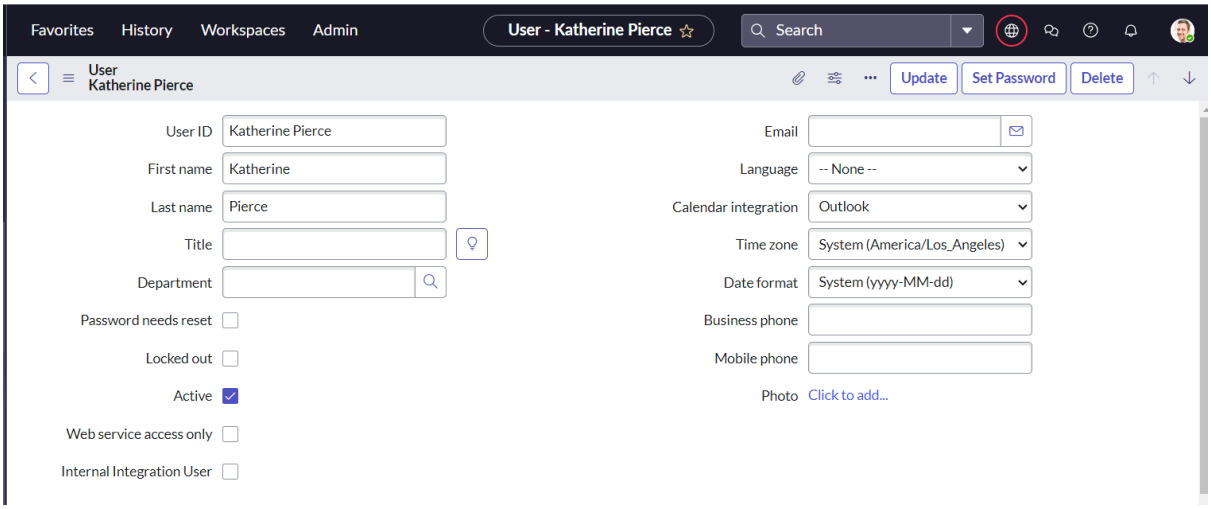
1. Open service now.
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user



6. Click on submit

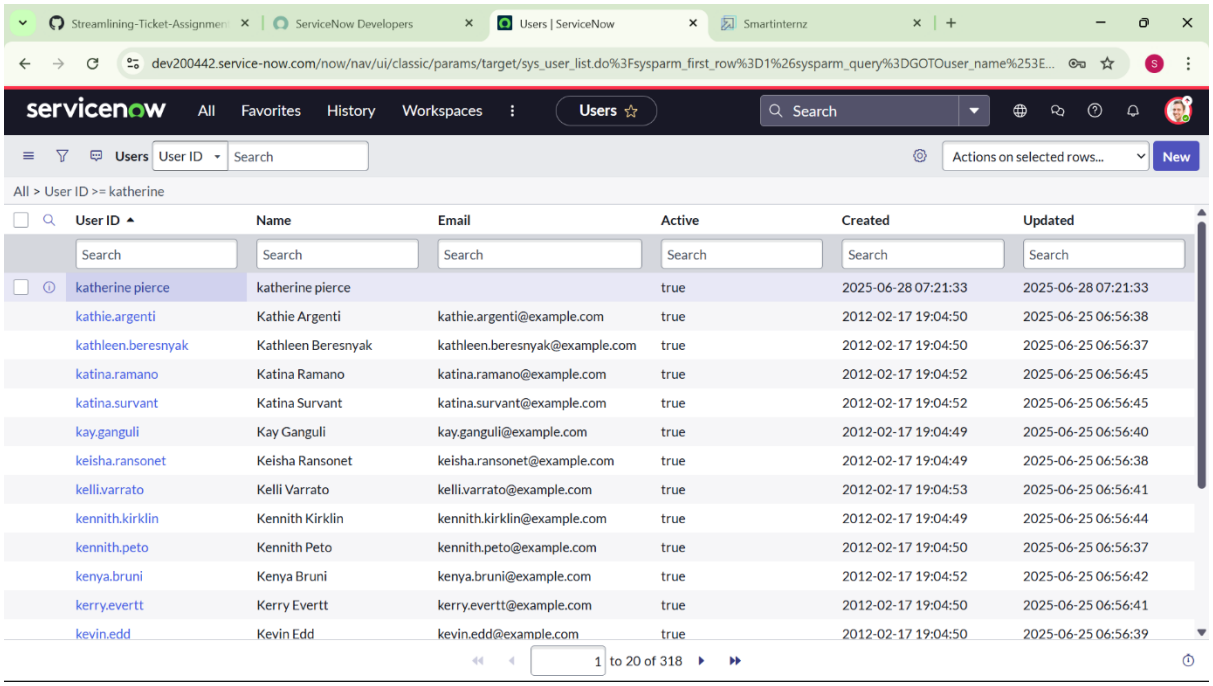
   Create one more user:

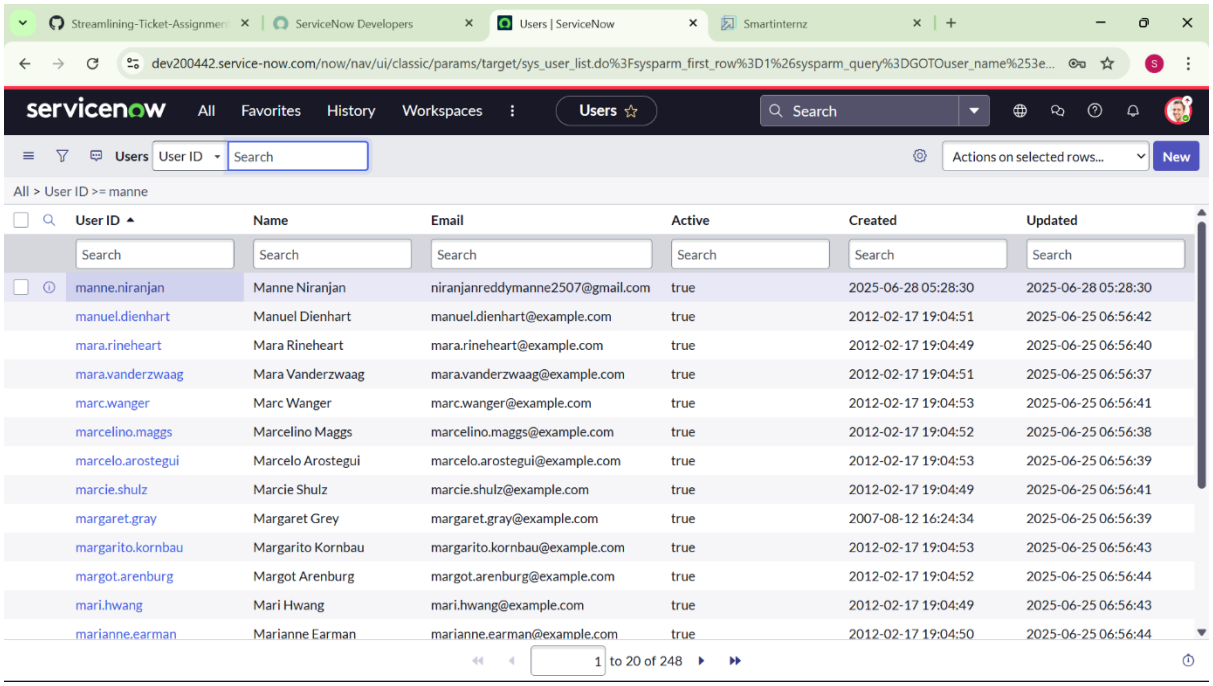
7. Create another user with the following details



8. Click on submit

Result:

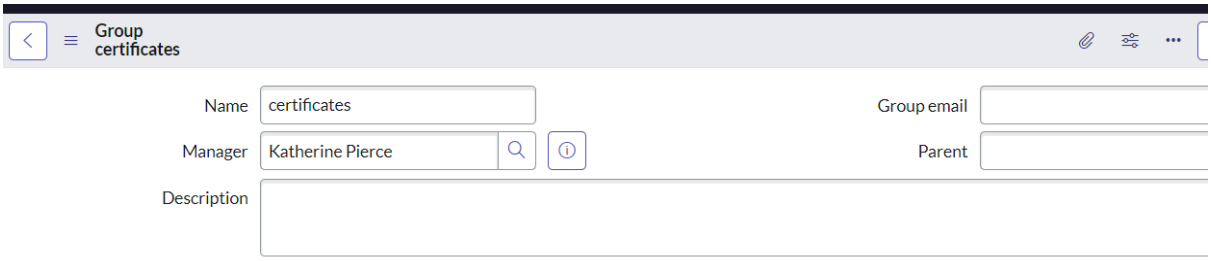




Step-2: Creation of Groups

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

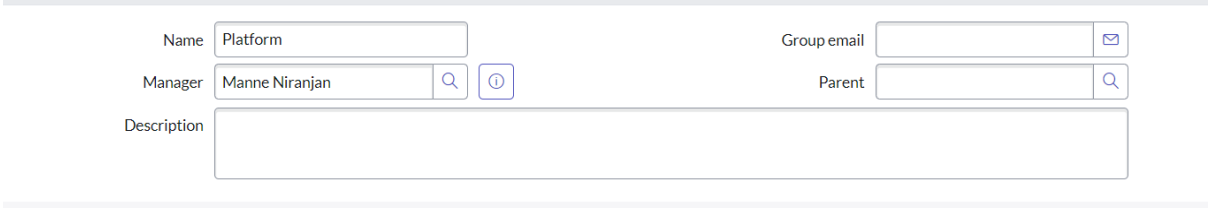


6. Click on submit

Create one more group:

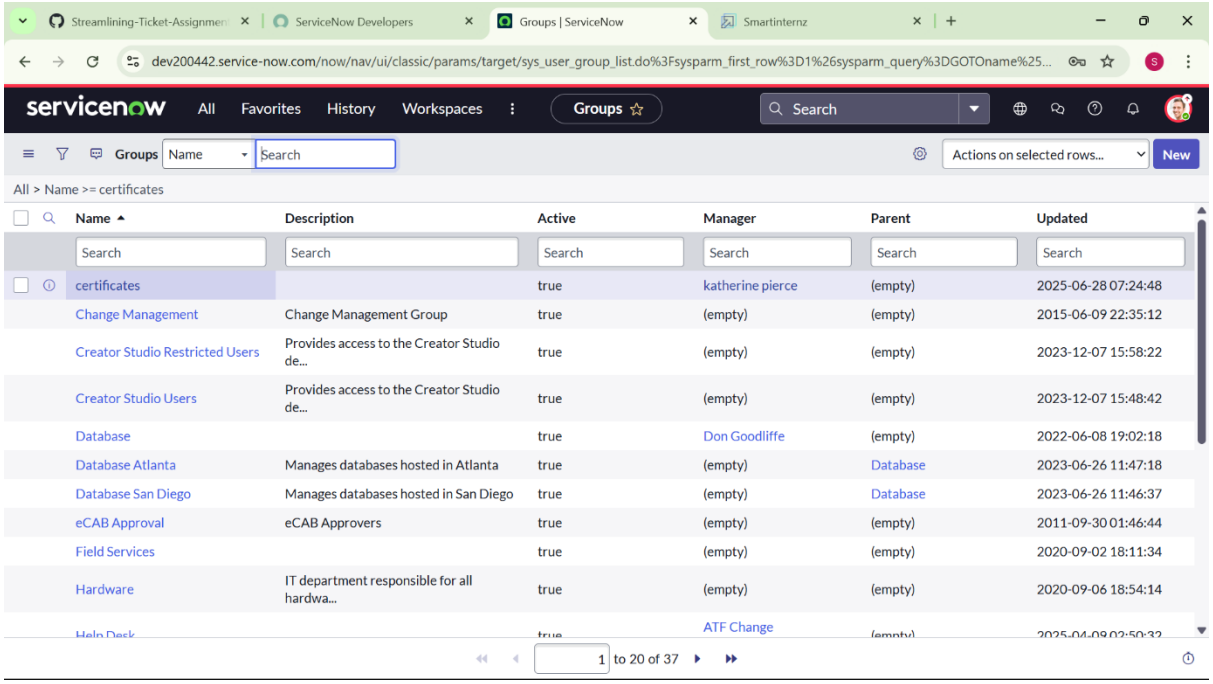
Create one more group:

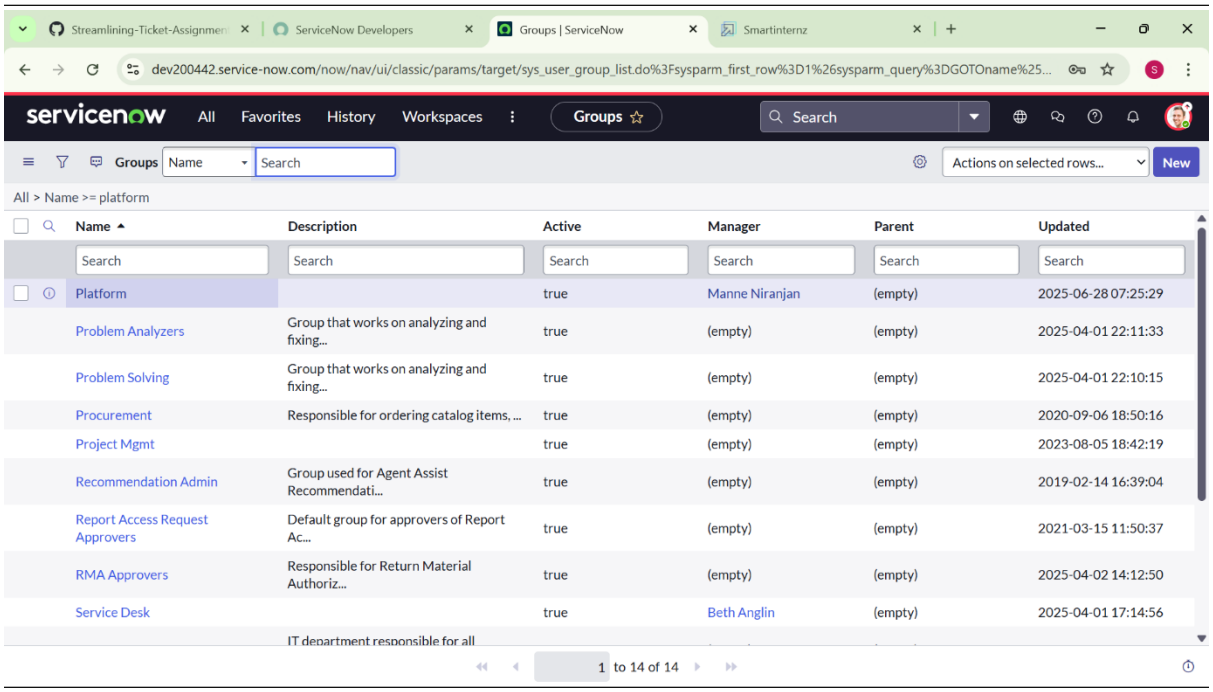
1. Create another group with the following details



2. Click on submit

Result:

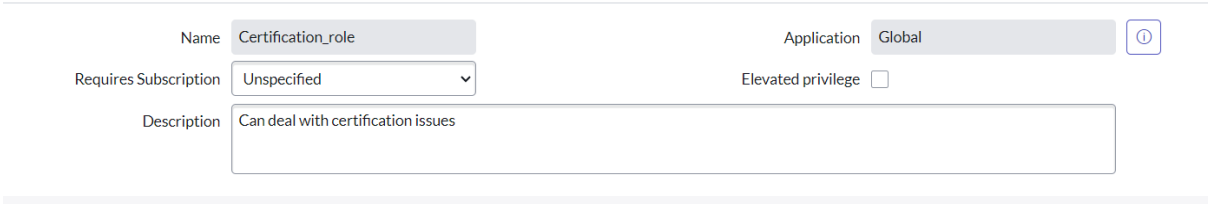




Step-3: Creation of Roles

1. Open service now.
2. Click on All >> search for roles

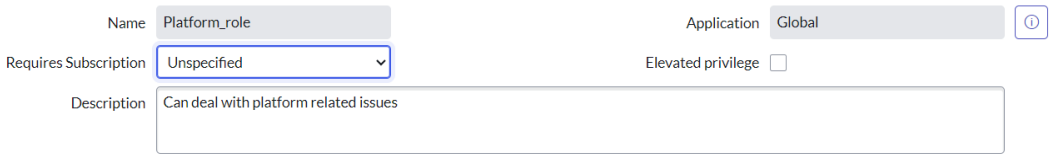
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role



6. Click on submit

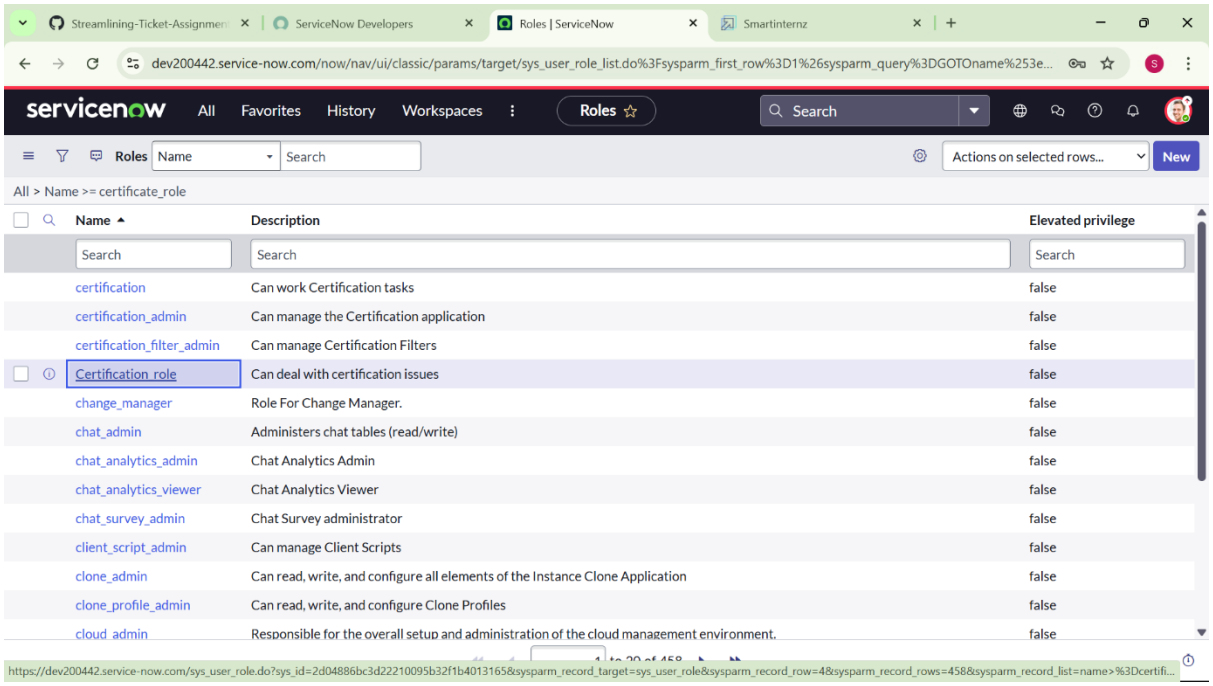
Create one more role:

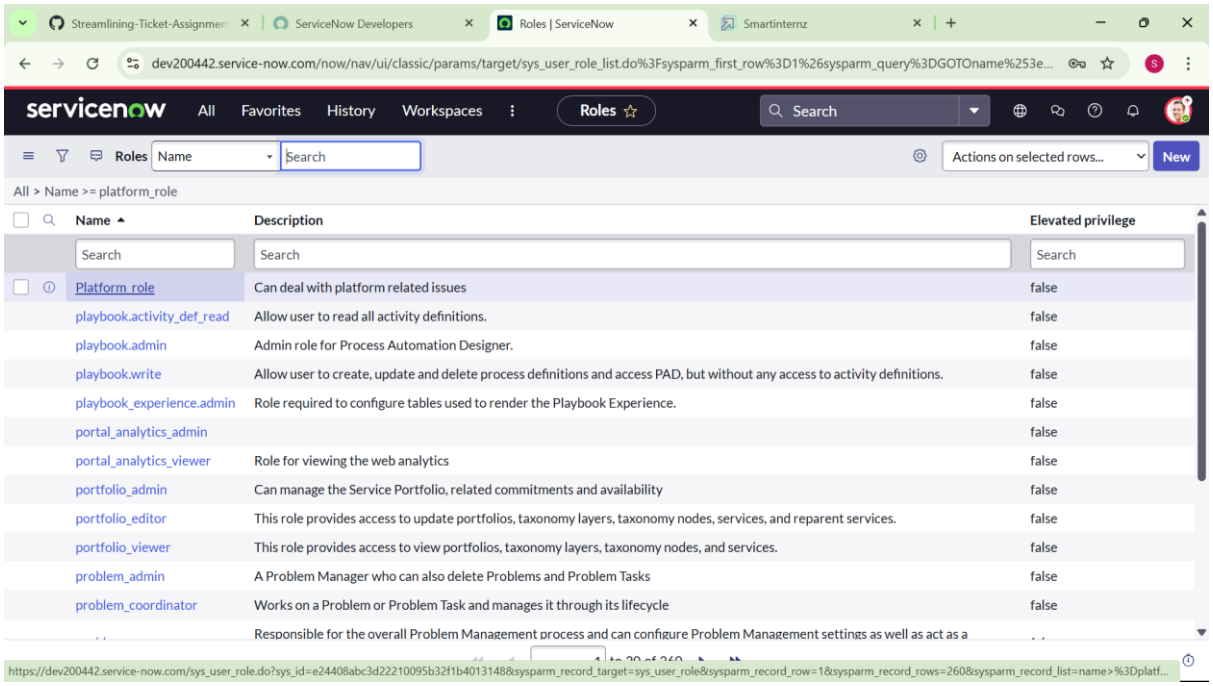
Create another role with the following details



Click on submit

Result:





Step-4: Creation of Tables

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

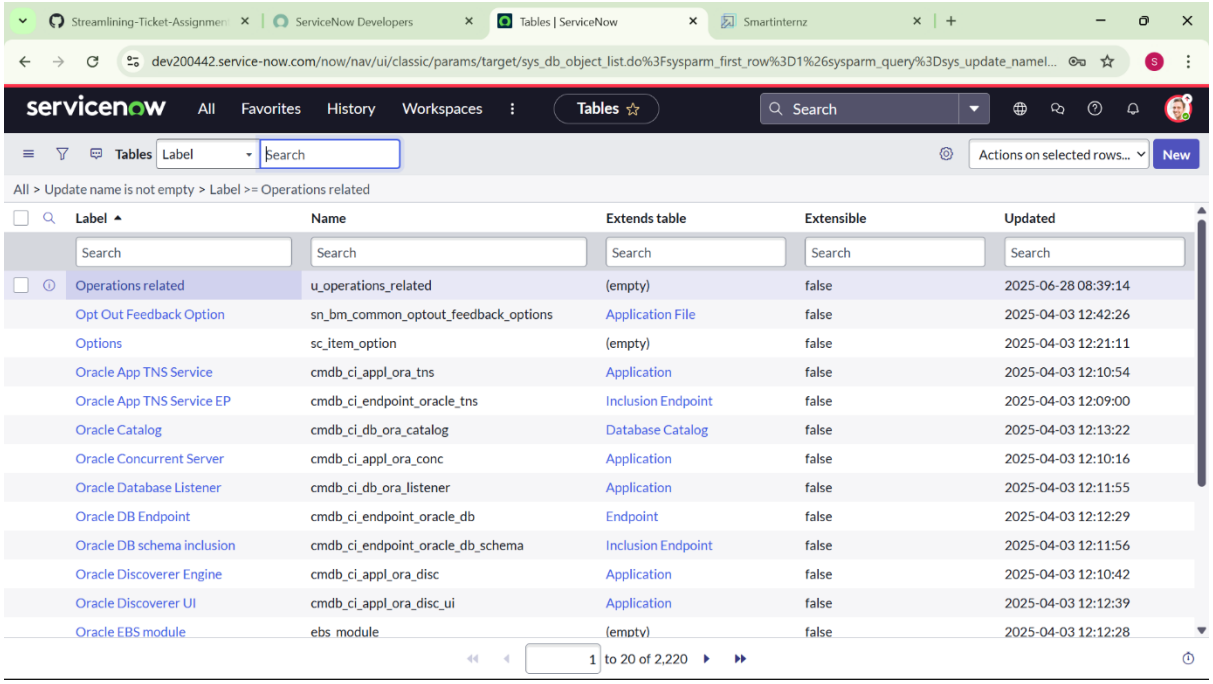
	Column label	Type	Reference	Max length	Default value	Display
	Created by	String	(empty)	40		false
	Created	Date/Time	(empty)	40		false
	Sys ID	Sys ID (GUID)	(empty)	32		false
	Updates	Integer	(empty)	40		false
	Updated by	String	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
✕	Assigned to group	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

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

Result:



Step-5:

Assign roles & users to certificate group

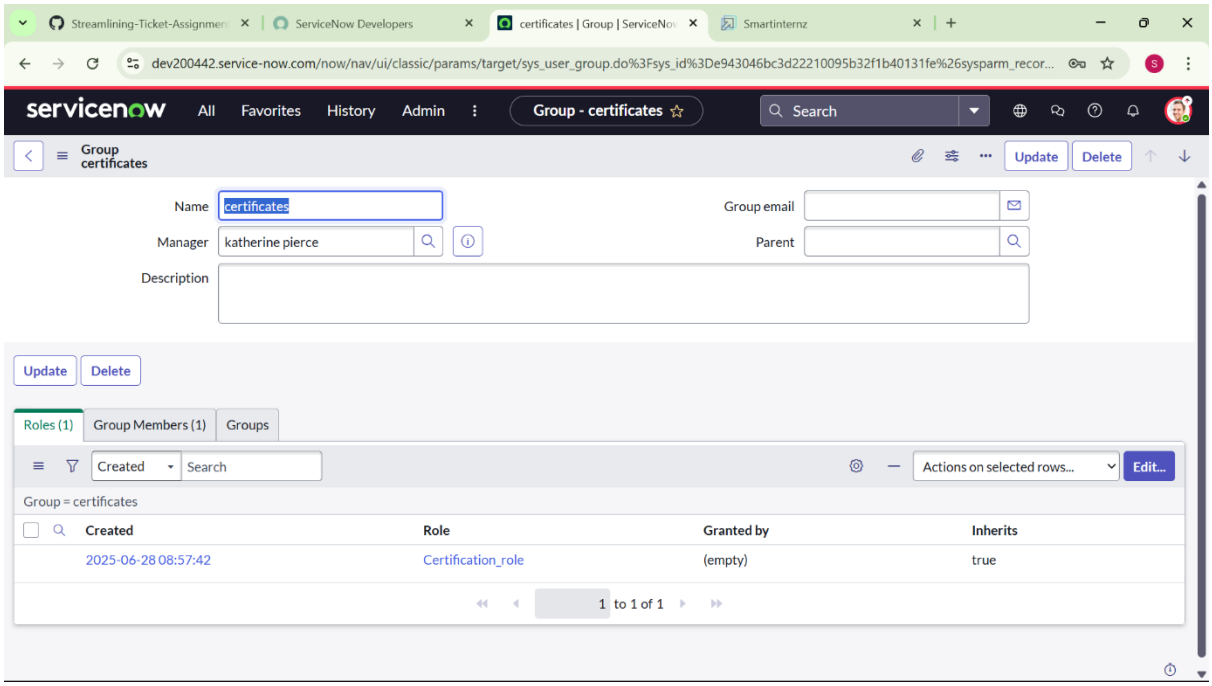
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system definition
4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification_role and sav

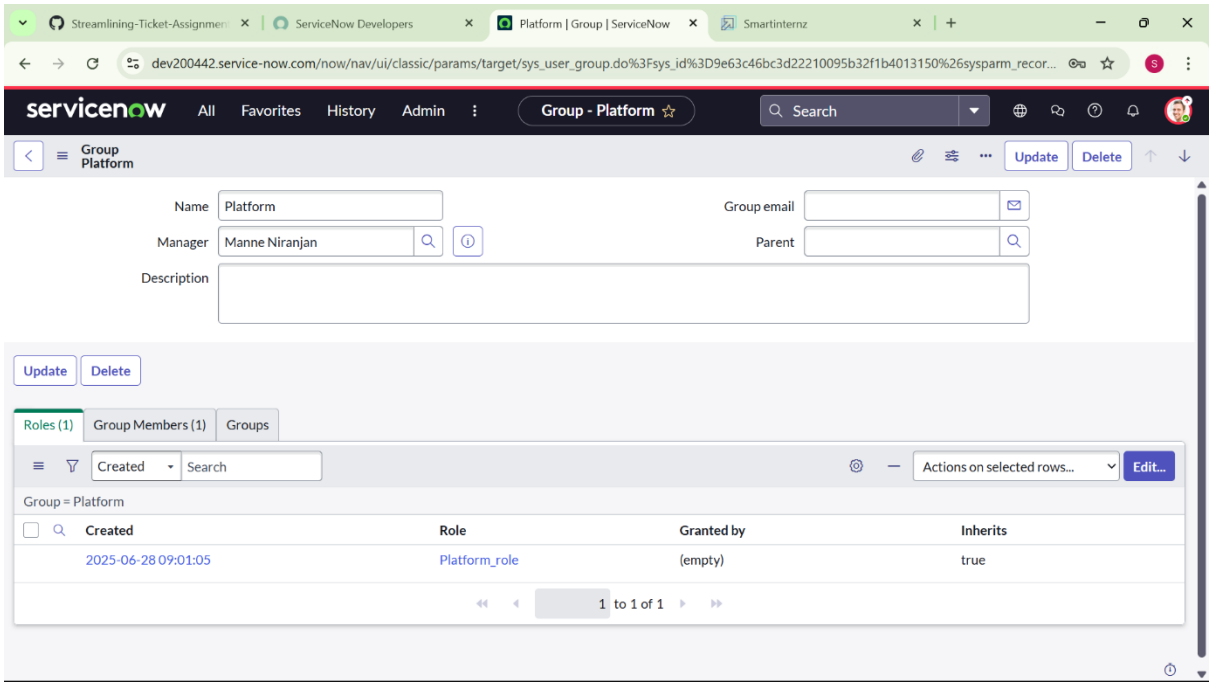
Step-6:

Assign roles & users to platform group

1. Open service now.
2. Click on All >> search for groups
3. Select groups under system definition
4. Select the platform group
5. Under group members
6. Click on edit
7. Select Manne Niranjan and save
8. Click on roles
9. Select Platform_role and save

Result:





Step-7:

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

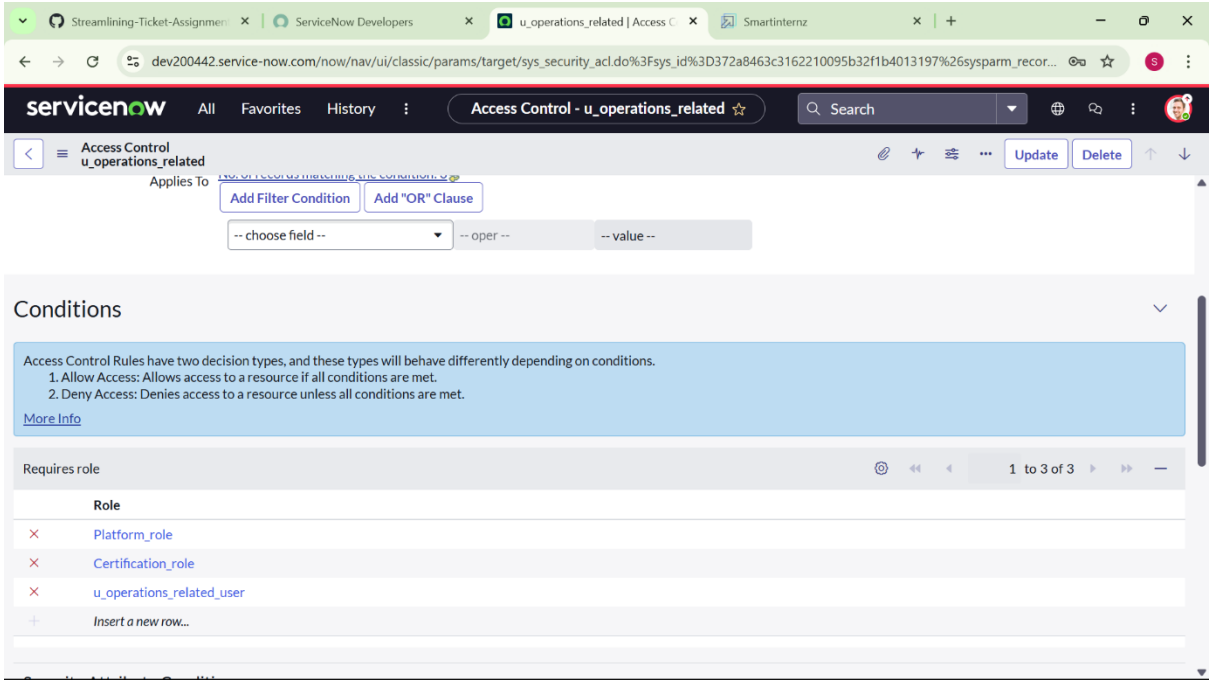
15. Under Requires role

16. Double click on insert a new row

17. Give platform role

18. And add certificate role

Result:

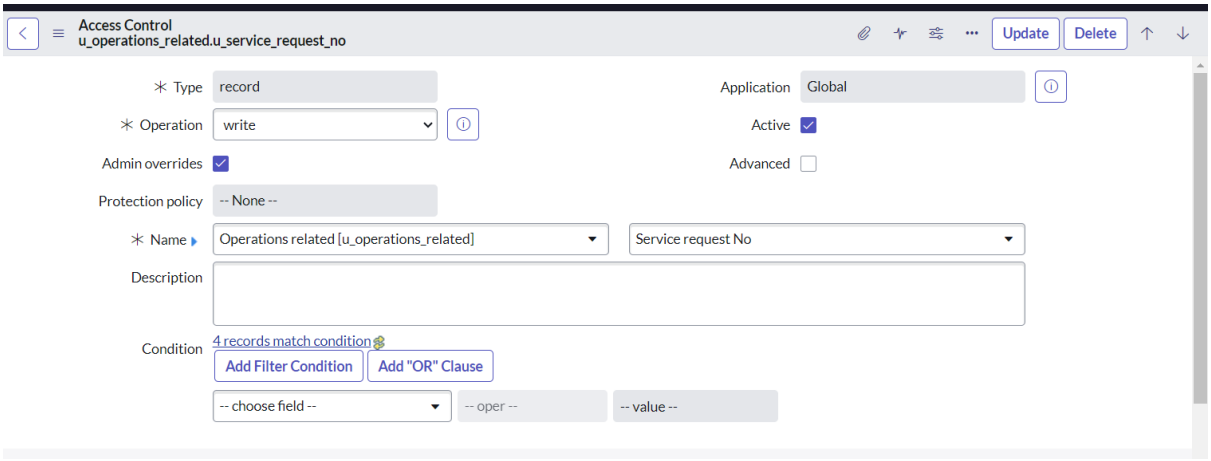


Step-8:

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



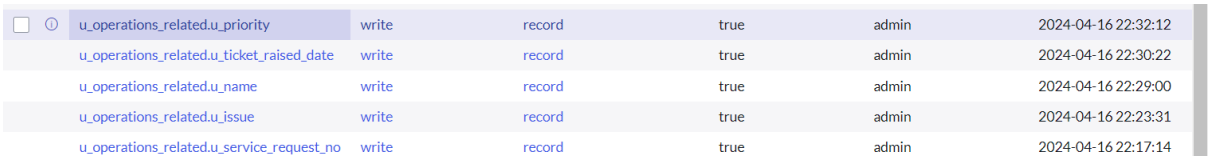
6. Scroll down under requires role

7. Double click on insert a new row

8. Give admin role

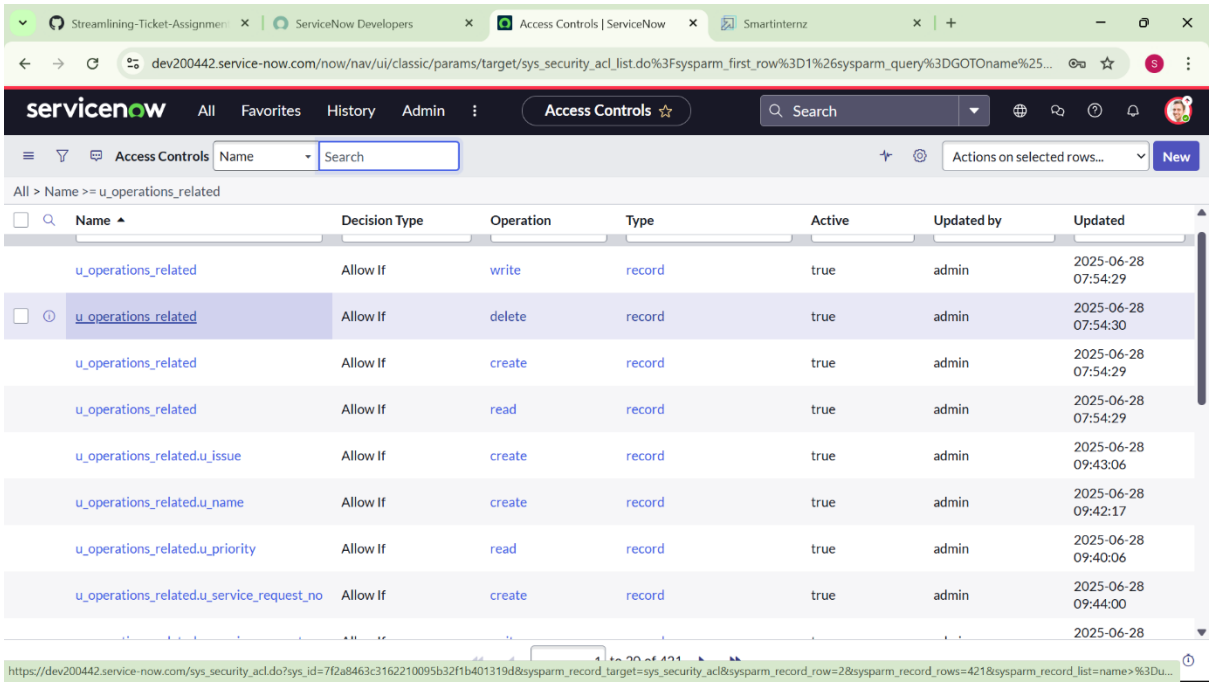
9. Click on submit

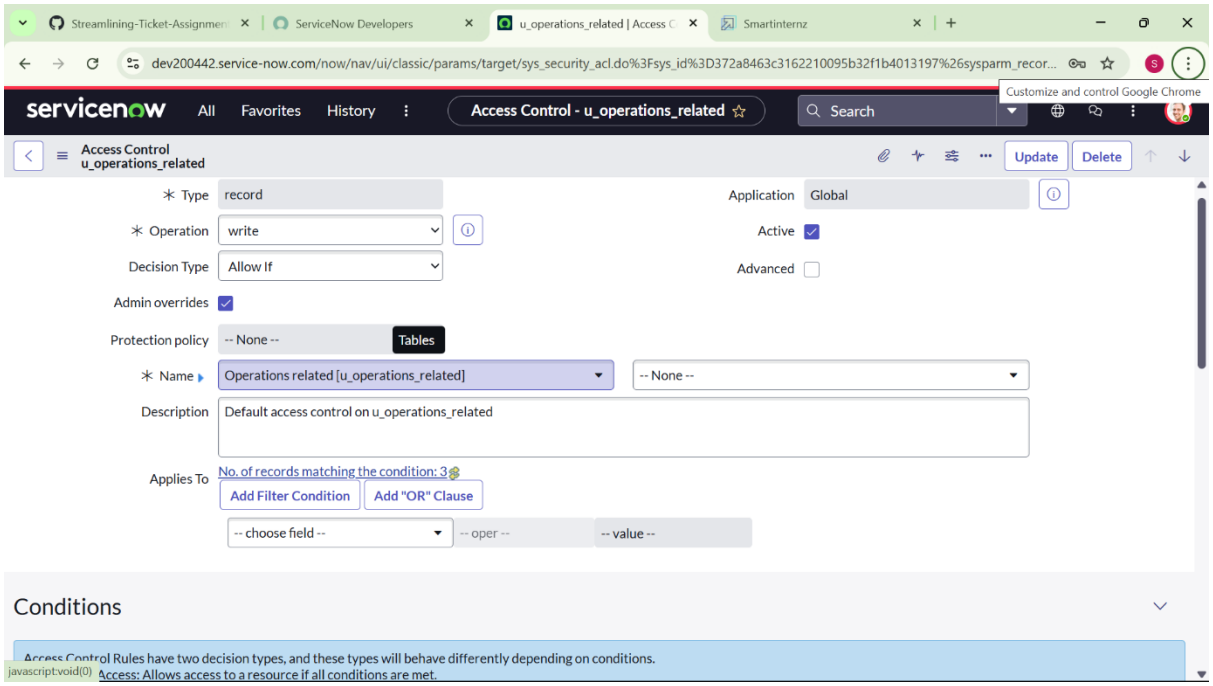
10. Similarly create 4 acl for the following fields



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

Result:





Step-8:

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.

Now add Trigger:

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.
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 ”

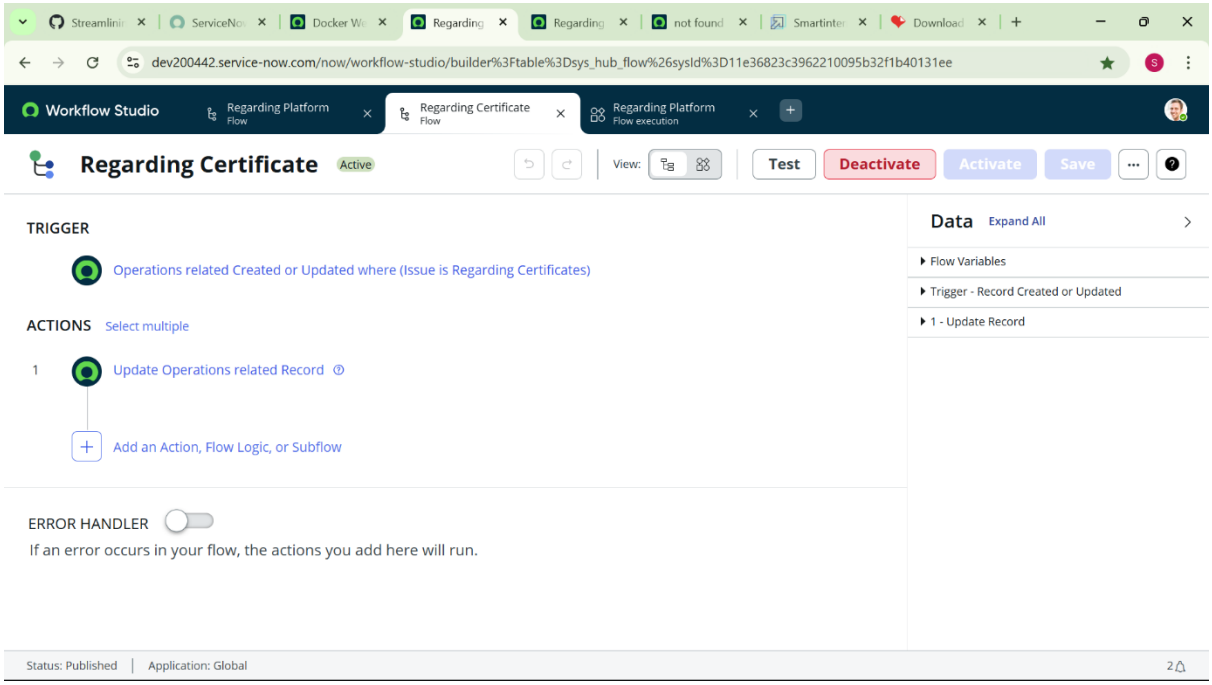
12. Give value as “ Certificates ”

13. Click on Done.

14. Click on Save to save the Flow.

15. Click on Activate.

Result:



Step-9:

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.

Now add Trigger:

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 ”.

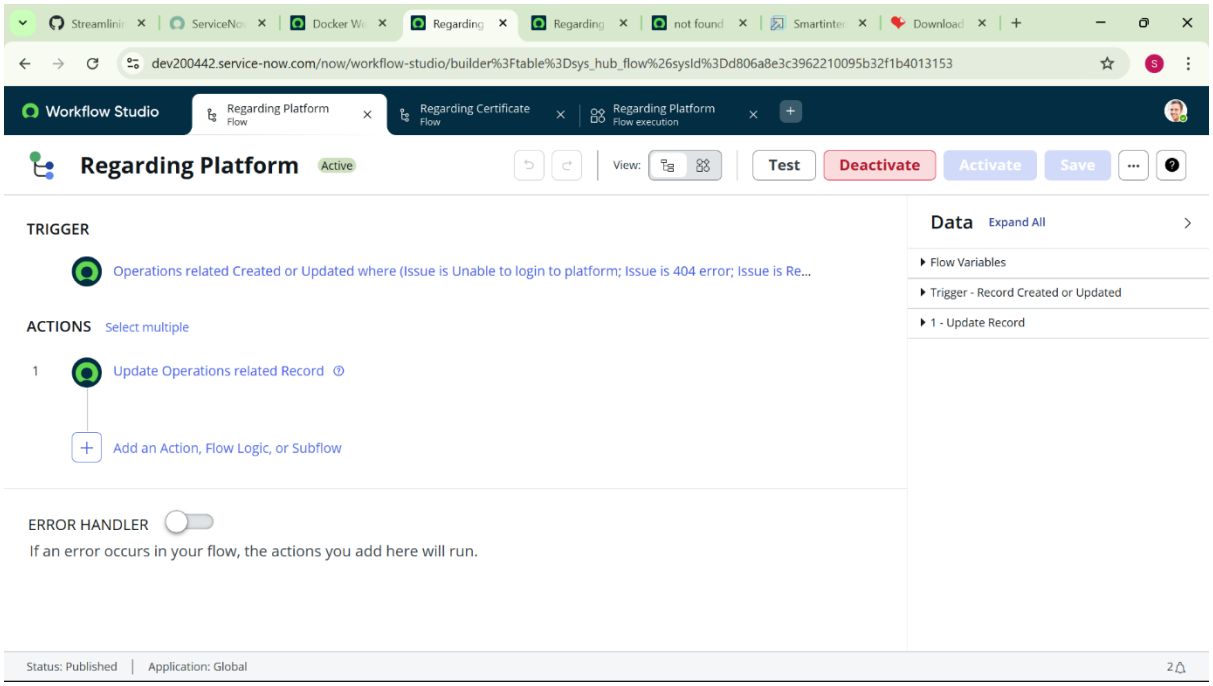
14. Give value as “ Platform ”.

15. Click on Done.

16. Click on Save to save the Flow.

17. Click on Activate.

Result:



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