

Project Title

Streamlining Ticket Assignment for Efficient Support Operations

Team Id: NM2025TMID17904

Team Leader : AMREN M

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Team Member 3 :FRANKLIN JA

Category: ServiceNow System Administrator

Skills Required:

Tensorflow, Spring

Project Description:

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.

TASK INITIATION

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' creation form in ServiceNow for a user named 'Manne Niranjan'. The form is divided into two main sections: personal details and system settings. The top bar includes navigation icons, the user's name, and action buttons like 'Update', 'Set Password', and 'Delete'. The personal details section includes fields for User ID, First name, Last name, Title, and Department, along with checkboxes for 'Password needs reset', 'Locked out', 'Active', 'Web service access only', and 'Internal Integration User'. The system settings section includes fields for Email, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone, along with a 'Photo' field with a 'Click to add...' link.

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

6. Click on submit

Create one more user:

7. Create another user with the following details

Favorites History Workspaces Admin
 User - Katherine Pierce
Search

< ≡ User Katherine Pierce
 Update
Set Password
Delete

User ID Katherine Pierce
 Email

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 ☐
 Business phone

Locked out ☐
 Mobile phone

Active ☒
 Photo Click to add...

Web service access only ☐

Internal Integration User ☐

8. Click on submit

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

< ≡ Group certificates
 ...

Name certificates
 Groupemail

Manager Katherine Pierce
 Parent

Description

6. Click on submit

Create one more group:

7. Create another group with the following details

Name	<input type="text" value="Platform"/>	Group email	<input type="text"/>
Manager	<input type="text" value="Manne Niranjana"/>	Parent	<input type="text"/>
Description	<input type="text"/>		

8. 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

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

6. Click on submit

Create one more role:

Create another role with the following details

Name	Platform_role	Application	Global	
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 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

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:getNextObj NumberPadded();	false
×	Ticket raised Date	Date/Time	(empty)	40		false
+	Insert a new row...					

the columns

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

Roles (1)	Group Members (1)	Groups
≡	<input type="text" value="User"/> <input type="text" value="Search"/>	<input type="button" value="Actions on selected rows..."/> <input type="button" value="New"/> <input type="button" value="Edit..."/>
Group = Platform		
<input type="checkbox"/>	<input type="text" value="User"/>	
	Manne Niranjan	
<input type="button" value="«"/> <input type="button" value="1 to 1 of 1"/> <input type="button" value="»"/>		

Roles (1)	Group Members (1)	Groups
≡	<input type="text" value="User"/> <input type="text" value="Search"/>	<input type="button" value="Actions on selected rows..."/> <input type="button" value="New"/> <input type="button" value="Edit..."/>
Group = certificates		
<input type="checkbox"/>	<input type="text" value="User"/>	
	Katherine Pierce	
<input type="button" value="«"/> <input type="button" value="1 to 1 of 1"/> <input type="button" value="»"/>		

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 Manne Niranjan and save
8. Click on roles
9. Select Platform_role and save

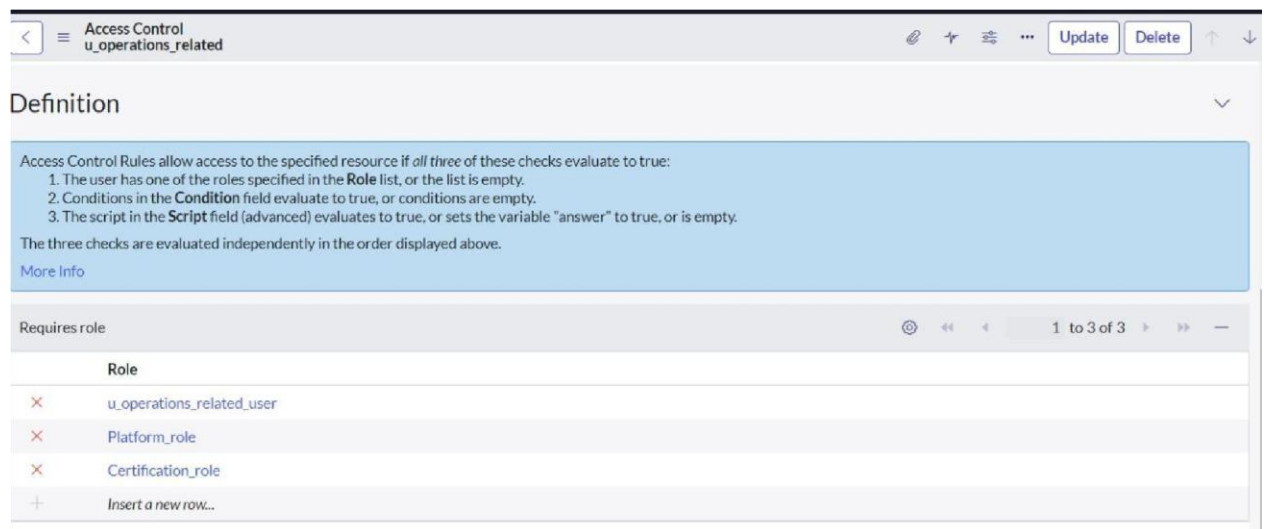
Roles (1)	Group Members (1)	Groups
≡	▼ User	Search
Group = Platform		
□	Q	User ▲
Manne Niranjan		
« 1 to 1 of 1 »		

Roles (1)	Group Members (1)	Groups
≡	▼ Created	Search
Group = Platform		
□	Q	Created
2025-09-09 08:09:34		
Role		
Platform_role		
Granted by		
(empty)		
Inherits		
true		
« 1 to 1 of 1 »		

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

Create ACL

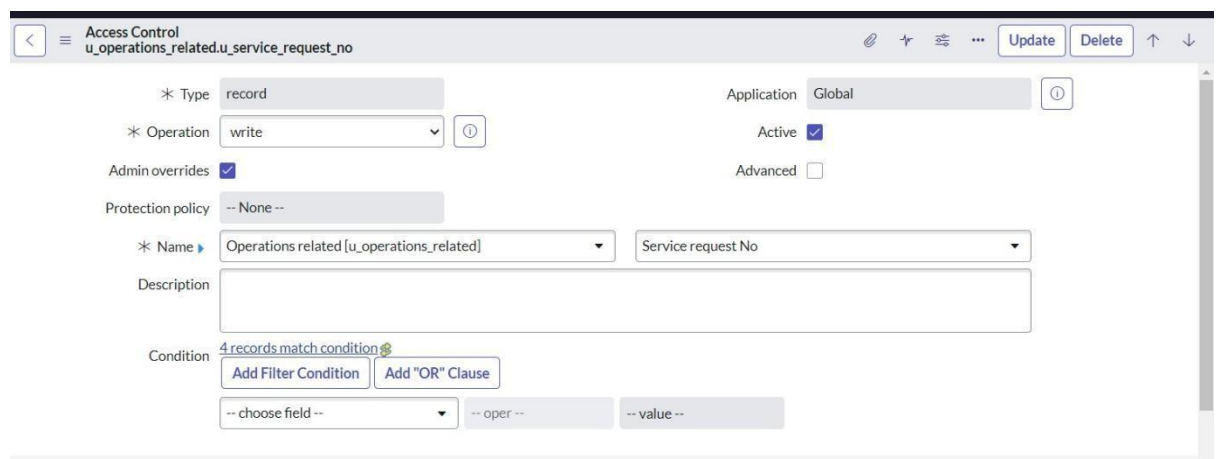
1. Open service now.

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' form in ServiceNow. The breadcrumb trail is 'Access Control > u_operations_related.u_service_request_no'. The form fields are as follows:

- * Type: record
- * Operation: write
- Application: Global
- Active: ☒
- Advanced: ☐
- Admin overrides: ☒
- Protection policy: -- None --
- * Name: Operations related [u_operations_related]
- Service request No: [dropdown]
- Description: [text area]
- Condition: 4 records match condition
- Buttons: Add Filter Condition, Add "OR" Clause
- Fields: -- 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

<input type="checkbox"/>		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.

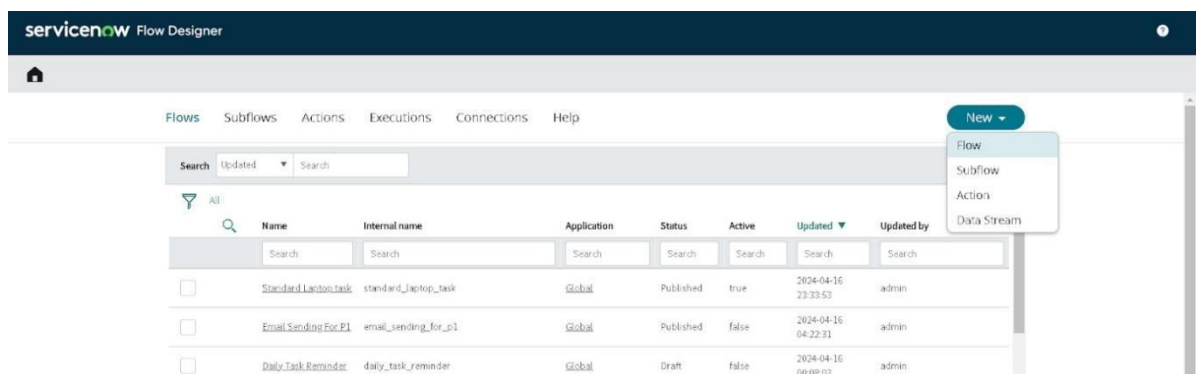
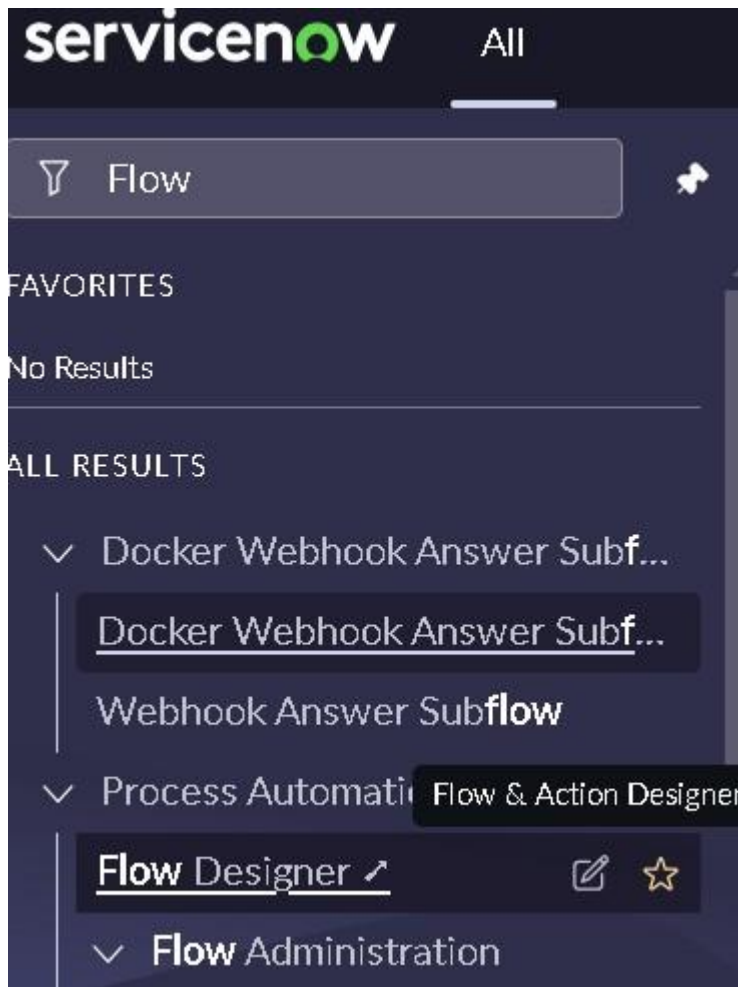
4. After opening Flow Designer Click on new and select Flow.

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.



Flow properties

* Flow name

Regarding certificates

Description

Describe your flow

Application

Global

Protection

-- None --

Run As

System User

Cancel

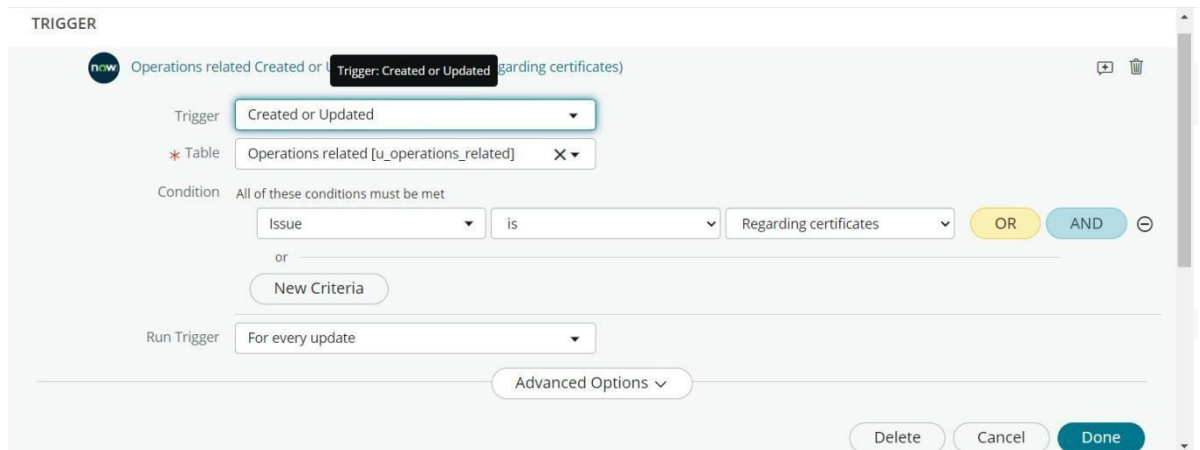
Submit

1. Click on Add a trigger
2. Select the trigger in that Search for “create or update 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.



The screenshot shows the 'TRIGGER' configuration window. At the top, it says 'Operations related Created or Updated Trigger: Created or Updated (arding certificates)'. Below this, the 'Trigger' dropdown is set to 'Created or Updated'. The 'Table' dropdown is set to 'Operations related [u_operations_related]'. The 'Condition' section shows 'All of these conditions must be met' with a rule: 'Issue' is 'Regarding certificates'. There are 'OR' and 'AND' buttons. A 'New Criteria' button is also present. The 'Run Trigger' dropdown is set to 'For every update'. At the bottom right, there are 'Delete', 'Cancel', and 'Done' buttons.

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

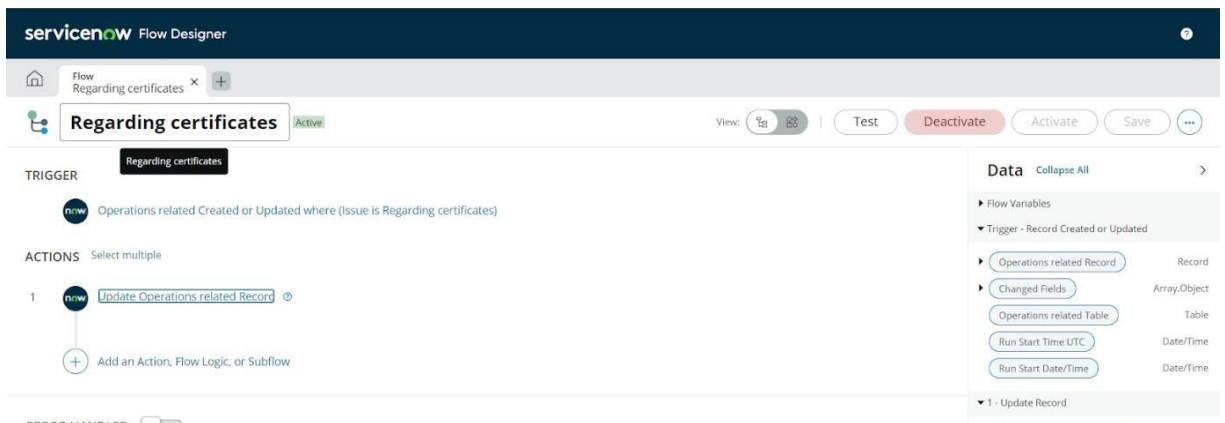
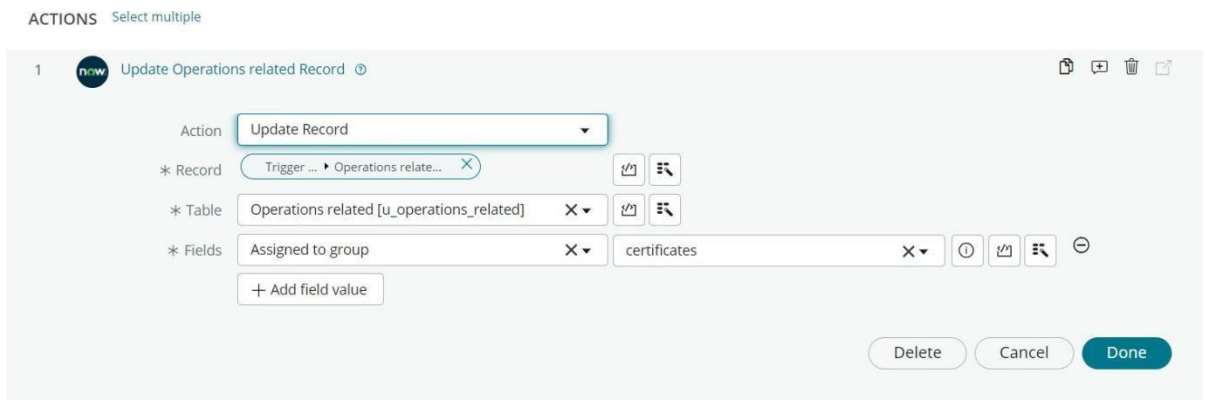
11. Give the field as “ Assigned to group ”

12. Give value as “ Certificates ”

13. Click on Done.

14. Click on Save to save the Flow.

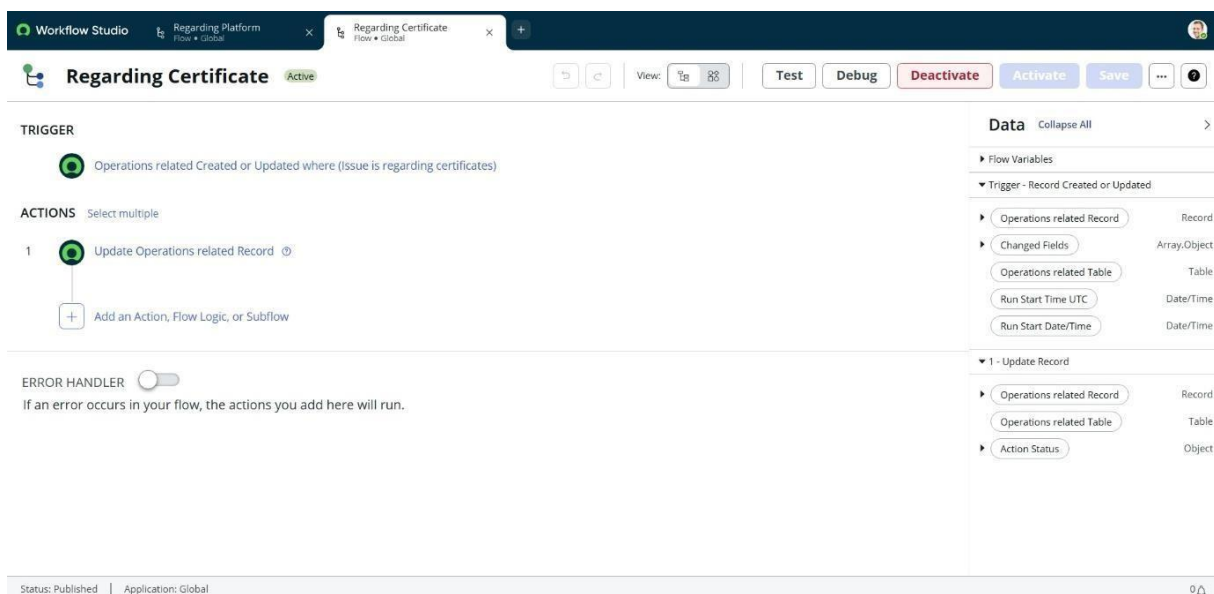
15. Click on Activate.



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 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.

The screenshot shows the ServiceNow Workflow Studio interface. At the top, there's a header with 'Workflow Studio' and a tab for 'Regarding Platform Flow - Global'. Below the header, there's a toolbar with buttons for 'Test', 'Debug', 'Deactivate', 'Activate', 'Save', and a menu icon. The main workspace is divided into three sections: 'TRIGGER', 'ACTIONS', and 'ERROR HANDLER'. The 'TRIGGER' section contains a single trigger: 'Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)'. The 'ACTIONS' section has a 'Select multiple' dropdown and a list of actions. The first action is 'Update Operations related Record', followed by a '+ Add an Action, Flow Logic, or Subflow' button. The 'ERROR HANDLER' section has a toggle switch and a description: 'If an error occurs in your flow, the actions you add here will run.' On the right side, there's a 'Data' panel with a 'Collapse All' button. It shows 'Flow Variables' and a list of variables: 'Trigger - Record Created or Updated' (Record), 'Operations related Record' (Record), 'Changed Fields' (Array/Object), 'Operations related Table' (Table), 'Run Start Time UTC' (Date/Time), and 'Run Start Date/Time' (Date/Time). At the bottom, there's a status bar showing 'Status: Published' and 'Application: Global'.

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.