

**A PROJECT REPORT ON SMARTINTERNZ
VIRTUAL INTERNSHIP ON SERVICEENOW**

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Streamlining Ticket Assignment for Efficient Support Operations

Category: ServiceNow Application Developer

Skills Required: User and Group Management, Flow Designer, ACLs
(Access Control Lists)

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.

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Introduction

1.1 Objective of the Project

The objective of this initiative is to implement an automated ticket routing system within ABC Corporation to enhance the efficiency and accuracy of support operations. The system will intelligently assign incoming support tickets to the most appropriate teams based on predefined rules, categories, and priorities.

- By automating the ticket assignment process, this solution aims to:
- Reduce delays in issue resolution
- Improve customer satisfaction through faster response times
- Optimize resource utilization by ensuring balanced workload distribution across teams
- Minimize **manual intervention** and errors in ticket assignment

1.2 Overview of ServiceNow

ServiceNow is a cloud-based platform designed to automate IT Service Management (ITSM) and streamline business workflows across an org. Overall, this automation will contribute to a more streamlined, efficient, and data-driven support process within the organization. It enables companies to manage incidents, requests, problems, changes, and other processes efficiently through a centralized system.

ServiceNow provides modules such as:

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- **Incident Management** – To handle and resolve service interruptions.
- **Problem Management** – To identify and eliminate root causes.
- **Change Management** – To ensure smooth implementation of changes.
- **Service Catalog & Request Management** – To manage user requests efficiently.

With its **workflow automation**, **AI-powered routing**, and **integration capabilities**, ServiceNow helps organizations achieve higher operational efficiency, reduce manual effort, and improve customer experiences.

1.3 Purpose of Access Control and Automation

Access control and automation are crucial for maintaining data security and operational efficiency in ServiceNow.

- **Access Control (ACL):** Ensures that only authorized users can access specific records, tables, or fields. This maintains data confidentiality and integrity.
- **Automation:** Reduces manual effort by automatically triggering workflows, notifications, or assignments based on predefined rules. This enhances consistency, accuracy, and speed in handling support operations.

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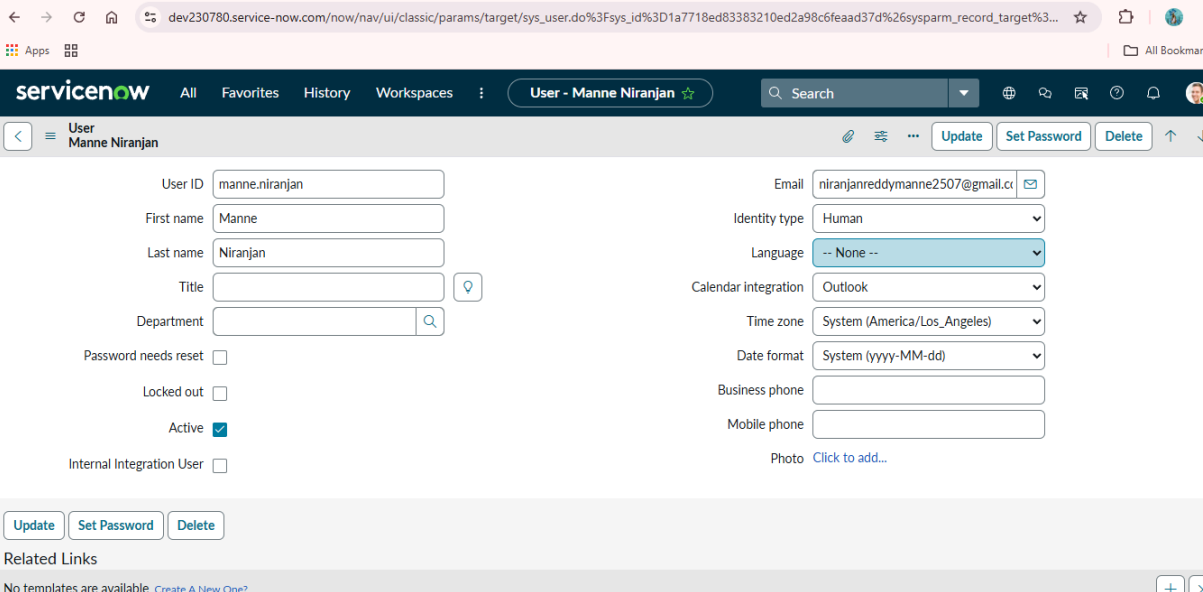
2. User and Role Management

ServiceNow, **User and Role Management** is essential for controlling access, defining responsibilities, and ensuring data security. It allows administrators to create users, assign them to groups, and define their roles according to organizational needs. This ensures that only authorized users can perform specific tasks within the platform.

2.1 CREATING USERS

Steps to create a User in Servicenow :

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 ServiceNow user creation interface. The browser address bar displays a URL from dev230780.service-now.com. The page header includes the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces, and a user profile for 'User - Manne Niranjana'. A search bar is also present. The main form is titled 'User - Manne Niranjana' and includes several input fields and checkboxes. On the left, fields include User ID (manne.niranjana), First name (Manne), Last name (Niranjana), Title, Department, Password needs reset, Locked out, Active (checked), and Internal Integration User. On the right, fields include Email (niranjareddymanne2507@gmail.co), Identity type (Human), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. There are buttons for 'Update', 'Set Password', and 'Delete' at the top right and bottom left. A 'Photo' field with a 'Click to add...' link is also visible. At the bottom, there is a 'Related Links' section stating 'No templates are available. Create A New One?'.

User ID	manne.niranjana	Email	niranjareddymanne2507@gmail.co
First name	Manne	Identity type	Human
Last name	Niranjana	Language	-- None --
Title		Calendar integration	Outlook
Department		Time zone	System (America/Los_Angeles)
Password needs reset	<input type="checkbox"/>	Date format	System (yyyy-MM-dd)
Locked out	<input type="checkbox"/>	Business phone	
Active	<input checked="" type="checkbox"/>	Mobile phone	
Internal Integration User	<input type="checkbox"/>	Photo	Click to add...

Update Set Password Delete

Related Links

No templates are available. Create A New One?

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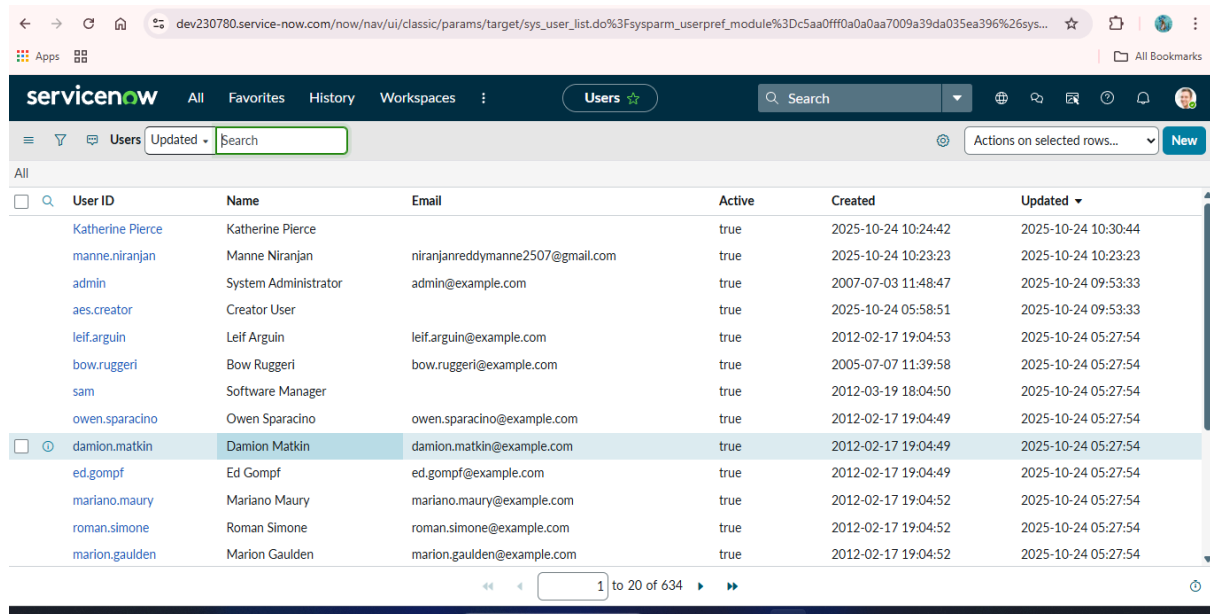
<https://github.com/AnuhyaBellamkonda>

6. Click on Submitcreate one more user.
7. fill the following details to create a new user

The screenshot shows the ServiceNow user creation interface. The browser address bar displays a URL from dev230780.service-now.com. The page title is "User - Katherine Pierce". The form is divided into two main sections. The left section contains fields for "User ID" (filled with "Katherine Pierce"), "First name" (filled with "Katherine"), "Last name" (filled with "Pierce"), "Title" (empty), and "Department" (empty with a search icon). Below these are checkboxes for "Password needs reset", "Locked out", "Active" (checked), and "Internal Integration User". The right section contains fields for "Email", "Identity type" (set to "Human"), "Language" (set to "-- None --"), "Calendar integration" (set to "Outlook"), "Time zone" (set to "System (America/Los Angeles)"), "Date format" (set to "System (yyyy-MM-dd)"), "Business phone", "Mobile phone", and a "Photo" field with a "Click to add..." link. At the bottom of the form are buttons for "Update", "Set Password", and "Delete". Below the form is a "Related Links" section stating "No templates are available" with a link "Create A New One?". The Windows taskbar at the bottom shows the date and time as 11:16 AM on 11/10/2025.

8. Click on submit.

Users Output :



	User ID	Name	Email	Active	Created	Updated
	Katherine Pierce	Katherine Pierce		true	2025-10-24 10:24:42	2025-10-24 10:30:44
	manne.niranjn	Manne Niranjn	niranjnreddymanne2507@gmail.com	true	2025-10-24 10:23:23	2025-10-24 10:23:23
	admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-10-24 09:53:33
	aes.creator	Creator User		true	2025-10-24 05:58:51	2025-10-24 09:53:33
	leif.arguin	Leif Arguin	leif.arguin@example.com	true	2012-02-17 19:04:53	2025-10-24 05:27:54
	bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-10-24 05:27:54
	sam	Software Manager		true	2012-03-19 18:04:50	2025-10-24 05:27:54
	owen.sparacino	Owen Sparacino	owen.sparacino@example.com	true	2012-02-17 19:04:49	2025-10-24 05:27:54
<input type="checkbox"/>	damion.matkin	Damion Matkin	damion.matkin@example.com	true	2012-02-17 19:04:49	2025-10-24 05:27:54
	ed.gompf	Ed Gompf	ed.gompf@example.com	true	2012-02-17 19:04:49	2025-10-24 05:27:54
	mariano.maury	Mariano Maury	mariano.maury@example.com	true	2012-02-17 19:04:52	2025-10-24 05:27:54
	roman.simone	Roman Simone	roman.simone@example.com	true	2012-02-17 19:04:52	2025-10-24 05:27:54
	marion.gaulden	Marion Gauden	marion.gaulden@example.com	true	2012-02-17 19:04:52	2025-10-24 05:27:54

2.2 Creating Groups

In **ServiceNow**, *groups* are collections of users who perform similar tasks or belong to the same department or team. Groups help streamline **access control**, **workflow assignments**, and **ticket routing**. For example, you might have groups such as *Certificate Group*, *Platform Group*, *Support Group*, or *Network Team*.

Creating groups ensures that incidents, requests, and other records can be automatically assigned to the right team, improving operational efficiency and reducing manual effort.

Steps to create a group in Servicenow :

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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

dev230780.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3Da799106983783210ed2a98c6fead3d6%26sysparm_reco...

Apps

All Favorites History Workspaces Group - certificates

Search

Update Delete

Name

certificates

Group email

Manager

Katherine Pierce

Parent

Description

Update

Delete

Roles (1)

Group Members (1)

Groups

Created

Search

Actions on selected rows...

Edit...

Group = certificates

	Created	Role	Granted by	Inherits
<input type="checkbox"/>	2025-11-05 09:01:14	certificate_role	(empty)	true

1 to 1 of 1

No templates are available [Create A New One?](#)

6. Click on submit.
7. Create one more group.

ServiceNow Group - Platform form details:

- Name: Platform
- Manager: Manne Niranjana
- Group email: [empty]
- Parent: [empty]
- Description: [empty]

Table: Roles (1)

Created	Role	Granted by	Inherits
2025-11-05 09:03:43	Platform_role	(empty)	true

8.click on submit.

2.3 Creating Roles

In **ServiceNow**, a **role** defines what actions a user can perform and what data they can access within the platform. Roles are essential for maintaining **security**, **data integrity**, and **controlled access** across the system.

Roles can be assigned directly to **users** or indirectly through **groups**. Each role provides a specific set of permissions to perform operations like viewing, creating, updating, or deleting records.

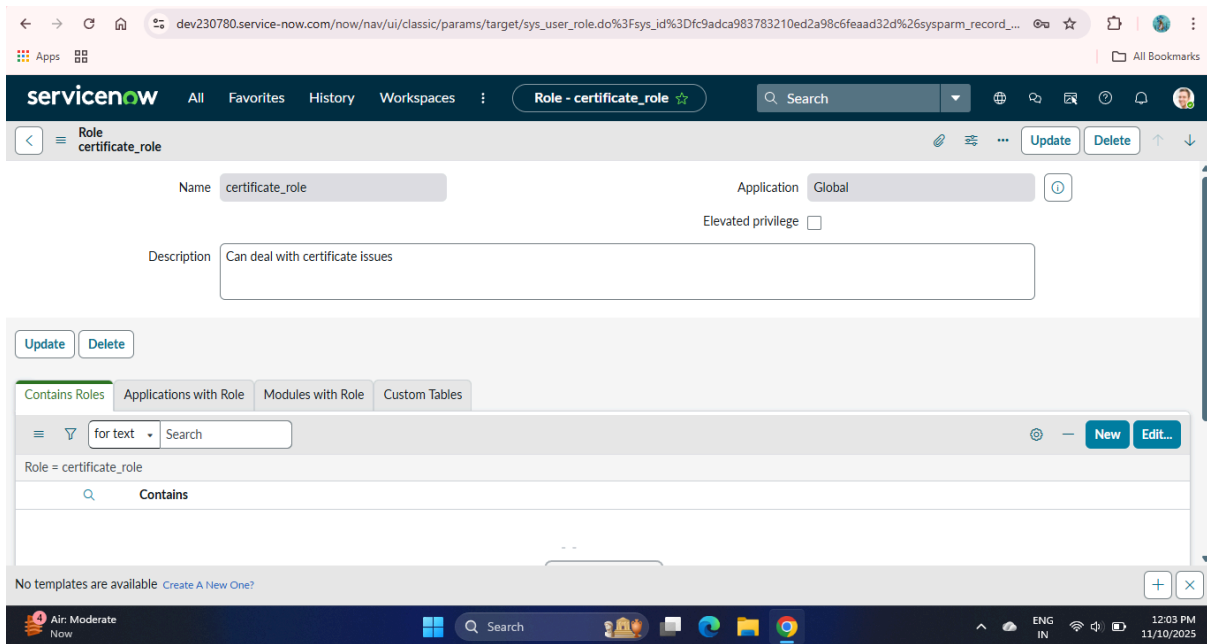
Steps to create Roles in servicenow :

Open service now.

1. Click on All >> search for roles
2. Select roles under system security
3. Click on new
4. Fill the following details to create a new role
5. Click on submit

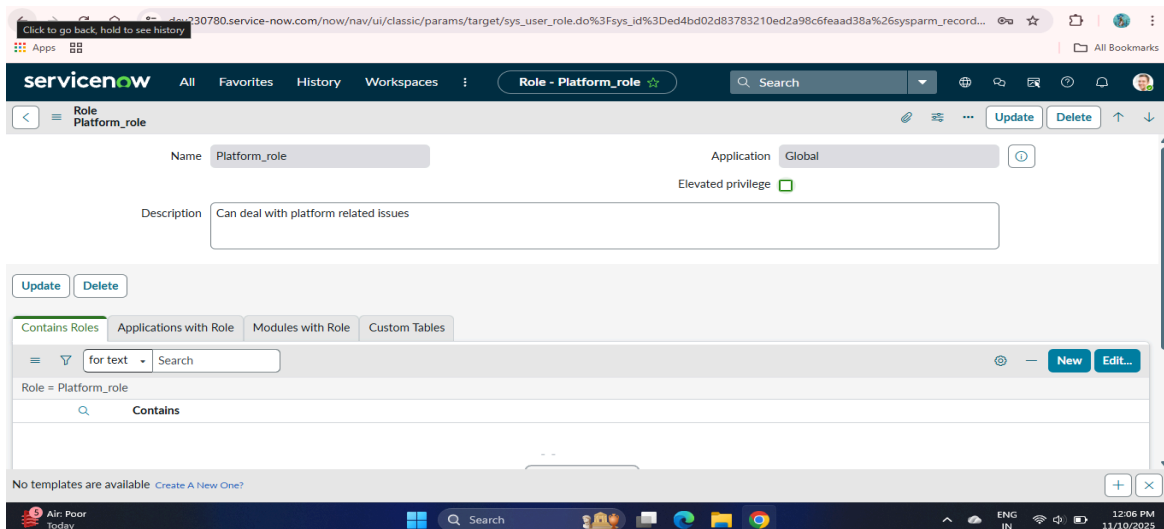
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7. Create one more role

8. Create another role with the following details



9. Click on submit.

3. Table Configuration

In **ServiceNow**, a **table** is a structured collection of records that stores data. Every record represents an item (such as a ticket, user, or request), and each column represents a field (such as description, priority, or status).

For this project, table configuration plays a vital role in creating and managing the **automated ticket routing system**. Custom tables can be designed to store support ticket data, define assignment rules, and track issue resolution metrics.

3.1 Purpose of Table Configuration

The main purpose of configuring tables in this project is to:

- Store and manage all incoming **support tickets**.
- Define custom fields for **category**, **priority**, **assigned group**, and **status**.
- Enable **automation scripts** and **workflows** to perform automatic ticket routing.
- Maintain data integrity and access control using **ACLs (Access Control Lists)**.

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3.3 Creating a Custom Table

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
6. Check the boxes Create module & Create mobile module
new menu name : Operations related
7. Under table columns give the columns
8. All > tables > Open operations related >

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label Application ⓘ

* Name Remote Table

Columns Controls Application Access

Table Columns for text Search 1 to 20 of 20 New

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display	Created by
×	Created	Date/Time	Empty State	40	40	false	admin
×	Updated	Date/Time	Empty State	40	40	false	admin

No templates are available [Create A New One?](#)

9. Scroll down > check table columns and update according to it.

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	Column label	Type	Reference	Max length	Default value	Display	Created by
×	Created	Date/Time	Empty State	40		false	admin
×	Updated	Date/Time	Empty State	40		false	admin
×	Comment	String	Empty State	40		false	admin
×	Ticket raised Date	Date/Time	Empty State	40		false	admin
	Sys ID	Sys ID (GUID)	(empty)	32		false	admin
	Updated	Date/Time	(empty)	40		false	admin
×	Updated by	String	Empty State	40		false	admin
×	Sys ID	String	Empty State	32		false	admin
×	Assigned to user	Reference	User	32		false	admin
×	Updates	Integer	Empty State	40		false	admin
×	Created by	String	Empty State	40		false	admin
×	Name	String	Empty State	40		false	admin

10. 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

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3.4 Benefits of Custom Table Configuration

- Enables **data organization** and **tracking** for each ticket.
- Simplifies **automation workflows** by linking fields like *Category* and *Assigned Group*.
- Allows easy **reporting** and **dashboard creation**.
- Enhances **visibility** and **accountability** in the support process.

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4. Assign roles & users to groups

4.1 Assign users and roles 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

dev230780.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3Da799106983783210ed2a98c6fead3d6%26sysparm_record_ta...

Apps

serviceNow All Favorites History Workspaces Group - certificates Search

Group certificates Update Delete

Name certificates Group email

Manager Katherine Pierce Parent

Description

Update Delete

Role (1) Group Members (1) Groups

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

Created	Role	Granted by	Inherits
2025-11-05 09:01:14	certificate_role	(empty)	true

No templates are available Create A New One?

Upcoming Earnings

Search

ENG IN 10:15 PM 11/10/2025

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4.2 Assign users and roles 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 Niranjana and save
8. Click on roles
9. Select Platform_role and save

dev230780.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do?3Fsys_id%3D9cf9986983783210ed2a98c6fead315%26sysparm_record_tar...

Apps

serviceNow All Favorites History Workspaces Group - Platform Search

Group Platform

Name Platform Group email

Manager Manne Niranja Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

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

Group = Platform

Created	Role	Granted by	Inherits
2025-11-05 09:03:43	Platform_role	(empty)	true

1 to 1 of 1

No templates are available Create A New One?

23°C Clear Search ENG IN 10:18 PM 11/10/2025

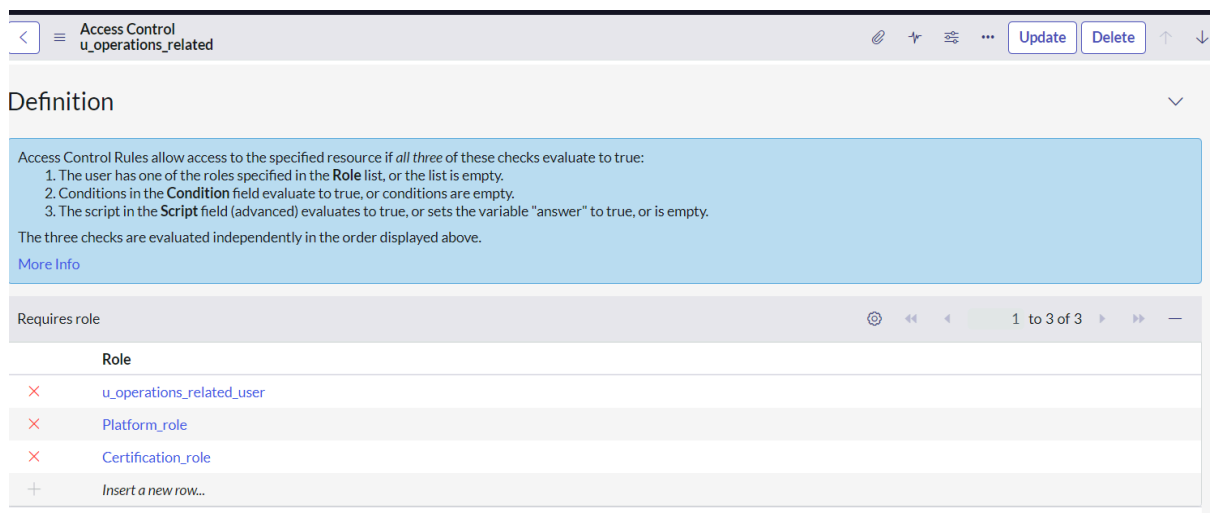
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5. Assign Role to Table

5.1 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

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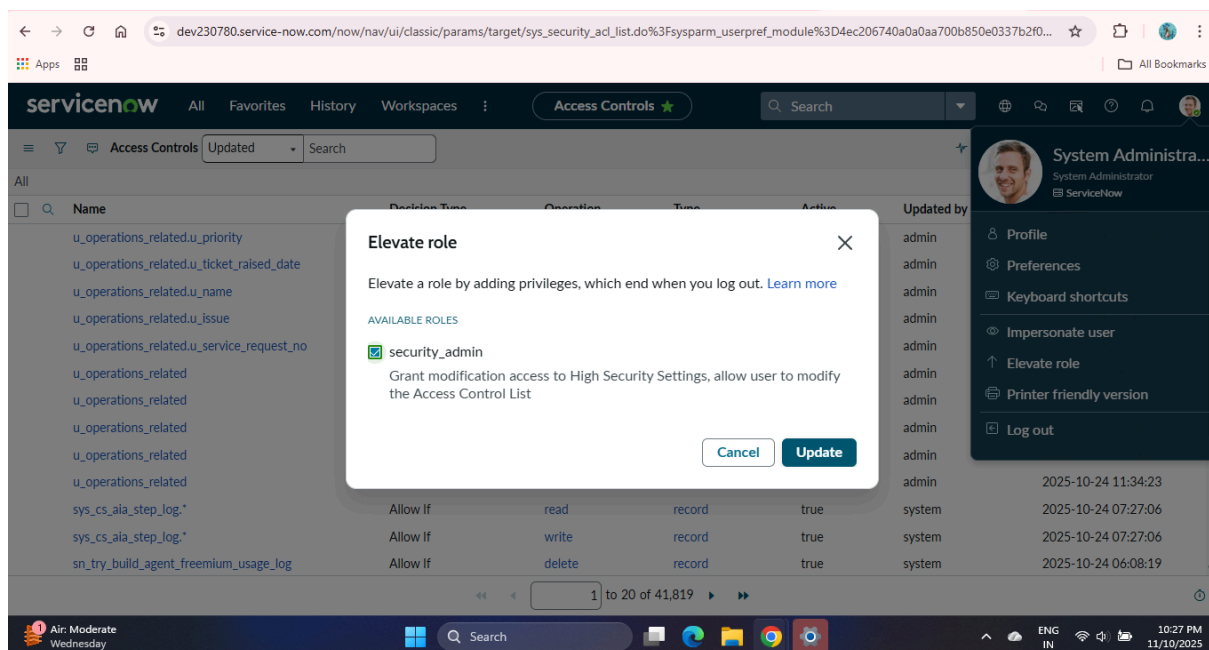
<https://github.com/AnuhyaBellamkonda>

- 16.Double click on insert a new row
- 17.platform role
- 18.add certificate role

6. Create ACL (Access Control Lists)

6.1 Create Access Control Lists

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



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dev230780.service-now.com/now/nav/ui/classic/params/target/sys_security_acl_list.do%3Fsysparm_userpref_module%3D4ec206740a0aa700b850e0337b2f0...

servicenow All Favorites History Workspaces Access Controls Search Actions on selected rows... New

Access Controls Updated Search

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-11-09 05:47:49
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-11-09 05:44:19
u_operations_related.u_name	Allow If	write	record	true	admin	2025-11-09 05:42:17
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-11-09 05:40:14
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-11-09 05:20:37
u_operations_related	Allow If	create	record	true	admin	2025-11-05 09:20:05
u_operations_related	Allow If	delete	record	true	admin	2025-10-24 11:34:24
u_operations_related	Allow If	read	record	true	admin	2025-10-24 11:34:24
u_operations_related	Allow If	read	record	true	admin	2025-10-24 11:34:23
u_operations_related	Allow If	create	record	true	admin	2025-10-24 11:34:23
sys_cs_aia_step_log.*	Allow If	read	record	true	system	2025-10-24 07:27:06
sys_cs_aia_step_log.*	Allow If	write	record	true	system	2025-10-24 07:27:06
sn_try_build_agent_freemium_usage_log	Allow If	delete	record	true	system	2025-10-24 06:08:19

1 to 20 of 41,819

Air: Poor Now

dev230780.service-now.com/now/nav/ui/classic/params/target/sys_security_acl_list.do%3Fsysparm_userpref_module%3D4ec206740a0aa700b850e0337b2f0...

servicenow All Favorites History Workspaces Access Controls Search Update Delete

Access Control u_operations_related

* Type record Application Global

* Operation write Active ☒

Decision Type Allow If Advanced ☐

Admin overrides ☒

Protection policy -- None --

* Name Operations related [u_operations_related]

Description Default access control on u_operations_related

Applies To Add Filter Condition Add OR Clause

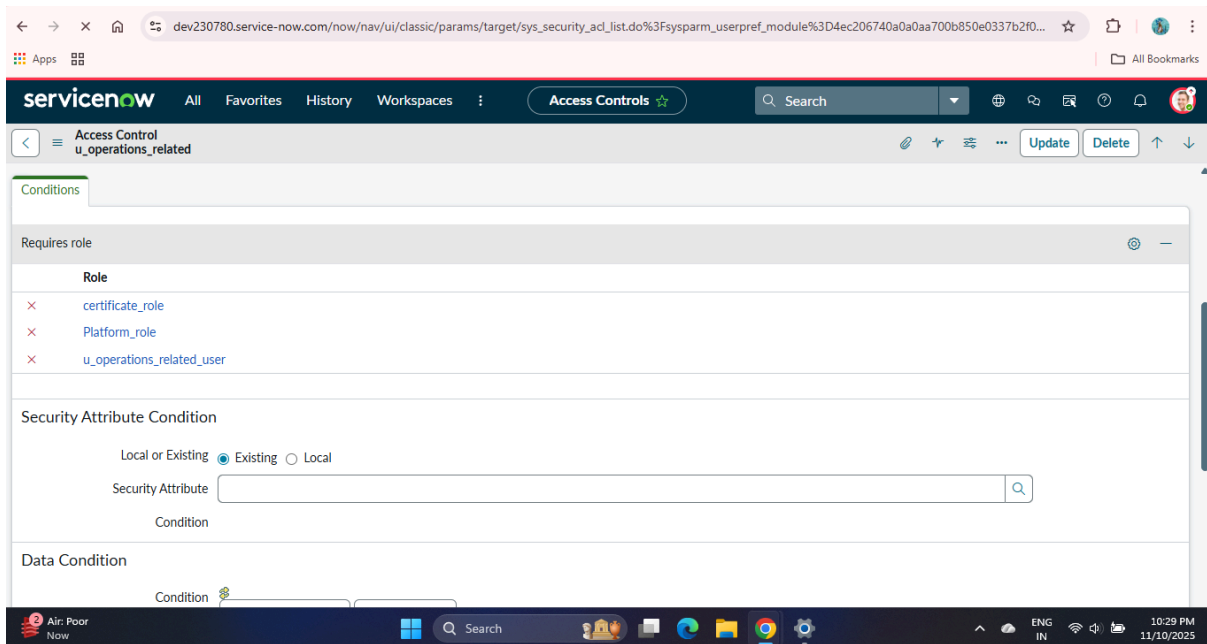
Conditions

Requires role

Air: Poor Now

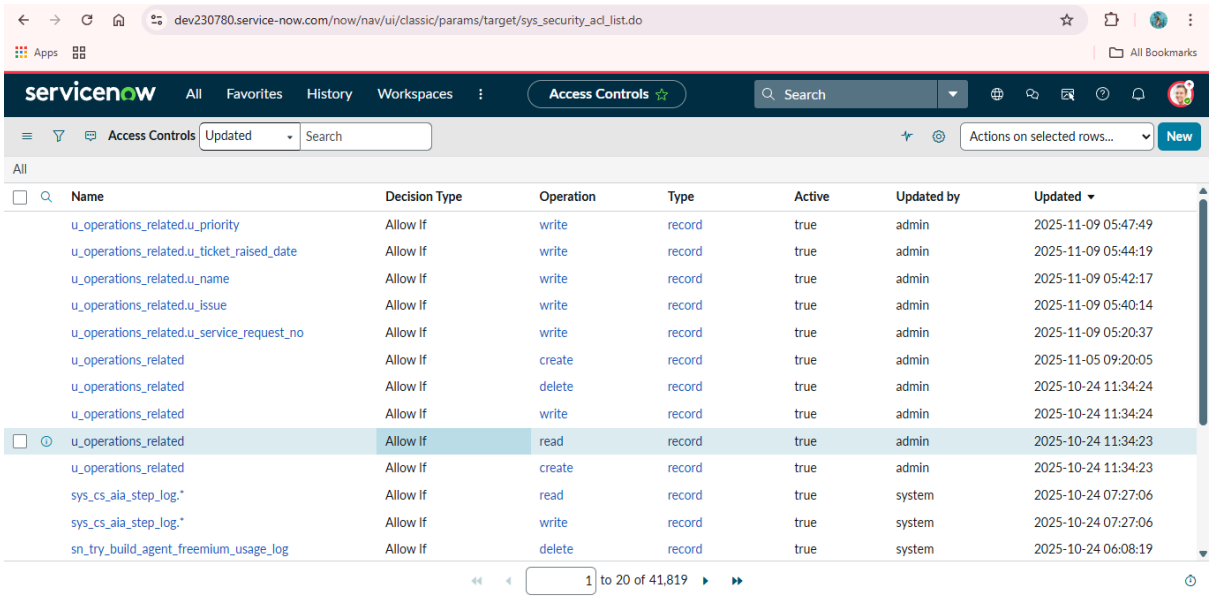
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6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit

10. Similarly create 4 acl for the following fields

A screenshot of the ServiceNow 'Access Controls' list page. The browser address bar shows 'dev230780.service-now.com/now/nav/ui/classic/params/target/sys_security_acl_list.do'. The page header includes 'servicenow' and navigation tabs like 'All', 'Favorites', 'History', and 'Workspaces'. Below the header, there's a filter bar with 'Access Controls' and a search box. The main content is a table with columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The table lists several ACLs, with 'u_operations_related' selected. The bottom of the table shows a pagination bar indicating '1 to 20 of 41,819' records.

	Name	Decision Type	Operation	Type	Active	Updated by	Updated
	u_operations_related.u_priority	Allow If	write	record	true	admin	2025-11-09 05:47:49
	u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-11-09 05:44:19
	u_operations_related.u_name	Allow If	write	record	true	admin	2025-11-09 05:42:17
	u_operations_related.u_issue	Allow If	write	record	true	admin	2025-11-09 05:40:14
	u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-11-09 05:20:37
	u_operations_related	Allow If	create	record	true	admin	2025-11-05 09:20:05
	u_operations_related	Allow If	delete	record	true	admin	2025-10-24 11:34:24
	u_operations_related	Allow If	write	record	true	admin	2025-10-24 11:34:24
<input checked="" type="checkbox"/>	u_operations_related	Allow If	read	record	true	admin	2025-10-24 11:34:23
	u_operations_related	Allow If	create	record	true	admin	2025-10-24 11:34:23
	sys_cs_aia_step_log.*	Allow If	read	record	true	system	2025-10-24 07:27:06
	sys_cs_aia_step_log.*	Allow If	write	record	true	system	2025-10-24 07:27:06
	sn_try_build_agent_freemium_usage_log	Allow If	delete	record	true	system	2025-10-24 06:08:19

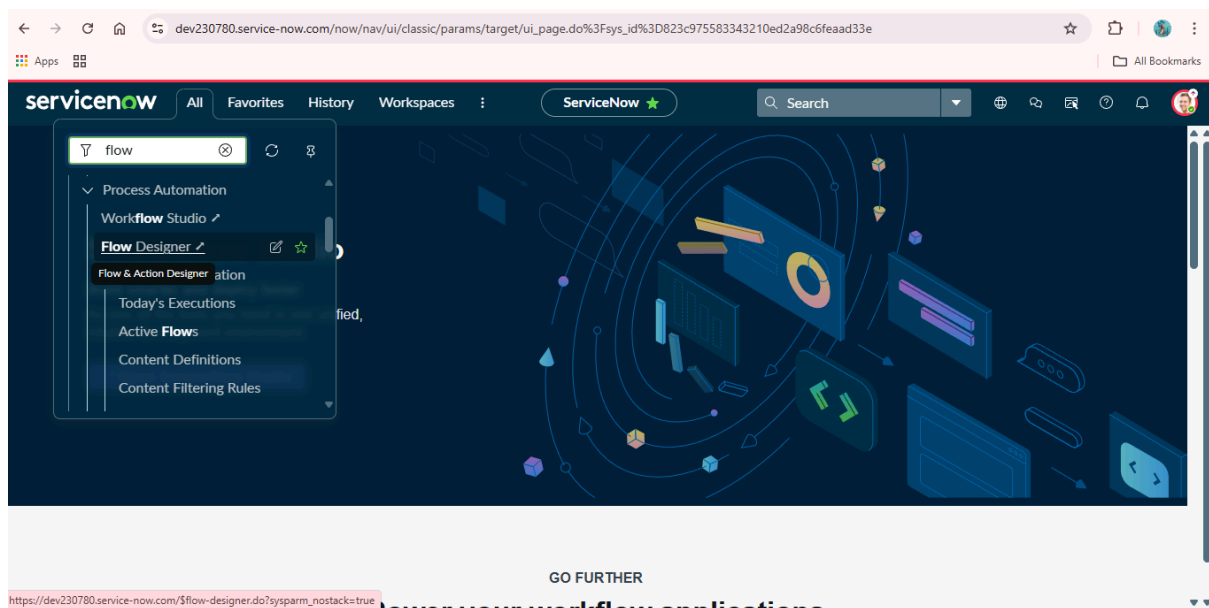
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7. FLOW

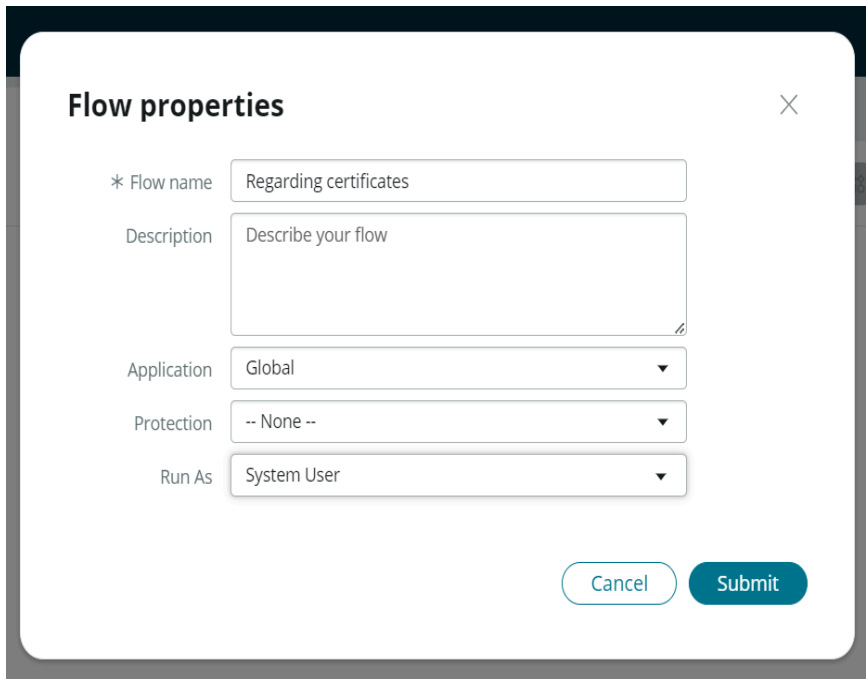
7.1 Create a Flow to Assign operations ticket to group

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.



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A screenshot of a 'Flow properties' dialog box. It has a title bar with a close button (X). The form contains five fields: 'Flow name' (text input with 'Regarding certificates'), 'Description' (text area with 'Describe your flow'), 'Application' (dropdown menu with 'Global'), 'Protection' (dropdown menu with '-- None --'), and 'Run As' (dropdown menu with 'System User'). At the bottom right are 'Cancel' and 'Submit' buttons.

Flow properties

* Flow name

Description

Application

Protection

Run As

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.

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**

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

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servicenow

Flow Designer

Flow

Regarding certificates

×

+

Regarding certificates

Active

View:

🔍

 |

⚙️

 |

Test

Deactivate

Activate

Save

⋮

TRIGGER

Regarding certificates

n/w

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

ACTIONS

Select multiple

1

n/w

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 RecordRecord

▶ Changed FieldsArray, Object

▶ Operations related TableTable

▶ Run Start Time UTCDate/Time

▶ Run Start Date/TimeDate/Time

▼ 1 - Update Record

7.2 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

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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 displays the ServiceNow Workflow Studio interface. The browser address bar shows the URL: `dev230780.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysid%3D132406aa83893210ed2a98c6fead307`. The workflow is titled "Regarding Platform" and is in an "Active" state. The interface is divided into several sections:

- TRIGGER:** A single trigger is configured: "Operations related Created or Updated where (Issue is Unable to login to platform; Issue is 404 error; Issue is Regrading User expired)".
- ACTIONS:** One action is added: "Update Operations related Record". Below the action is a button that says "Add an Action, Flow Logic, or Subflow".
- ERROR HANDLER:** A section with a toggle switch and the text: "If an error occurs in your flow, the actions you add here will run."
- Data Panel (Right):** A panel titled "Data" with a "Collapse All" button. It lists variables for the flow:
 - Flow Variables:**
 - Trigger - Record Created or Updated
 - Operations related Record (Record)
 - Changed Fields (Array.Object)
 - Operations related Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)
 - 1 - Update Record
 - Operations related Record (Record)
 - Operations related Table (Table)
 - Action Status (Object)

The bottom status bar indicates "Read-only", "Status: Published", and "Application: Global".

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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.

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