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 orgOverall, 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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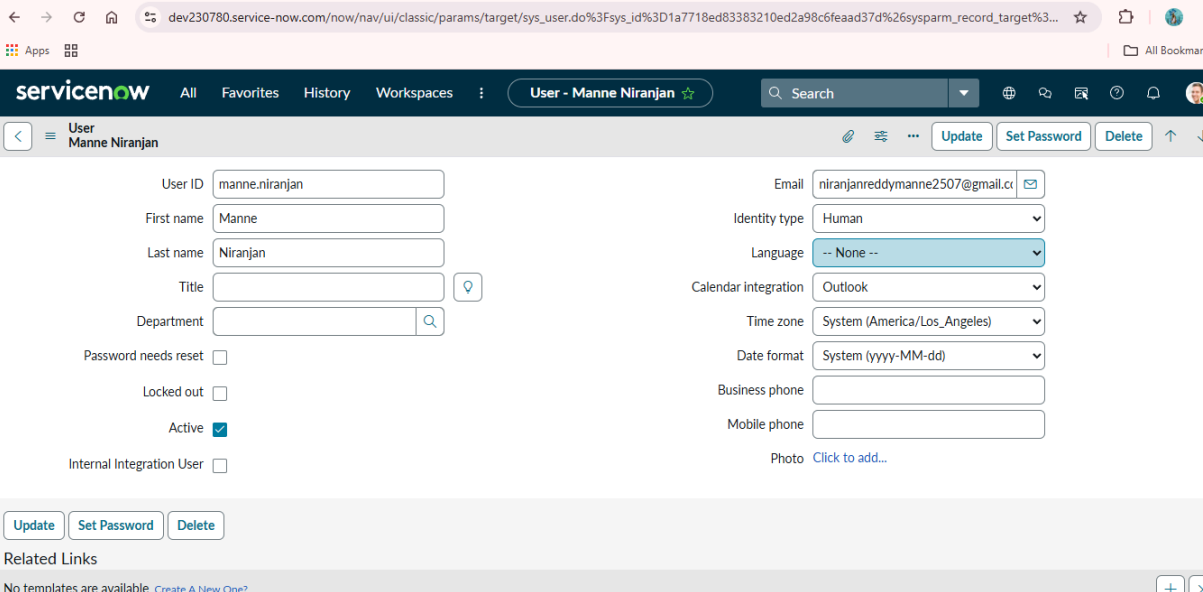
2. User and Role Management

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

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

8.Click on submit.

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Users Output :

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

6. Click on submit.

7.Create one more group.

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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.
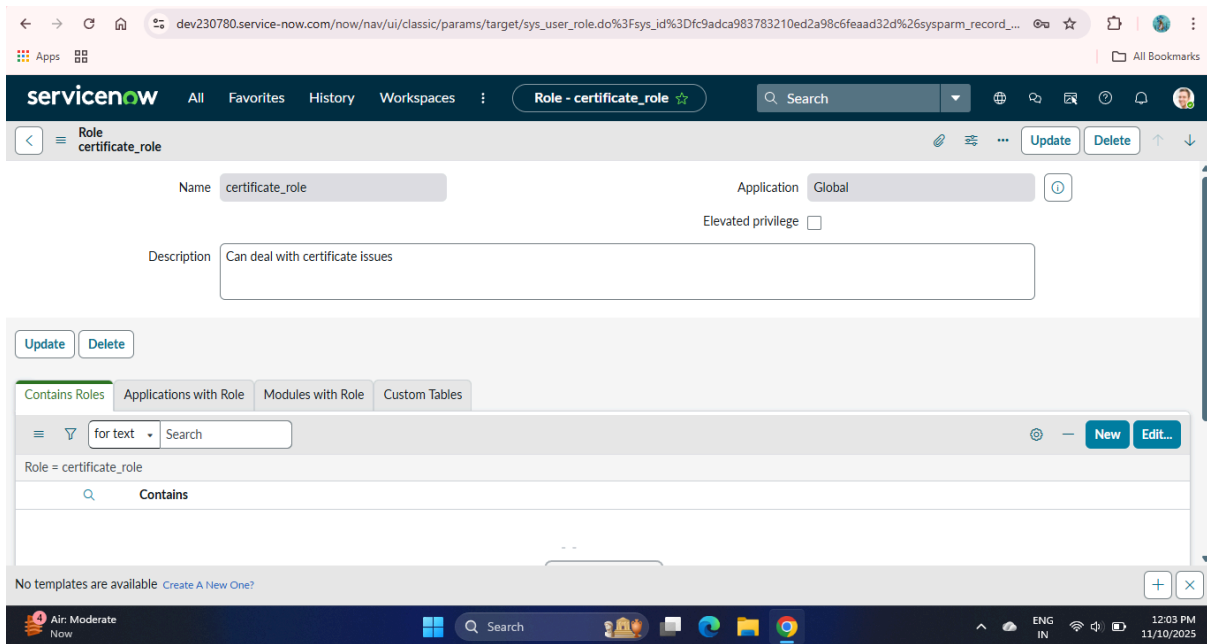
Steps to create Roles in servicenow :

Open service now.

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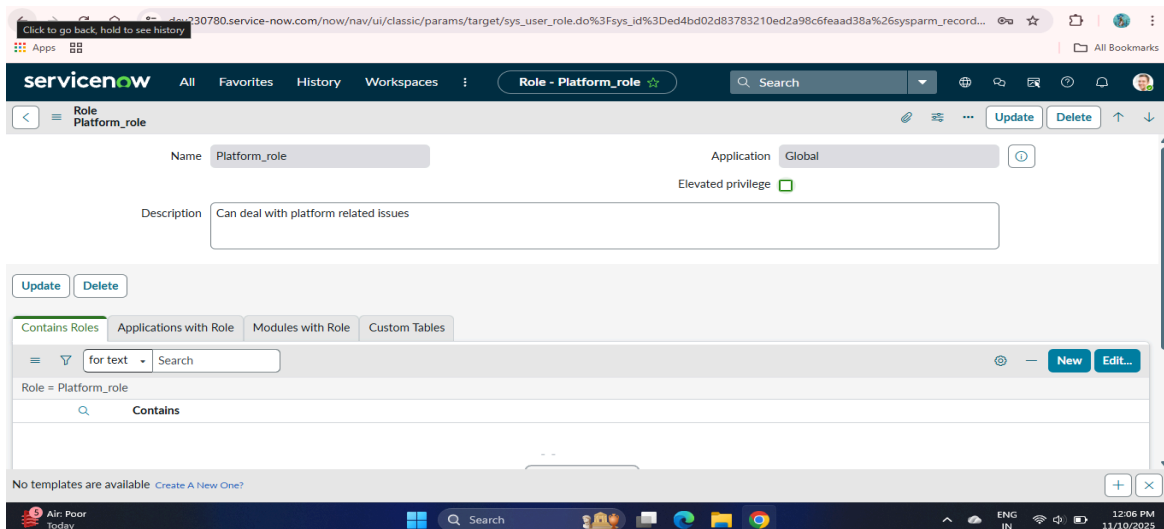4. Fill the following details to create a new role
5. Click on submit

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7. Create one more role

8.Create another role with the following details

9.Click on submit.

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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)**.

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 >

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

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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

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

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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
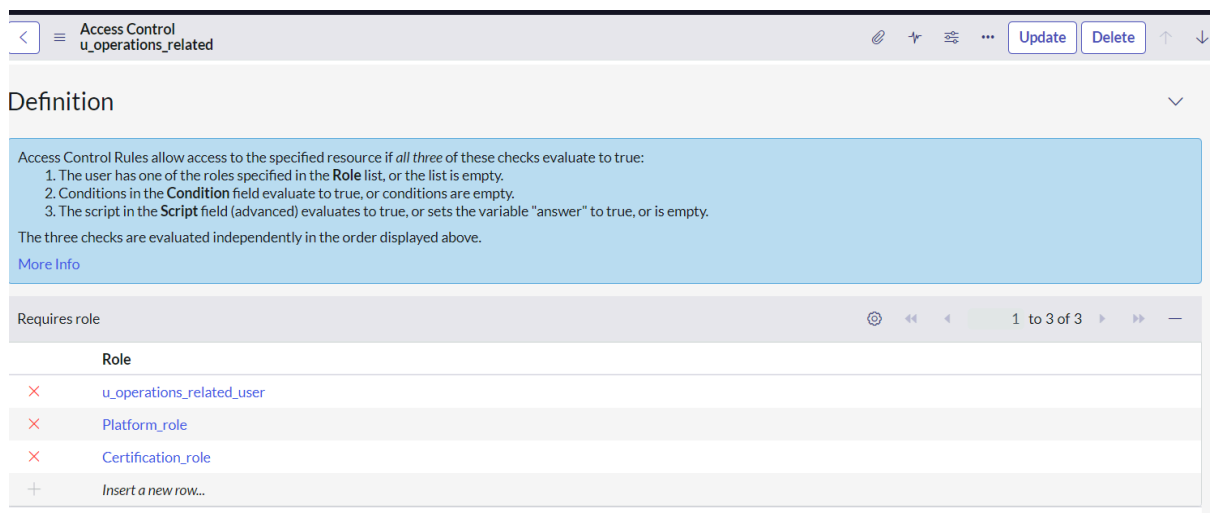
14. Click on u_operations_related write operation
15. Under Requires role

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

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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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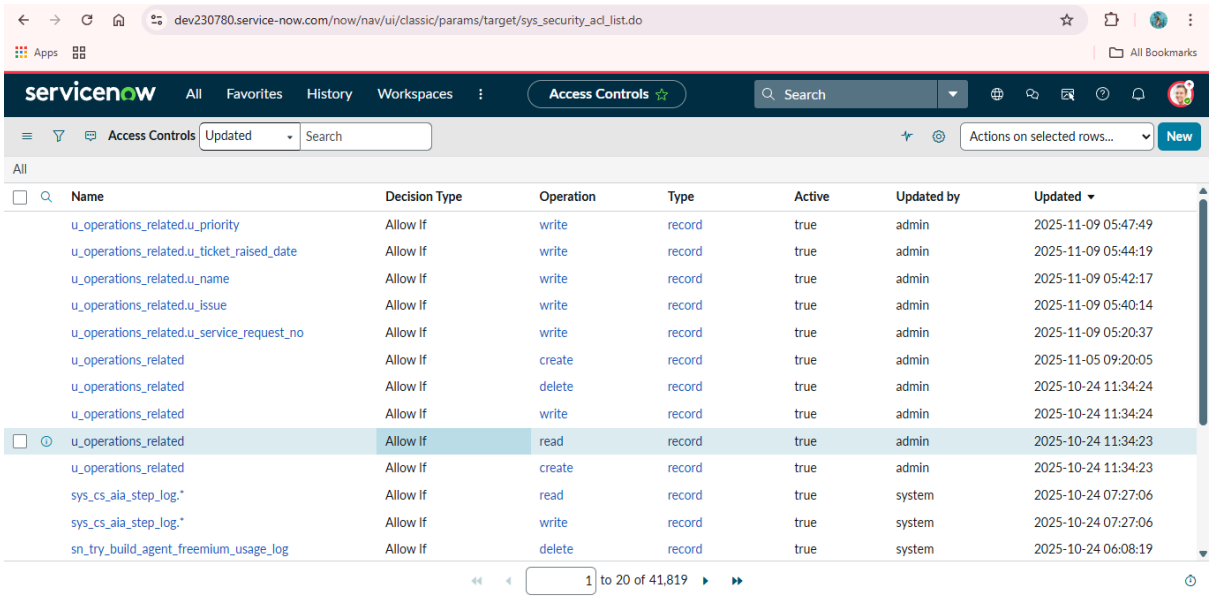https://github.com/AnuhyaBellamkonda

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

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10.Similarly create 4 acl for the following fields

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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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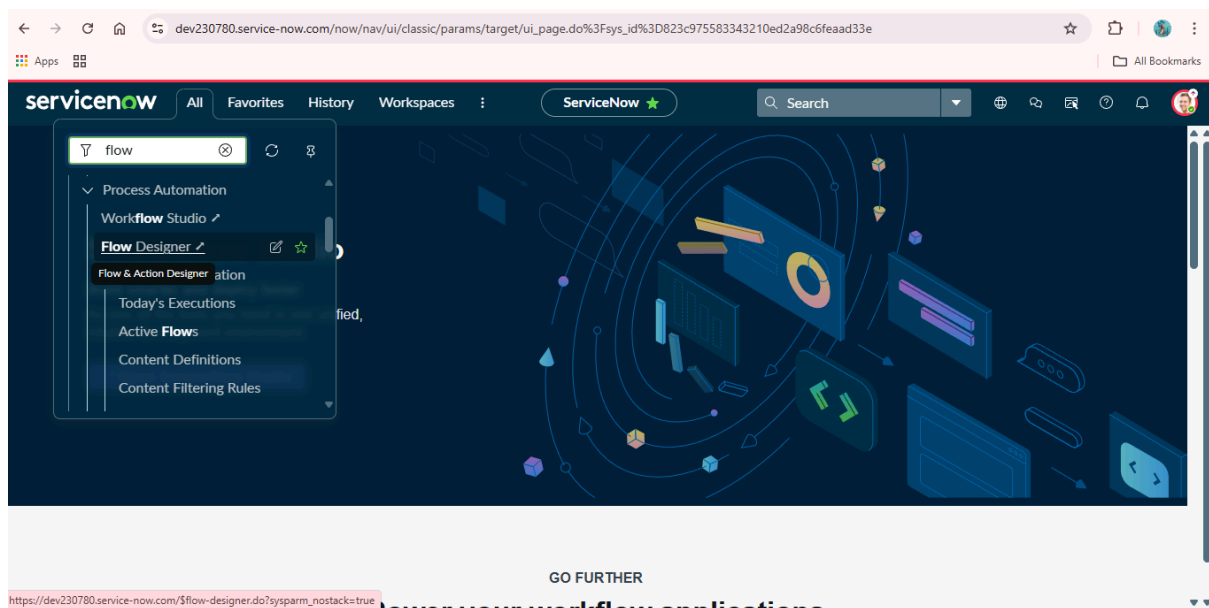
Flow properties   ✕

＊ 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.

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TRIGGER

Operations related Created or U... ~~Trigger: Created or Updated~~ garding 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   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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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.

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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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