

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

Bellamkonda Devi Anuhya

<https://github.com/AnuhyaBellamkonda>

# **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.

Bellamkonda Devi Anuhya

<https://github.com/AnuhyaBellamkonda>

# CONTENTS

## 1. Introduction

- 1.1 Objective of the Project
- 1.2 Overview of ServiceNow
- 1.3 Purpose of Access Control and Automation

## 2. User and Role Management

- 2.1 Creating Users
- 2.2 Creating Groups
- 2.3 Creating Roles

## 3. Tables

- 3.1 Table Configuration
- 3.2 Purpose of Table Configuration
- 3.3 Creating a Custom Table
- 3.4 Benefits of Creating Table

## 4. Assign roles & users to groups

- 4.1 Assign users and roles to Certificate Group
- 4.2 Assign users and roles to Platform Group

## 5. Assign Role to Table

- 5.1 Assign role to table

## 6. Create ACL (Access Control Lists)

- 6.1 Create Access Control Lists

Bellamkonda Devi Anuhya

<https://github.com/AnuhyaBellamkonda>

## **7. FLOW**

- 7.1 Create a Flow to Assign operations ticket to group
- 7.2 Create a Flow to Assign operations ticket to Platform group

## **8. CONCLUSION**

Bellamkonda Devi Anuhya

<https://github.com/AnuhyaBellamkonda>

# 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 organization. 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.

## 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 page title is "User - Manne Nirjanan". The form fields include:

User ID: manne.nirjanan	Email: niranjanreddymanne2507@gmail.com
First name: Manne	Identity type: Human
Last name: Nirjanan	Language: -- None --
Title:	Calendar integration: Outlook
Department:	Time zone: System (America/Los_Angeles)
<input type="checkbox"/> Password needs reset	Date format: System (yyyy-MM-dd)
<input type="checkbox"/> Locked out	Business phone:
<input checked="" type="checkbox"/> Active	Mobile phone:
<input type="checkbox"/> Internal Integration User	Photo: Click to add...

At the bottom, there are "Update", "Set Password", and "Delete" buttons.

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

The screenshot shows the ServiceNow User creation interface. The URL in the address bar is dev230780.service-now.com/nav-ui/classic/params/target/sys\_user.do%3Fsys\_id%3D5008146583783210ed2a98c6feaad3f%26sysparm\_record\_target%3D... . The page title is "User - Katherine Pierce".

**User ID:** Katherine Pierce (highlighted with a green border)

**First name:** Katherine

**Last name:** Pierce

**Title:** (empty field)

**Department:** (empty field)

**Password needs reset:**

**Locked out:**

**Active:**

**Email:** (empty field)

**Identity type:** Human

**Language:** -- None --

**Calendar integration:** Outlook

**Time zone:** System (America/Los\_Angeles)

**Date format:** System (yyyy-MM-dd)

**Business phone:** (empty field)

**Mobile phone:** (empty field)

**Internal Integration User:**

**Photo:** Click to add...

**Buttons:** Update, Set Password, Delete

**Related Links:** No templates are available. Create A New One?

**System Status Bar:** 24°C Sunny, Search, ENG IN, 11:16 AM, 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.niranjan	Manne Niranjan	niranjanreddymanne2507@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
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
marijan.gaulden	Marion Gaulden	marijan.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

The screenshot shows the ServiceNow interface for creating a new group named "certificates". The "Name" field is filled with "certificates". The "Manager" field is set to "Katherine Pierce". The "Description" field is empty. Below the form, there is a table titled "Roles (1)" showing one role entry: "Created" (Role: certificate\_role, Granted by: (empty), Inherits: true). At the bottom of the screen, a Windows taskbar is visible with weather information (24°C, Sunny), a search bar, and various application icons.

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

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

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<https://github.com/AnuhyaBellamkonda>

The screenshot shows the ServiceNow interface for creating a new group. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Group - Platform', 'Search', and various system icons. The main form has fields for 'Name' (Platform), 'Manager' (Manne Nirjan), 'Group email', and 'Parent'. Below the form is a table titled 'Group = Platform' showing one row of data:

	Created	Role	Granted by	Inherits
<input type="checkbox"/>	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

The screenshot shows the ServiceNow interface for creating a new role. The title bar says "Role - certificate\_role". The main form has fields for "Name" (certificate\_role), "Application" (Global), and "Description" (Can deal with certificate issues). Below the form is a tabular view showing the relationship between the current role and other roles, with a "Contains" entry. At the bottom, there are "Update" and "Delete" buttons.

## 7. Create one more role

8. Create another role with the following details

The screenshot shows the ServiceNow interface for creating a new role. The title bar says "Role - Platform\_role". The main form has fields for "Name" (Platform\_role), "Application" (Global), and "Description" (Can deal with platform related issues). Below the form is a tabular view showing the relationship between the current role and other roles, with a "Contains" entry. At the bottom, there are "Update" and "Delete" buttons.

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)**.

### 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 >

The screenshot shows the ServiceNow web interface. At the top, the URL is dev230780.service-now.com/nav/u/classic/params/target/sys\_db\_object.do%3Fsys\_id%3Db151ece583b83210ed2a98c6fead3c8%26sysparm\_record\_targ... . The page title is 'Table - Operations related'. The main content area displays the table creation form. The 'Label' field is set to 'Operations related' and the 'Name' field is set to 'u\_operations\_related'. The 'Application' dropdown shows 'Global'. Below the form, a table titled 'Dictionary Entries' lists two columns: 'Created' and 'Updated', both of type 'Date/Time' with a reference to 'Empty State'. The bottom of the screen shows a Windows taskbar with various icons and the date/time 11/10/2025.

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

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<https://github.com/AnuhyaBellamkonda>

The screenshot shows the ServiceNow web interface. At the top, there's a navigation bar with links for 'All', 'Favorites', 'History', 'Admin', and a search bar labeled 'Table - Operations related'. Below the navigation is a table titled 'Operations related' with the following columns: Column label, Type, Reference, Max length, Default value, Display, and Created by. The table contains 20 rows of data. At the bottom of the page, there's a message 'No templates are available' followed by a link 'Create A New One?'. The bottom right corner of the screen shows a Windows taskbar with icons for weather (23°C Partly cloudy), search, and system status (ENG IN, 9:23 PM, 11/10/2025).

## 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

### **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.

Bellamkonda Devi Anuhyaa

<https://github.com/AnuhyaaBellamkonda>

## 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

The screenshot shows the ServiceNow web interface for managing user groups. The current view is for the group named "certificates".

**Group - certificates**

**Fields:**

- Name: certificates
- Manager: Katherine Pierce
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

**Buttons:** Update, Delete

**Tab Selection:** Roles (1) [Selected], Group Members (1), Groups

**Table View (Roles):**

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

## 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

The screenshot shows the ServiceNow web interface for managing groups. At the top, the URL is dev230780.service-now.com/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3D9cf9986983783210ed2a98c6feaad315%26sysparm\_record\_tar... The title bar says "Group - Platform". The main form has fields for Name (Platform), Manager (Manne Niranjan), Group email, and Parent. A large Description text area is empty. Below the form are "Update" and "Delete" buttons. A tabs section shows "Roles (1)", "Group Members (1)", and "Groups". The "Roles (1)" tab is selected, showing a table with one row: "Created" (2025-11-05 09:03:43), "Role" (Platform\_role), "Granted by" ((empty)), and "Inherits" (true). The bottom of the screen shows a toolbar with various icons and a status bar indicating the date and time (10:18 PM, 11/10/2025).

## 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

The screenshot shows the 'Access Control' interface for the 'u\_operations\_related' table. The 'Definition' tab is selected. In the 'Requires role' section, three roles are listed: 'u\_operations\_related\_user', 'Platform\_role', and 'Certification\_role'. There is also an option to 'Insert a new row...'.

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

The screenshot shows the ServiceNow web interface for managing access controls. A modal dialog box titled "Elevate role" is open in the center. The dialog contains instructions to "Elevate a role by adding privileges, which end when you log out." Below this, a section titled "AVAILABLE ROLES" lists "security\_admin" with a checked checkbox. A tooltip for "security\_admin" states: "Grant modification access to High Security Settings, allow user to modify the Access Control List". At the bottom of the dialog are "Cancel" and "Update" buttons. In the background, the main "Access Controls" list is visible, showing a table with columns: Name, Decision Time, Operation, Type, Active, and Updated by. The list includes numerous entries like "u\_operations\_related.u\_priority" and "sys\_cs\_aia\_step\_log.\*". On the right side of the screen, a user profile sidebar for "System Administrator" is open, showing options like Profile, Preferences, Keyboard shortcuts, Impersonate user, Elevate role, Printer friendly version, and Log out. The bottom of the screen shows the Windows taskbar with various icons and the date/time as 11/10/2025.

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Screenshot of the ServiceNow Access Controls list page. The URL is dev230780.service-now.com/nav/ui/classic/params/target/sys\_security\_acl\_list.do%3Fsysparm\_userpref\_module%3D4ec206740a0a0aa700b850e0337b2f0... . The page shows a grid of access control records with columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. There are 41,819 records in total.

	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
	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

Screenshot of the ServiceNow Access Control creation/edit screen for u\_operations\_related. The URL is dev230780.service-now.com/nav/ui/classic/params/target/sys\_security\_acl\_list.do%3Fsysparm\_userpref\_module%3D4ec206740a0a0aa700b850e0337b2f0... . The form includes fields for Type (record), Operation (write), Decision Type (Allow If), Application (Global), Active (checked), and Admin overrides (checked). It also includes a Protection policy section with a dropdown for Name (Operations related [u\_operations\_related]) and a Description field (Default access control on u\_operations\_related). The Applies To section includes buttons for Add Filter Condition and Add OR Clause. A Conditions tab is visible at the bottom.

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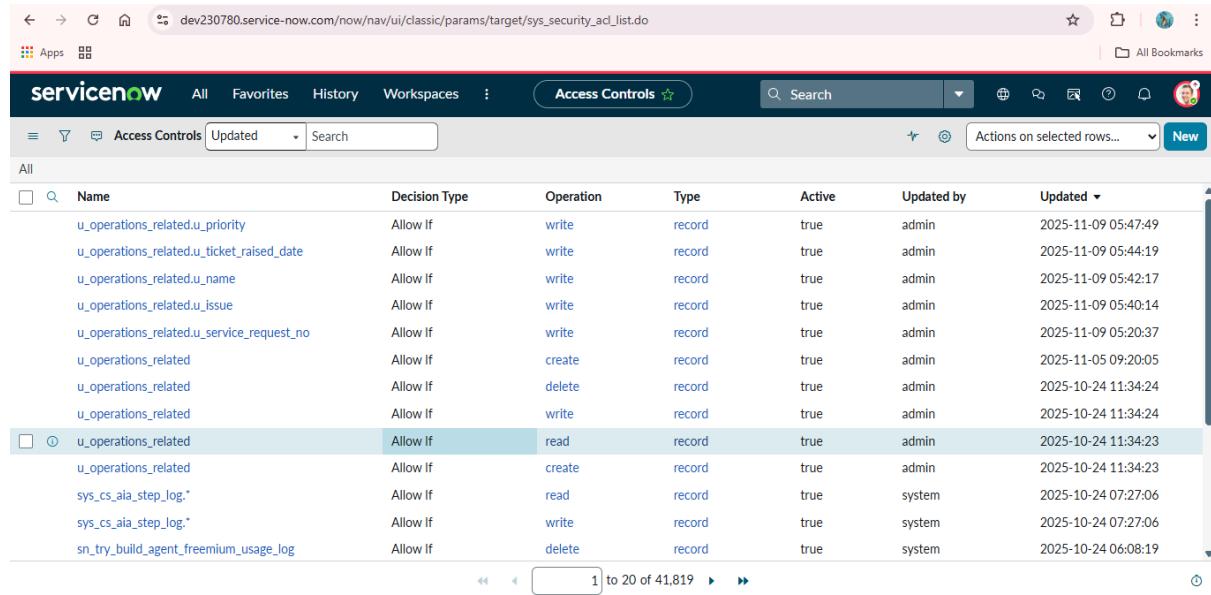
The screenshot shows the ServiceNow Access Control interface. At the top, there's a navigation bar with links for 'All', 'Favorites', 'History', 'Workspaces', and 'Access Controls'. The 'Access Controls' tab is active. Below the navigation is a search bar and various system icons. The main content area is titled 'Access Control' and shows a list of roles required: 'certificate\_role', 'Platform\_role', and 'u\_operations\_related\_user'. There are sections for 'Security Attribute Condition' (set to 'Existing') and 'Data Condition'. The bottom of the screen shows a Windows taskbar with icons for Air Quality, Start, Search, and several pinned applications, along with system status indicators like battery level, signal strength, and date/time.

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



The screenshot shows the ServiceNow Access Controls list page. The URL is dev230780.service-now.com/nav/ui/classic/params/target/sys\_security\_acl\_list.do. The page title is "Access Controls". The table has columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. There are 41,819 rows in total. One row is selected, showing "u\_operations\_related" with "Allow If" decision type, "read" operation, "record" type, and "true" active status.

All	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
	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

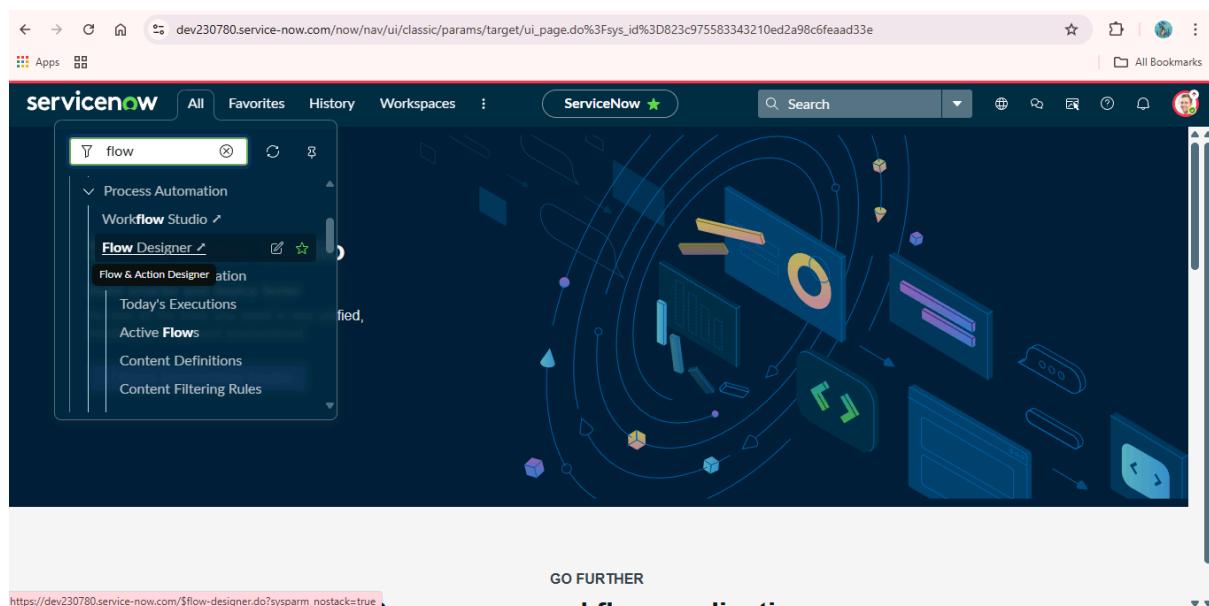
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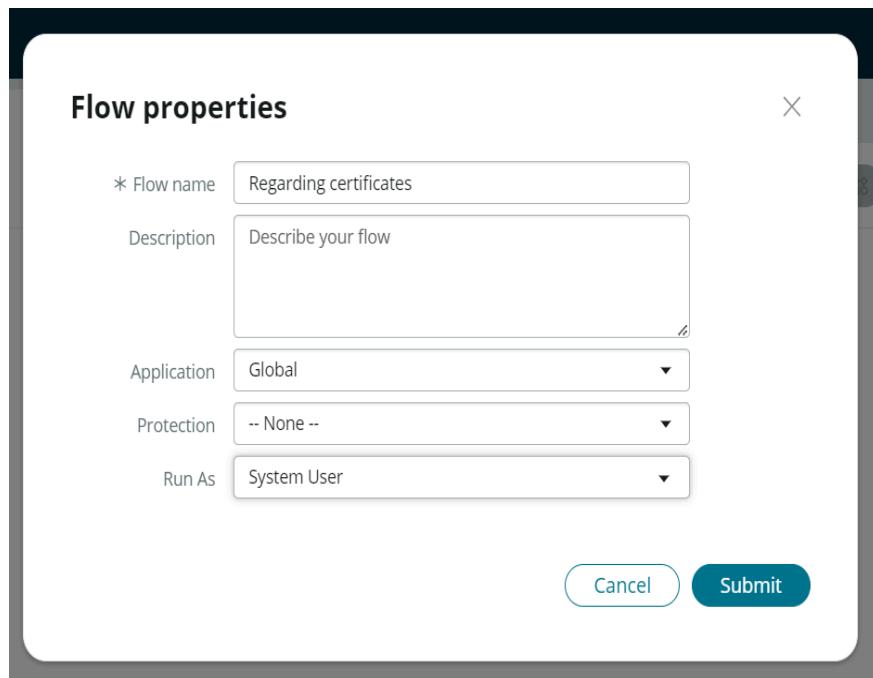
<https://github.com/AnuhyaBellamkonda>

## 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.





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

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

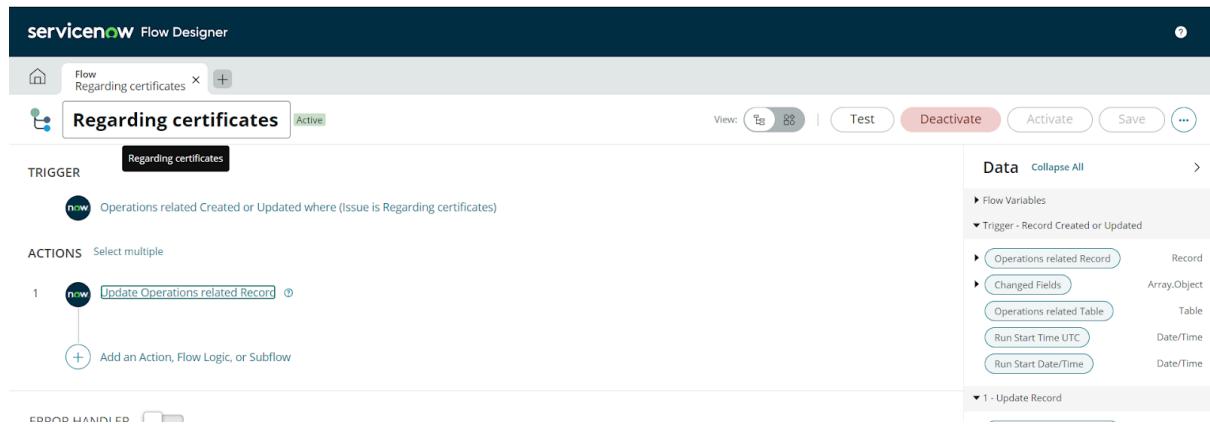
\* Record: Trigger ... Operations relate...

\* 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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<https://github.com/AnuhyaBellamkonda>

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. The flow is titled "Regarding Platform". It contains one trigger: "Operations related Created or Updated where (Issue is Unable to login to platform; Issue is 404 error; Issue is Regrading User expired)". There is one action: "Update Operations related Record". This action is connected to a placeholder node "Add an Action, Flow Logic, or Subflow". On the right, there is a sidebar with a list of available actions categorized by type: Data, Flow Variables, Trigger - Record Created or Updated, and 1 - Update Record. The "Data" category is expanded, showing options like "Operations related Record", "Changed Fields", "Operations related Table", "Run Start Time UTC", "Run Start Date/Time", and "Action Status". The "1 - Update Record" category is also expanded, showing "Operations related Record", "Operations related Table", and "Action Status". At the bottom of the screen, there are status indicators: "Read-only", "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.

Bellamkonda Devi Anuhya

<https://github.com/AnuhyaBellamkonda>