

C. S. I. INSTITUTE OF TECHNOLOGY

Department Of Information Technology

**Completed NM - project
on**

STREAMLING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATION

Submitted By

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STREAMLING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATION

Problem Statement:

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..

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
6. Click on submit

The screenshot shows a user creation form in a software application. The top bar includes navigation icons (back, forward, search, etc.) and buttons for 'Update', 'Set Password', and 'Delete'. The main form has two columns of input fields:

User ID	manne.niranjan	Email	niranjanreddymanne2507@gr
First name	Manne	Language	-- None --
Last name	Niranjan	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

Create one more user:

The screenshot shows a user profile editing interface. At the top, there's a navigation bar with 'Favorites', 'History', 'Workspaces', and 'Admin' tabs. The title bar says 'User - Katherine Pierce'. Below the title, there's a breadcrumb trail 'User Katherine Pierce'. The main area contains various input fields for user information:

- User ID: Katherine Pierce
- First name: Katherine
- Last name: Pierce
- Title: (empty)
- Department: (empty)
- Email: (empty)
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Password needs reset:
- Locked out:
- Active:
- Photo: Click to add...
- Web service access only:
- Internal Integration User:

7. Create another user with the following details
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
6. Click on submit

The screenshot shows a group creation form. The title bar says 'Group certificates'. The form has the following fields:

Name	certificates	Group email	(empty)
Manager	Katherine Pierce	<input type="button" value="Q"/>	<input type="button" value="i"/>
Description	(empty)		
Parent	(empty)		

Create one more group:

1. Create another group with the following details
2. Click on submit

Name	Platform	Group email
Manager	Manne Niranjan	<input type="checkbox"/>
Description		

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
6. Click on submit

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

Create one more role:

1. Create another role with the following details
2. Click on submit

Name	Platform_role	Application	Global	(i)
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 the columns

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: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

- o unable to login to platform
- o 404 error
- o regarding certificates
- o 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

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

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' rule. At the top, there are buttons for Back, Refresh, and Update/Delete. Below that is a 'Definition' section with a note about access rules requiring all three conditions to be true. It lists three conditions: 1. User has one of the roles specified in the Role list, or the list is empty. 2. Conditions in the Condition field evaluate to true, or conditions are empty. 3. The script in the Script field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty. A note below states that checks are evaluated independently. There is a 'More Info' link. The 'Requires role' section shows a table with three rows: 'u_operations_related_user', 'Platform_role', and 'Certification_role'. A '+' button is available to add a new row.

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

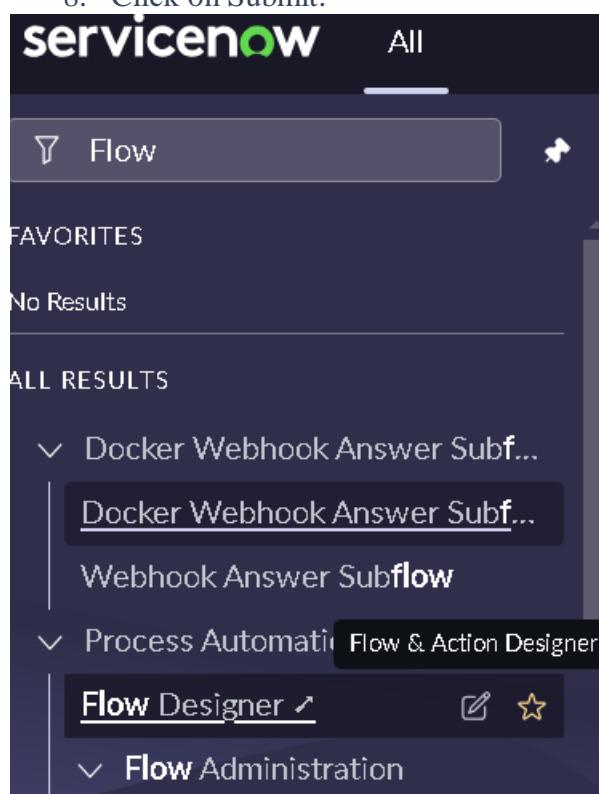
The screenshot shows the 'Access Control' interface for creating a new ACL named 'u_operations_related.u_service_request_no'. The form includes fields for Type (record), Operation (write), Application (Global), Active (checked), Admin overrides (checked), Protection policy (None), Name (Operations related [u_operations_related]), Service request No, Description (empty), and Condition (4 records match condition). Buttons for 'Add Filter Condition' and 'Add "OR" Clause' are visible at the bottom of the condition section.

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"/>	① 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.



The screenshot shows the ServiceNow Flow Designer interface. At the top, there's a navigation bar with links for Flows, Subflows, Actions, Executions, Connections, and Help. A search bar is also present. On the right, a 'New' button has a dropdown menu open, showing options: Flow (which is selected and highlighted in light blue), Subflow, Action, and Data Stream. Below this, a table lists three existing flows: 'Standard_Laptop_task', 'Email_Sending_For_P1', and 'Daily_Task_Reminder'. The 'Standard_Laptop_task' flow is published and has a status of true. The 'Email_Sending_For_P1' flow is published and has a status of false. The 'Daily_Task_Reminder' flow is draft and has a status of false.

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
5. Operator : is
6. Value : Regarding Certificates
7. After that click on Done.

TRIGGER

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

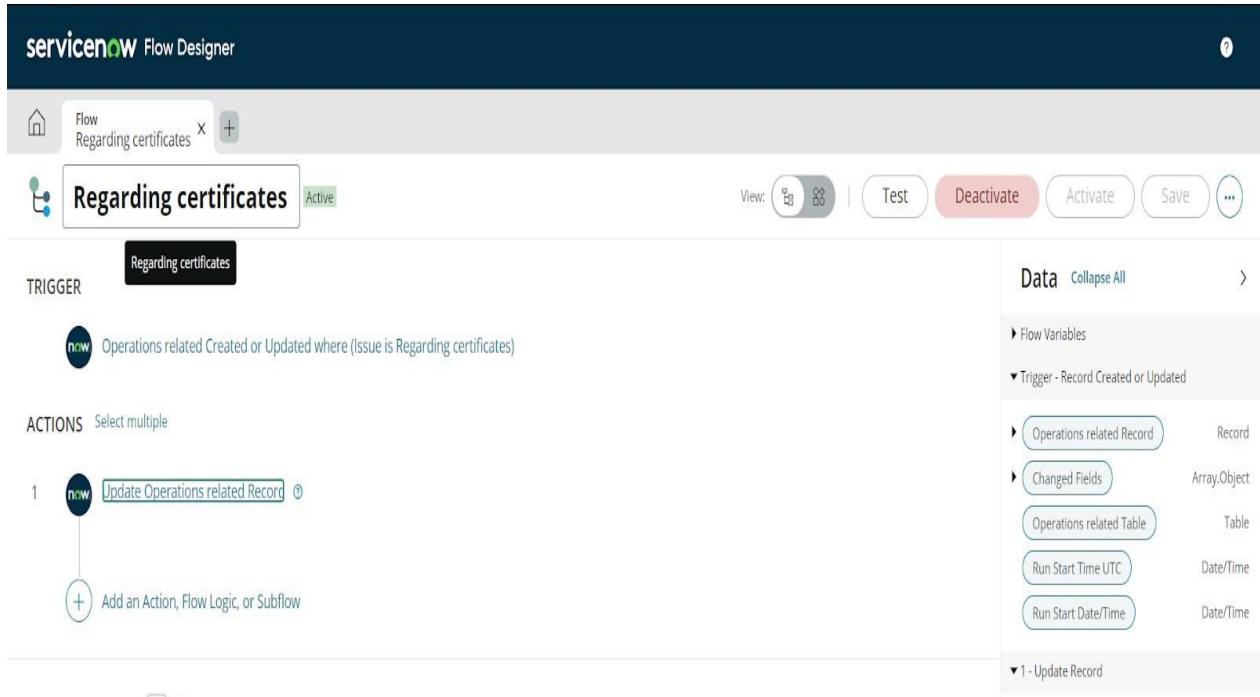
* Record: Trigger ... Operations relate...

* Table: Operations related [u_operations_related]

* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done



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.

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.