

# **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 the 'User' form in ServiceNow for a user named Manne Niranjan. The form is divided into two main sections: user identification and contact information, and system settings. The user identification section includes fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title (empty), and Department (empty with a search icon). The contact information section includes Email (niranjanreddymanne2507@gr), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los\_Angeles)), Date format (System (yyyy-MM-dd)), Business phone (empty), and Mobile phone (empty). The system settings section includes checkboxes for Password needs reset, Locked out, Active (checked), Web service access only, and Internal Integration User. There are also buttons for Update, Set Password, and Delete at the top right.

**Create one more user:**

User ID: Katherine Pierce  
 First name: Katherine  
 Last name: Pierce  
 Title:   
 Department:   
 Password needs reset: ☐  
 Locked out: ☐  
 Active: ☒  
 Web service access only: ☐  
 Internal Integration User: ☐  
 Email:   
 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...](#)

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

Name: certificates  
 Group email:   
 Manager: Katherine Pierce  
 Parent:   
 Description:   
 Add attachment, Settings, Search icons

## Create one more group:

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

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Name	<input type="text" value="Platform"/>	Group email	<input type="text"/> <input checked="" type="checkbox"/>
Manager	<input type="text" value="Manne Niranjan"/> <input type="button" value="Q"/> <input type="button" value="i"/>	Parent	<input type="text"/> <input type="button" value="Q"/>
Description	<input type="text"/>		

---

## 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

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Name	<input type="text" value="Certification_role"/>	Application	<input type="text" value="Global"/> <input type="button" value="i"/>
Requires Subscription	<input type="text" value="Unspecified"/> <input type="button" value="v"/>	Elevated privilege	<input type="checkbox"/>
Description	<input type="text" value="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	
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

- 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

## **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 Niranjana 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

Access Control  
u\_operations\_related

Definition

Access Control Rules allow access to the specified resource if *all three* of these checks evaluate to true:

1. The 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.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Requires role

Role
✗ u_operations_related_user
✗ Platform_role
✗ Certification_role
+ Insert 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

Access Control  
u\_operations\_related.u\_service\_request\_no

\* Type record

\* Operation write

Application Global

Active ☒

Admin overrides ☒

Advanced ☐

Protection policy -- None --

\* Name ▶ Operations related [u\_operations\_related]

Service request No



Description

Condition 4 records match condition

Add Filter Condition Add "OR" Clause

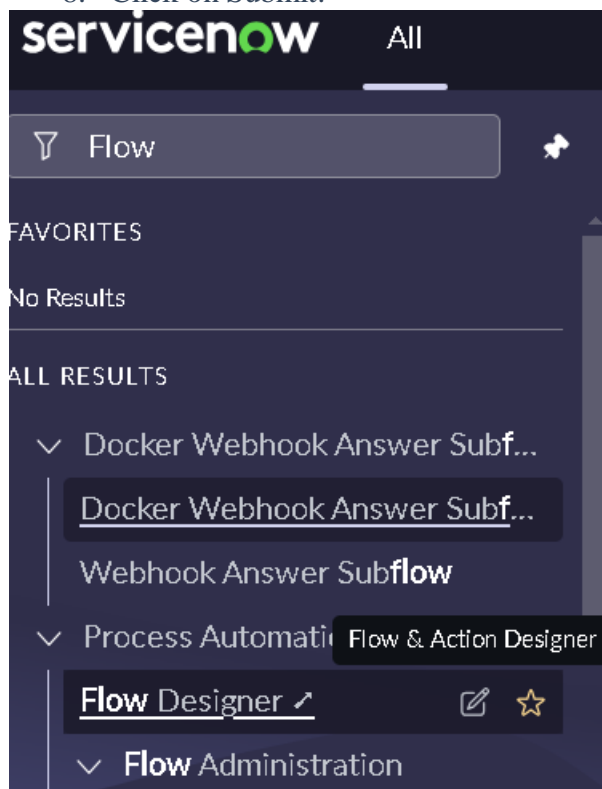
-- choose field -- -- oper -- -- value --

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

 	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.





**servicenow** Flow Designer

Flows Subflows Actions Executions Connections Help

New ▾

Flow  
Subflow  
Action  
Data Stream

Search Updated ▾ Search

All

	Name	Internal name	Application	Status	Active	Updated ▾	Updated by
	Search	Search	Search	Search	Search	Search	Search
<input type="checkbox"/>	<a href="#">Standard Laptop task</a>	standard_laptop_task	<a href="#">Global</a>	Published	true	2024-04-16 23:33:53	admin
<input type="checkbox"/>	<a href="#">Email Sending For P1</a>	email_sending_for_p1	<a href="#">Global</a>	Published	false	2024-04-16 04:22:31	admin
<input type="checkbox"/>	<a href="#">Daily Task Reminder</a>	daily_task_reminder	<a href="#">Global</a>	Draft	false	2024-04-16 00:08:03	admin

### Flow properties

\* Flow name

Description

Application

Protection

Run As

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 : Regrading Certificates
7. After that click on Done.

TRIGGER

now 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

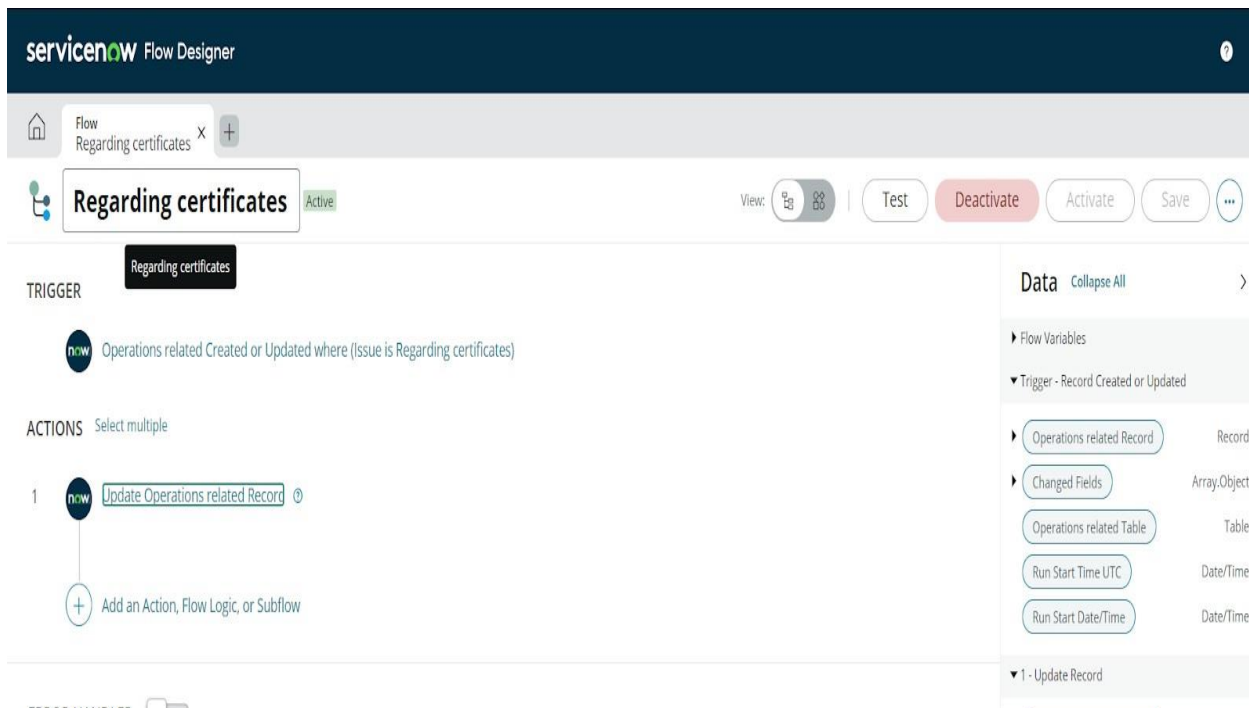
\* Record Trigger ... Operations relate...

\* Table Operations related [u\_operations\_related]

\* Fields Assigned to group certificates

+ Add field value

Delete Cancel Done



## 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.