

# Streamlining Ticket Assignment for Efficient Support Operations

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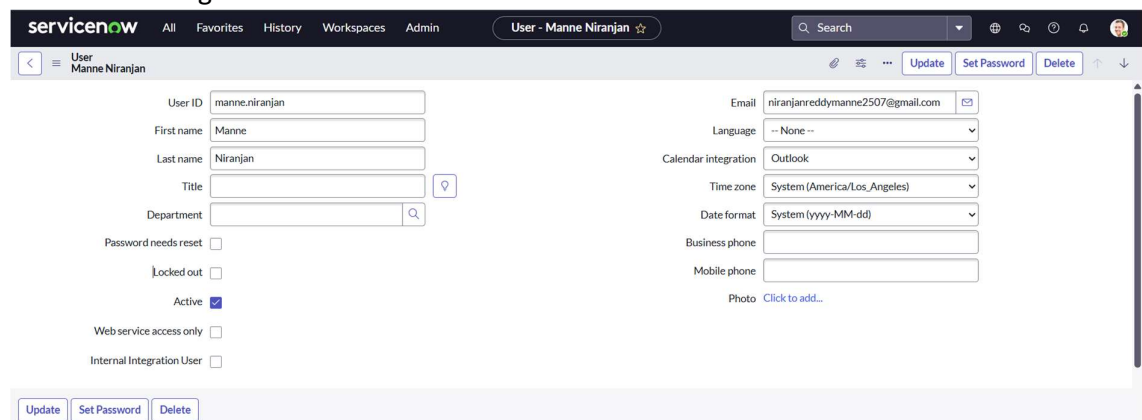
Skillwallet ID: SWUID20250151359

## Introduction:

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 use



The screenshot shows the ServiceNow user creation interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a user profile 'User - Manne Niranjan'. Below the navigation bar, there are tabs for 'User' and 'Manne Niranjan'. The form contains the following fields and options:

- User ID: manne.niranjan
- First name: Manne
- Last name: Niranjan
- Title: (empty field with a question mark icon)
- Department: (empty field with a search icon)
- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Web service access only: ☐
- Internal Integration User: ☐
- Email: niranjanreddymanne2507@gmail.com
- 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)
- Photo: Click to add...

At the bottom of the form, there are three buttons: 'Update', 'Set Password', and 'Delete'.

6. Click on submit

Create one more user:

7. Create another user with the following details

The screenshot shows the 'Users' page in ServiceNow. The breadcrumb trail is 'User > Katherine Pierce'. The form contains the following fields and options:

- User ID: Katherine Pierce
- First name: Katherine
- Last name: Pierce
- Title: (empty)
- Department: (empty)
- Password: (empty)
- Calendar integration: Outlook
- Time zone: System (America/Los\_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...
- Active: ☒
- Locked out: ☐
- Web service access only: ☐
- Internal Integration User: ☐
- Buttons: Update, Set Password, Delete

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

The screenshot shows the 'Group - certificates' page in ServiceNow. The breadcrumb trail is 'Group - certificates'. The form contains the following fields and options:

- Name: certificates
- Manager: Katherine Pierce
- Group email: (empty)
- Parent: (empty)
- Description: (empty)
- Buttons: Update, Delete

Below the form, there is a table with the following data:

Created	Role	Granted by	Inherits
2025-06-16 12:19:29	Certification_role	(empty)	true

6. Click on submit

Create one more group:

1. Create another group with the following details

servicenow All Favorites History Workspaces Admin Group - platform

Name  Group email

Manager  Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

Created Search

Group = platform

Created	Role	Granted by	Inherits
2025-06-16 12:21:03	platform_role	(empty)	true

1 to 1 of 1

2. Click on submit

## 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

servicenow All Favorites History Workspaces Admin Role - Certification\_role

Name  Application

Elevated privilege ☐

Description

Update Delete

6. Click on submit

Create one more role:

Create another role with the following details

servicenow All Favorites History Workspaces Admin Role - platform\_role

Name  Application

Elevated privilege ☐

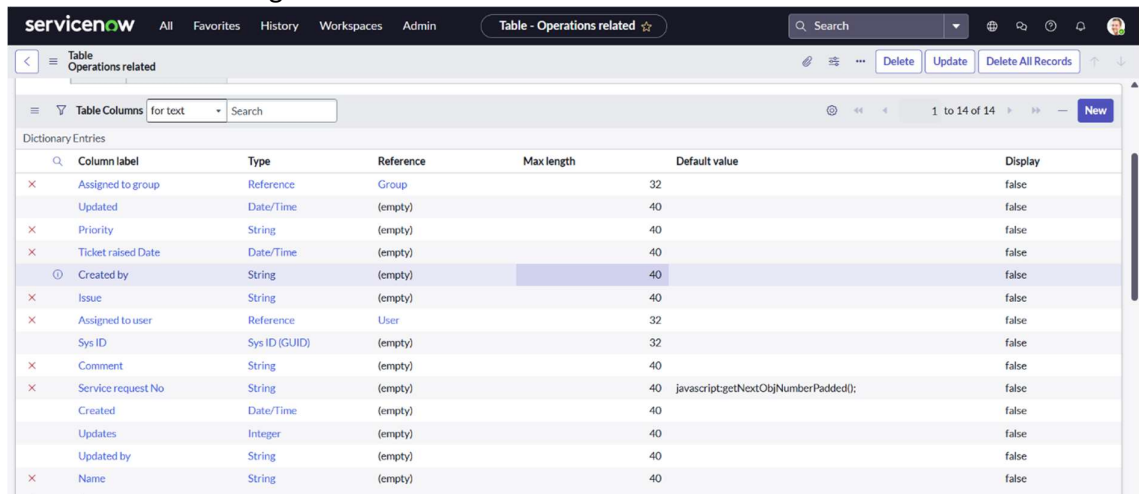
Description

Update Delete

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



The screenshot shows the 'Table Columns' configuration page in ServiceNow. The table lists various columns for the 'Operations related' table. The columns are: Column label, Type, Reference, Max length, Default value, and Display. The 'Created by' column is highlighted.

Column label	Type	Reference	Max length	Default value	Display
Assigned to group	Reference	Group	32		false
Updated	Date/Time	(empty)	40		false
Priority	String	(empty)	40		false
Ticket raised Date	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Issue	String	(empty)	40		false
Assigned to user	Reference	User	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Comment	String	(empty)	40		false
Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Created	Date/Time	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Name	String	(empty)	40		false

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

ServiceNow Dictionary Entry - Issue

Related Links: [Show Table](#), [Run Point Scan](#), [Advanced view](#)

Access Controls (1) Choices (4) Attributes Labels (1)

Label Search

Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
<a href="#">regarding certificates</a>		en		false	2025-06-16 12:02:38
<a href="#">unable to login to platform</a>		en		false	2025-06-16 12:02:16
<a href="#">regarding user expired</a>		en		false	2025-06-16 12:02:49
<a href="#">404 error</a>		en		false	2025-06-16 12:02:27

1 to 4 of 4

## Assign roles & users to groups:

### Assign roles & users to certificate group

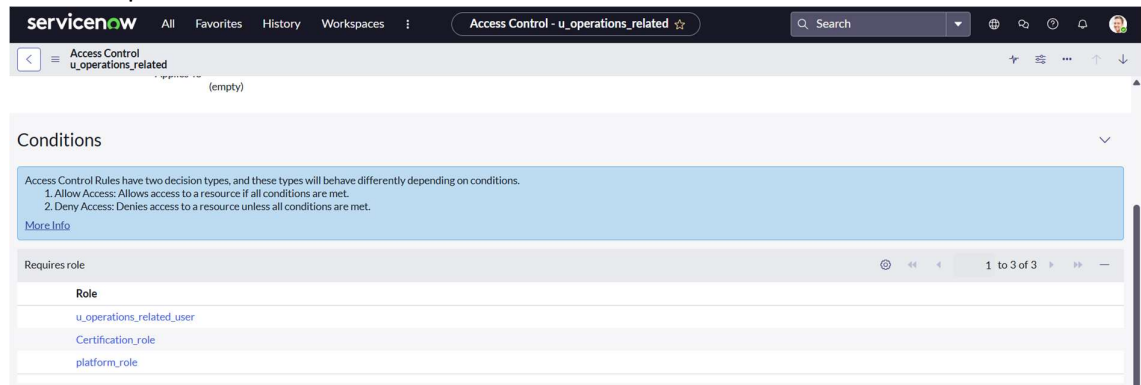
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification\_role and save

### 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



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

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

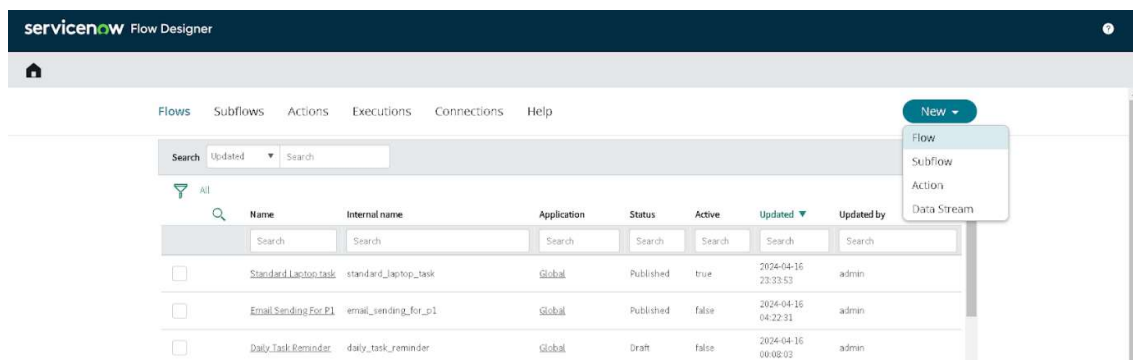
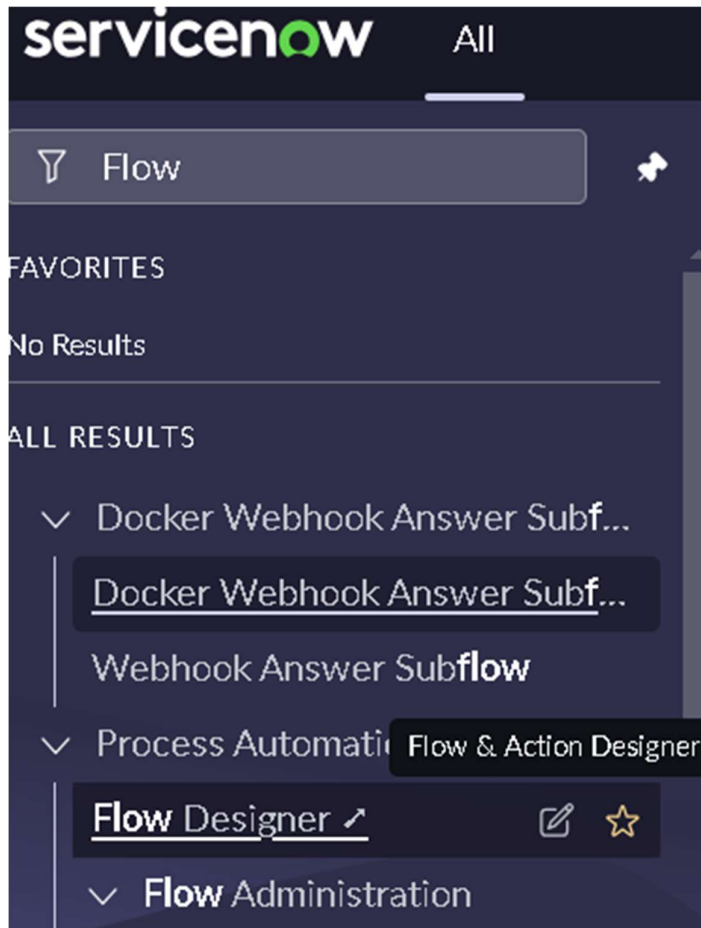
Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	read	record	true	admin	2025-06-16 11:49:09
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-06-16 12:32:12
u_operations_related.u_name	Allow If	write	record	true	admin	2025-06-16 12:33:07
u_operations_related	Allow If	create	record	true	admin	2025-06-16 11:49:09
u_operations_related	Allow If	delete	record	true	admin	2025-06-16 11:49:10
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-16 12:29:48
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-06-16 12:33:52
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-06-16 12:31:03
u_operations_related	Allow If	write	record	true	admin	2025-06-16 11:49:10

## Flow:

### 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.





## Flow properties

\* Flow name

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.

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

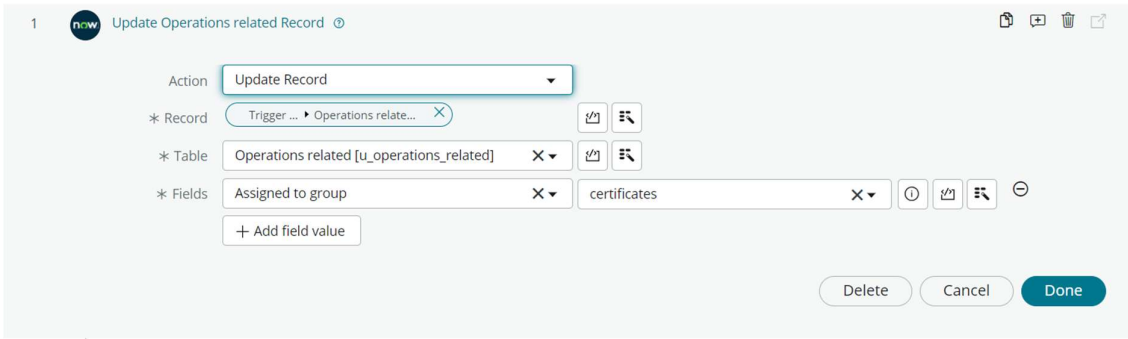
Cancel

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



Workflow Studio

Regarding Certificate Flow x Regarding Platform Flow x

Regarding Certificate Active

TRIGGER

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

ACTIONS Select multiple

1 Update Operations related Record

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

Data Expand All

- Flow Variables
- Trigger - Record Created or Updated
- 1 - Update Record

### 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

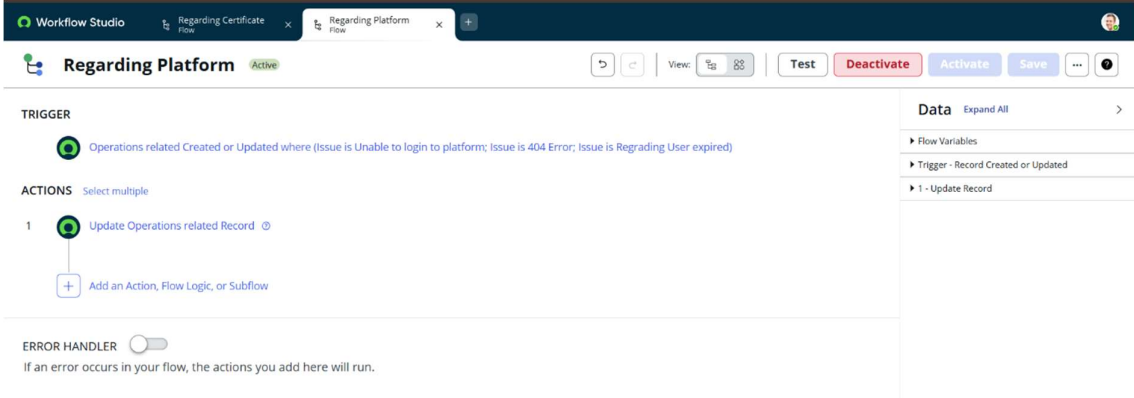
13. Give the field as “ Assigned to group ”.

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.