Streamlining Ticket Assignment for Efficient Support Operations

OBJECTIVE:

The objective of this project is to implement an automated system for ticket routing in ServiceNow at ABC Corporation. The system ensures tickets are automatically assigned to the correct support teams, reducing manual work, improving issue resolution speed, and enhancing customer satisfaction.

INTRODUCTION:

In traditional support operations, assigning tickets manually can be slow and error-prone. To overcome this, ServiceNow provides automation tools such as Flow Designer, Access Controls, and Custom Tables. This project demonstrates how automation can streamline ticket management by automatically routing tickets based on issue type.

SOFTWARE & TOOLS USED:

- ServiceNow Developer Instance
- Flow Designer
- Access Control Lists (ACLs)
- Update Sets (XML Export)
- GitHub (for repository)
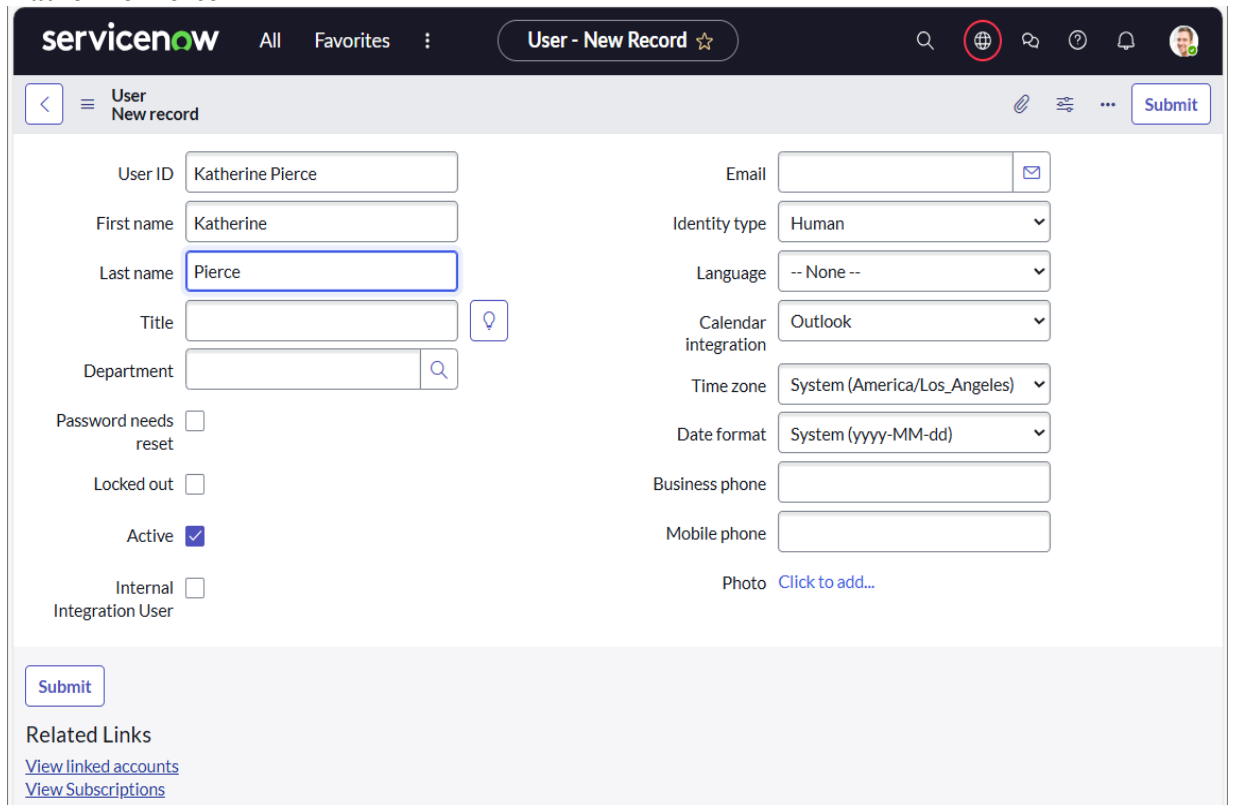- Screen recorder for demo video

IMPLEMENTATION STEPS:

1. Create Update Set: *Created a new update set named Ticket_Assignment_Automation to capture all configurations.*
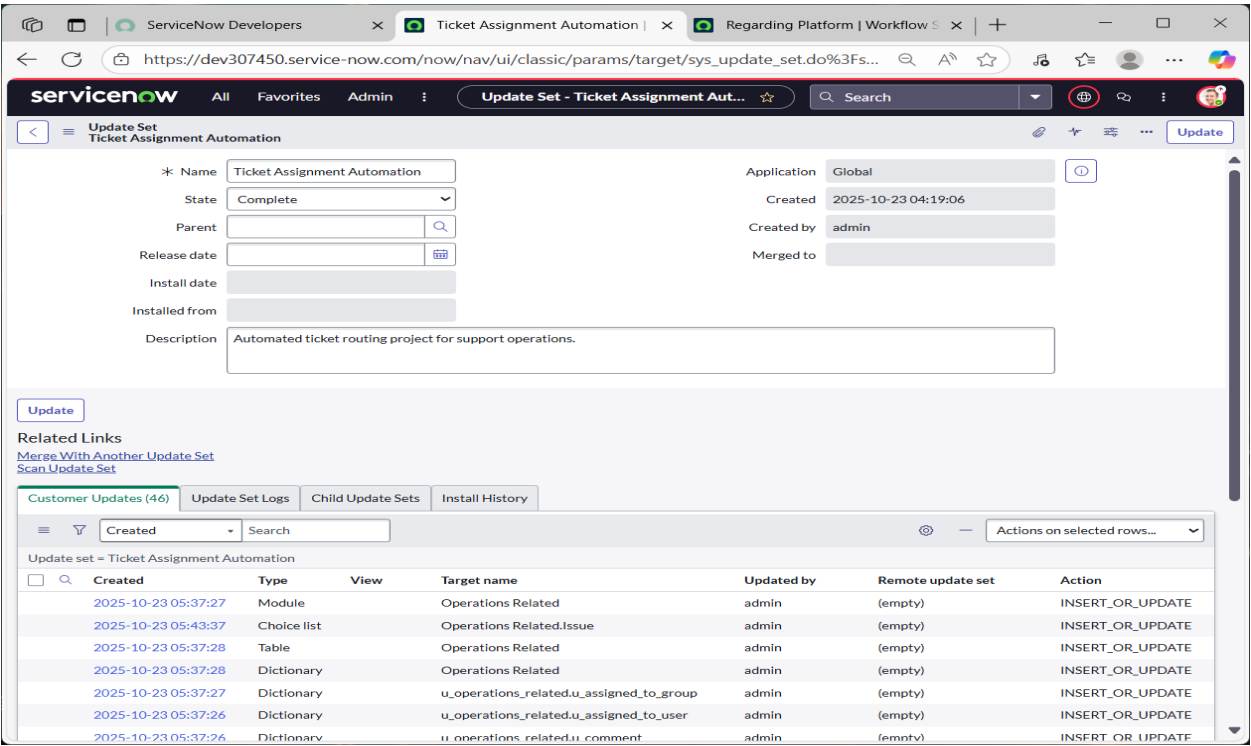
2. Create Users

Two users were created for managing tickets:
- **Manne Niranjan**
- **Katherine Pierce**

3. Create Groups

Groups were created to segregate issue types:
- **Platform** — Handles platform-related issues

- **Certificates** — Handles certificate-related issues
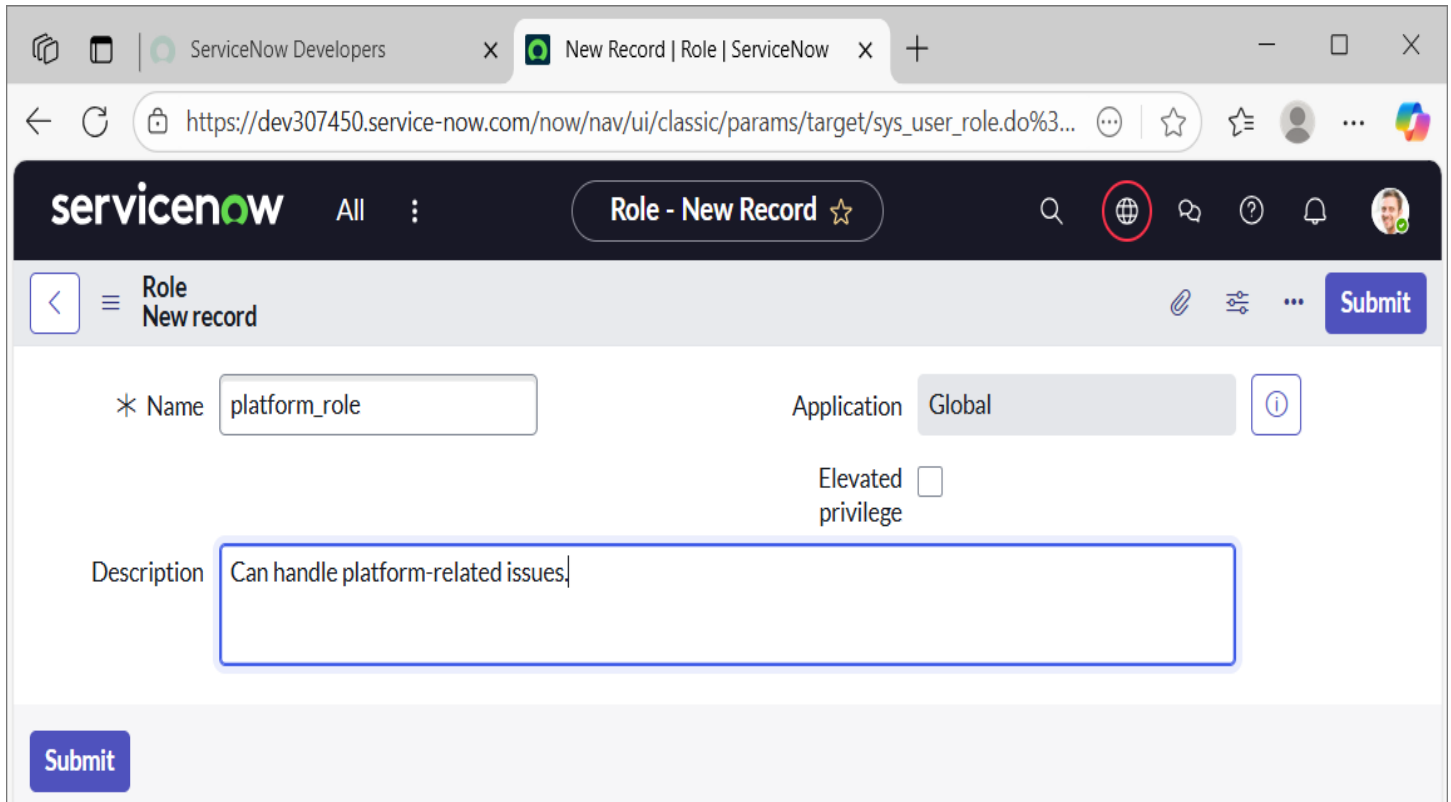
4. Create Roles

Custom roles created:
- **platform_role**

- **certification_role**

5. Assign Roles and Users to Groups

Users and roles were assigned appropriately:
- Platform group → Manne Niranjan → platform_role

- Certificates group → Katherine Pierce → certification_role

Screenshot 1

servicenow | All | ⋮ | Group - certificates ☆ | 🔍 🌐 💬 ❓ 🔔 👤

< ≡ **Group certificates** | 📎 ⚙ ⋯ **Update** **Delete** ↑ ↓

ⓘ Job to add or remove role(s) from user(s) of group has been queued | ✕

Name	certificates	Group email	✉
Manager	Katherine Pierce 🔍 ⓘ	Parent	🔍
Description	Handles certificate-related issues.		

Update **Delete**

Roles | **Group Members (1)** | **Groups**

≡ ▽ 💬 | User ▾ | Search | ⚙ — | Actions on selected rows... ▾ | **New** **Edit...**

Group = certificates

☐ 🔍 **User**

Katherine Pierce

◀◀ ◀ 1 to 1 of 1 ▶ ▶▶

Screenshot 2

servicenow | All | ⋮ | Group - certificates ☆ | 🔍 🌐 💬 ❓ 🔔 👤

< ≡ **Group certificates** | 📎 ⚙ ⋯ **Update** **Delete** ↑ ↓

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Name	certificates	Group email	✉
Manager	Katherine Pierce 🔍 ⓘ	Parent	🔍
Description	Handles certificate-related issues.		

Update **Delete**

Roles (1) | **Group Members (1)** | **Groups**

≡ ▽ 💬 | Created ▾ | Search | ⚙ — | Actions on selected rows... ▾ | **Edit...**

Group = certificates

	Created	Role	Granted by	Inherits
☐ 🔍	2025-10-23 05:18:32	certification_role	(empty)	true

◀◀ ◀ 1 to 1 of 1 ▶ ▶▶

6. Create Custom Table

A new table u_operations_related was created to manage ticket details. It includes fields such as ticket date, service request number, issue type, and assignment fields.

7. Create Access Controls (ACL)

ACLs were configured to control access to the table and its fields.
Only users with admin, platform_role, or certification_role can modify records.

8. Create Flows (Automation)

Two automation flows were built in **Flow Designer**:
- *Regarding Certificates*: Assigns to Certificates group

- *Regarding Platform*: Assigns to Platform group

9. Testing

Tickets were created with different issue types:
- When "Regarding Certificates" → Assigned to Certificates group
- When "404 Error" or "Unable to login to platform" → Assigned to Platform group

10. Export Update Set

Once the configuration was complete, the update set was marked as "Complete" and exported to XML.