ServiceNow System Administrator

Name: Raveendra Chandagani

Streamlining Ticket Assignment for Efficient Support Operations

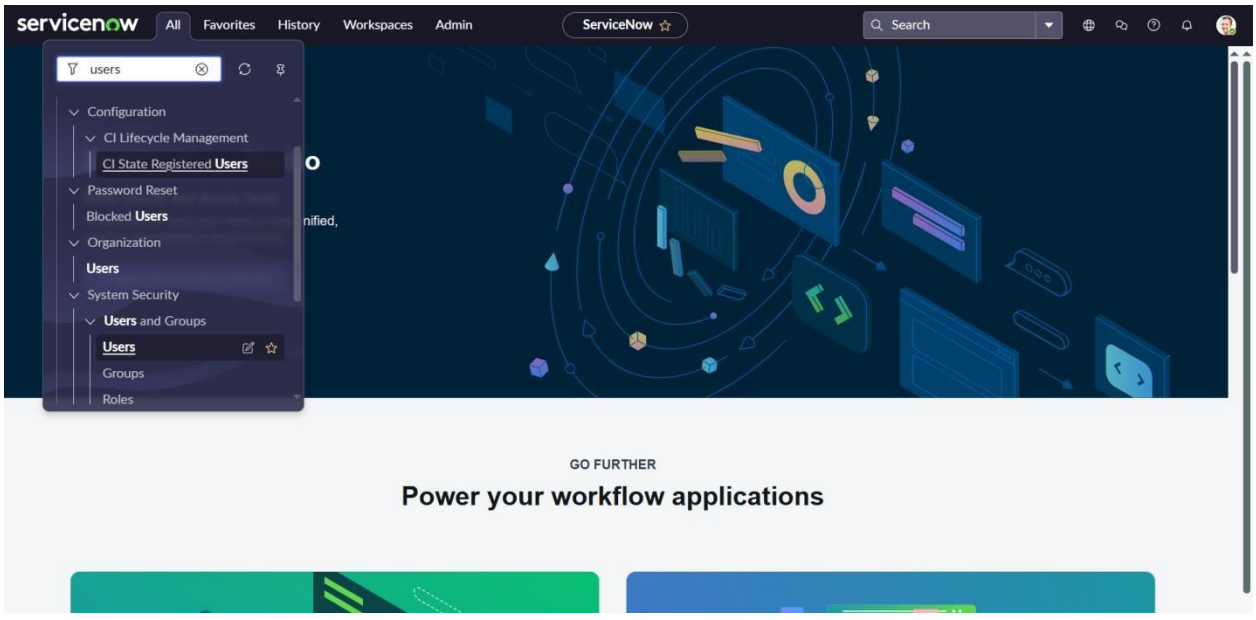
Category: ServiceNow Application Developer

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.

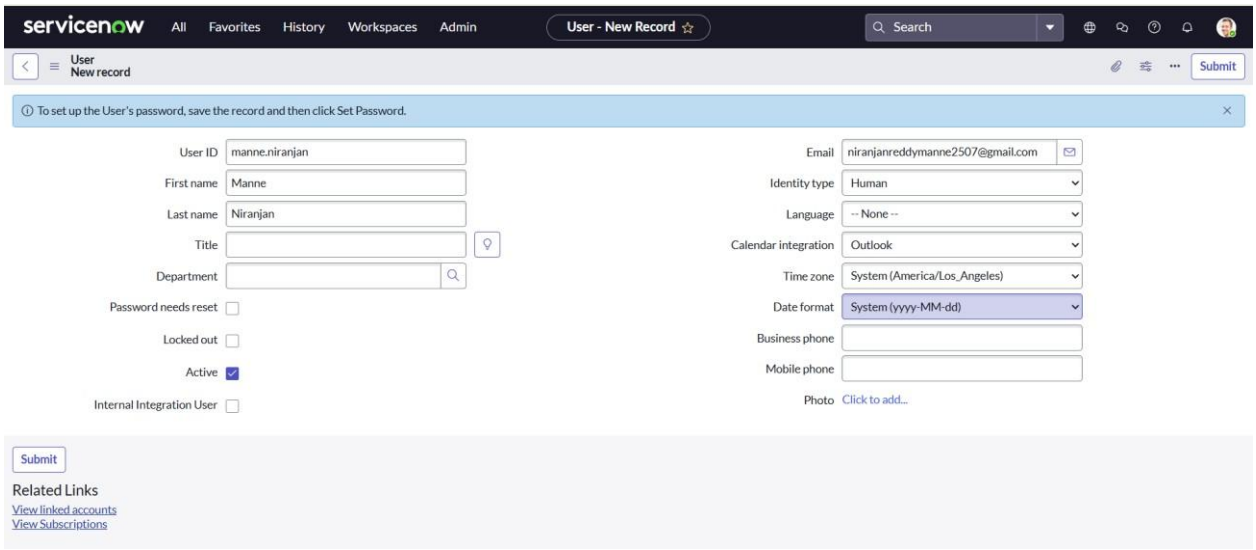
1. Users

Create Users
Open service now
Click on All >> search for users
Select Users under system security



Click on new

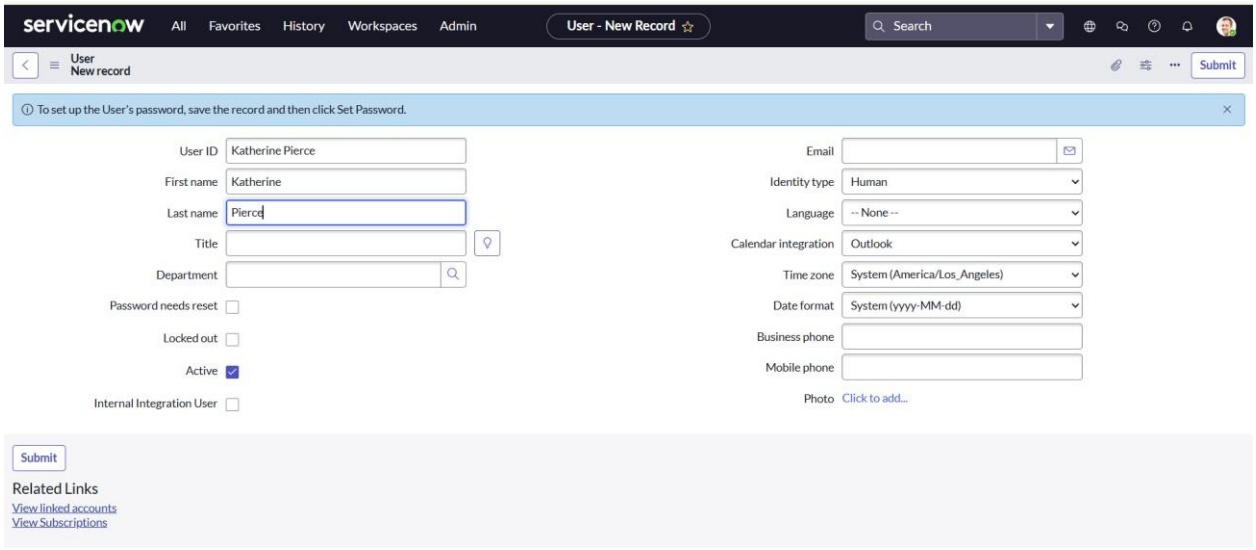
Fill the following details to create a new user

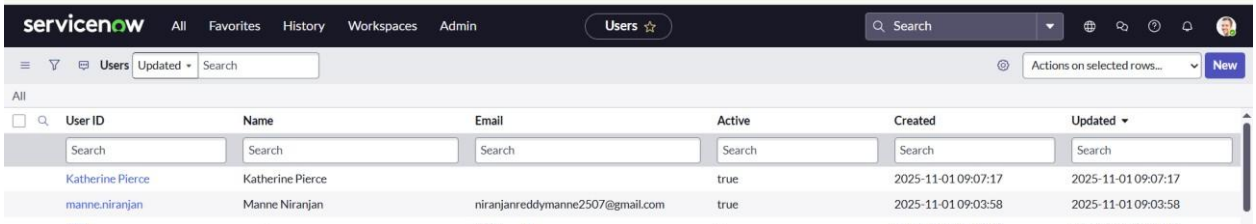


Click on submit

Create one more user :

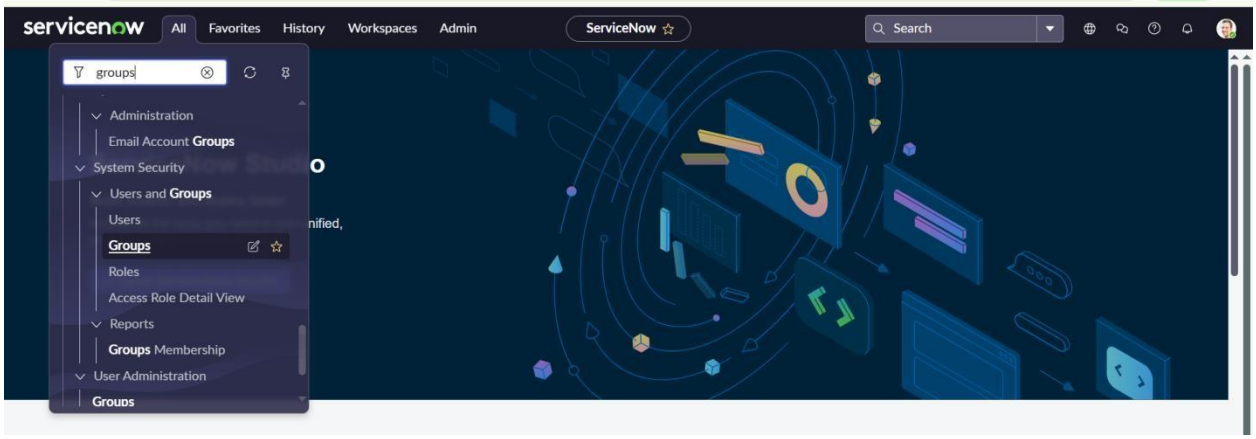
Create another user with the following details



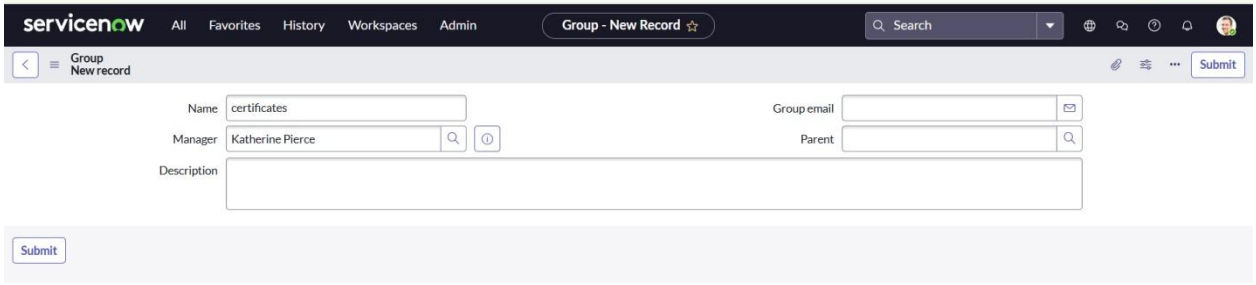


2. Groups

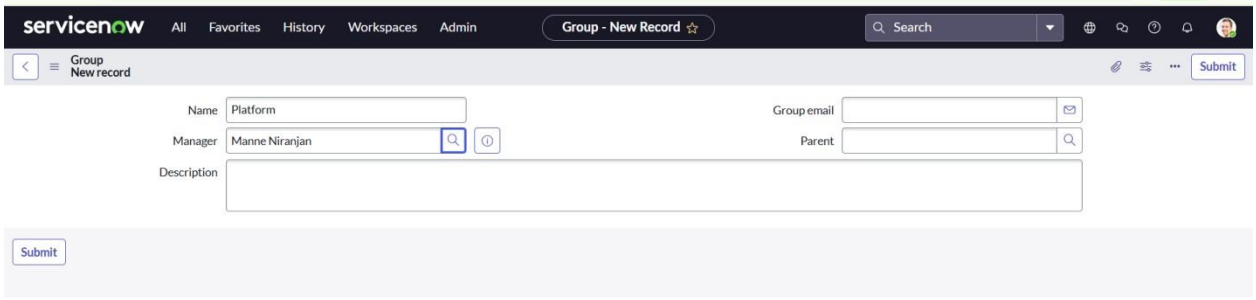
Open service now.
Click on All >> search for groups
Select groups under system security

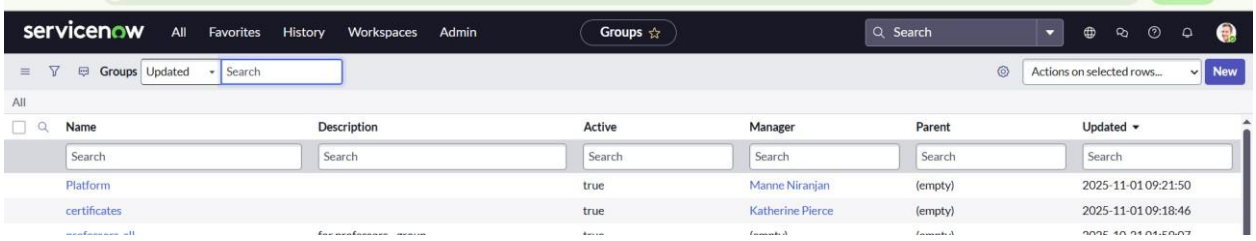


Click on new
Fill the following details to create a new group



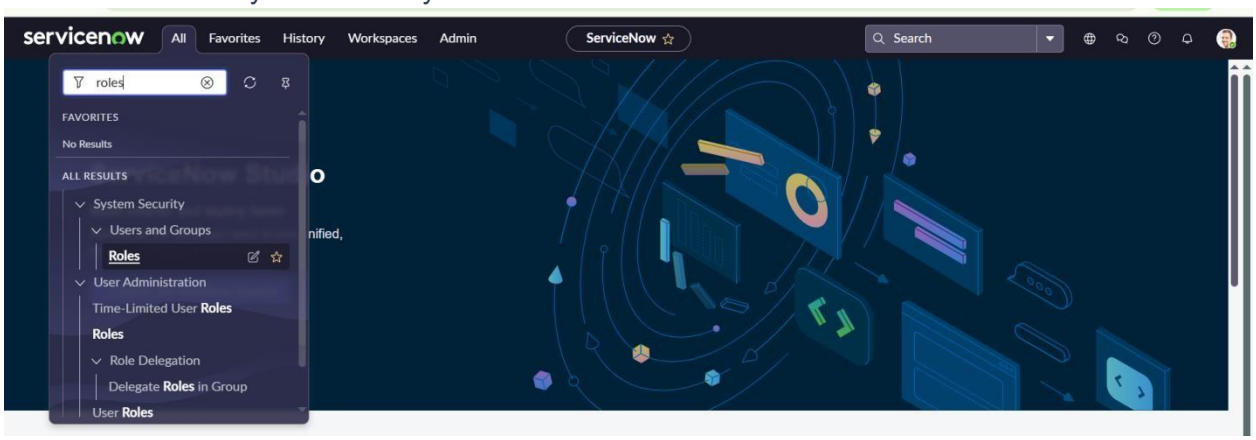
Create one more group:



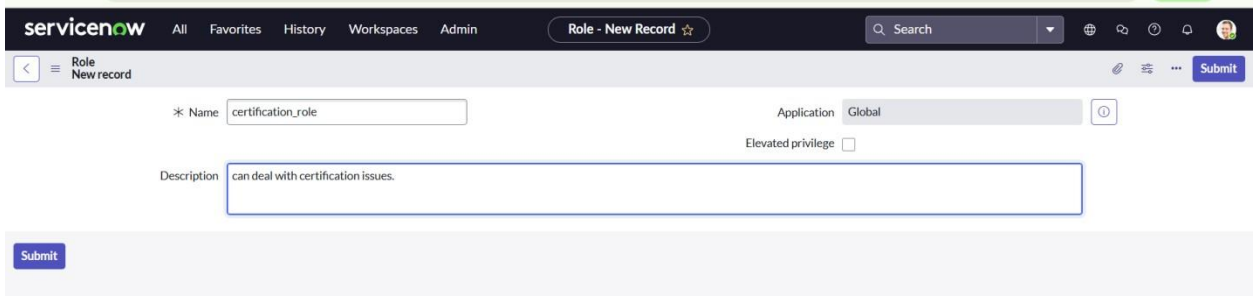


3. Roles

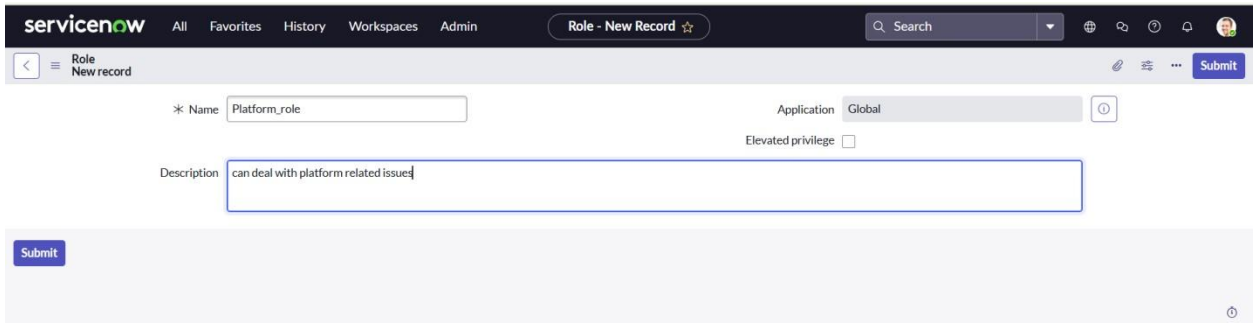
Open service now.
Click on All >> search for roles
Select roles under system security



Click on new
Fill the following details to create a new role

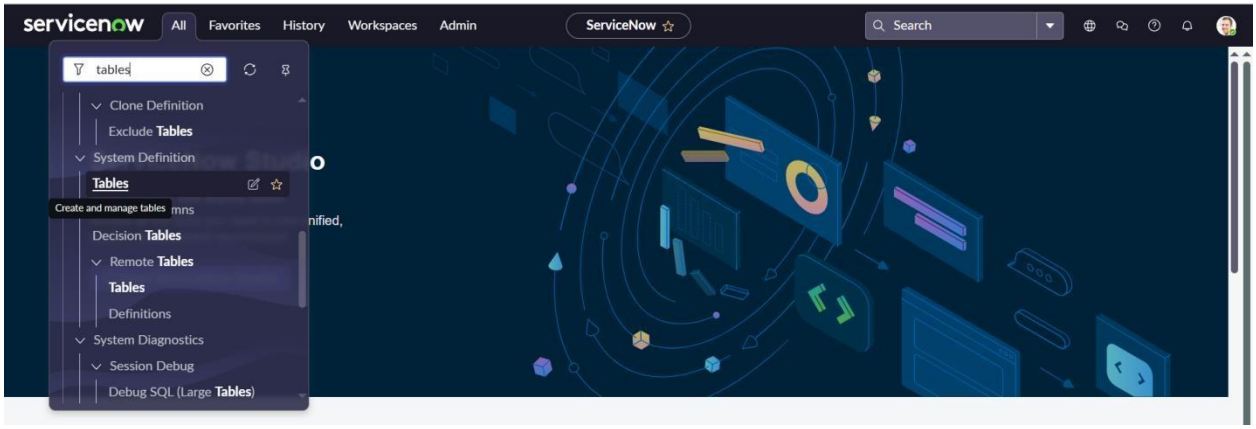


Create one more role:
Create another role with the following details



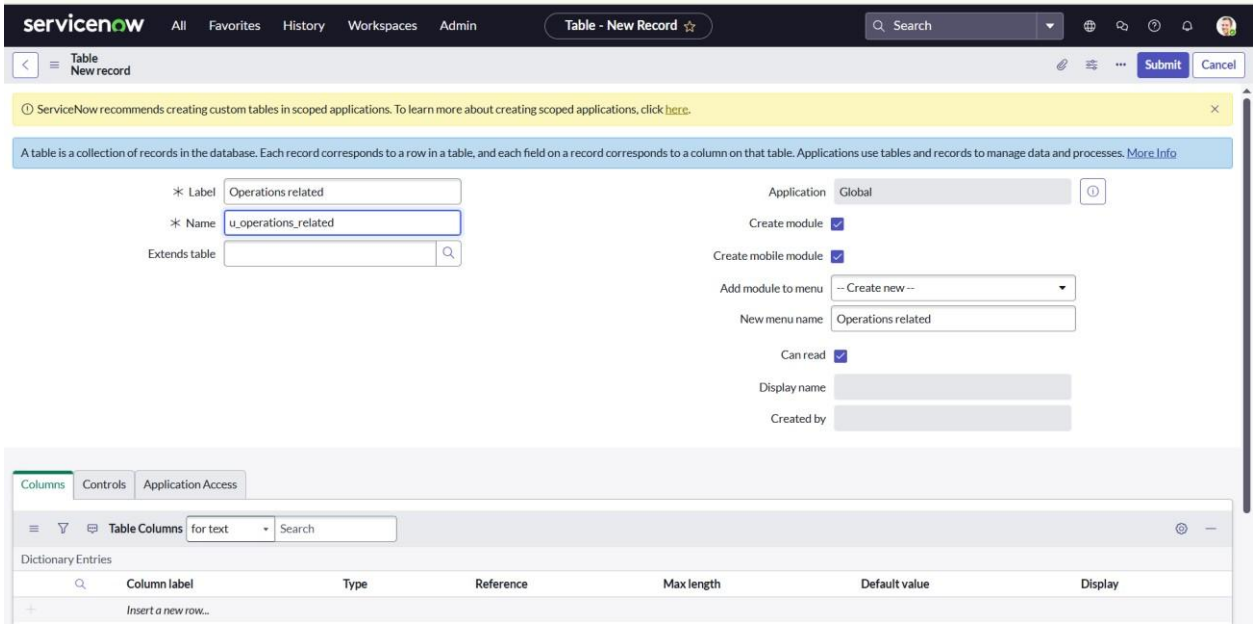
4. Table

Open service now.
Click on All >> search for tables
Select tables under system definition

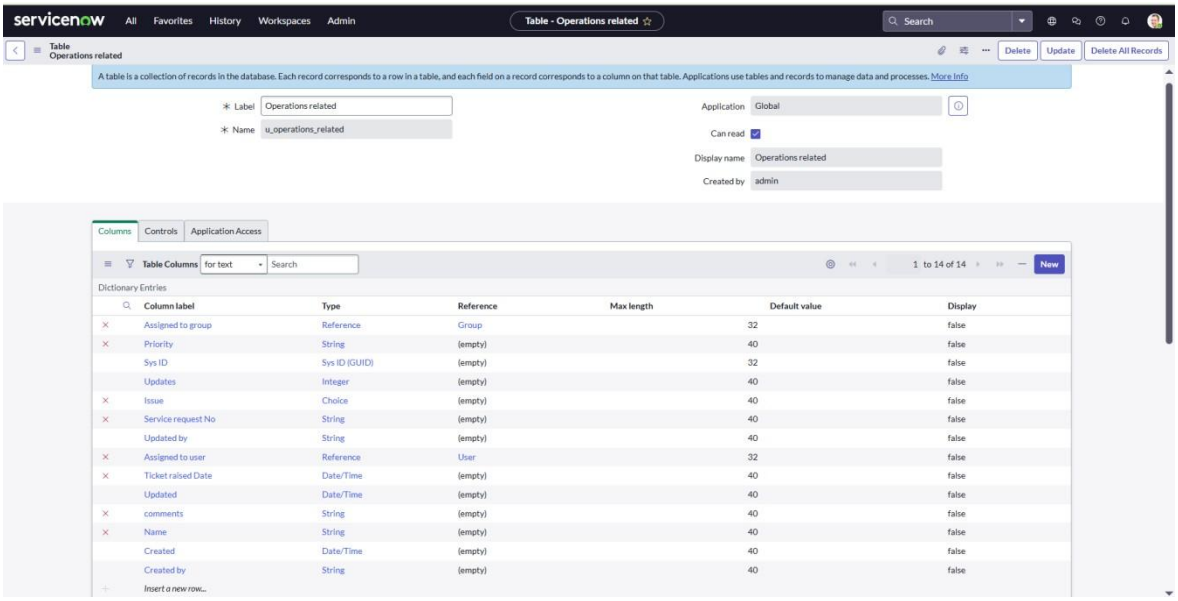


Click on new

Fill the following details to create a new table
Label : Operations related
Check the boxes Create module & Create mobile module



Under table columns give the columns



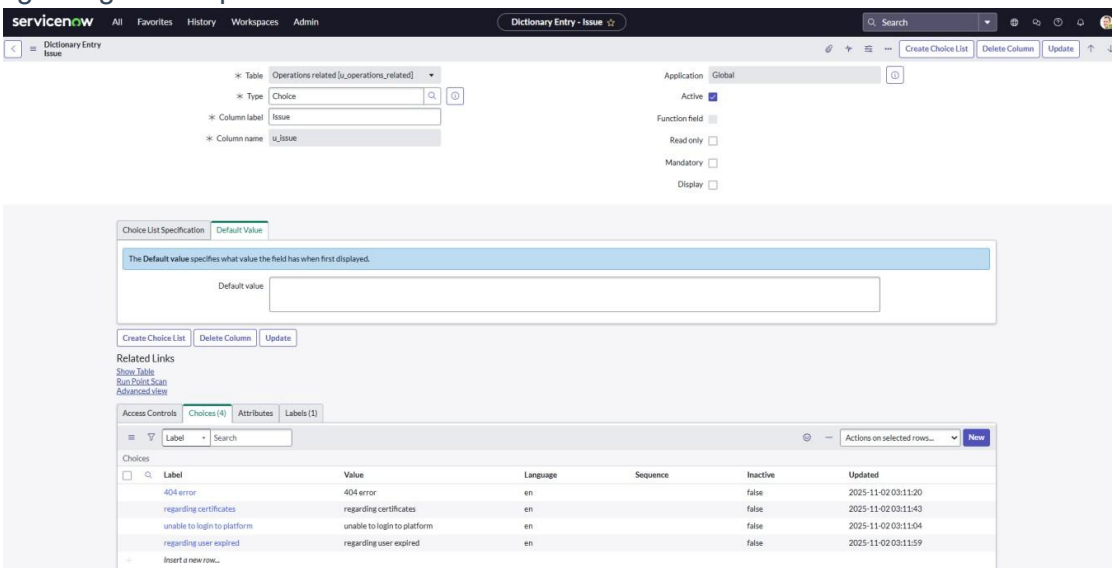
Create choices for the issue filed by using form design Choices are:

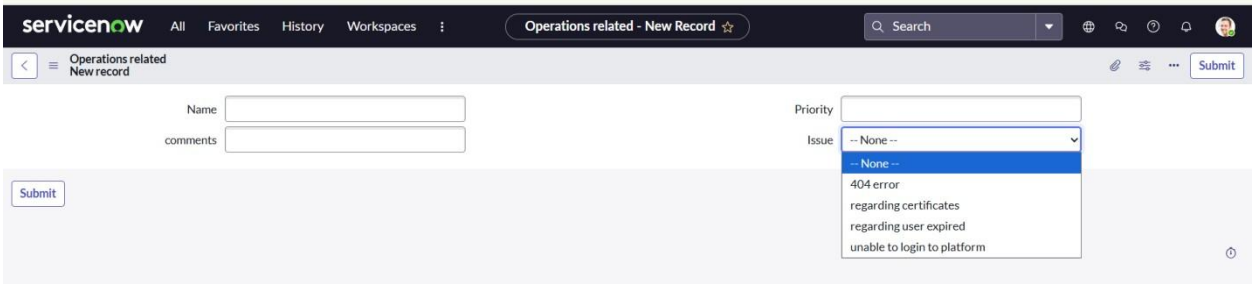
unable to login to platform

404 error

regarding certificates

regarding user expired

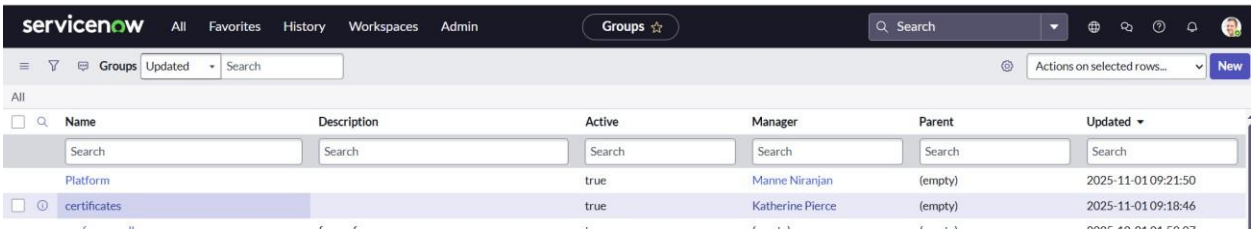




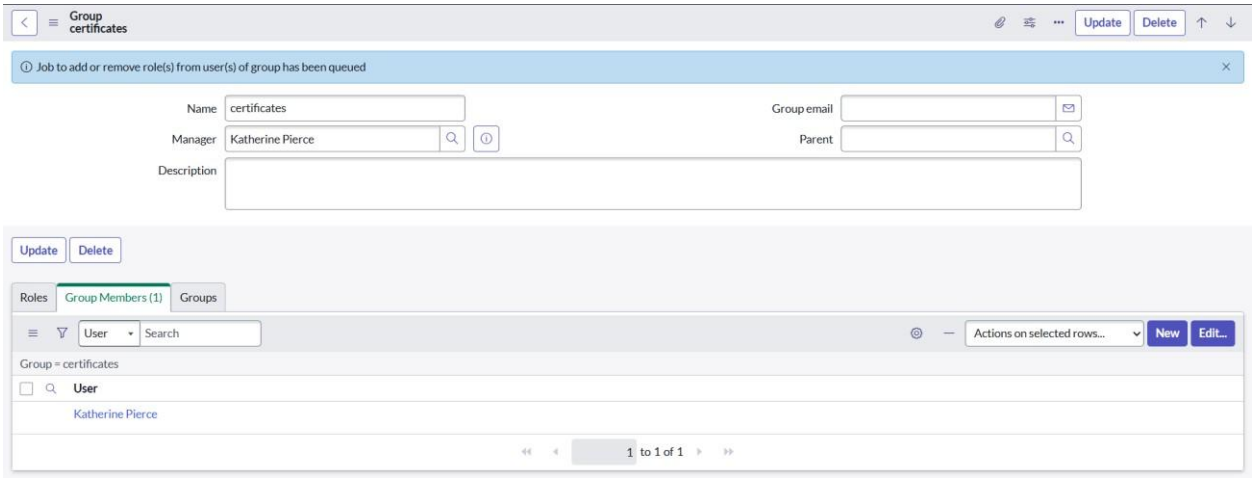
5. Assign roles & users to groups

a. Assign roles & users to certificate group

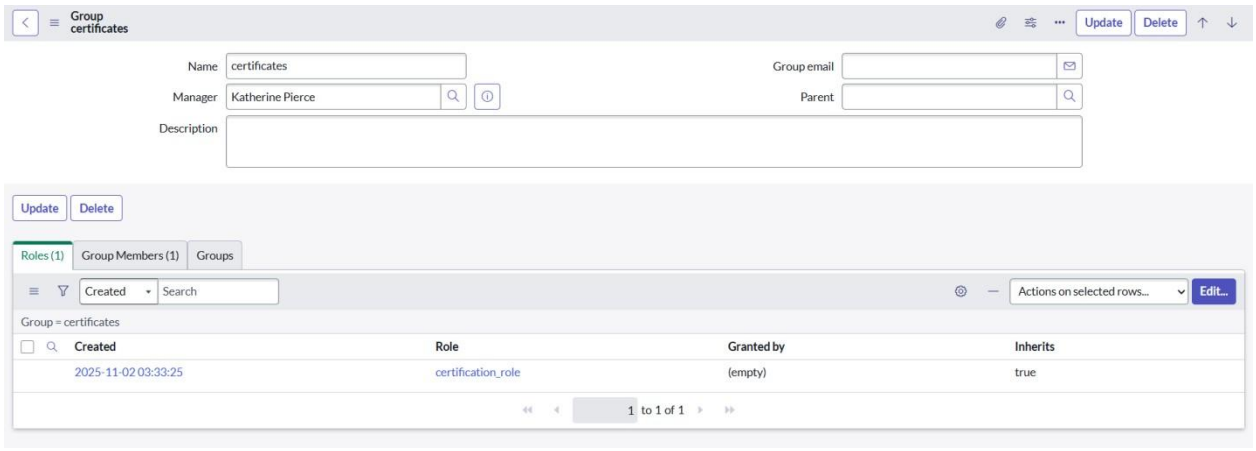
Open service now.
Click on All >> search for tables
Select tables under system definition



Select the certificates group
Under group members
Click on edit
Select Katherine Pierce and save



Click on roles
Select Certification_role and save

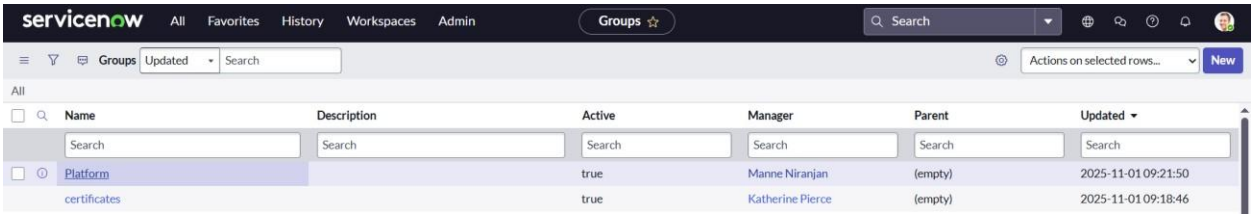


b. Assign roles & users to platform group

Open service now.

Click on All >> search for tables

Select tables under system definition

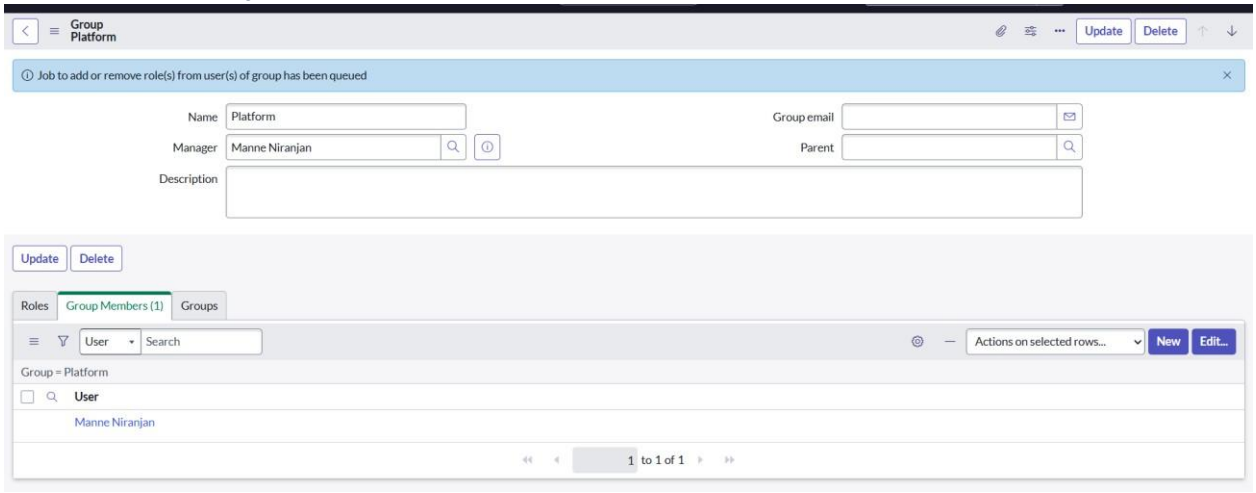


Select the platform group

Under group members

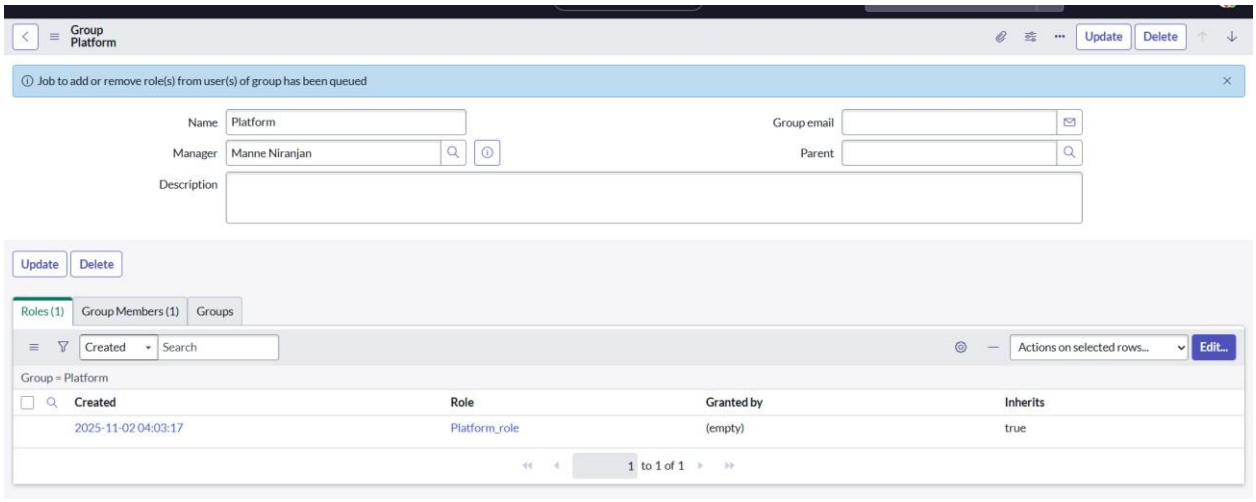
Click on edit

Select Manne Niranjan and save



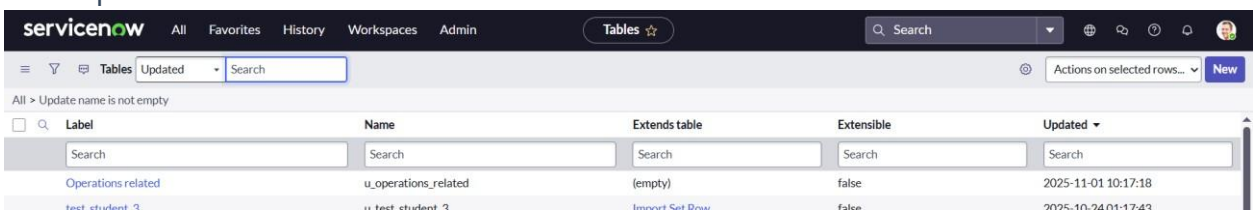
Click on roles

Select Platform_role and save

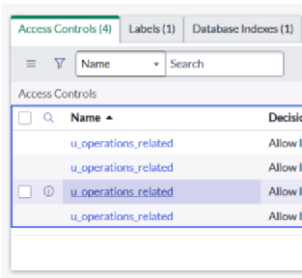


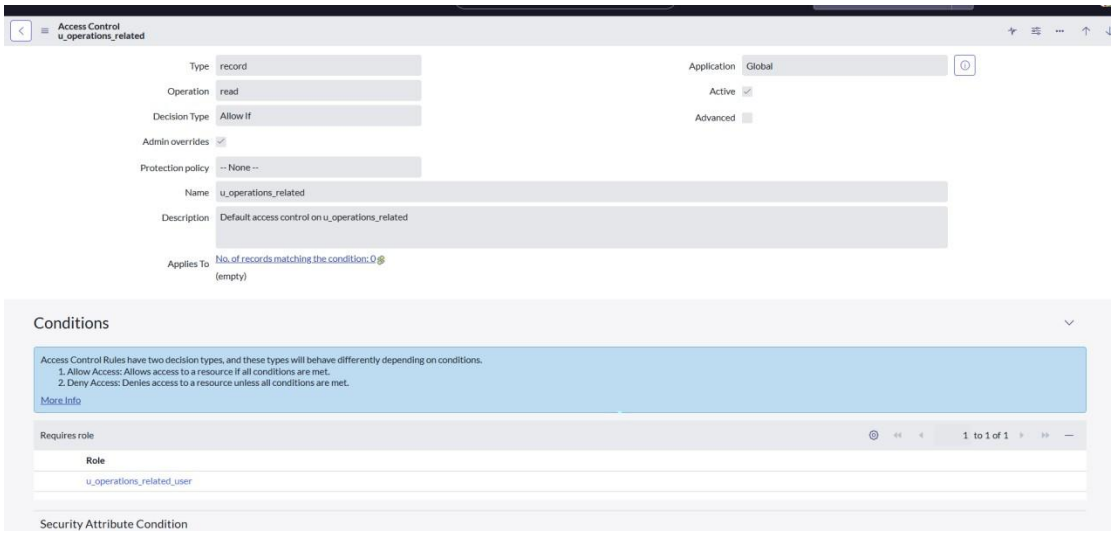
6. Assign role to table

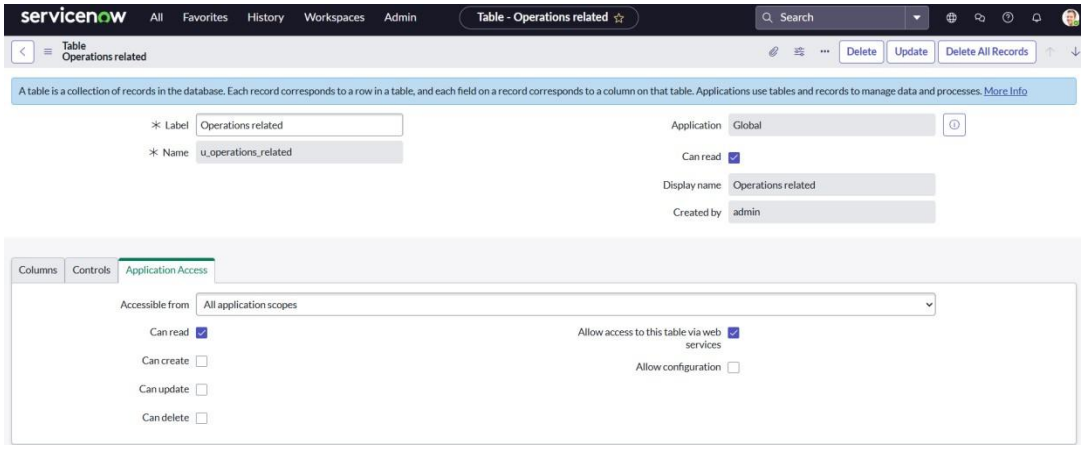
Open service now.
Click on All >> search for tables
Select operations related table



Click on the Application Access

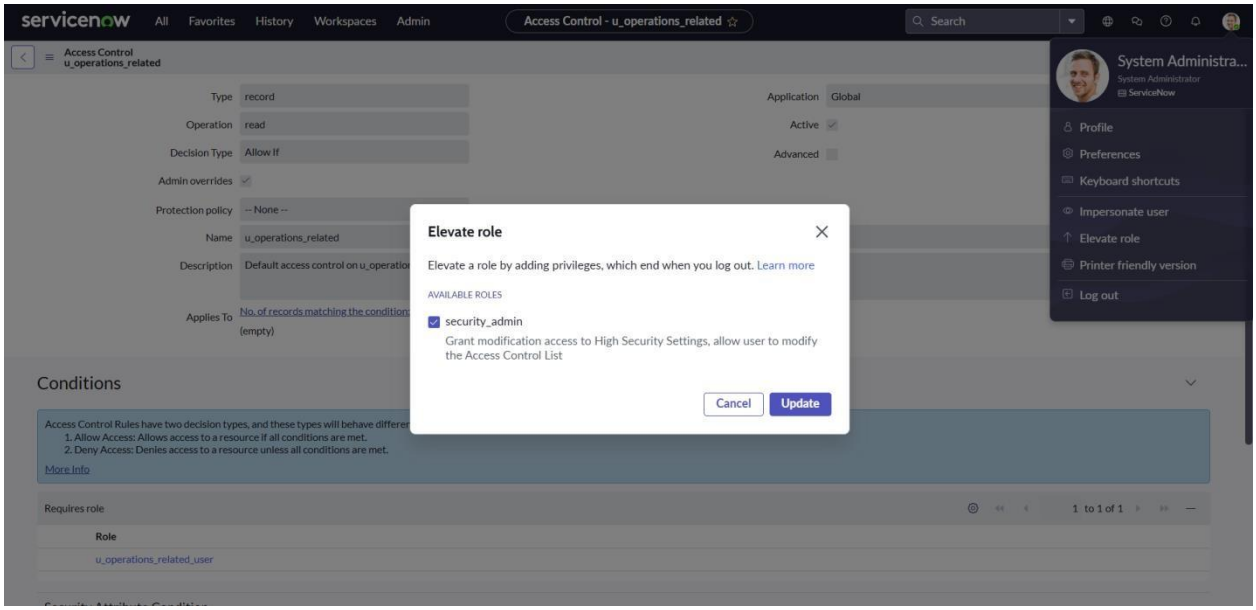




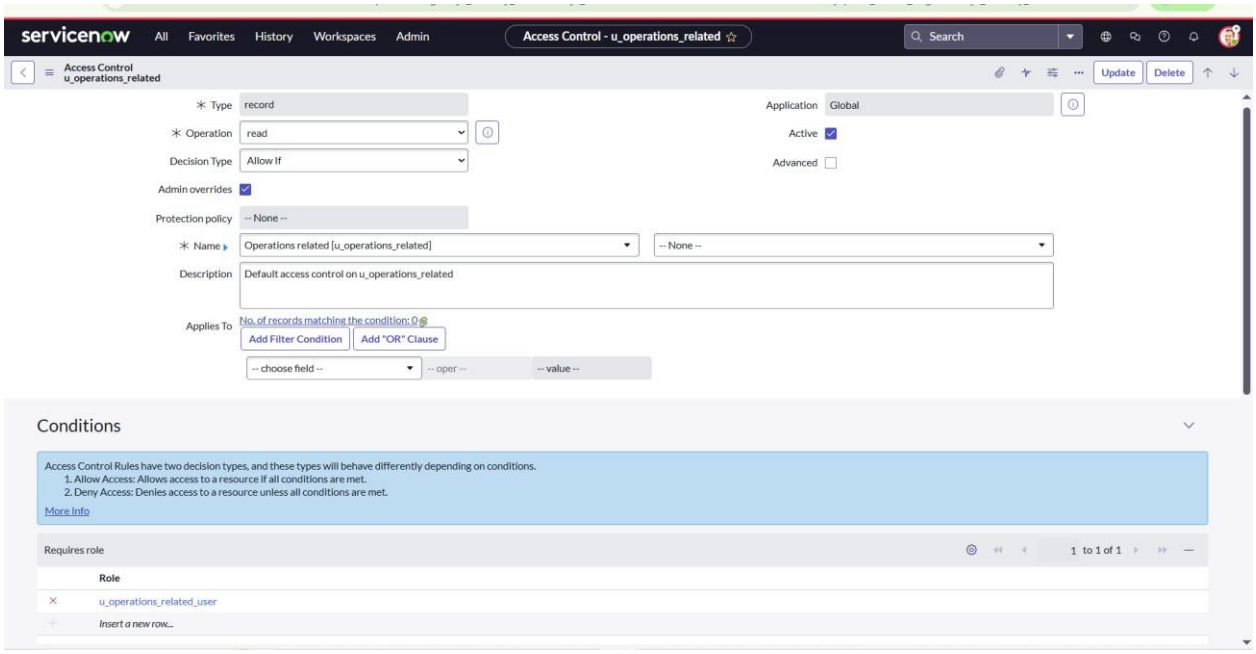


Click on u_operations_related read operation

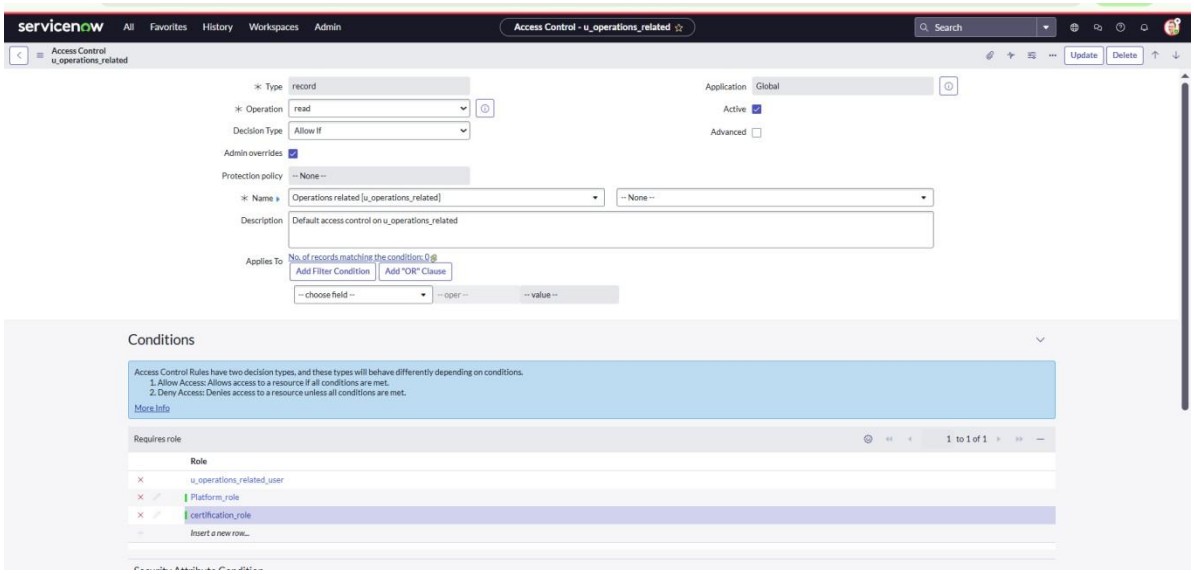
Click on the profile on top right side
Click on elevate role



Click on security admin and click on update
Under Requires role

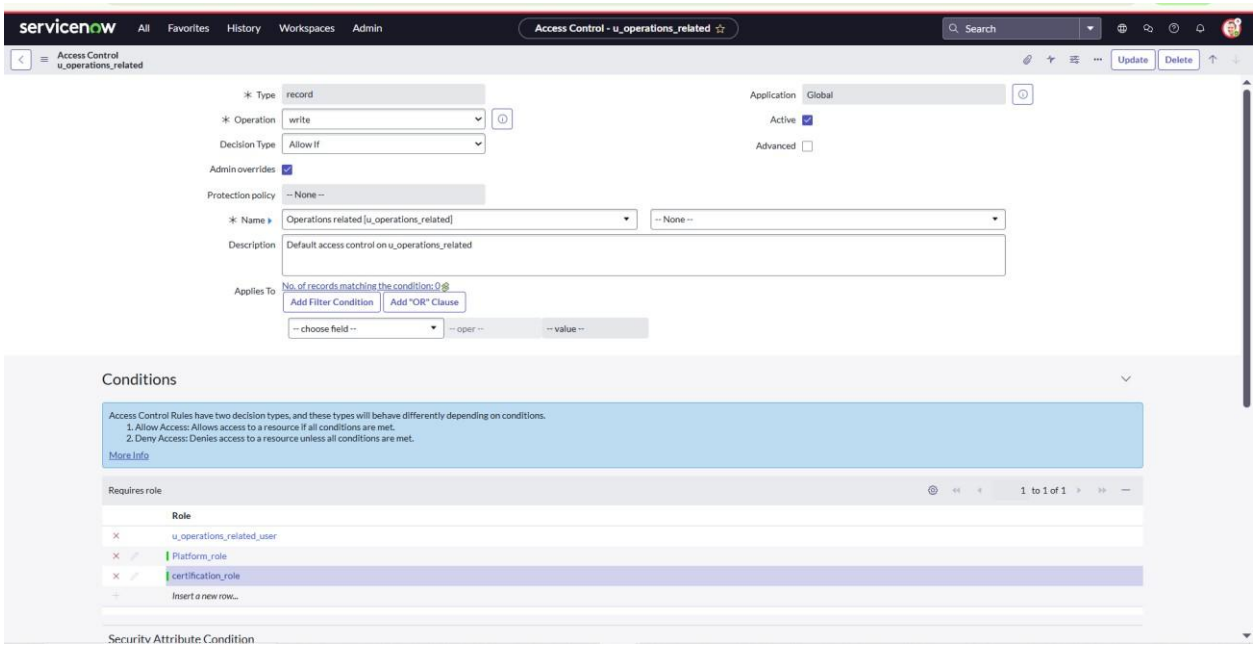


Double click on insert a new row
Give platform role
And add certificate role
Click on update



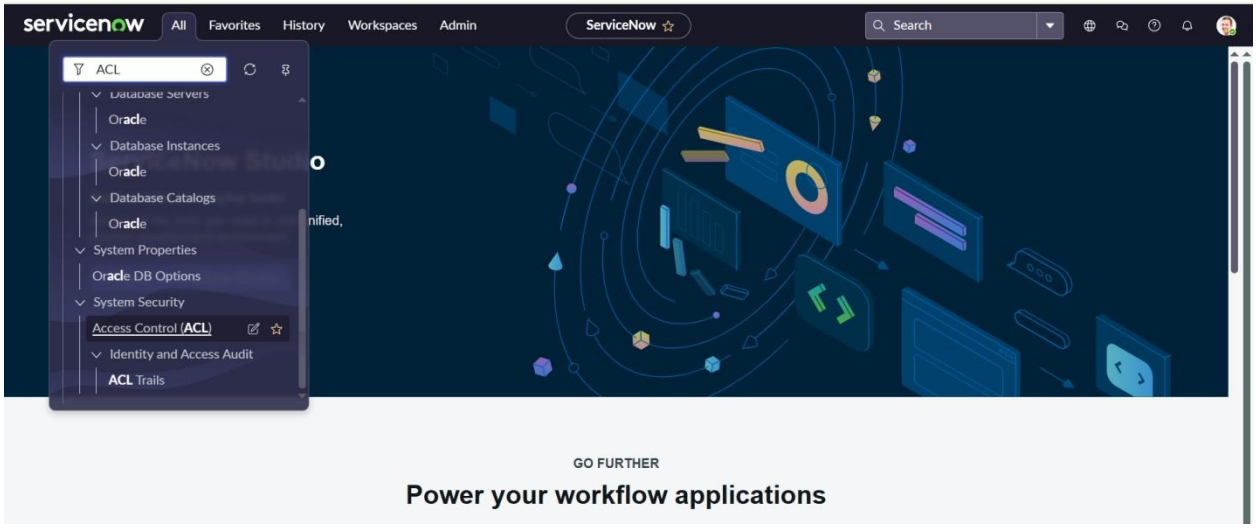
Click on u_operations_related write operation

Under Requires role
Double click on insert a new row
Give platform role
And add certificate role

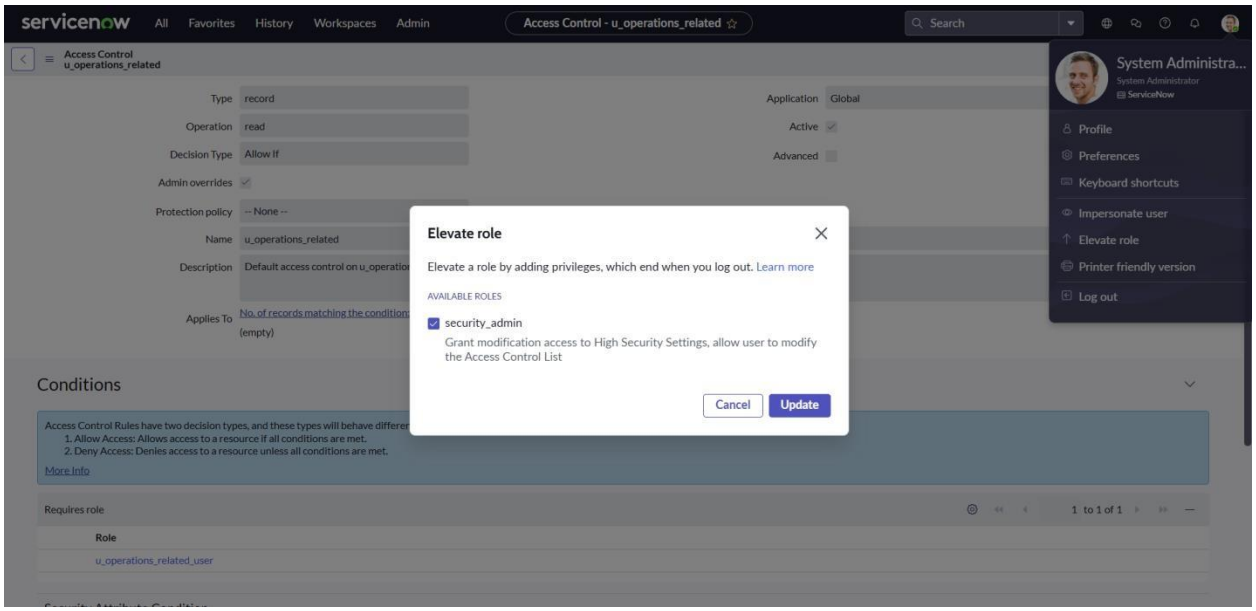


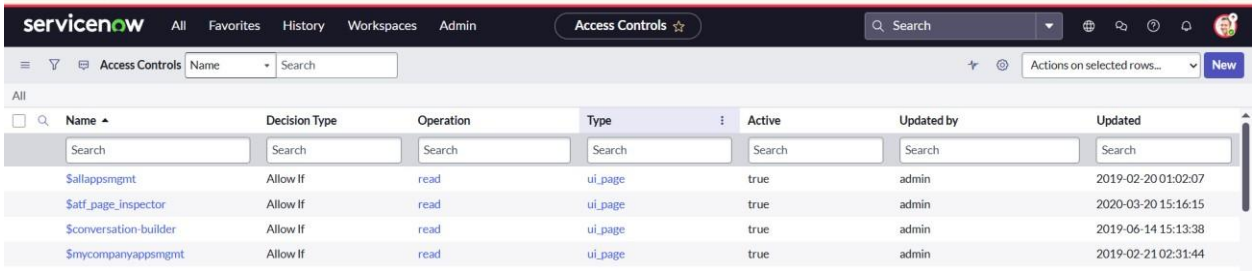
7. Create ACL

Open service now.
Click on All >> search for ACL
Select Access Control(ACL) under system security

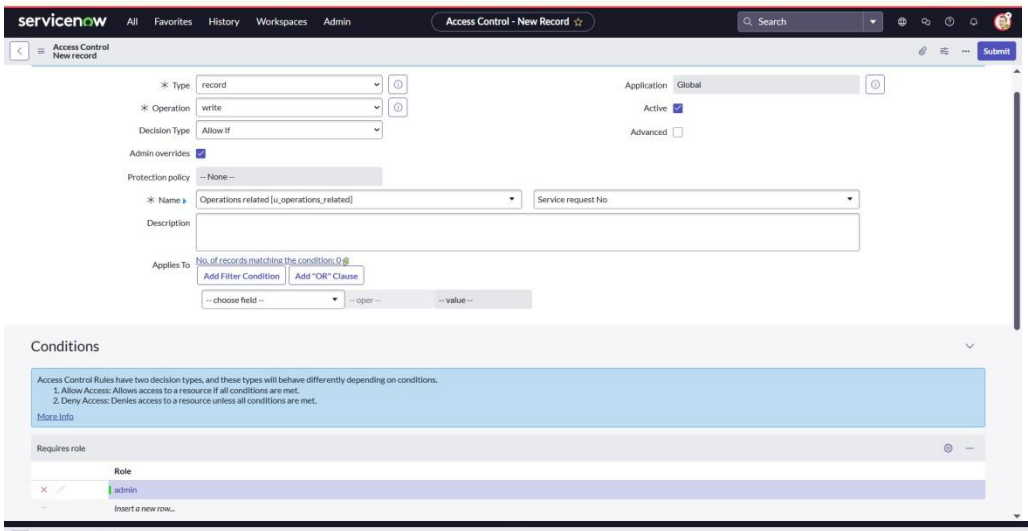


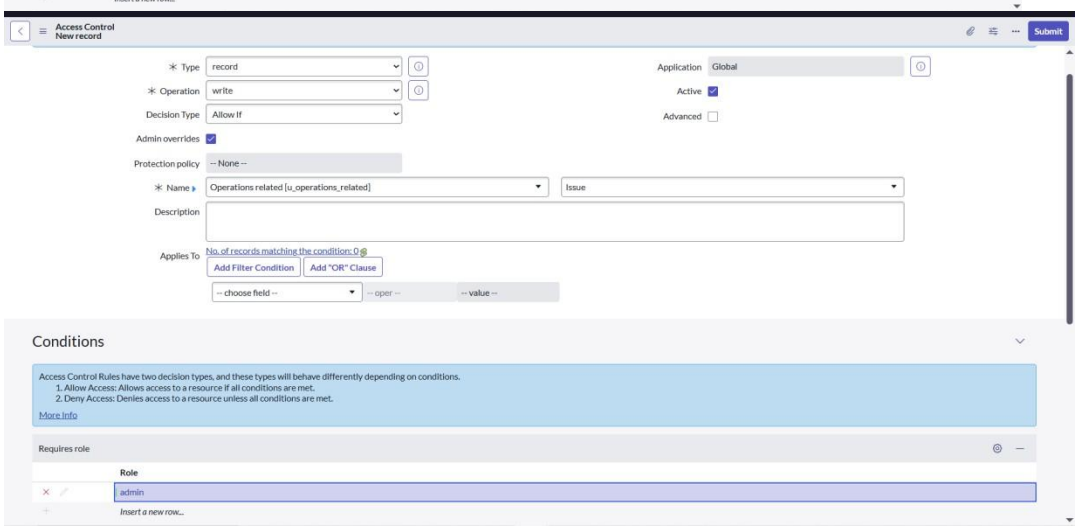
Without Elevate role you can't see the new button

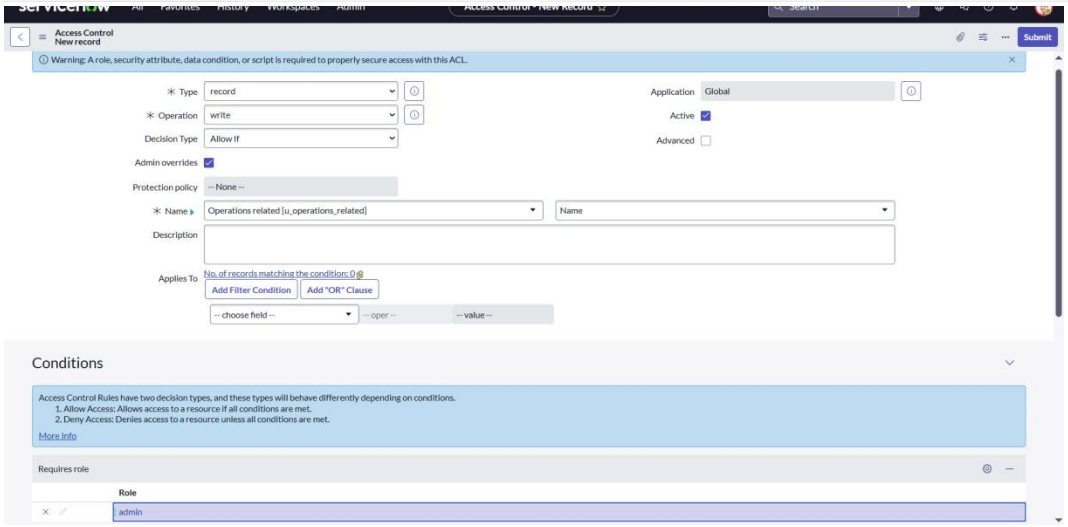


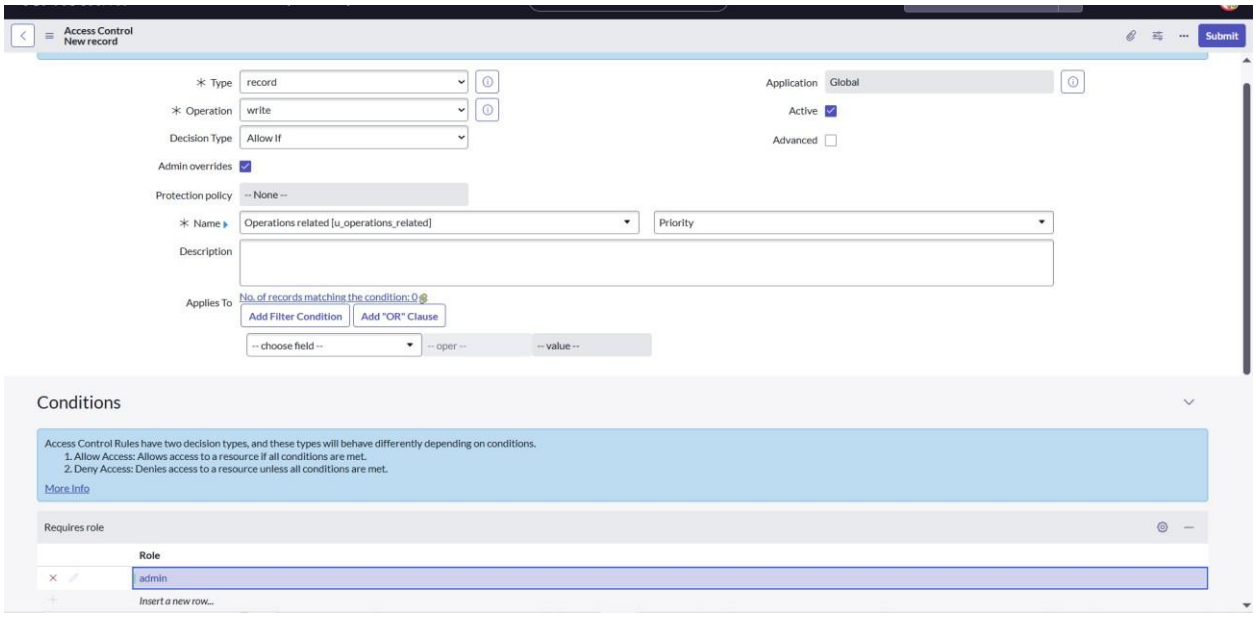


Click on **new**
Fill the following details to create a new ACL
Scroll down under requires role
Double click on insert a new row
Give admin role
Click on submit

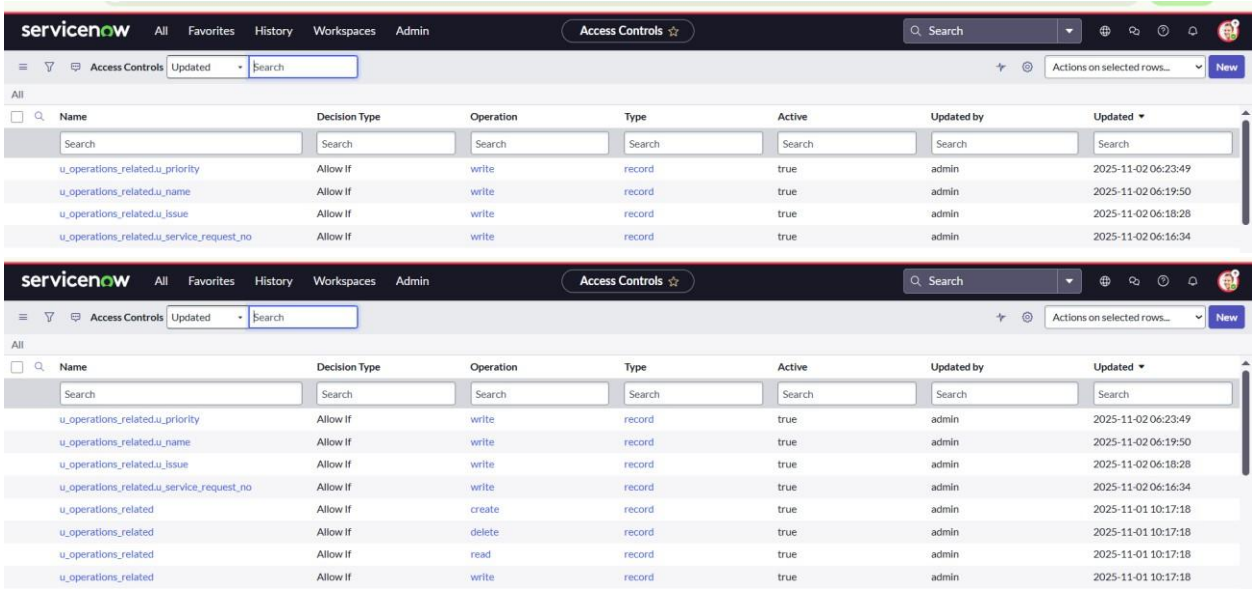

servicenow
All
Favorites
History
Workspaces
Admin
Access Control - New Record
Search
Access Control
New record
Submit
Type
record
Application
Global
Operation
write
Active
Decision Type
Allow If
Advanced
Admin overrides
Protection policy
-- None --
Name
Operations related [u_operations_related]
Service request No
Description
Applies To
No. of records matching the condition: 0
Add Filter Condition
Add "OR" Clause
-- choose field --
-- oper --
-- value --
Conditions
Access Control Rules have two decision types, and these types will behave differently depending on conditions.
1. Allow Access: Allows access to a resource if all conditions are met.
2. Deny Access: Denies access to a resource unless all conditions are met.
More Info
Requires role
Role
admin
Insert a new row...


Access Control
New record
Submit
Type
record
Application
Global
Operation
write
Active
Decision Type
Allow If
Advanced
Admin overrides
Protection policy
-- None --
Name
Operations related [u_operations_related]
Issue
Description
Applies To
No. of records matching the condition: 0
Add Filter Condition
Add "OR" Clause
-- choose field --
-- oper --
-- value --
Conditions
Access Control Rules have two decision types, and these types will behave differently depending on conditions.
1. Allow Access: Allows access to a resource if all conditions are met.
2. Deny Access: Denies access to a resource unless all conditions are met.
More Info
Requires role
Role
admin
Insert a new row...


Access Control
New record
Submit
Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.
Type
record
Application
Global
Operation
write
Active
Decision Type
Allow If
Advanced
Admin overrides
Protection policy
-- None --
Name
Operations related [u_operations_related]
Name
Description
Applies To
No. of records matching the condition: 0
Add Filter Condition
Add "OR" Clause
-- choose field --
-- oper --
-- value --
Conditions
Access Control Rules have two decision types, and these types will behave differently depending on conditions.
1. Allow Access: Allows access to a resource if all conditions are met.
2. Deny Access: Denies access to a resource unless all conditions are met.
More Info
Requires role
Role
admin

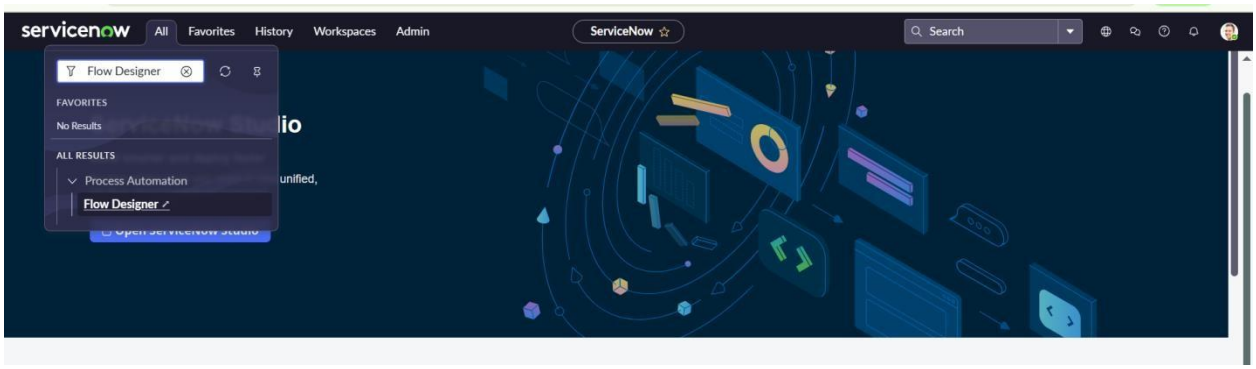


Similarly create 4 acl for the following fields

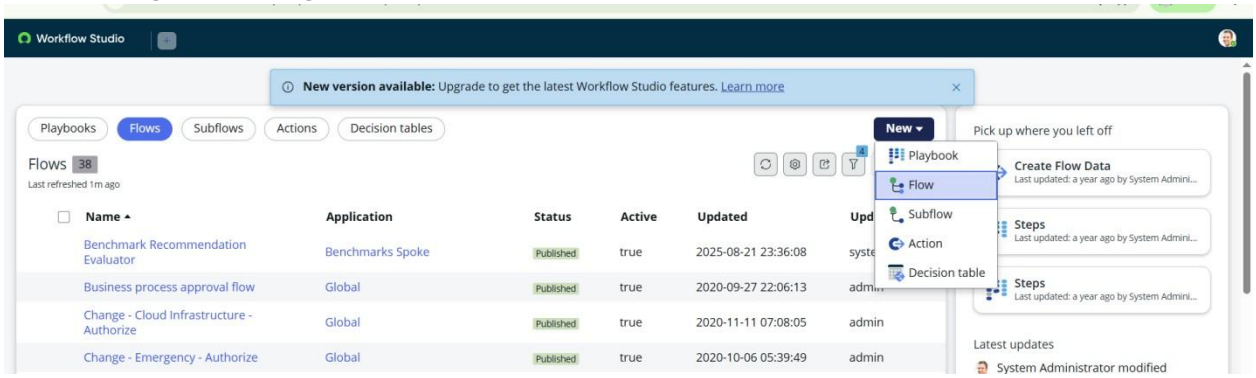


8. Flow

a. Create a Flow to Assign operations ticket to group Open service now.
Click on All >> search for Flow Designer
Click on Flow Designer under Process Automation.

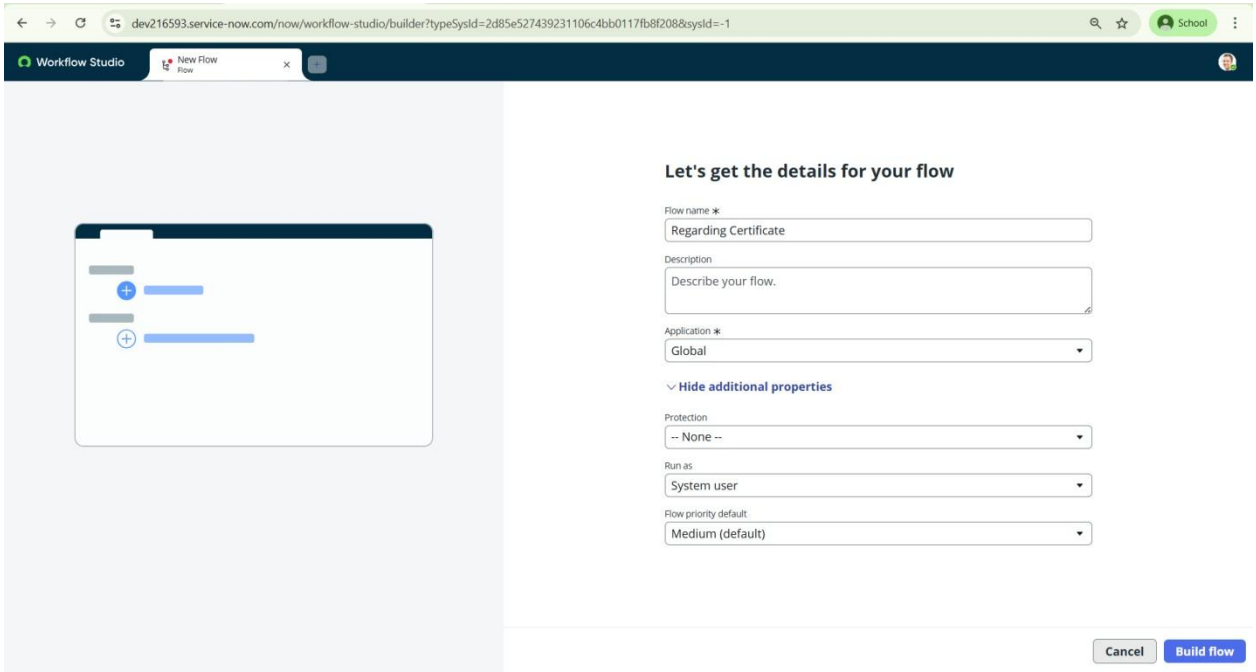


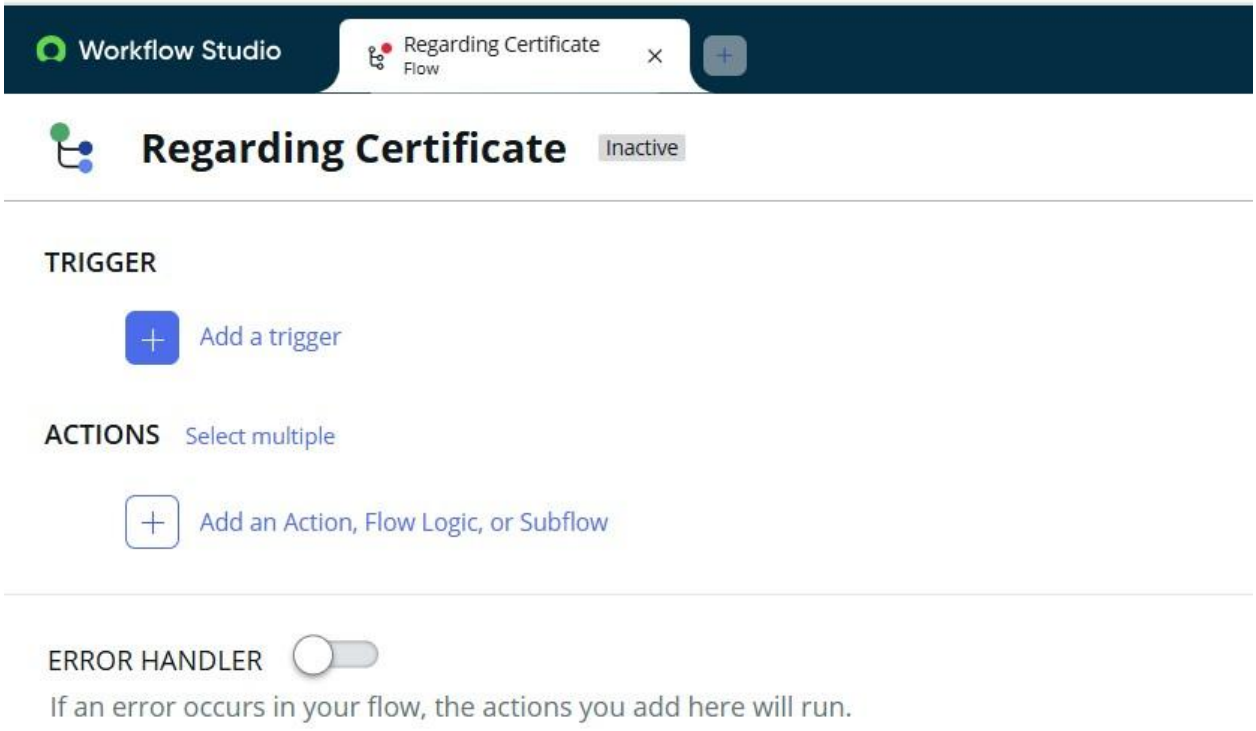
After opening Flow Designer Click on new and select Flow.



Under Flow properties Give Flow Name as “ Regarding Certificate”. Application should be Global.

Select Run user as “ System user ” from that choice. Click on Submit.





Click on Add a trigger

Select the trigger in that Search for “create or update a record” and select that.

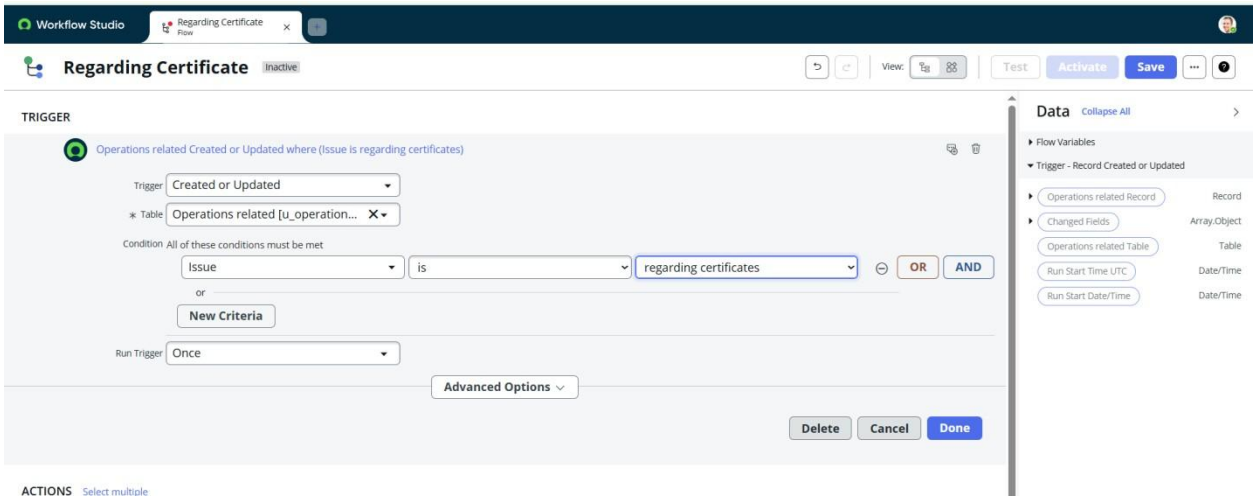
Give the table name as “ Operations related ”.

Give the Condition as

Field : issue

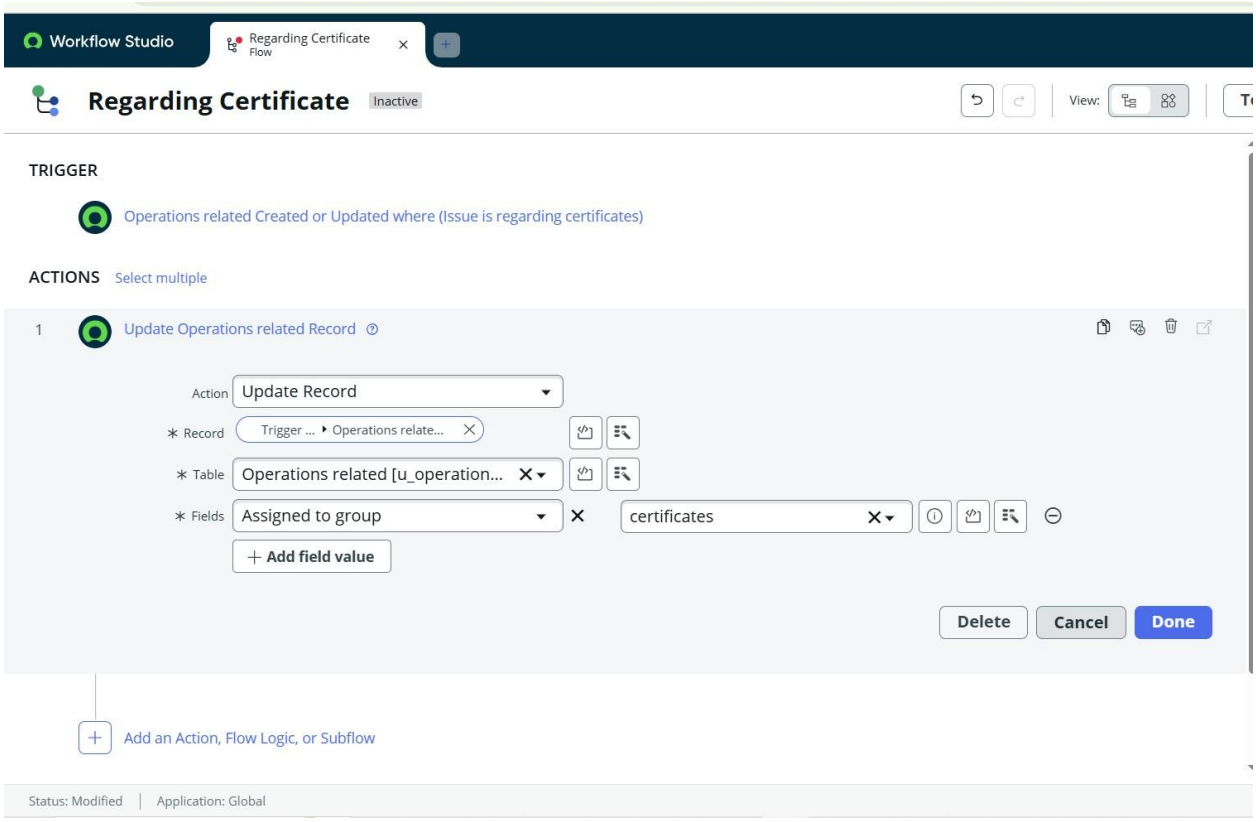
Operator : is

Value : Regrading Certificates

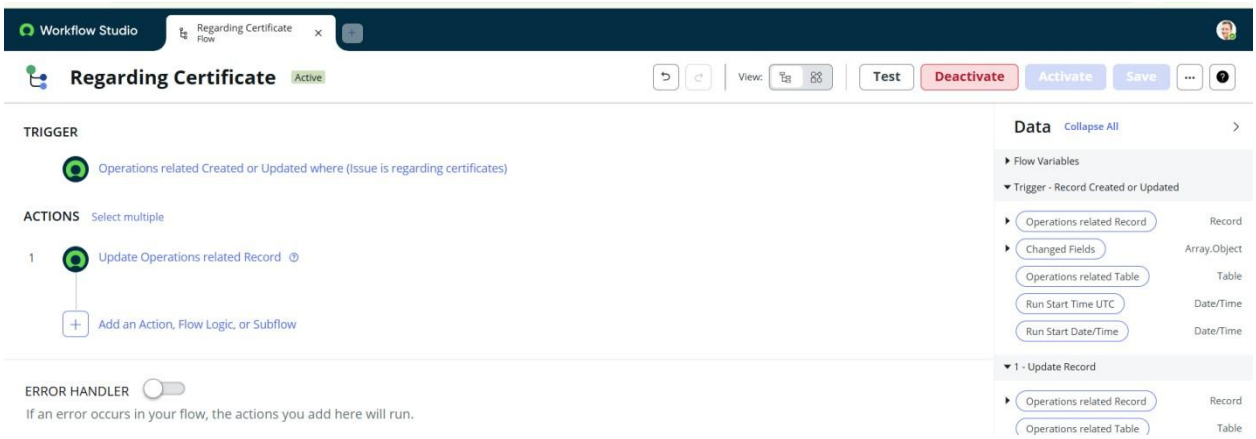


After that click on Done.

Now under Actions.
Click on Add an action. Select action in that
search for “ Update Record ”.
In Record field drag the fields from the data navigation from left side
Table will be auto assigned after that
Give the field as “ Assigned to group ”
Give value as “ Certificates ” Click
on Done.



Click on Save to save the Flow.
Click on Activate.

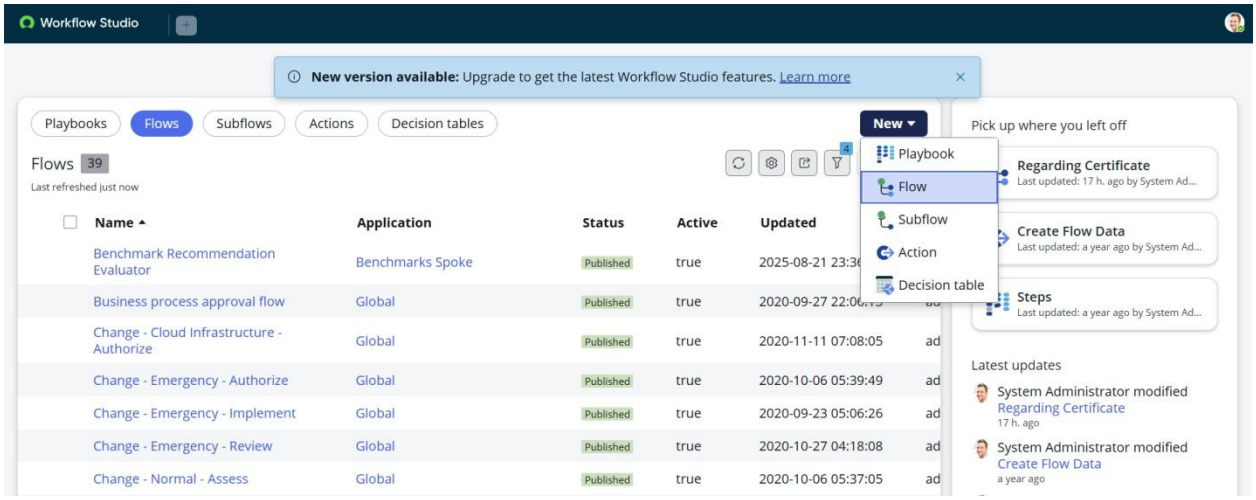


b. Create a Flow to Assign operations ticket to Platform group Open service now.

Click on All >> search for Flow Designer

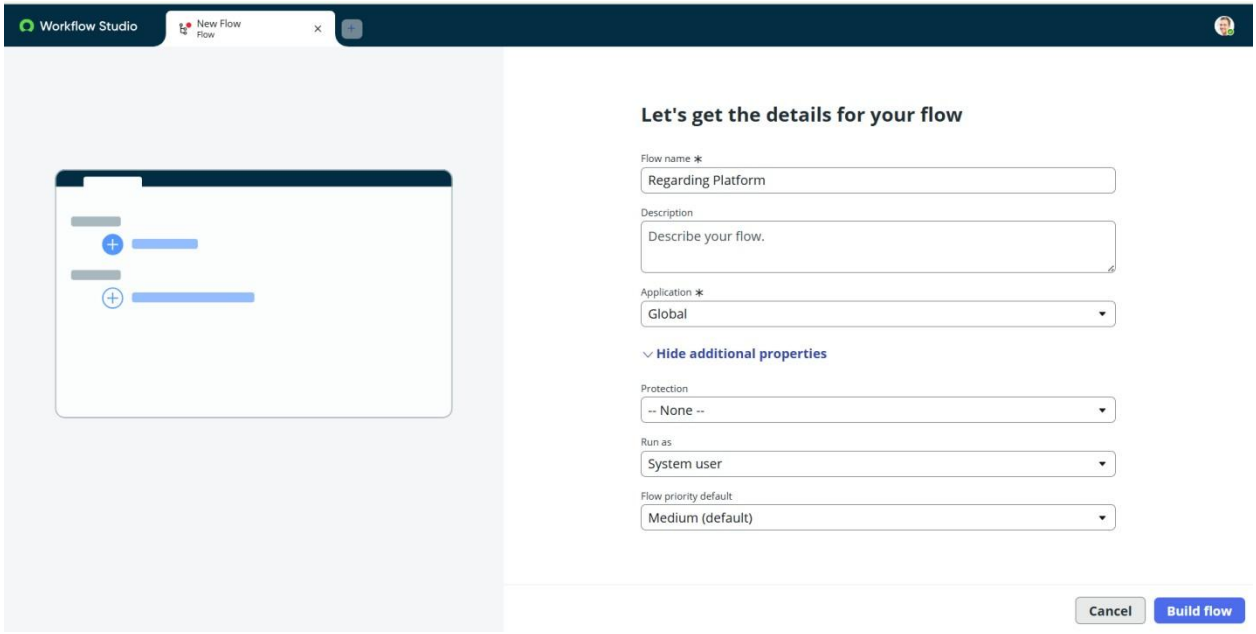
Click on Flow Designer under Process Automation.

After opening Flow Designer Click on new and select Flow.



Under Flow properties Give Flow Name as “ Regarding Platform ”. Application should be Global.

Select Run user as “ System user ” from that choice. Click on Submit.



Click on Add a trigger

Select the trigger in that Search for “create or update a record” and select that.

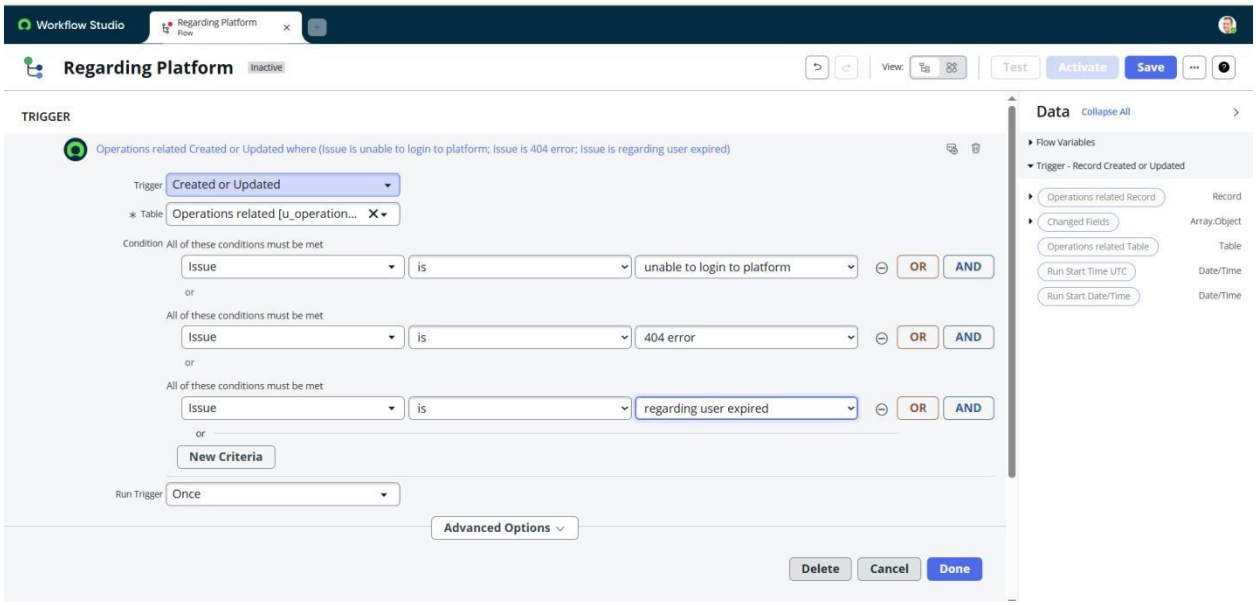
Give the table name as “ Operations related ”.

Give the Condition as

Field : issue
Operator : is
Value : Unable to login to platform

Click on New Criteria
Field : issue
Operator : is
Value : 404 Error

Click on New Criteria
Field : issue
Operator : is
Value : Regrading User expired



After that click on Done.

Now under Actions.

Click on Add an action.

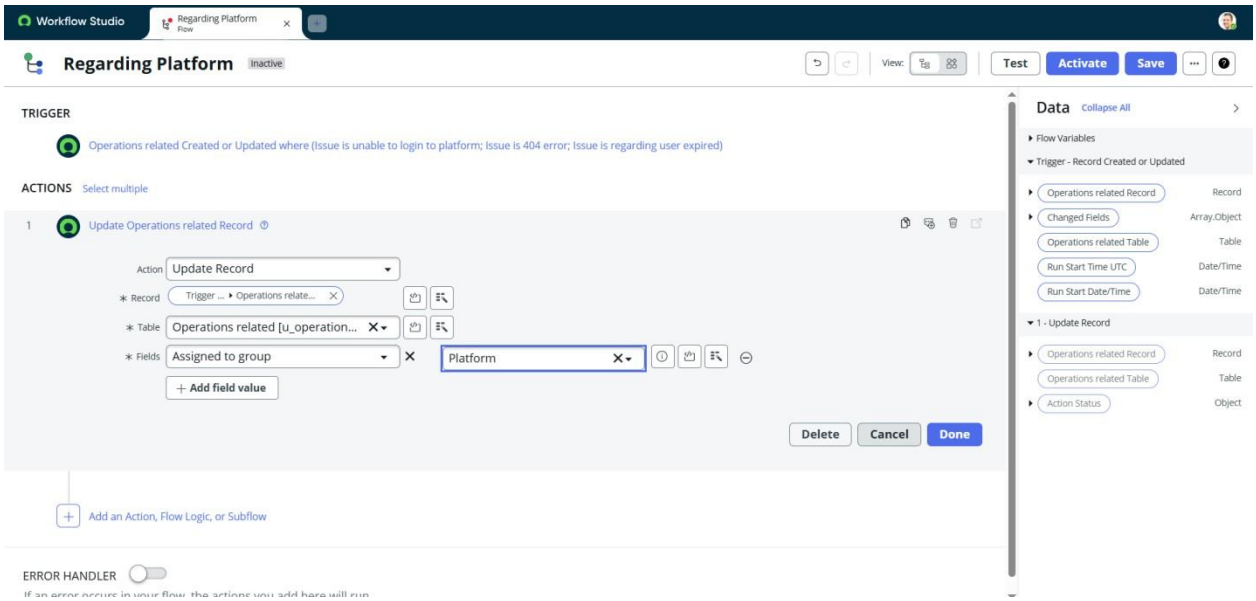
Select action in that search for “ Update Record ”.

In Record field drag the fields from the data navigation from left side

Table will be auto assigned after that

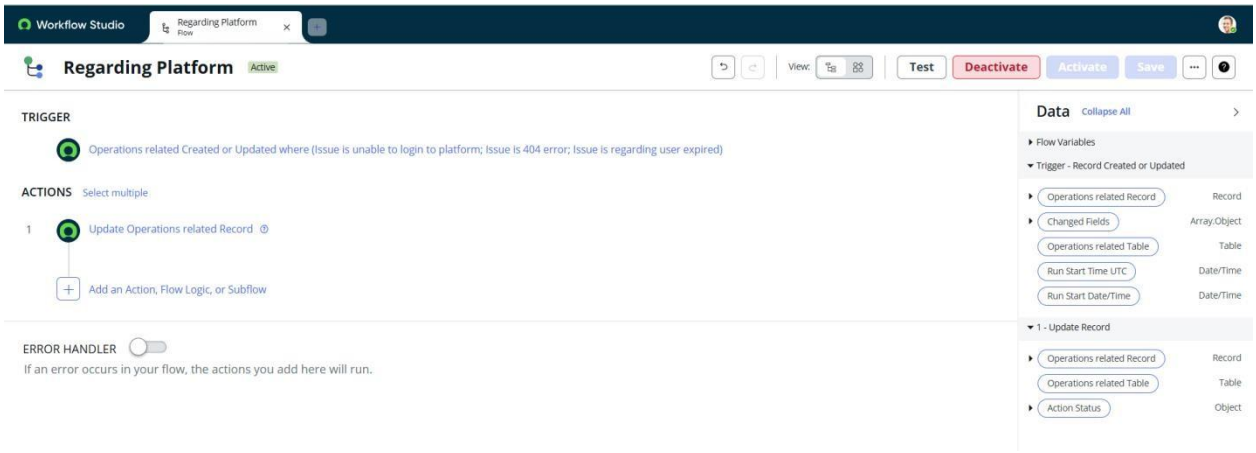
Give the field as “ Assigned to group ”.

Give value as “ Platform ”.



Click on Done.

Click on Save to save the Flow. 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.