

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.

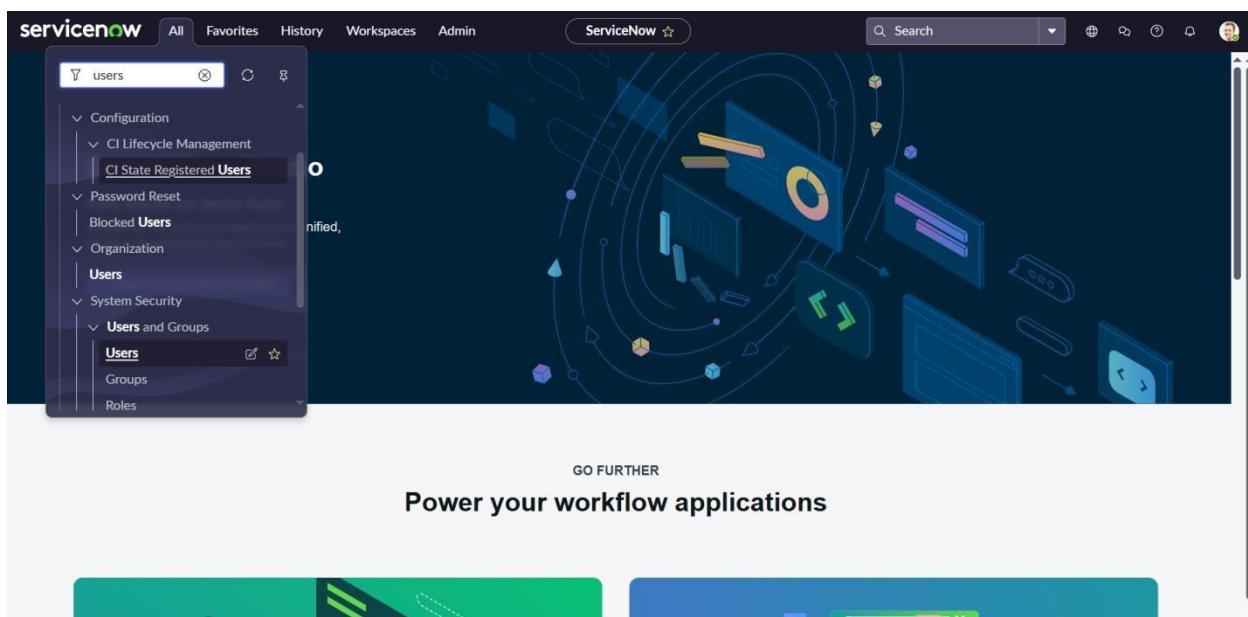
1. Users

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

servicenow All Favorites History Workspaces Admin User - New Record

User New record

To set up the User's password, save the record and then click Set Password.

User ID	manne.niranjan	Email	niranjanreddymanne2507@gmail.com
First name	Manne	Identity type	Human
Last name	Niranjan	Language	-- None --
Title		Calendar integration	Outlook
Department		Time zone	System (America/Los_Angeles)
Password needs reset	<input type="checkbox"/>	Date format	System (yyyy-MM-dd)
Locked out	<input type="checkbox"/>	Business phone	
Active	<input checked="" type="checkbox"/>	Mobile phone	
Internal Integration User <input type="checkbox"/>		Photo Click to add...	
<input type="button" value="Submit"/>			
Related Links View linked accounts View Subscriptions			

Click on submit

Create one more user :

Create another user with the following details

servicenow All Favorites History Workspaces Admin User - New Record

User New record

To set up the User's password, save the record and then click Set Password.

User ID	Katherine Pierce	Email	
First name	Katherine	Identity type	Human
Last name	Pierce	Language	-- None --
Title		Calendar integration	Outlook
Department		Time zone	System (America/Los_Angeles)
Password needs reset	<input type="checkbox"/>	Date format	System (yyyy-MM-dd)
Locked out	<input type="checkbox"/>	Business phone	
Active	<input checked="" type="checkbox"/>	Mobile phone	
Internal Integration User <input type="checkbox"/>		Photo Click to add...	
<input type="button" value="Submit"/>			
Related Links View linked accounts View Subscriptions			

servicenow All Favorites History Workspaces Admin Users

Updated Search Actions on selected rows... New

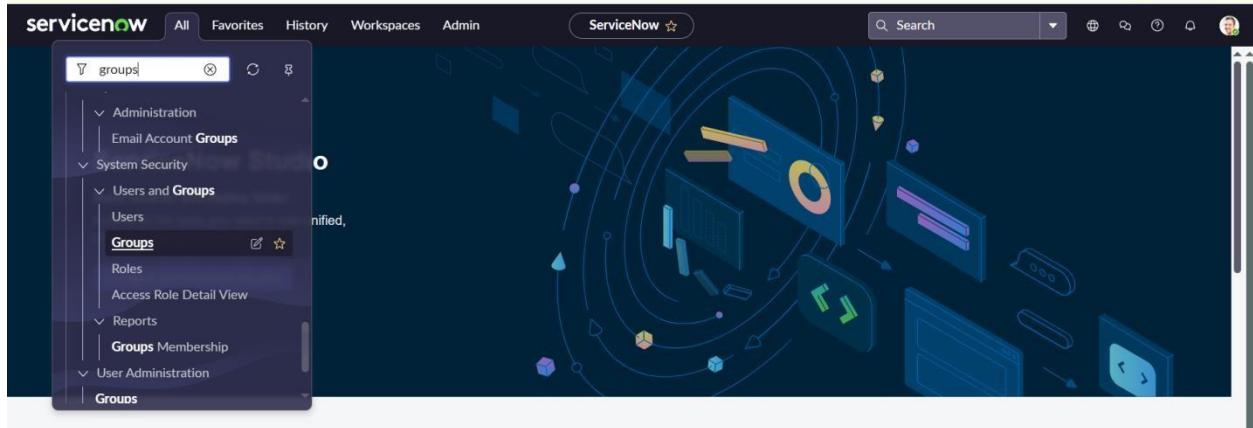
All	User ID	Name	Email	Active	Created	Updated
<input type="checkbox"/>	Search	Search	Search	Search	Search	Search
	Katherine Pierce	Katherine Pierce		true	2025-11-01 09:07:17	2025-11-01 09:07:17
	manne.niranjan	Manne Niranjan	niranjanreddymanne2507@gmail.com	true	2025-11-01 09:03:58	2025-11-01 09:03:58

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

A screenshot of the 'Group - New Record' form. The title bar says 'Group - New Record'. The form has fields for 'Name' (containing 'certificates'), 'Manager' (set to 'Katherine Pierce'), 'Group email' (empty), 'Parent' (empty), and a large 'Description' text area. At the bottom right is a 'Submit' button.

Create one more group:

A screenshot of the 'Group - New Record' form, identical to the previous one but with different values. The 'Name' field contains 'Platform', 'Manager' is set to 'Manne Nirjanan', and the other fields are empty. A 'Submit' button is at the bottom.

Name	Description	Active	Manager	Parent	Updated
Platform		true	Manne Nirjanan	(empty)	2025-11-01 09:21:50
certificates		true	Katherine Pierce	(empty)	2025-11-01 09:18:46

3. Roles

Open service now.

Click on All >> search for roles

Select roles under system security

The screenshot shows the ServiceNow search interface. In the search bar at the top left, the text 'roles' is entered. Below the search bar, the 'FAVORITES' section shows 'No Results'. The 'ALL RESULTS' section is expanded, displaying categories: 'System Security' (which contains 'Users and Groups' and 'Roles'), 'User Administration' (containing 'Time-Limited User Roles'), and 'User Roles'. The 'Roles' item under 'System Security' is selected and highlighted in blue. The background features a dark blue circular graphic with various icons representing different system components.

Click on new

Fill the following details to create a new role

The screenshot shows the 'Role - New Record' creation form. At the top, it says 'Role New record'. The 'Name' field is populated with 'certification_role'. The 'Application' dropdown is set to 'Global'. The 'Elevated privilege' checkbox is unchecked. The 'Description' field contains the text 'can deal with certification issues.' A 'Submit' button is located at the bottom left of the form area.

Create one more role:

Create another role with the following details

The screenshot shows the 'Role - New Record' creation form again. The 'Name' field is populated with 'Platform_role'. The 'Application' dropdown is set to 'Global'. The 'Elevated privilege' checkbox is unchecked. The 'Description' field contains the text 'can deal with platform related issues.' A 'Submit' button is located at the bottom left of the form area.

The screenshot shows the 'Roles' list view. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Roles' icon. A search bar is present at the top right. The main table lists two roles: 'Platform_role' and 'certification_role'. The 'Name' column shows the role names, the 'Description' column shows their respective descriptions, the 'Elevated privilege' column shows 'false' for both, and the 'Created' column shows the creation dates: '2025-11-01 09:42:20' and '2025-11-01 09:39:01'. There are also 'Actions on selected rows...' and 'New' buttons at the top right of the table.

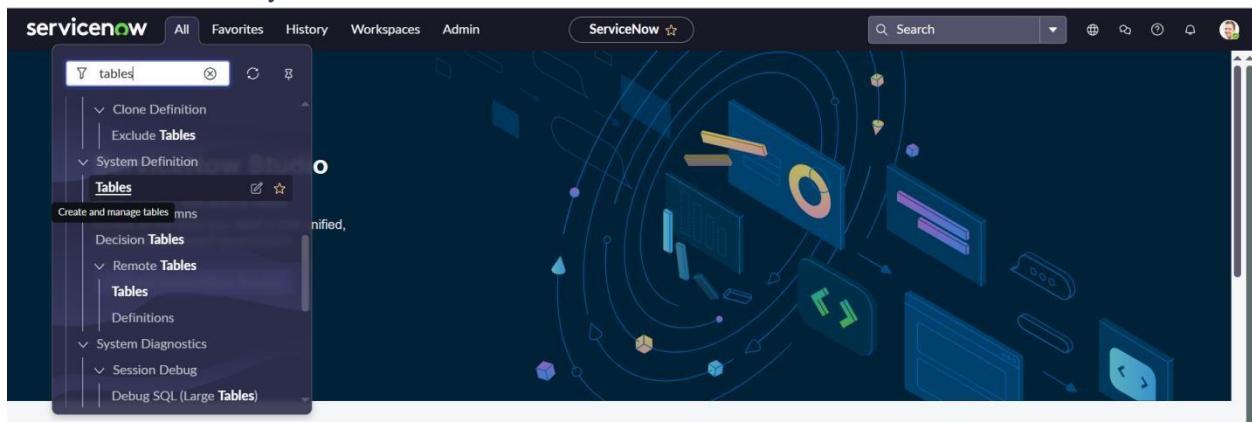
All	Name	Description	Elevated privilege	Created
	Platform_role	can deal with platform related issues	false	2025-11-01 09:42:20
	certification_role	can deal with certification issues.	false	2025-11-01 09:39:01

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

A screenshot of the 'Table - New Record' form in ServiceNow. The form has a header 'Table - New Record' and a 'Submit' button. There are several input fields and checkboxes: 'Label' (set to 'Operations related'), 'Name' (set to 'u_operations_related'), 'Extends table' (empty), 'Application' (set to 'Global'), 'Create module' (checkbox checked), 'Create mobile module' (checkbox checked), 'Add module to menu' (dropdown set to '--Create new--'), 'New menu name' (set to 'Operations related'), 'Can read' (checkbox checked), 'Display name' (empty), and 'Created by' (empty). Below the form is a table titled 'Dictionary Entries' with columns: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The table has a single row with the text 'Insert a new row...'.

Under table columns give the columns

Table - Operations related

Operations related

Label: Operations related

Name: u_operations_related

Application: Global

Can read: checked

Display name: Operations related

Created by: admin

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

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

unable to login to platform
404 error
regarding certificates
regarding user expired

Dictionary Entry - Issue

Operations related [u_operations_related]

Type: Choice

Column label: Issue

Column name: u_issue

Application: Global

Active: checked

Function field:

Read only:

Mandatory:

Display:

Label	Value	Language	Sequence	Inactive	Updated
404 error	404 error	en	false	2025-11-02 03:11:20	
regarding certificates	regarding certificates	en	false	2025-11-02 03:11:43	
unable to login to platform	unable to login to platform	en	false	2025-11-02 03:11:04	
regarding user expired	regarding user expired	en	false	2025-11-02 03:11:59	

Operations related - New Record

Name:

comments:

Priority:

Issue: -- None --
404 error
regarding certificates
regarding user expired
unable to login to platform

Submit

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

The screenshot shows the ServiceNow Groups list view. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Groups'. The main table has columns: Name, Description, Active, Manager, Parent, and Updated. There are two entries:

Name	Description	Active	Manager	Parent	Updated
Platform	Search	true	Manne Niranjan	(empty)	2025-11-01 09:21:50
certificates	Search	true	Katherine Pierce	(empty)	2025-11-01 09:18:46

Select the certificates group

Under group members

Click on edit

Select Katherine Pierce and save

The screenshot shows the 'Group certificates' edit view. The top bar includes back, forward, and other navigation icons. A message box says 'Job to add or remove role(s) from user(s) of group has been queued'. The main form has fields: Name (certificates), Manager (Katherine Pierce), Group email, Parent, and Description. Below the form is a table with 'Roles' tab selected, showing 'Group Members (1)'. The member is Katherine Pierce. Other tabs include 'Group' and 'Groups'.

Click on roles

Select Certification_role and save

Role	Created	Role	Granted by	Inherits
<input type="checkbox"/>	Created	certification_role	(empty)	true
	2025-11-02 03:33:25			

b. Assign roles & users to platform group

Open service now.

Click on All >> search for tables

Select tables under system definition

Name	Description	Active	Manager	Parent	Updated
Search	Search	Search	Search	Search	Search
Platform		true	Manne Niranjan	(empty)	2025-11-01 09:21:50

Select the platform group

Under group members

Click on edit

Select Manne Niranjan and save

User
Manne Niranjan

Click on roles

Select Platform_role and save

The screenshot shows the 'Group' management screen in ServiceNow. A modal window is open for creating a new group. The fields filled are:

- Name: Platform
- Manager: Manne Nirjanan
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

Below the modal, the main group list shows one entry:

Role	Granted by	Inherits
Platform_role	(empty)	true

6. Assign role to table

Open service now.

Click on All >> search for tables

Select operations related table

The screenshot shows the 'Tables' list in ServiceNow. The table 'u_operations_related' is selected. The table details are:

Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	2025-11-01 10:17:18
Operations related	u_operations_related	(empty)	false	2025-10-24 01:17:42

Click on the Application Access

The screenshot shows the 'Access Control' screen for the 'u_operations_related' table. The configuration includes:

- Type: record
- Operation: read
- Decision Type: Allow if
- Admin overrides: checked
- Protection policy: --None--
- Name: u_operations_related
- Description: Default access control on u_operations_related
- Applies To: No.of.records matching the condition: 0 @ (empty)

Below the main configuration, there is a 'Conditions' section with a note about Access Control Rules and a 'More Info' link. At the bottom, there is a 'Requires role' section with a table showing the role 'u_operations_related_user'.

The screenshot shows the 'Table - Operations related' page in ServiceNow. At the top, there are fields for 'Label' (Operations related) and 'Name' (u_operations_related). Under 'Application' settings, 'Can read' is checked. In the 'Display name' field, 'Operations related' is entered. The 'Created by' field shows 'admin'. Below these, the 'Application Access' tab is selected, showing access controls for 'All application scopes'. Under 'Can read', the checkbox is checked. Other options like 'Can create', 'Can update', and 'Can delete' are unchecked. There are also checkboxes for 'Allow access to this table via web services' and 'Allow configuration'.

Click on u_operations_related read operation

Click on the profile on top right side

Click on elevate role

The screenshot shows the 'Access Control - u_operations_related' page. On the left, there are fields for 'Type' (record), 'Operation' (read), 'Decision Type' (Allow If), 'Admin overrides' (checked), 'Protection policy' (None), 'Name' (u_operations_related), 'Description' (Default access control on u_operations_related), and 'Applies To' (No of records matching the conditions (empty)). On the right, there is a sidebar with a user profile for 'System Administrator' and links for Profile, Preferences, Keyboard shortcuts, Impersonate user, Printer friendly version, and Log out. A modal dialog titled 'Elevate role' is open, asking to 'Elevate a role by adding privileges, which end when you log out. Learn more'. It lists 'AVAILABLE ROLES' with 'security_admin' checked. A note says 'Grant modification access to High Security Settings, allow user to modify the Access Control List'. At the bottom of the dialog are 'Cancel' and 'Update' buttons.

Click on security admin and click on update

Under Requires role

The screenshot shows the ServiceNow Access Control interface for the record type 'u_operations_related'. The main configuration includes:

- Type:** record
- Operation:** read
- Decision Type:** Allow If
- Application:** Global
- Active:** checked
- Admin overrides:** checked
- Protection policy:** None
- Name:** Operations related [u_operations_related]
- Description:** Default access control on u_operations_related
- Applies To:** No. of records matching the condition: 0 @ Add Filter Condition, Add "OR" Clause

Conditions:

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

- Allow Access: Allows access to a resource if all conditions are met.
- Deny Access: Denies access to a resource unless all conditions are met.

Requires role:

- Role: u_operations_related_user

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

The screenshot shows the same Access Control configuration as before, but with updated role requirements:

- Role:** u_operations_related_user, Platform_role, certification_role

Click on u_operations_related write operation

The screenshot shows the ServiceNow Access Controls list page with the following data:

Access Controls (4) Labels (1) Database Indexes (1) Table Subscription Configuration (1)							
Name		Actions on selected rows... New					
Access Controls							
<input type="checkbox"/>	u_operations_related	Allow If	create	record	true	admin	2025-11-01 10:17:18
<input type="checkbox"/>	u_operations_related	Allow If	delete	record	true	admin	2025-11-01 10:17:18
<input type="checkbox"/>	u_operations_related	Allow If	read	record	true	admin	2025-11-01 10:17:18
<input type="checkbox"/>	u_operations_related	Allow If	write	record	true	admin	2025-11-01 10:17:18

Under Requires role

Double click on insert a new row

Give platform role

And add certificate role

The screenshot shows the 'Access Control - u_operations_related' page in ServiceNow. At the top, there are fields for Type (record), Operation (write), Decision Type (Allow If), and Admin overrides (checked). The Application is set to Global and is Active. Below these, there's a Protection policy section with a dropdown for 'Name' (Operations related[u_operations_related]) and a 'None' option for 'Description'. Under 'Applies To', there's a condition 'No. of records matching the condition: 0 @' with buttons for 'Add Filter Condition' and 'Add "OR" Clause'. At the bottom, there are dropdowns for 'choose field', 'oper', and 'value'. The main body of the page is titled 'Conditions' and contains a note about access rules: 'Access Control Rules have two decision types, and these types will behave differently depending on conditions.' It lists '1. Allow Access: Allows access to a resource if all conditions are met.' and '2. Deny Access: Denies access to a resource unless all conditions are met.' A 'More Info' link is present. Below this, the 'Requires role' section shows three roles assigned: u_operations_related_user, Platform_role, and certification_role. An 'Insert a new row...' button is also visible. The bottom of the page has a 'Security Attribute Condition' section.

7. Create ACL

Open service now.

Click on All >> search for ACL

Select Access Control(ACL) under system security

The screenshot shows the ServiceNow navigation bar with the 'All' tab selected. The left sidebar menu is open, showing categories like Database Servers, Oracle, Database Instances, Oracle, Database Catalogs, Oracle, System Properties, Oracle DB Options, System Security, and more. The 'Access Control (ACL)' item is highlighted with a blue border. The main content area features a dark background with a central graphic of overlapping circles and arrows. At the bottom, there's a call-to-action section with the text 'GO FURTHER' and 'Power your workflow applications'.

Without Elevate role you can't see the new button

The screenshot shows the ServiceNow Access Control interface for a rule named 'u_operations_related'. The rule details are as follows:

- Type: record
- Operation: read
- Decision Type: Allow if
- Admin overrides: checked
- Protection policy: None
- Name: u_operations_related
- Description: Default access control on u_operations
- Applies To: No. of records matching the condition (empty)

A modal window titled 'Elevate role' is open, prompting the user to 'Elevate a role by adding privileges, which end when you log out. Learn more'. It lists 'AVAILABLE ROLES' with 'security_admin' selected. A note below states: 'Grant modification access to High Security Settings, allow user to modify the Access Control List'. The modal has 'Cancel' and 'Update' buttons.

The screenshot shows the ServiceNow Access Controls list page. The table displays the following data:

Name	Decision Type	Operation	Type	Active	Updated by	Updated
\$allappsmgmt	Allow If	read	ui_page	true	admin	2019-02-20 01:02:07
\$atf_page_inspector	Allow If	read	ui_page	true	admin	2020-03-20 15:16:15
\$conversation-builder	Allow If	read	ui_page	true	admin	2019-06-14 15:13:38
\$mycompanyappsmgmt	Allow If	read	ui_page	true	admin	2019-02-21 02:31:44

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

* Type: record Operation: write Decision Type: Allow If

Application: Global Active: 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.

- Allow Access: Allows access to a resource if all conditions are met.
- Deny Access: Denies access to a resource unless all conditions are met.

[More Info](#)

Requires role:

- Role: admin

Insert a new row...

servicenow All Favorites History Workspaces Admin Access Control - New Record Search

* Type: record Operation: write Decision Type: Allow If

Application: Global Active: 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.

- Allow Access: Allows access to a resource if all conditions are met.
- Deny Access: Denies access to a resource unless all conditions are met.

[More Info](#)

Requires role:

- Role: admin

Insert a new row...

servicenow All Favorites History Workspaces Admin Access Control - New Record Search

Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.

* Type: record Operation: write Decision Type: Allow If

Application: Global Active: 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.

- Allow Access: Allows access to a resource if all conditions are met.
- Deny Access: Denies access to a resource unless all conditions are met.

[More Info](#)

Requires role:

- Role: admin

Access Control

New record

* Type: record

* Operation: write

Decision Type: Allow If

Application: Global

Active:

Admin overrides:

Protection policy: None

* Name: Operations related [u_operations_related]

Description:

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...

Similarly create 4 acl for the following fields

All

Name	Decision Type	Operation	Type	Active	Updated by	Updated
Search	Search	Search	Search	Search	Search	Search
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-11-02 06:23:49
u_operations_related.u_name	Allow If	write	record	true	admin	2025-11-02 06:19:50

All

Name	Decision Type	Operation	Type	Active	Updated by	Updated
Search	Search	Search	Search	Search	Search	Search
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-11-02 06:23:49
u_operations_related.u_name	Allow If	write	record	true	admin	2025-11-02 06:19:50
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-11-02 06:18:28
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-11-02 06:16:34
u_operations_related	Allow If	create	record	true	admin	2025-11-01 10:17:18
u_operations_related	Allow If	delete	record	true	admin	2025-11-01 10:17:18
u_operations_related	Allow If	read	record	true	admin	2025-11-01 10:17:18
u_operations_related	Allow If	write	record	true	admin	2025-11-01 10:17:18

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.

The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main area is titled 'Workflow Studio' with tabs for 'Playbooks', 'Flows', 'Subflows', 'Actions', and 'Decision tables'. The 'Flows' tab is selected, displaying a list of 38 flows. A modal window titled 'New version available: Upgrade to get the latest Workflow Studio features. Learn more' is open. On the right, there's a 'New' dropdown menu with options: 'Playbook', 'Flow' (which is highlighted), 'Subflow', 'Action', and 'Decision table'. Below the dropdown, a sidebar shows 'Latest updates' with items like 'Create Flow Data', 'Steps', and 'Steps' all last updated a year ago by System Administrator.

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.

The screenshot shows the 'New Flow' dialog in the ServiceNow Workflow Studio. The title bar says 'dev216593.service-now.com/now/workflow-studio/builder?typeSysId=2d85e527439231106c4bb0117fb8f208&sysId=-1'. The main area is titled 'Let's get the details for your flow'. It contains fields for 'Flow name *' (set to 'Regarding Certificate'), 'Description' (with placeholder 'Describe your flow.'), 'Application *' (set to 'Global'), and 'Protection' (set to 'None'). Under 'Run as', it says 'System user'. Under 'Flow priority default', it says 'Medium (default)'. At the bottom right are 'Cancel' and 'Build flow' buttons.



TRIGGER

Add a trigger

ACTIONS Select multiple

Add an Action, Flow Logic, or Subflow

ERROR HANDLER



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

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

This screenshot shows the 'Regarding Certificate' trigger configuration. The left panel displays the trigger settings: 'Operations related Created or Updated where (Issue is regarding certificates)'. It includes fields for 'Trigger' (set to 'Created or Updated'), 'Table' (set to 'Operations related [u_operation...]', with a delete icon), and a 'Condition' section. The condition is set to 'All of these conditions must be met' with a dropdown for 'Issue' and a value 'regarding certificates'. There are also 'OR' and 'AND' buttons, and a 'New Criteria' button. Below this is a 'Run Trigger' dropdown set to 'Once'. The right panel shows a sidebar with 'Data' and 'Collapse All' buttons, followed by sections for 'Flow Variables', 'Trigger - Record Created or Updated', and various record, array/object, table, date/time, and date/time objects. At the bottom are 'Delete', 'Cancel', and 'Done' buttons.

ACTIONS Select multiple

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.

The screenshot shows the Salesforce Workflow Studio interface. At the top, it says "Workflow Studio" and "Regarding Certificate Flow". Below that, the flow name "Regarding Certificate" is displayed with the status "Inactive". There are buttons for "Test", "View", and "Tools".

The main area is divided into sections:

- TRIGGER:** Shows "Operations related Created or Updated where (Issue is regarding certificates)".
- ACTIONS:** Shows "Select multiple". A single action is listed:
 - Action: "Update Operations related Record"
 - Record: "Trigger ... Operations relate..."
 - Table: "Operations related [u_operation...]"
 - Fields: "Assigned to group" (selected) and "certificates" (value)
- Buttons at the bottom:** "Delete", "Cancel", and "Done".

At the bottom left, there's a button "+ Add an Action, Flow Logic, or Subflow". At the bottom right, it says "Status: Modified | Application: Global".

Click on Save to save the Flow.

Click on Activate.

The screenshot shows the same Workflow Studio interface, but the flow is now "Active". The status bar at the bottom right shows "Status: Active | Application: Global".

The "Actions" section now includes a "Save" button, which is highlighted in blue. Other buttons visible include "Test", "Deactivate", "Activate", and "...".

The "Data" sidebar on the right provides details about the flow variables and actions:

- Flow Variables:** Trigger - Record Created or Updated
- Operations related Record:** Record
- Changed Fields:** Array/Object
- Operations related Table:** Table
- Run Start Time UTC:** Date/Time
- Run Start Date/Time:** Date/Time

1 - Update Record:

- Operations related Record:** Record
- Operations related Table:** Table

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.

The screenshot shows the Workflow Studio interface with the 'Flows' tab selected. There are 39 flows listed. A context menu is open over the flow titled 'Regarding Certificate'. The menu items include 'Playbook', 'Flow' (which is highlighted), 'Subflow', 'Action', and 'Decision table'. To the right of the menu, there are sections for 'Latest updates' showing modifications by 'System Administrator' and 'Create Flow Data'.

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.

The screenshot shows the 'New Flow' dialog in Workflow Studio. On the left is a preview area showing a flow with two parallel regions. The right side has a title 'Let's get the details for your flow'. It includes fields for 'Flow name *' (set to 'Regarding Platform'), 'Description' (with placeholder 'Describe your flow.'), 'Application *' (set to 'Global'), and 'Run as' (set to 'System user'). Below these are sections for 'Protection' (set to 'None'), 'Flow priority default' (set to 'Medium (default)'), and a 'Cancel' and 'Build flow' button at the bottom.

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

The screenshot shows the Salesforce Workflow Studio interface. A trigger named 'Regarding Platform' is being edited. The trigger is set to run 'Once' and has three conditions defined under 'Created or Updated' for the 'Operations related' table:

- Condition 1: Issue is 'unable to login to platform'
- Condition 2: Issue is '404 error'
- Condition 3: Issue is 'regarding user expired'

The right side of the screen displays a sidebar with various data types and their descriptions, such as Record, Array/Object, Table, Date/Time, and Date/Time.

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 ”.

Regarding Platform [inactive]

TRIGGER

Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

ACTIONS Select multiple

1 Update Operations related Record

Action: Update Record
Record: Trigger ... > Operations relate...
Table: Operations related [u_operation...]
Fields: Assigned to group → Platform

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

Click on Done.

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

Regarding Platform [Active]

TRIGGER

Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

ACTIONS Select multiple

1 Update Operations related Record

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

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.