

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.

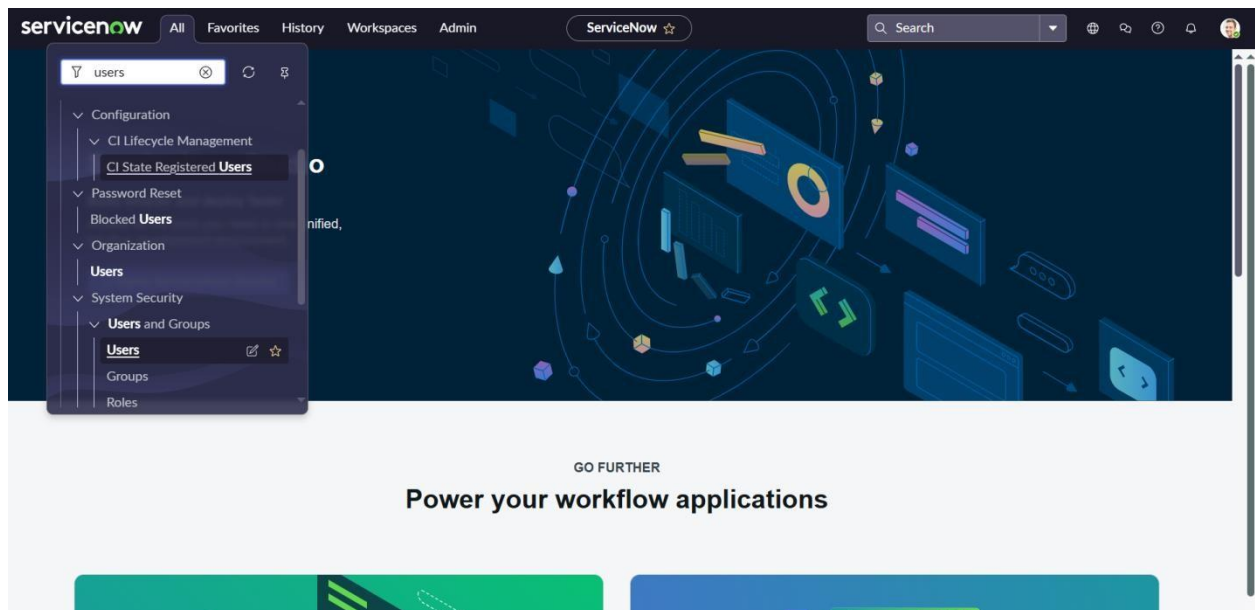
1. Users

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 ☆

Q Search

<

≡

User

New record

Submit

①

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

×

User ID

manne.niranjan

First name

Manne

Last name

Niranjan

Title

?

Department

Q

Password needs reset

☐

Locked out

☐

Active

☒

Internal Integration User

☐

Email

niranjanreddymanne2507@gmail.com

Identity type

Human

▼

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...

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 ☆

Q Search

<

≡

User

New record

Submit

①

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

×

User ID

Katherine Pierce

First name

Katherine

Last name

Pierced

Title

?

Department

Q

Password needs reset

☐

Locked out

☐

Active

☒

Internal Integration User

☐

Email

Identity type

Human

▼

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...

Submit

Related Links

[View linked accounts](#)
[View Subscriptions](#)

servicenow

All
Favorites
History
Workspaces
Admin

Users ☆

Q Search

≡

▽

Users

Updated ▾

Search

Ⓢ

Actions on selected rows...

New

All

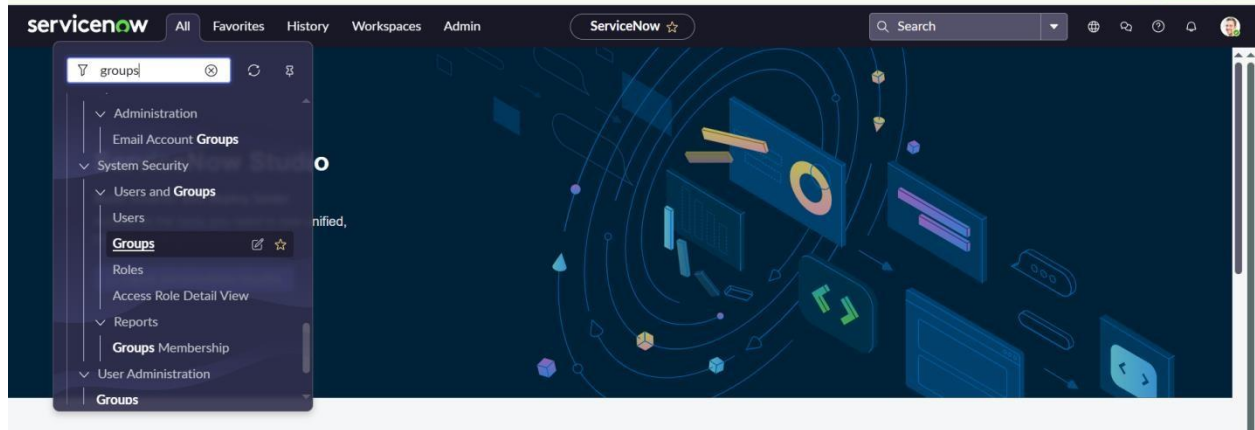
	User ID	Name	Email	Active	Created	Updated ▾
<input type="checkbox"/>	<div>Q Search</div>	<div>Search</div>	<div>Search</div>	<div>Search</div>	<div>Search</div>	<div>Search</div>
<input type="checkbox"/>	Katherine Pierce	Katherine Pierce		true	2025-11-01 09:07:17	2025-11-01 09:07:17
<input type="checkbox"/>	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

The screenshot shows the 'Group - New Record' form in ServiceNow. The form includes fields for 'Name' (certificates), 'Manager' (Katherine Pierce), 'Group email', 'Parent', and 'Description'. A 'Submit' button is at the bottom.

Create one more group:

The screenshot shows the 'Group - New Record' form in ServiceNow. The form includes fields for 'Name' (Platform), 'Manager' (Manne Niranjan), 'Group email', 'Parent', and 'Description'. A 'Submit' button is at the bottom.

The screenshot shows the 'Groups' list view in ServiceNow. The table displays the following data:

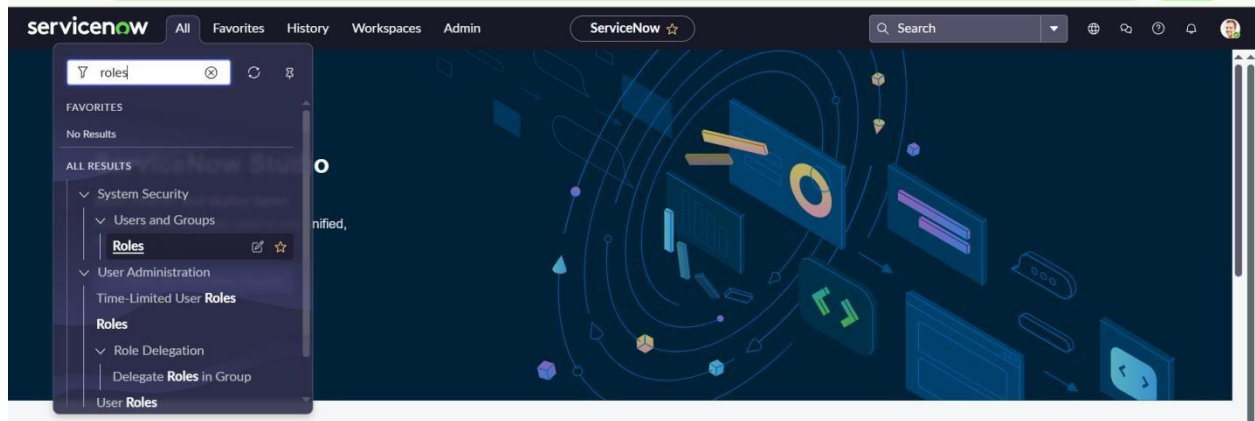
Name	Description	Active	Manager	Parent	Updated
Platform		true	Manne Niranjan	(empty)	2025-11-01 09:21:50
certificates		true	Katherine Pierce	(empty)	2025-11-01 09:18:46

3. Roles

Open service now.

Click on All >> search for roles

Select roles under system security



Click on new

Fill the following details to create a new role

The screenshot shows the 'Role - New Record' form in ServiceNow. The form has the following fields: Name (certification_role), Application (Global), Elevated privilege (checkbox), and Description (can deal with certification issues.). There is a 'Submit' button at the bottom left.

Create one more role:

Create another role with the following details

The screenshot shows the 'Role - New Record' form in ServiceNow with updated details: Name (Platform_role), Application (Global), Elevated privilege (checkbox), and Description (can deal with platform related issues.). There is a 'Submit' button at the bottom left.

The screenshot shows the 'Roles' list view in ServiceNow. The table has the following columns: Name, Description, Elevated privilege, and Created. The table contains two rows of data.

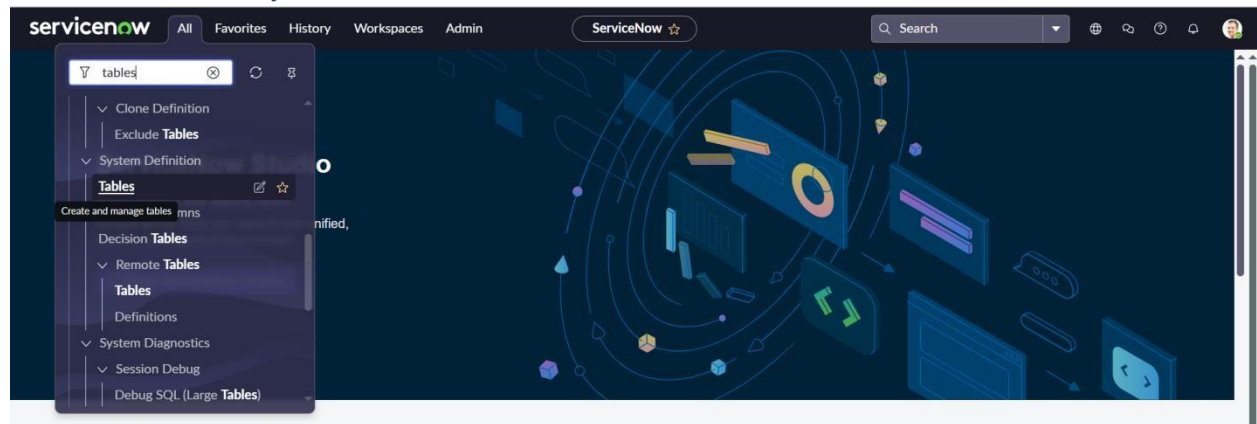
Name	Description	Elevated privilege	Created
Platform_role	can deal with platform related issues	false	2025-11-01 09:42:20
certification_role	can deal with certification issues.	false	2025-11-01 09:39:01

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 is titled 'Table - New Record' and has a 'Submit' button. It contains several fields and checkboxes. The 'Label' field is filled with 'Operations related'. The 'Name' field is filled with 'u_operations_related'. The 'Extends table' field is empty. The 'Application' dropdown is set to 'Global'. The 'Create module' checkbox is checked. The 'Create mobile module' checkbox is checked. The 'Add module to menu' dropdown is set to '-- Create new --'. The 'New menu name' field is filled with 'Operations related'. The 'Can read' checkbox is checked. The 'Display name' and 'Created by' fields are empty. Below the form, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a table with columns: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The table is currently empty, with a placeholder text 'Insert a new row...'.

Under table columns give the columns

servicenow

AllFavoritesHistoryWorkspaces

Operations related - New Record

Search

<Operations relatedNew record

Submit

Name

comments

Priority

Issue

-- None --

-- None --

404 error

regarding certificates

regarding user expired

unable to login to platform

Submit

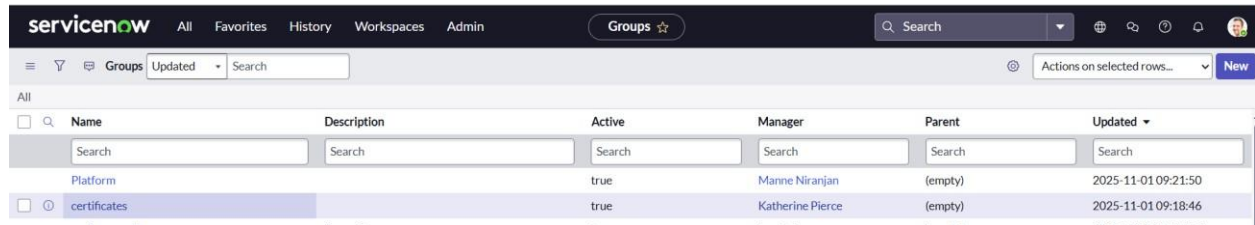
5. Assign roles & users to groups

a. Assign roles & users to certificate group

Open service now.

Click on All >> search for tables

Select tables under system definition



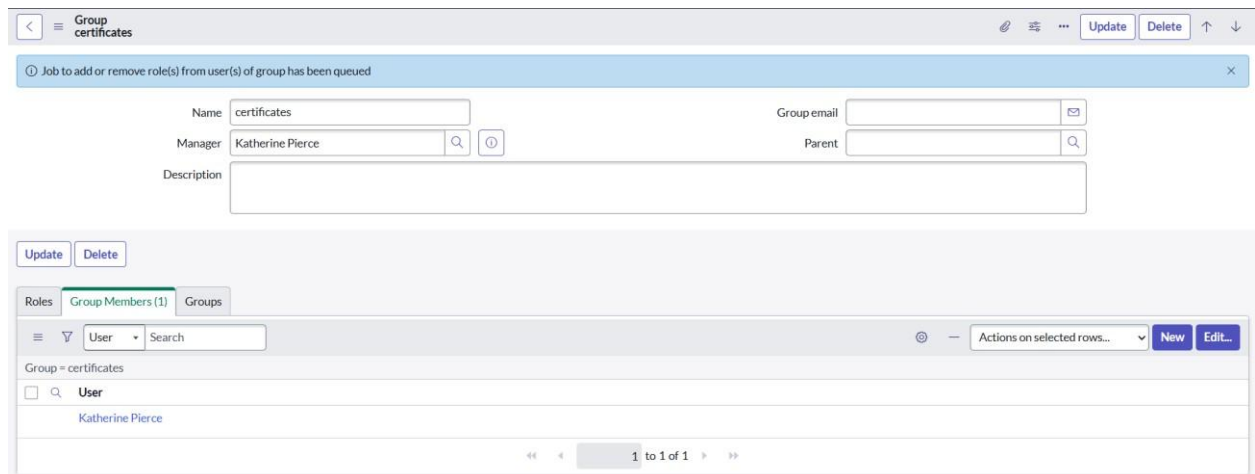
Name	Description	Active	Manager	Parent	Updated
Platform		true	Manne Niranjan	(empty)	2025-11-01 09:21:50
certificates		true	Katherine Pierce	(empty)	2025-11-01 09:18:46

Select the certificates group

Under group members

Click on edit

Select Katherine Pierce and save



Group: certificates

Name: certificates

Manager: Katherine Pierce

Group email:

Parent:

Description:

Update Delete

Roles Group Members (1) Groups

User Search

Group = certificates

User

Katherine Pierce

1 to 1 of 1

Click on roles

Select Certification_role and save

< Group certificates

Name: certificates

Manager: Katherine Pierce

Group email:

Parent:

Description:

Update Delete

Roles (1) Group Members (1) Groups

Created Search

Group = certificates

Created	Role	Granted by	Inherits
2025-11-02 03:33:25	certification_role	(empty)	true

1 to 1 of 1

b. Assign roles & users to platform group

Open service now.

Click on All >> search for tables

Select tables under system definition

servicenow All Favorites History Workspaces Admin Groups

Search

Groups Updated Search

All

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

Select the platform group

Under group members

Click on edit

Select Manne Niranjan and save

< Group Platform

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

Name: Platform

Manager: Manne Niranjan

Group email:

Parent:

Description:

Update Delete

Roles Group Members (1) Groups

User Search

Group = Platform

User
Manne Niranjan

1 to 1 of 1

Click on roles

Select Platform_role and save

Group Platform

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

Name: Platform

Manager: Manne Niranjan

Description:

Group email:

Parent:

Update Delete

Roles (1) Group Members (1) Groups

Created Search

Group = Platform

Created	Role	Granted by	Inherits
2025-11-02 04:03:17	Platform_role	(empty)	true

1 to 1 of 1

6. Assign role to table

Open service now.

Click on All >> search for tables

Select operations related table

servicenow All Favorites History Workspaces Admin Tables Search

Tables Updated Search

All > Update name is not empty

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

Click on the Application Access

Access Controls (4) Labels (1) Database Indexes (1)

Name Search

Access Controls

Name	Decision
u_operations_related	Allow
u_operations_related	Allow
u_operations_related	Allow
u_operations_related	Allow

Access Control u_operations_related

Type: record

Operation: read

Decision Type: Allow If

Admin overrides: ☒

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)

Application: Global

Active: ☒

Advanced: ☐

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
u_operations_related_user

Security Attribute Condition

servicenow All Favorites History Workspaces Admin Table - Operations related

Table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: Operations related
 * Name: u_operations_related
 Application: Global
 Can read: ☒
 Display name: Operations related
 Created by: admin

Columns Controls **Application Access**

Accessible from: All application scopes

Can read: ☒
 Can create: ☐
 Can update: ☐
 Can delete: ☐

Allow access to this table via web services: ☒
 Allow configuration: ☐

Click on u_operations_related read operation

Click on the profile on top right side

Click on elevate role

servicenow All Favorites History Workspaces Admin Access Control - u_operations_related

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

Conditions

Access Control Rules have two decision types, and these types will behave differently.
 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
u_operations_related_user

Elevate role

Elevate a role by adding privileges, which end when you log out. [Learn more](#)

AVAILABLE ROLES

☒ security_admin
 Grant modification access to High Security Settings, allow user to modify the Access Control List

Cancel Update

System Administrator
 System Administrator
 ServiceNow

Profile
 Preferences
 Keyboard shortcuts
 Impersonate user
 Elevate role
 Printer friendly version
 Log out

Click on security admin and click on update

Under Requires role

servicenow All Favorites History Workspaces Admin Access Control - u_operations_related

Access Control u_operations_related

* Type: record Application: Global

* Operation: read Active: ☒

Decision Type: Allow If Advanced: ☐

Admin overrides: ☒

Protection policy: -- None --

* Name: Operations related [u_operations_related] -- None --

Description: Default access control on u_operations_related

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
u_operations_related_user
Insert a new row...

Double click on insert a new row

Give platform role

And add certificate role

Click on update

servicenow All Favorites History Workspaces Admin Access Control - u_operations_related

Access Control u_operations_related

* Type: record Application: Global

* Operation: read Active: ☒

Decision Type: Allow If Advanced: ☐

Admin overrides: ☒

Protection policy: -- None --

* Name: Operations related [u_operations_related] -- None --

Description: Default access control on u_operations_related

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
u_operations_related_user
Platform role
certificate_role
Insert a new row...

Click on u_operations_related write operation

Access Controls (4) Labels (1) Database Indexes (1) Table Subscription Configuration (1)

Access Controls

Name	Decision Type	Operation	Type	Active	Updated by	Updated
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

1 to 4 of 4

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

The screenshot shows the ServiceNow interface for configuring an Access Control rule. The rule is named 'Operations related [u_operations_related]' and is set to 'Allow If' decision type. The 'Requires role' section is expanded, showing a table with roles: 'u_operations_related_user', 'Platform_role', and 'certification_role'. The 'Platform_role' and 'certification_role' are highlighted in green, indicating they are required. The 'Conditions' section is also expanded, showing a message about decision types and a 'More Info' link.

Access Control - u_operations_related

* Type: record

* Operation: write

Decision Type: Allow If

Admin overrides: ☒

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

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

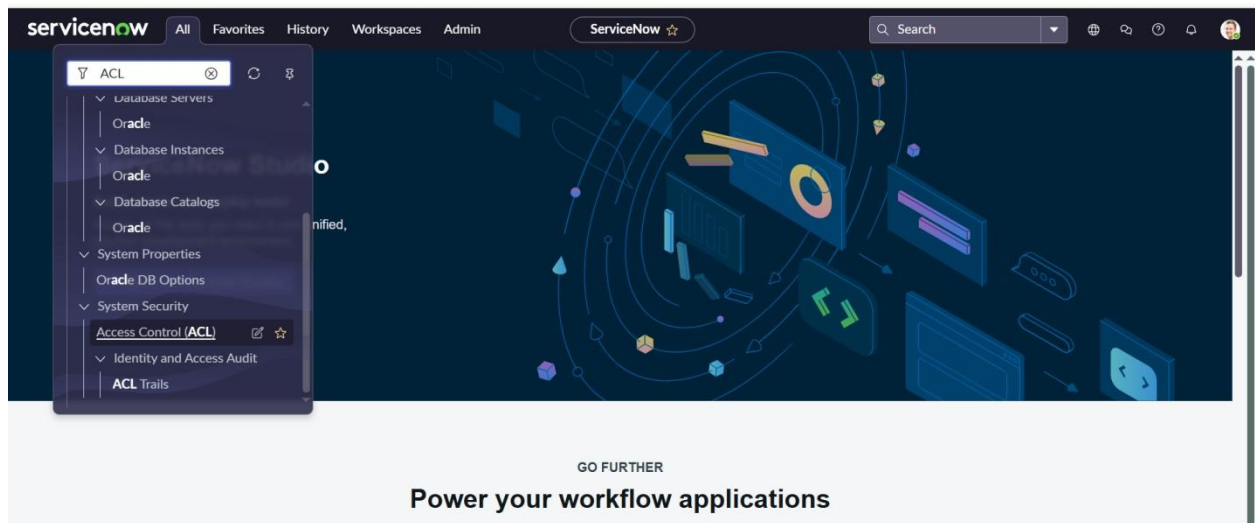
Requires role

Role
u_operations_related_user
Platform_role
certification_role
Insert a new row...

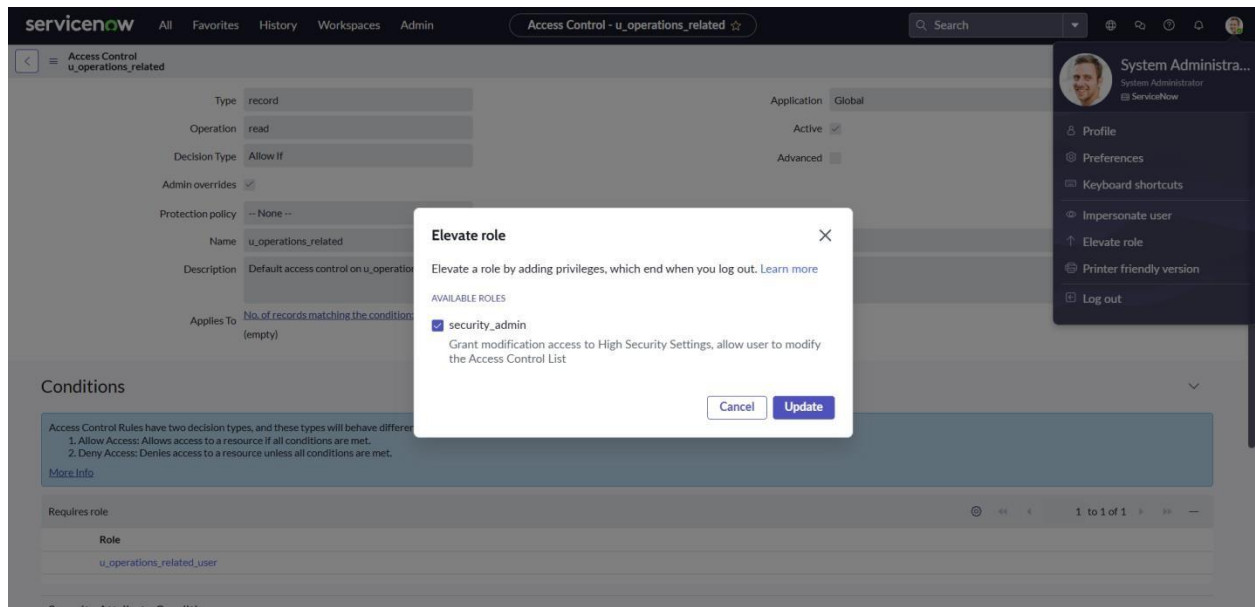
Security Attribute Condition

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



Access Controls							
Name	Decision Type	Operation	Type	Active	Updated by	Updated	
Search	Search	Search	Search	Search	Search	Search	
\$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

Submit

Access Control New record

* Type

record

* Operation

write

Decision Type

Allow If

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

* Type

record

* Operation

write

Decision Type

Allow If

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...

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

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

Access Control
New record

* Type: record (info icon)

* Operation: write (info icon)

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

* Name: Operations related [u_operations_related] (info icon) Priority: (info icon)

Description:

Applies To: No. of records matching the condition: 0 @
 Add Filter Condition Add "OR" Clause
 -- choose field -- -- oper -- -- value --

Application: Global (info icon)

Active: ☒

Advanced: ☐

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: (info icon) -

Role: admin

Insert a new row...

Similarly create 4 acl for the following fields

servicenow All Favorites History Workspaces Admin Access Controls Search Actions on selected rows... New

Access Controls Updated Search

Name	Decision Type	Operation	Type	Active	Updated by	Updated
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

servicenow All Favorites History Workspaces Admin Access Controls Search Actions on selected rows... New

Access Controls Updated Search

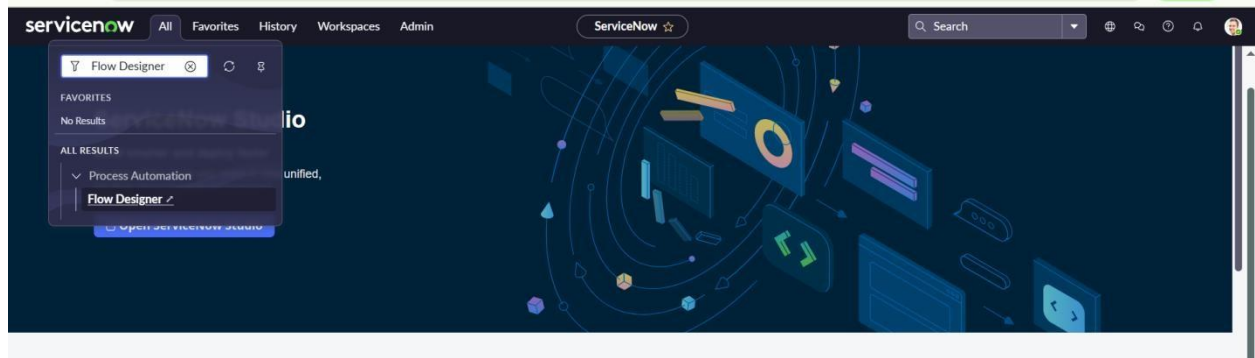
Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related_u_priority	Allow If	write	record	true	admin	2025-11-02 06:23:49
u_operations_related_u_name	Allow If	write	record	true	admin	2025-11-02 06:19:50
u_operations_related_u_issue	Allow If	write	record	true	admin	2025-11-02 06:18:28
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

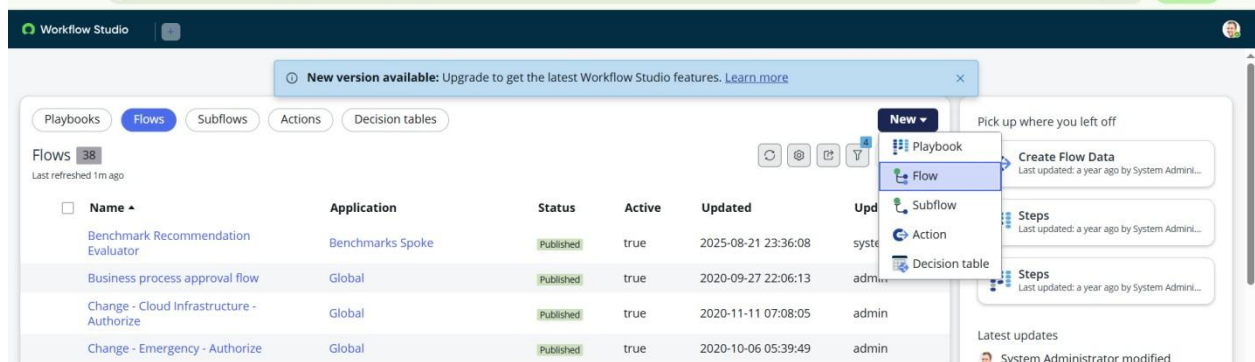
a. Create a Flow to Assign operations ticket to group Open service now.

Click on All >> search for Flow Designer

Click on Flow Designer under Process Automation.

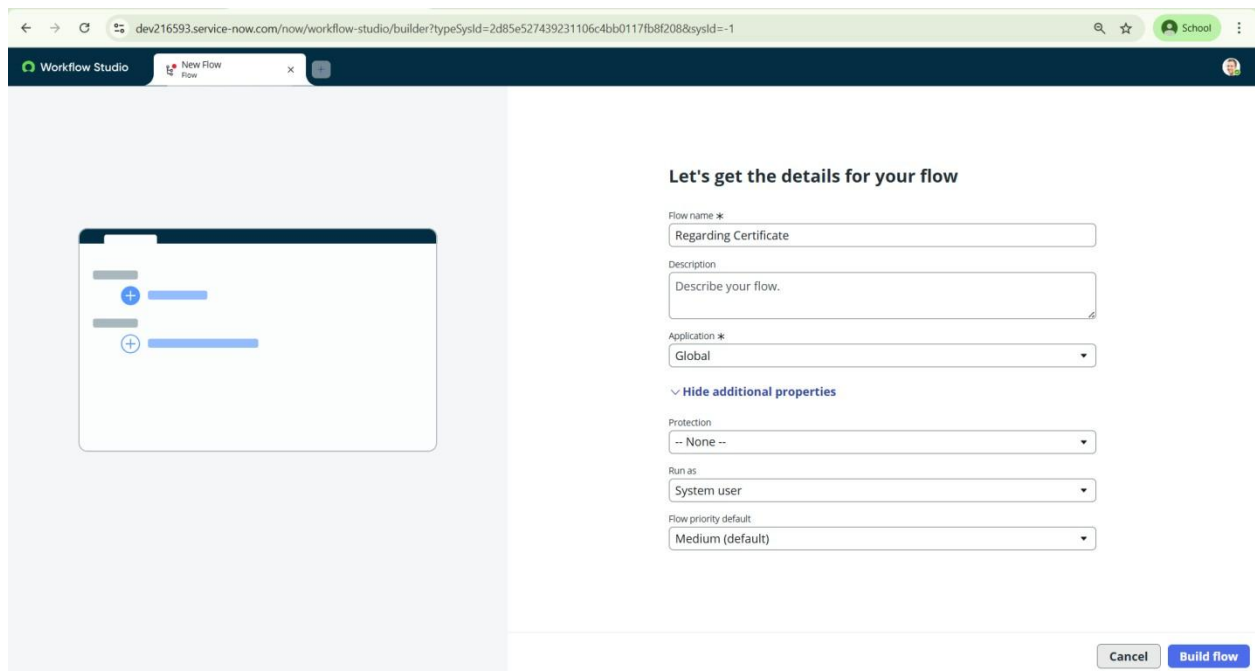


After opening Flow Designer Click on new and select Flow.



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.



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 Workflow Studio interface for a flow named 'Regarding Certificate'. The flow is currently 'Inactive'. Under the 'ACTIONS' section, there is one action: 'Update Operations related Record'. The configuration for this action is as follows:

- Action:** Update Record
- * Record:** Trigger ... ▶ Operations relate...
- * Table:** Operations related [u_operation...]
- * Fields:** Assigned to group (with a dropdown menu showing 'certificates' and a '+ Add field value' button)

At the bottom, there is a status bar indicating 'Status: Modified' and 'Application: Global'. A button '+ Add an Action, Flow Logic, or Subflow' is visible.

Click on Save to save the Flow.

Click on Activate.

The screenshot shows the Workflow Studio interface for the same flow, now 'Active'. The configuration for the 'Update Operations related Record' action remains the same. The 'Data' panel on the right is expanded, showing the following data structure:

- 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)

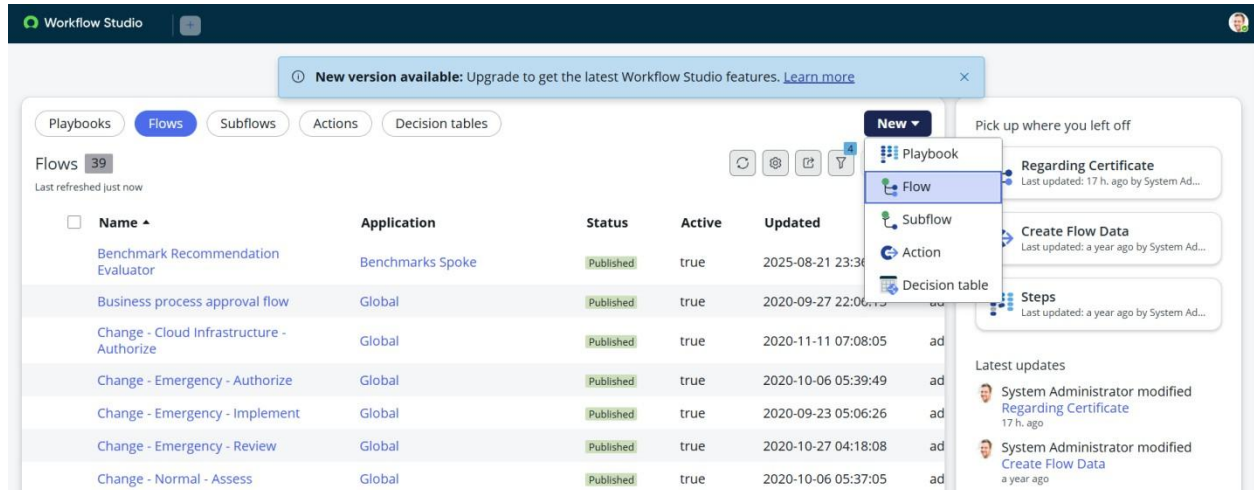
At the bottom, there is an 'ERROR HANDLER' section with a toggle switch and the text: 'If an error occurs in your flow, the actions you add here will run.'

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

Click on All >> search for Flow Designer

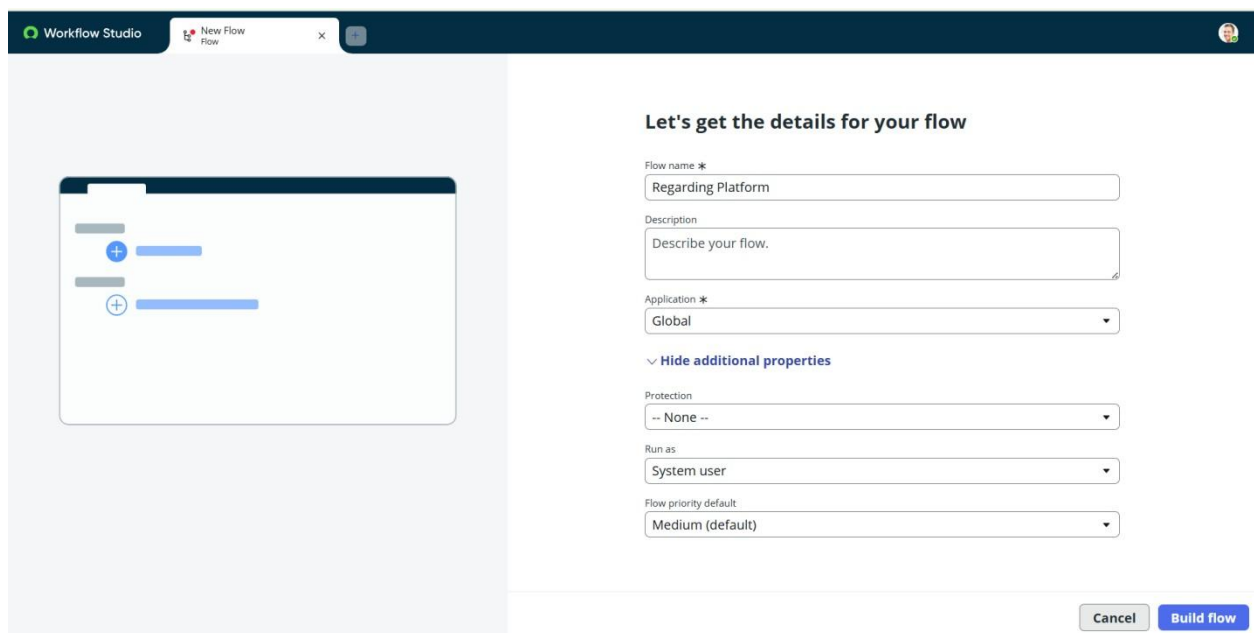
Click on Flow Designer under Process Automation.

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

The screenshot shows the 'Workflow Studio' interface for a workflow named 'Regarding Platform'. The 'TRIGGER' section is active, showing a trigger of type 'Created or Updated' for the table 'Operations related [u_operation...'. The trigger condition is set to 'All of these conditions must be met', with three criteria: 'Issue is unable to login to platform', 'Issue is 404 error', and 'Issue is regarding user expired'. The 'Run Trigger' is set to 'Once'. The 'Data' panel on the right shows the flow variables for the trigger, including 'Operations related Record' (Record), 'Changed Fields' (Array.Object), 'Operations related Table' (Table), 'Run Start Time UTC' (DateTime), and 'Run Start Date/Time' (DateTime). The 'Done' button is visible at the bottom right of the trigger configuration area.

After that click on Done.

Now under Actions.

Click on Add an action.

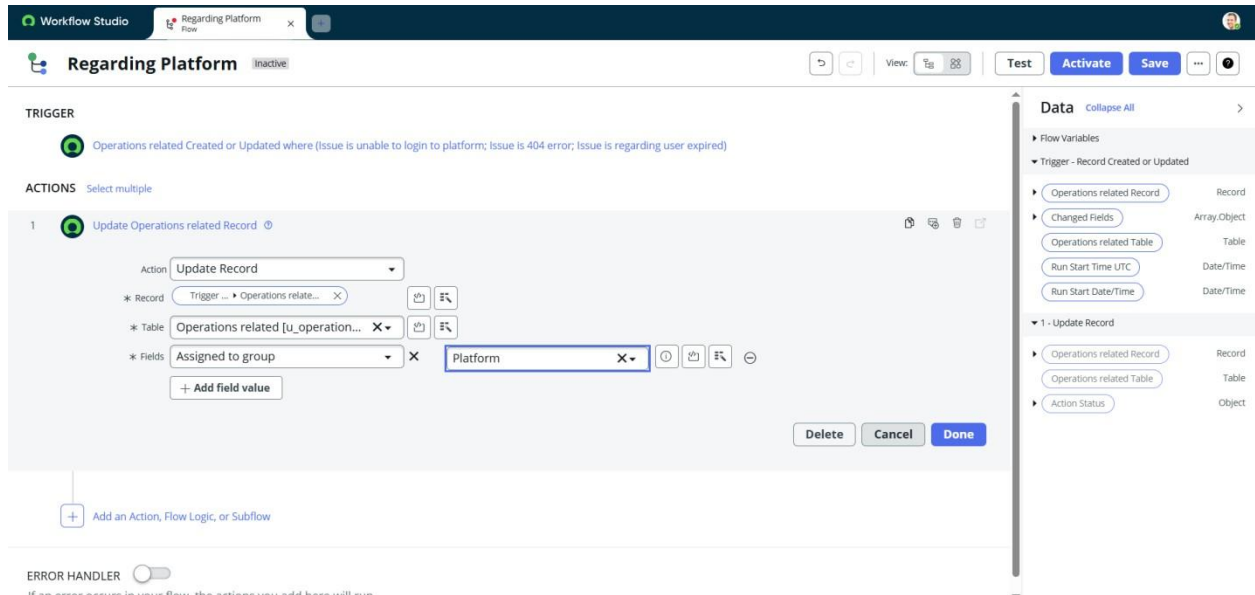
Select action in that search for " Update Record ".

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

Table will be auto assigned after that

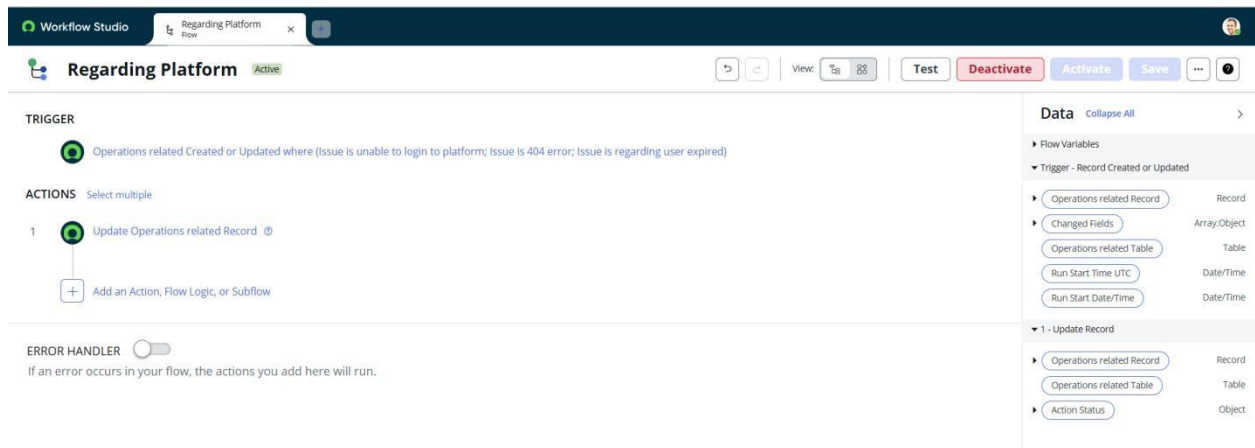
Give the field as " Assigned to group ".

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.