

PROJECT DESIGN

Team ID	LTVIP2025TMID30596
Project Name	Streamlining ticket assignment for efficient support operation

Proposed solutions template :

Project team shall fill the following information in the proposed solutions template

S.no	Parameters	Description
1.	Problem statement (problem to be solved)	Manual ticket assignment leads to delays, misrouting, and inefficient support operations. A streamlined, automated system is needed to improve accuracy and response time.
2.	Idea/solutions description	Implement an automated ticket assignment system in ServiceNow using roles, groups, and workflows to ensure accurate routing, faster resolution, and improved support efficiency.
3.	Novelty/uniqueness	Uses intelligent routing, role-based access, and automation in ServiceNow to optimize support with minimal manual effort.
4.	Social impact/customer satisfaction	Faster, accurate support boosts user satisfaction and builds trust through timely issue resolution.
5.	Business model (revenue model)	Improves operational efficiency, reducing support costs and downtime, while enhancing service quality—leading to higher customer retention and potential subscription growth.
6.	Scalability of the solution	Easily handles increasing tickets, users, and services without affecting performance, making it suitable for growing organizations.

Milestone 1: Users

Purpose: User creation allows assigning roles and responsibilities, enabling accurate and efficient ticket routing in ServiceNow.

Uses: user creation enables role-based access, accurate ticket assignment, and workflow automation for efficient support operations.

Steps:

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 user
6. Click on submit
7. Create one more user:
8. Create another user with the following details
9. Click on submit

The screenshot shows the ServiceNow user creation interface. The browser address bar displays a URL from dev310397.service-now.com. The page title is 'User - manne niranjan'. The form includes fields for User ID (Manne.Niranjan), First name (manne), Last name (niranjan), Title, and Department. There are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal integration user'. On the right, there are dropdown menus for Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), and Date format (System (yyyy-MM-dd)). There are also input fields for Business phone, Mobile phone, and a 'Photo' link. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'. Below these buttons are 'Related Links' (View linked accounts, View Subscriptions, Reset a password) and a tabbed interface with 'Entitled Custom Tables' selected, showing a table with a search bar. The Windows taskbar at the bottom shows the date as 23-06-2025 and time as 15:55.

Milestone 2: Groups

Purpose: Group creation allows organizing users into teams (e.g., IT support, HR), so tickets can be automatically assigned to the right group, ensuring faster and more efficient support operations.

Uses: Group creation helps in assigning tickets to the right team, managing workloads efficiently, and enabling automated routing based on skills or roles in ServiceNow.

Steps:

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
6. Click on submit

7. Create one more group
8. Create another group with the following details
9. Click on submit

ServiceNow Developers | Platform | Group | ServiceNow

dev310397.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D4f97a60cc3d66a100383990ed4013110%26sysparm_view%3D%26sysparm_record_target%3Dsys...

servicenow All Favorites History Workspaces Admin Group - Platform Search

Name: Platform Manager: Manne Niranja Group email: Parent: Description:

Update Delete

Roles Group Members Groups

Created Search Edit...

Group - Platform

Created	Role	Granted by	Inherits
No records to display			

Response time: 1715 / Network: 1 Server: 16981 Browser: 175

4 cm of rain Tuesday 15:59 23-06-2025

ServiceNow Developers | Certificates | Group | ServiceNow

dev310397.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D2c23ed81c312ae100383990ed4013104%26sysparm_record_target%3Dsys_user_group%26syspa...

servicenow All Favorites History Workspaces Admin Group - Certificates Search

Name: Certificates Manager: Katherine Pierce Group email: Parent: Description:

Update Delete

Roles Group Members Groups

Created Search Edit...

Group - Certificates

Created	Role	Granted by	Inherits
No records to display			

4 cm of rain Tuesday 15:58 23-06-2025

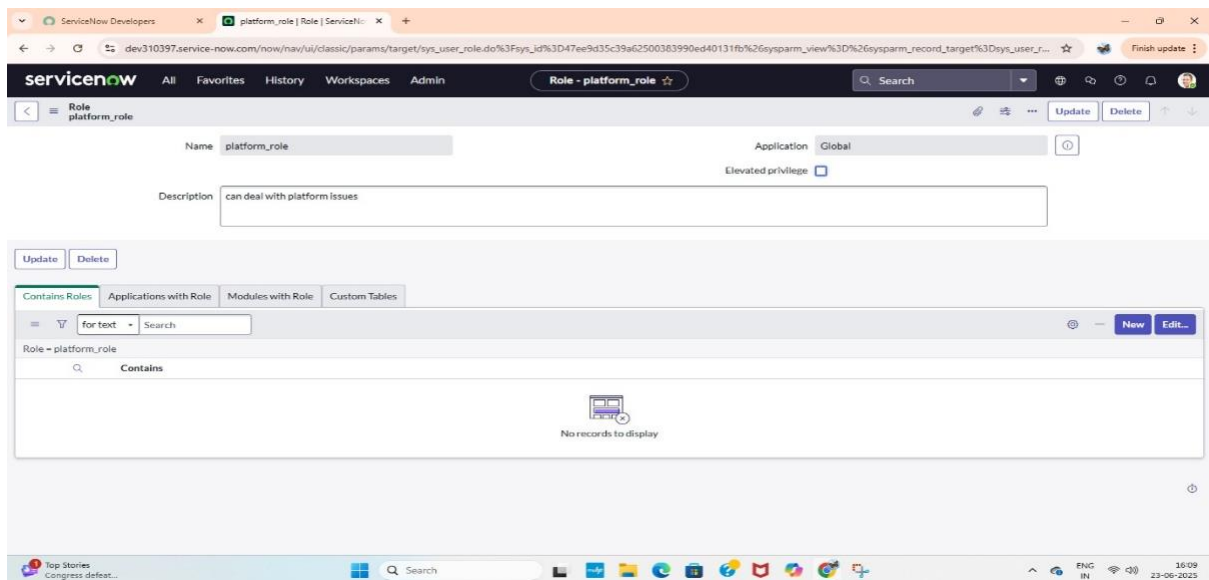
Milestone 3: Roles

Purpose: Role creation defines what actions users can perform in ServiceNow, ensuring secure access, proper task ownership, and smooth automation during ticket assignment.

Uses: Role creation defines user permissions and access levels, ensuring that only authorized users can view, edit, or manage tickets—enabling secure and efficient ticket assignment in ServiceNow.

Steps:

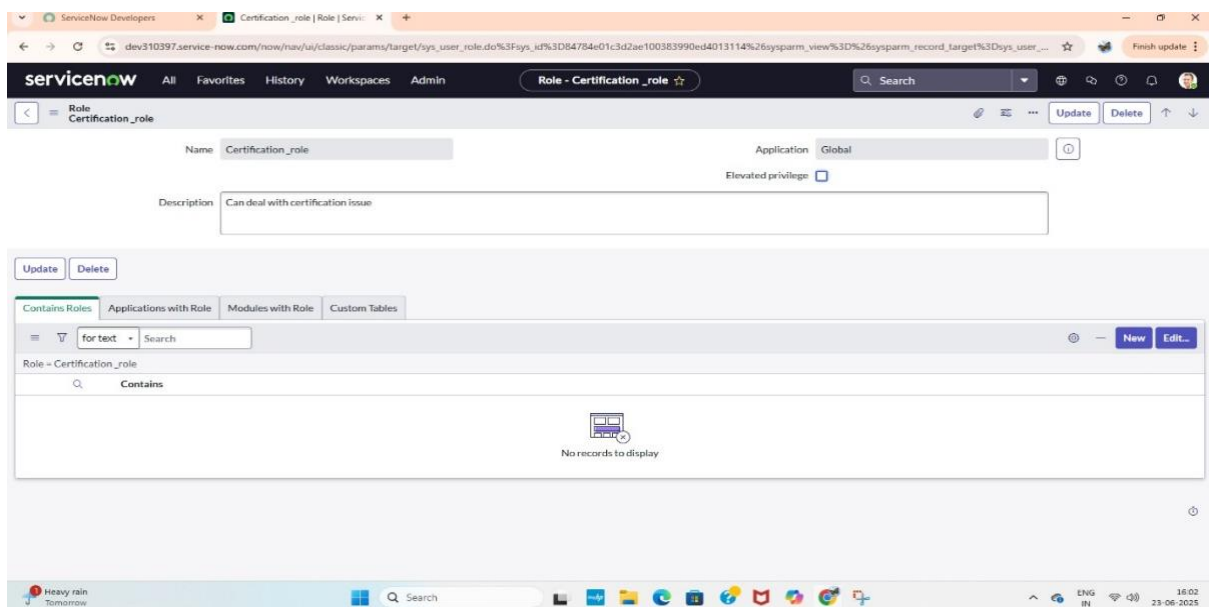
1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role
6. Click on submit
7. Create one more role:
8. Create another role with the following details
9. Click on submit



The screenshot shows the ServiceNow interface for creating a new role named 'platform_role'. The form includes the following fields and options:

- Name:** platform_role
- Application:** Global
- Elevated privilege:** ☐
- Description:** can deal with platform issues

Below the form, there are tabs for 'Contains Roles', 'Applications with Role', 'Modules with Role', and 'Custom Tables'. The 'Contains Roles' tab is active, showing a search bar with the text 'for text' and a search button. Below the search bar, there is a table with the header 'Role - platform_role' and a sub-header 'Contains'. The table is currently empty, displaying 'No records to display'.



The screenshot shows the ServiceNow interface for creating a new role named 'Certification_role'. The form includes the following fields and options:

- Name:** Certification_role
- Application:** Global
- Elevated privilege:** ☐
- Description:** Can deal with certification issue

Below the form, there are tabs for 'Contains Roles', 'Applications with Role', 'Modules with Role', and 'Custom Tables'. The 'Contains Roles' tab is active, showing a search bar with the text 'for text' and a search button. Below the search bar, there is a table with the header 'Role - Certification_role' and a sub-header 'Contains'. The table is currently empty, displaying 'No records to display'.

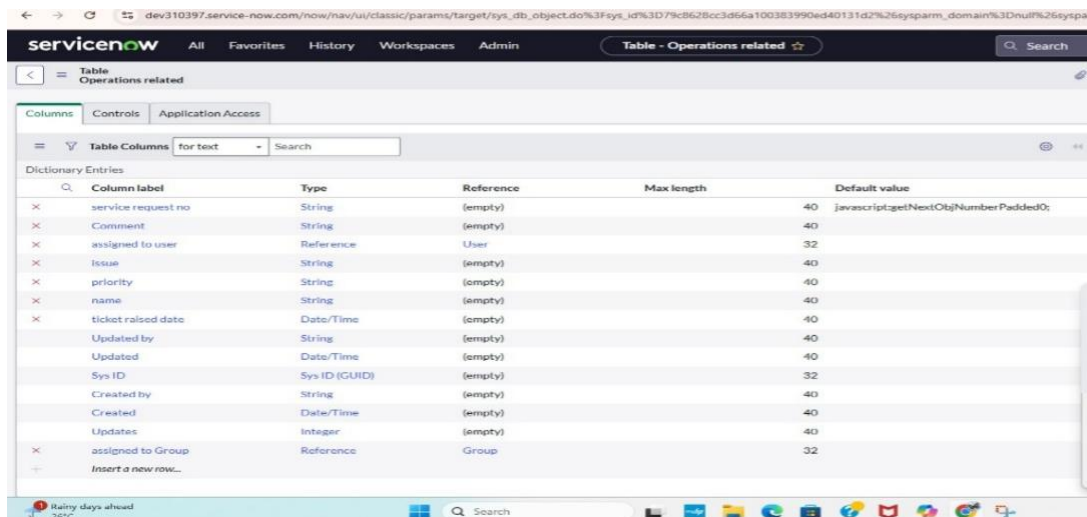
Milestone 4: Tables

Purpose: Table creation provides a structured way to store and manage ticket-related data, such as incidents, users, groups, and assignments in ServiceNow.

Uses: Organizes data into rows (records) and fields (columns) Enables workflows to automatically assign and track tickets

Steps:

- 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 new menu name : ***Operations related***
- Under table columns give the columns
- 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



Column label	Type	Reference	Max length	Default value
service request no	String	(empty)	40	javascript:getNextObjNumber Padded0;
Comment	String	(empty)	40	
assigned to user	Reference	User	32	
Issue	String	(empty)	40	
priority	String	(empty)	40	
name	String	(empty)	40	
ticket raised date	Date/Time	(empty)	40	
Updated by	String	(empty)	40	
Updated	Date/Time	(empty)	40	
Sys ID	Sys ID (GUID)	(empty)	32	
Created by	String	(empty)	40	
Created	Date/Time	(empty)	40	
Updates	Integer	(empty)	40	
assigned to Group	Reference	Group	32	
Insert a new row...				

Milestone 5: Assign roles & users to group

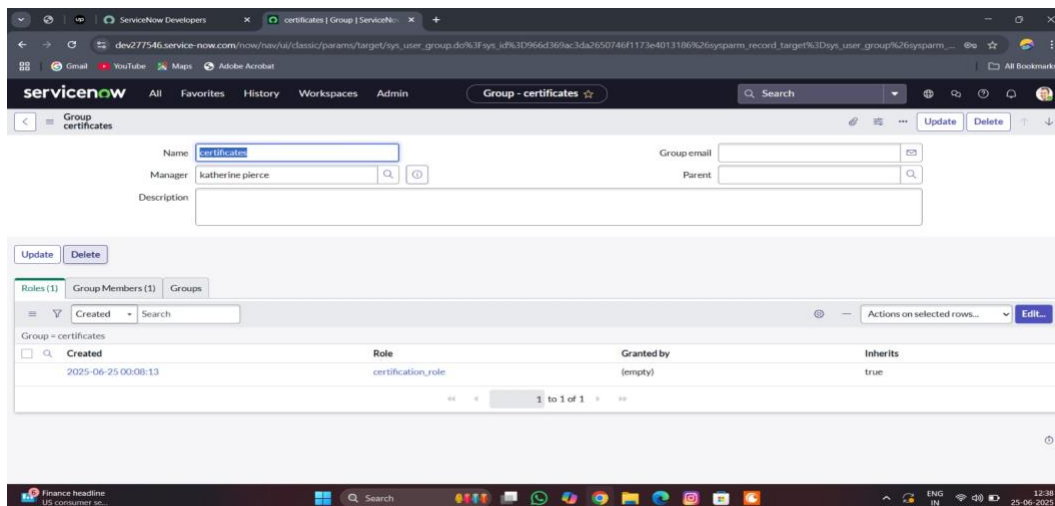
Activity 1 :Assign roles & users to certificate group

Purpose:Assign roles and users to the certificate group to enable accurate routing and efficient handling of certificate-related tickets.

Uses: Assign roles and users to the certificate group ensures proper access, automated ticket routing, and efficient handling of certificate-related issues in support

Steps:

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.



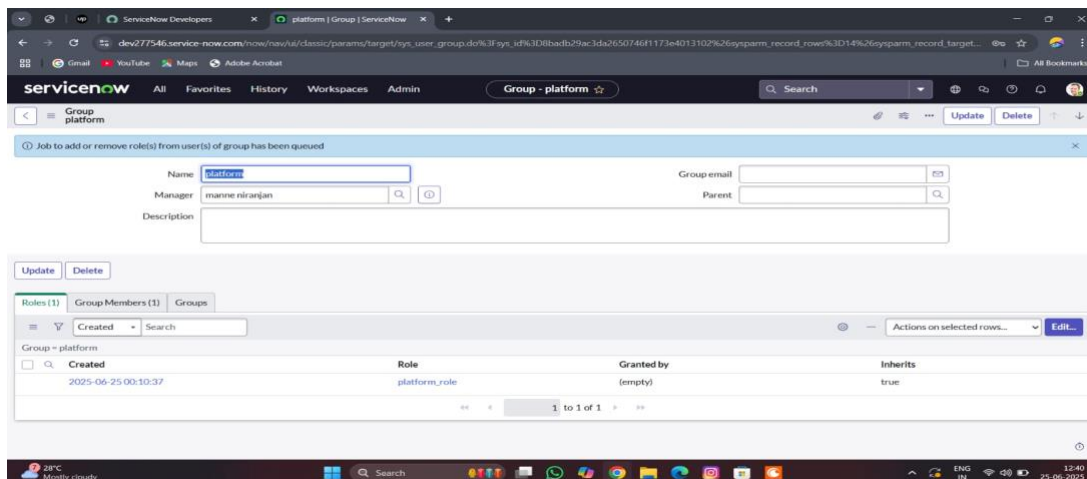
Activity 2:Assign roles & users to platform groups

Purpose.: Assigning roles and users to the platform group enables proper access and efficient handling of platform-related tickets for faster

Uses: Assigning roles and users to the platform group ensures accurate routing, proper access control, and efficient resolution of platform-related tickets, improving overall support operations

Steps:

1. Open service now
2. Click on All >> search for tables
3. Select tables under system definitions'
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.



Milestone 6:Assign role to table

Purpose: Assigning roles to tables ensures controlled access and enables users to interact with the right data, supporting secure and efficient ticket assignment and resolution in ServiceNow.

Uses: Assigning roles to tables allows proper data access, enforces security, supports automation, and ensures users can perform required actions to manage and resolve tickets efficiently

Steps:

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

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

Type: record
 Operation: write
 Decision Type: Allow If
 Admin overrides: ☒
 Protection policy: --None--
 Name: *
 Description: Not a valid table name
 Applies To: Not a valid table name
 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. Additional ACLs may grant access to records where this ACL has not granted access.
 2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.
[More Info](#)

Milestone 7 : Create ACL

Purpose: Creating ACLs ensures secure and controlled access to ticket data, allowing only authorized users to view or modify records, which supports data integrity and efficient operations in ServiceNow.

Uses: Creating ACLs helps enforce role-based access, protect sensitive ticket data, ensure compliance, and support secure and efficient handling of tickets in ServiceNow.

Steps:

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

The screenshot shows the ServiceNow web interface for configuring an Access Control Rule (ACL) for the resource 'u_operations_related'. The page title is 'Access Control - u_operations_related'. Below the title, there are buttons for 'Add Filter Condition' and 'Add OR Clause', and a search bar. The main section is titled 'Conditions' and contains a blue informational box explaining that Access Control Rules have two decision types: 'Allow Access' (allows access if all conditions are met) and 'Deny Access' (denies access if all conditions are met). Below this, there is a table for 'Requires role' with the following entries:

Role
u_operations_related_user
platform_role
certification_role
Insert a new row...

At the bottom of the 'Requires role' section, there is a 'Security Attribute Condition' section with radio buttons for 'Local or Existing', 'Existing', and 'Local'.