

Streamlining Ticket Assignment for Efficient Support Operations

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.

Process

1.Users

2.Groups

3.Roles

4.Table

5.Assign Roles and users to groups

6.Assign Role to Table

7..Create ACL

8.Flow

1.Create Users

A.Manne Niranjan

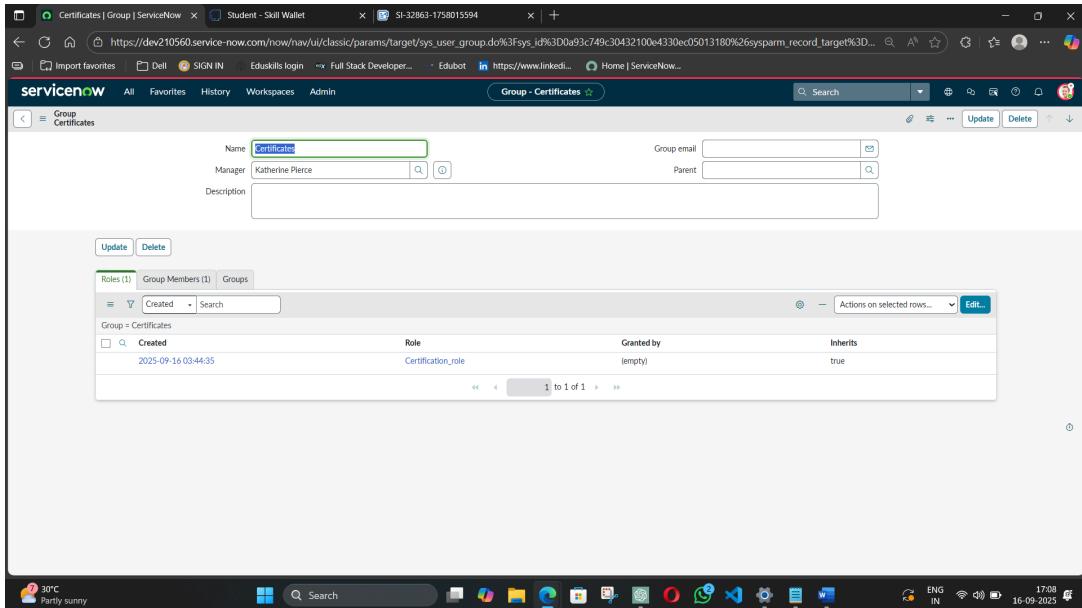
The screenshot shows the ServiceNow User creation interface. The user ID is set to "manne.niranjan". Other fields include First name ("Manne"), Last name ("Niranjan"), Title (empty), Department (empty), and Password (empty). Under the "Identity type" dropdown, "Human" is selected. The "Language" dropdown shows "-- None --". Under "Calendar integration", "Outlook" is selected. The "Time zone" dropdown shows "System (America/Los_Angeles)". The "Date format" dropdown shows "System (yyyy-MM-dd)". There are also fields for Business phone and Mobile phone, both of which are empty. The "Active" checkbox is checked. Below the main form, there is a "Related Links" section with links to "View linked accounts", "View Subscriptions", and "Reset a password". At the bottom, there is a table titled "Entitled Custom Tables" showing one row for "User = Manne Niranjan". The table has columns for "Table", "Application", and "Role". The status bar at the bottom indicates it's 30°C and partly sunny.

B)Katherine Pierce

The screenshot shows the ServiceNow User creation interface. The user ID is set to "Katherine Pierce". Other fields include First name ("Katherine"), Last name ("Pierce"), Title (empty), Department (empty), and Password (empty). Under the "Identity type" dropdown, "Human" is selected. The "Language" dropdown shows "-- None --". Under "Calendar integration", "Outlook" is selected. The "Time zone" dropdown shows "System (America/Los_Angeles)". The "Date format" dropdown shows "System (yyyy-MM-dd)". There are also fields for Business phone and Mobile phone, both of which are empty. The "Active" checkbox is checked. Below the main form, there is a "Related Links" section with links to "View linked accounts", "View Subscriptions", and "Reset a password". At the bottom, there is a table titled "Entitled Custom Tables" showing one row for "User = Katherine Pierce". The table has columns for "Table", "Application", and "Role". The status bar at the bottom indicates it's 30°C and partly sunny.

2.Create Groups

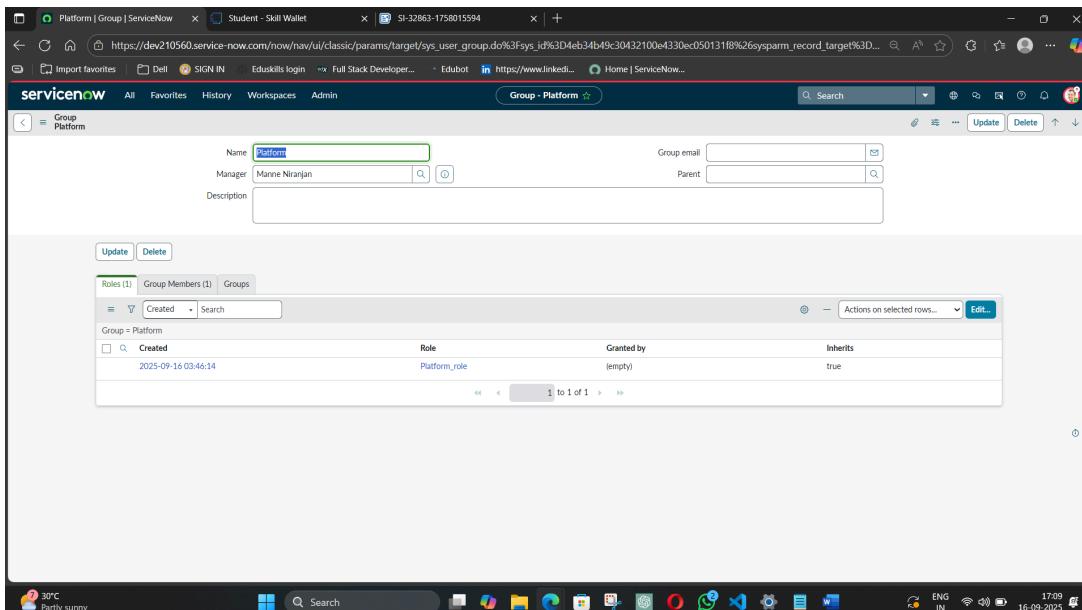
A.Certificates



The screenshot shows the ServiceNow interface for creating a new group. The top navigation bar includes tabs for Certificates, Group, ServiceNow, Student - Skill Wallet, and others. The main title is "Group - Certificates". The "Name" field is filled with "Certificates". The "Manager" field is set to "Katherine Pierce". The "Description" field is empty. Below the form, there is a table titled "Roles (1)" showing one role entry:

Created	Role	Granted by	Inherits
2025-09-16 03:44:35	Certification_role	(empty)	true

B.Platform



The screenshot shows the ServiceNow interface for creating a new group. The top navigation bar includes tabs for Platform, Group, ServiceNow, Student - Skill Wallet, and others. The main title is "Group - Platform". The "Name" field is filled with "Platform". The "Manager" field is set to "Manne Nirjan". The "Description" field is empty. Below the form, there is a table titled "Roles (1)" showing one role entry:

Created	Role	Granted by	Inherits
2025-09-16 03:46:14	Platform_role	(empty)	true

3.Create roles

A.Certification Role

The screenshot shows the ServiceNow interface for creating a new role. The title bar says "Role - Certification_role". The main form has fields for "Name" (set to "Certification_role"), "Application" (set to "Global"), and "Description" ("can deal with certification issues"). Below the form is a "Contains Roles" section which is currently empty, showing "No records to display". The status bar at the bottom indicates it's 17:12 on 16-09-2025.

B.Platform Role

The screenshot shows the ServiceNow interface for creating a new role. The title bar says "Role - Platform_role". The main form has fields for "Name" (set to "Platform_role"), "Application" (set to "Global"), and "Description" ("Can deal with platform related issues"). Below the form is a "Contains Roles" section which is currently empty, showing "No records to display". The status bar at the bottom indicates it's 17:13 on 16-09-2025.

4.Create Table

The screenshot shows the ServiceNow 'Table - New Record' interface. At the top, there are several configuration fields: 'Label' (Operations related), 'Name' (u_operations_related), 'Application' (Global), 'Create module' (checked), 'Extends table' (Application File), 'Create mobile module' (checked), 'Add module to menu' (Create new), 'New menu name' (Operations related), and 'Remote Table' (unchecked). Below these, a table titled 'Dictionary Entries' lists various columns with their labels, types, references, max lengths, default values, and display settings. The 'Ticket raised Date' column is currently selected. The bottom of the screen shows the Windows taskbar with various pinned icons and system status.

The screenshot shows the ServiceNow 'Operations Related - New Record' interface. It displays a form with fields: 'Service request No' (empty), 'Name' (empty), 'Assigned to group' (empty), 'Comment' (empty), 'Assigned to user' (empty), 'Issue' (regarding user expired), 'Priority' (dropdown menu showing options like 'None', 'New choice', '404 error', 'regarding certificates', 'regarding user expired', and 'unable to login to platform'), and a 'Ticket raised Date' field (empty). A 'Submit' button is at the bottom left. The bottom of the screen shows the Windows taskbar with various pinned icons and system status.

5. Assign roles & users to groups

5.1 Assign roles & users to certificate group

The screenshot shows the 'Group - Certificates' page in ServiceNow. The group details are as follows:

Name	Manager	Description	Group email	Parent
Certificates	Katherine Pierce			

The 'Roles (1)' section shows one role assignment:

Created	Role	Granted by	Inherits
2025-09-16 03:44:35	Certification_role	(empty)	true

5.2 Assign roles & users to platform group

The screenshot shows the 'Group - Platform' page in ServiceNow. The group details are as follows:

Name	Manager	Description	Group email	Parent
Platform	Manne Nirjanan			

The 'Roles (1)' section shows one role assignment:

Created	Role	Granted by	Inherits
2025-09-16 03:46:14	Platform_role	(empty)	true

6. Assign role to table

6.1 Read

The screenshot shows the ServiceNow Access Control interface for the 'u_operations_related' table. The 'Conditions' section is expanded, displaying the following details:

- Access Control Rules:** Two decision types: Allow Access (if all conditions are met) and Deny Access (unless all conditions are met).
- Requires role:** The 'Role' dropdown is set to 'Existing'. Under 'Role', the 'u_operations_related_user' role is selected, and the 'Platform_role' and 'Certification_role' roles are listed.
- Security Attribute Condition:** Local or Existing is selected. A search bar for 'Security Attribute' is present. The 'Condition' section contains the text 'All of these conditions must be met' with a dropdown menu for 'choose field' and operators 'OR' and 'AND'.

6.2 Write

The screenshot shows the ServiceNow Access Control interface for the 'u_operations_related' table. The 'Conditions' section is expanded, displaying the following details:

- Admin overrides:** Protection policy is set to 'None'.
- Name:** 'Operations Related [u_operations_related]'.
- Description:** 'Default access control on u_operations_related'.
- Applies To:** The 'Conditions' section is identical to the one in the 'Read' screenshot, specifying 'Allow Access' conditions based on roles.

7.Create ACL

7.1 Service Request Info

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

- Type: record
- Operation: write
- Decision Type: Allow If
- Admin overrides: checked
- Protection policy: None
- Name: Operations Related [u_operations_related]
- Description: (empty)
- Applies To: No. of records matching the condition: 0
- Conditions section: Describes two decision types: Allow Access (grants access if all conditions are met) and Deny Access (denies access unless all conditions are met). It also lists the 'More Info' link.
- Requires role: Role: admin

The bottom of the screen shows the Windows taskbar with various pinned icons and system status information.

7.2 Priority

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

- Type: record
- Operation: delete
- Decision Type: Allow If
- Admin overrides: checked
- Protection policy: None
- Name: Operations Related [u_operations_related]
- Description: (empty)
- Applies To: No. of records matching the condition: 0
- Conditions section: Describes two decision types: Allow Access (grants access if all conditions are met) and Deny Access (denies access unless all conditions are met). It also lists the 'More Info' link.
- Requires role: Role: admin

The bottom of the screen shows the Windows taskbar with various pinned icons and system status information.

7.3 Name

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

- Type: record
- Operation: write
- Decision Type: Allow If
- Admin overrides: checked
- Protection policy: None
- Name: Operations Related [u_operations_related]
- Description: (empty)
- Applies To: No. of records matching the condition: 0
- Conditions section: Describes two decision types: Allow Access (all conditions met) and Deny Access (unless all conditions are met). It also notes that Admin ACLs can grant access where this ACL has denied it.
- Requires role: admin

The browser status bar at the bottom indicates: 30°C Partly sunny, ENG IN, 17:28, 16-09-2025.

7.4 Issue

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

- Type: record
- Operation: write
- Decision Type: Allow If
- Admin overrides: checked
- Protection policy: None
- Name: Operations Related [u_operations_related]
- Description: Issue
- Applies To: (empty)
- Conditions section: Describes two decision types: Allow Access (all conditions met) and Deny Access (unless all conditions are met). It also notes that Admin ACLs can grant access where this ACL has denied it.
- Requires role: admin

The browser status bar at the bottom indicates: 30°C Partly sunny, ENG IN, 17:29, 16-09-2025.

7.5 Ticket raised date

The screenshot shows the ServiceNow Access Control rule configuration page. The rule is named 'u_operations_related.u_ticket_raised_date'. It is set to 'Type: record' and 'Operation: write'. The 'Decision Type' is 'Allow If'. The 'Name' field is set to 'Operations Related [u_operations_related]' and the 'Ticket raised Date' field is selected. The 'Description' field is empty. The 'Applies To' section shows 'No. of records matching the condition: 0'. The 'Conditions' section contains a note about decision types and roles, listing 'admin' as the required role. The 'Security Attribute Condition' section is empty.

The screenshot shows the ServiceNow Access Controls list page. The table displays various access control rules across multiple pages. The columns include Name, Decision Type, Operation, Type, Active, Updated by, and Updated. A search bar at the top right is set to 'Actions on selected rows...'. The table shows over 40,000 entries.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-16 04:00:10
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-16 03:59:24
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-09-16 03:58:01
u_operations_related.u_priority	Allow If	delete	record	true	admin	2025-09-16 03:56:54
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-16 03:55:50
u_operations_related	Allow If	delete	record	true	admin	2025-09-16 03:26:45
u_operations_related	Allow If	write	record	true	admin	2025-09-16 03:26:45
u_operations_related	Allow If	read	record	true	admin	2025-09-16 03:26:45
u_operations_related	Allow If	create	record	true	admin	2025-09-16 03:26:45
sys_gen_ai_provider	Allow If	read	record	true	system	2025-09-16 01:38:21
sys_gen_ai_provider	Allow If	write	record	true	system	2025-09-16 01:38:21
sys_gen_ai_provider	Allow If	create	record	true	system	2025-09-16 01:38:21
sys_gen_ai_provider	Allow If	delete	record	true	system	2025-09-16 01:38:21
sys_df_query_stats0007	Allow If	create	record	true	system	2025-09-16 01:24:02
sys_df_query_stats0007.*	Allow If	write	record	true	system	2025-09-16 01:24:02
sys_df_query_stats0007	Allow If	delete	record	true	system	2025-09-16 01:24:02
sys_df_query_stats0006.*	Allow If	write	record	true	system	2025-09-16 01:24:01
sys_df_query_stats0006	Allow If	delete	record	true	system	2025-09-16 01:24:01
sys_df_query_stats0006	Allow If	create	record	true	system	2025-09-16 01:24:01
sys_df_query_stats0005	Allow If	create	record	true	system	2025-09-16 01:24:00

8.Flow

8.1 Create a Flow to Assign operations ticket to group

A) Trigger

The screenshot shows the 'Regarding Certificate' trigger configuration in ServiceNow's Workflow Studio. The trigger is set to 'Created or Updated' for the 'Operations Related' table. A condition is defined: 'Issue Is regarding certificates'. The trigger runs once. The actions section contains one action: 'Update Operations Related Record'.

B. Action

The screenshot shows the 'Regarding Certificate' action configuration in ServiceNow's Workflow Studio. The action is 'Update Record' for the 'Operations Related' table. It updates the 'Assigned to group' field to 'Certificates'. The action properties are set to 'Update Record'.

8.2 Create a Flow to Assign operations ticket to Platform group

A)Trigger

The screenshot shows the ServiceNow Workflow Studio interface. The main panel displays a trigger configuration for 'Regarding Platform'. The trigger is set to 'Created or Updated' on the 'Operations Related' table. The condition section contains three OR conditions: 'Issue is unable to login to platform', 'Issue is 404 error', and 'Issue regarding user expired'. The 'Run Trigger' dropdown is set to 'Once'. To the right, a sidebar titled 'Data' lists various flow variables and triggers, such as 'Operations Related Record', 'Changed Fields', and 'Run Start Date/Time'. At the bottom, there are 'Delete', 'Cancel', and 'Done' buttons.

B.Action

The screenshot shows the ServiceNow Workflow Studio interface. The main panel displays an action configuration for 'Regarding Platform'. The action is 'Update Operations Related Record'. The 'Action Properties' section shows 'Update Record' selected. The 'Action Inputs' section includes a record selection for 'Operations Related' and a field selection for 'Assigned to group' with 'Platform' assigned. The sidebar on the right is identical to the one in the trigger configuration, listing various flow variables and triggers. At the bottom, there are 'Delete', 'Cancel', and 'Done' buttons.