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**DEPARTMENT OF  
COMPUTER SCIENCE ENGINEERING**

**TITLE : Streamlining Ticket Assignment for Efficient  
Support Operations**

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# 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.

## Users

### Create Users

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

User - Manne Niranjan

User ID	manne.niranjan	Email	niranjanreddymanne2507@gmail.com
First name	Manne	Language	-- None --
Last name	Niranjan	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	<a href="#">Click to add...</a>
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

- 1.
2. Click on submitCreate one more user:
3. Create another user with the following details

User - Katherine Pierce

User ID	Katherine Pierce	Email	
First name	Katherine	Language	-- None --
Last name	Pierce	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	<a href="#">Click to add...</a>
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

- 1.
2. Click on submit

## Groups

## Create Groups

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

The screenshot shows a form titled "Group certificates". The "Name" field contains "certificates". The "Manager" field contains "Katherine Pierce" with a search icon and a help icon. The "Group email" field is empty. The "Parent" field is empty. The "Description" field is empty.

1. Click on submit

Create one more group:

1. Create another group with the following details

The screenshot shows a form titled "Platform". The "Name" field contains "Platform". The "Manager" field contains "Manne Niranjan" with a search icon and a help icon. The "Group email" field is empty. The "Parent" field is empty. The "Description" field is empty.

1. Click on submit

## Roles

### Create roles

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

The screenshot shows a form titled "Certification\_role". The "Name" field contains "Certification\_role". The "Application" field contains "Global". The "Requires Subscription" dropdown contains "Unspecified". The "Elevated privilege" checkbox is unchecked. The "Description" field contains "Can deal with certification issues".

1. Click on submit

Create one more role:

Create another role with the following details

Name	Platform_role	Application	Global	
Requires Subscription	Unspecified	Elevated privilege <input type="checkbox"/>		
Description	Can deal with platform related issues			

Click on submit

## Tables:

### Create Table

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new tableLabel : Operations relatedCheck the boxes Create module & Create mobile module
6. Under new menu name : Operations related
7. Under table columns give the columns

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Assigned to group	Reference	Group	40		false
Assigned to user	Reference	User	32		false
Comment	String	(empty)	40		false
Issue	String	(empty)	40		false
Name	String	(empty)	40		false
Priority	String	(empty)	40		false
Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Ticket raised Date	Date/Time	(empty)	40		false
+ Insert a new row...					

- 1.
2. Click on submit

Create choices for the issue filed by using form designChoices are

- unable to login to platform
- 404 error

- regarding certificates
- regarding user expired

## Assign roles & users to certificate group

### Assign roles & users to certificate group

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

## Assign roles & users to platform group

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the platform group
5. Under group members
6. Click on edit
7. Select Manne Nirajan and save
8. Click on roles
9. Select Platform\_role and save

## Assign role to table

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

Access Control  
u\_operations\_related

**Definition**

Access Control Rules allow access to the specified resource if all three of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Requires role
Role
<input checked="" type="checkbox"/> u_operations_related_user
<input checked="" type="checkbox"/> Platform_role
<input checked="" type="checkbox"/> Certification_role
+ Insert a new row...

1 to 3 of 3

- 1.
2. Click on u\_operations\_related write operation
3. Under Requires role
4. Double click on insert a new row
5. Give platform role

## Create ACL

### Create ACL

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

Access Control  
u\_operations\_related.u\_service\_request\_no

* Type	record	Application	Global
* Operation	write	Active	<input checked="" type="checkbox"/>
Admin overrides	<input checked="" type="checkbox"/>	Advanced	<input type="checkbox"/>
Protection policy	-- None --		
* Name	Operations related [u_operations_related]	Service request No	
Description			
Condition	4 records match condition <a href="#">Edit</a>		
	<a href="#">Add Filter Condition</a>	<a href="#">Add "OR" Clause</a>	
	-- choose field --	-- oper --	-- value --

- 1.
2. Scroll down under requires role
3. Double click on insert a new row
4. Give admin role
5. Click on submit
6. Similarly create 4 acl for the following fields

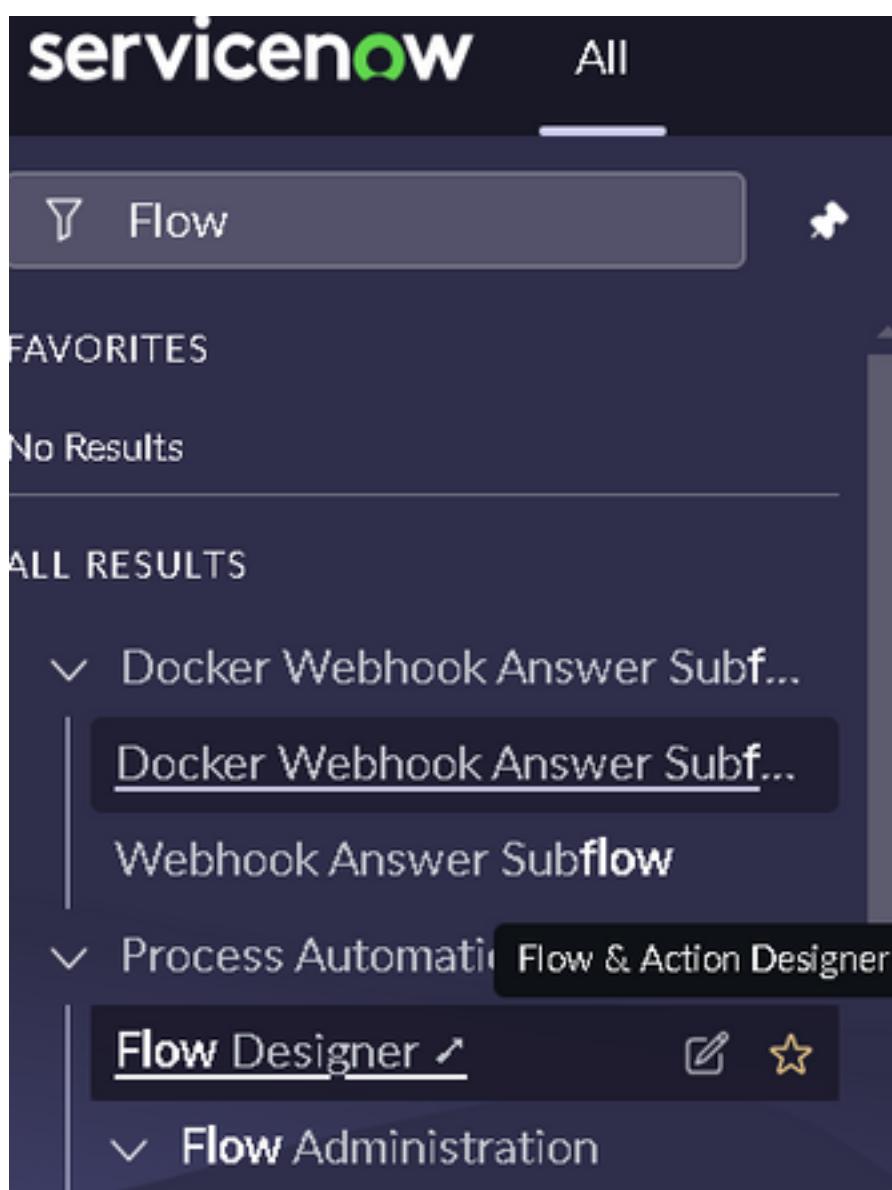
<input type="checkbox"/>	<input type="radio"/>	u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
		u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
		u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
		u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
		u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

1.

## Flow

### Create a Flow to Assign operations ticket to group

1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ Regarding Certificate”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.



servicenow Flow Designer

Flows Subflows Actions Executions Connections Help

New -

Flow Subflow Action Data Stream

Name	Internal name	Application	Status	Active	Updated	Updated by
Standard Laptop task	standard_laptop_task	Global	Published	true	2024-04-16 23:33:53	admin
Email Sending For P1	email_sending_for_p1	Global	Published	false	2024-04-16 04:22:33	admin
Daily Task Reminder	daily_taskReminder	Global	Draft	false	2024-04-16 00:00:02	admin

## Flow properties

\* Flow name: Regarding certificates

Description: Describe your flow

Application: Global

Protection: -- None --

Run As: System User

Cancel Submit

The screenshot shows the ServiceNow Flow Designer interface. At the top, there's a navigation bar with links for Flows, Subflows, Actions, Executions, Connections, and Help. A 'New -' button is visible, with a dropdown menu showing options: Flow, Subflow, Action, and Data Stream. Below the navigation is a search bar with fields for Search, Updated, and a dropdown for 'All'. A table lists three existing flows: 'Standard Laptop task', 'Email Sending For P1', and 'Daily Task Reminder', each with columns for Name, Internal name, Application, Status, Active, Updated, and Updated by.

The main focus is a modal dialog titled 'Flow properties'. It contains fields for 'Flow name' (set to 'Regarding certificates'), 'Description' (empty), 'Application' (set to 'Global'), 'Protection' (set to '-- None --'), and 'Run As' (set to 'System User'). At the bottom of the dialog are 'Cancel' and 'Submit' buttons.

1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition asField : issue

Operator : is

Value : Regrading Certificates

5.After that click on Done.

## Create a Flow to Assign operations ticket to Platform group

1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ Regarding Platform ”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.

1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition asField : issue

Operator : is

Value : Unable to login to platform

1. Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

1. Click on New Criteria

Field : issue

Operator : is

Value : Regrading User expired

1. After that click on Done.
2. Now under Actions.
3. Click on Add an action.
4. Select action in that search for “ Update Record ”.
5. In Record field drag the fields from the data navigation from left side
6. Table will be auto assigned after that
7. Give the field as “ Assigned to group ”.
8. Give value as “ Platform ”.
9. Click on Done.
10. Click on Save to save the Flow.
11. Click on Activate.

## TRIGGER

The screenshot shows the 'Trigger' configuration screen. At the top, it says 'Operations related Created or Updated (Trigger: Created or Updated regarding certificates)'. Below this, the 'Trigger' dropdown is set to 'Created or Updated'. The 'Table' dropdown is set to 'Operations related [u\_operations\_related]'. The 'Condition' section contains a single criterion: 'Issue is Regarding certificates'. The 'Run Trigger' dropdown is set to 'For every update'. There is also an 'Advanced Options' button. At the bottom are 'Delete', 'Cancel', and 'Done' buttons.

1. Now under Actions.
2. Click on Add an action.
3. Select action in that search for "Update Record".
4. In Record field drag the fields from the data navigation from left side
5. Table will be auto assigned after that
6. Give the field as "Assigned to group"
7. Give value as "Certificates"
8. Click on Done.
9. Click on Save to save the Flow.
10. Click on Activate.

## ACTIONS Select multiple

The screenshot shows the 'Actions' configuration screen. It lists one action: '1 Update Operations related Record'. The 'Action' dropdown is set to 'Update Record'. The 'Record' dropdown is set to 'Trigger ... Operations relate...'. The 'Table' dropdown is set to 'Operations related [u\_operations\_related]'. The 'Fields' dropdowns show 'Assigned to group' and 'certificates'. There is a '+ Add field value' button. At the bottom are 'Delete', 'Cancel', and 'Done' buttons.

servicenow Flow Designer

Flow Regarding certificates

Regarding certificates Active

View: Tab Grid | Test Deactivate Activate Save ...

TRIGGER Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1 new Update Operations related Record

+ Add an Action, Flow Logic, or Subflow

Data Collapse All

► 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

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```
graph TD; Start(( )) --> Update[Update Operations related Record]; Update --> End(( ));
```

## 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.