

Project Documentation

Streamlining Ticket Assignment for Efficient Support Operations

1. Objective

The purpose of this project is to deploy an automated ticket routing mechanism in **ServiceNow** for **ABC Corporation**. The solution aims to:

- Streamline support workflows and boost operational efficiency.
- Ensure accurate distribution of support tickets to the right teams.
- Minimize delays in resolving customer issues.
- Enhance overall customer experience and satisfaction.
- Maximize the effective use of resources within the support organization.

2. Scope

This document outlines the end-to-end configuration steps in **ServiceNow** required to establish the automated routing system. It includes:

- Setting up users, groups, and roles.
- Designing a dedicated operations table.
- Associating users and roles with relevant groups.
- Implementing Access Control Lists (ACLs) to secure data access.
- Developing automated workflows in **Flow Designer** to intelligently assign tickets.

3. Process Workflow

3.1 Create Users

1. Go to **All → Users (System Security)**.
2. Click **New**, enter the necessary details for the user, and click **Submit**.
3. Repeat the steps for any additional users to be created.

ServiceNow User profile page for Manne Niranjana. The page displays various user attributes and settings, including contact information, security preferences, and integration options. The 'Active' checkbox is checked, and the 'Internal Integration User' checkbox is unchecked. The 'Update', 'Set Password', and 'Delete' buttons are visible at the bottom of the form.

3.2 Create Groups

1. Navigate to **All → Groups (System Security)**.
2. Click **New**, provide the group information, and select **Submit**.
3. Follow the same process to add other groups as required.

ServiceNow Group creation page for 'certificates'. The page displays the group's name, manager, email, and parent information. The 'Update' and 'Delete' buttons are visible. Below the form, a table shows the group's details, including the role 'Certification_role' and the granted by field.

Created	Role	Granted by	Inherits
2025-10-12 07:10:50	Certification_role	(empty)	true

3.3 Create Roles

1. Open **All → Roles (System Security)**.
2. Click **New**, enter the role name and description, then click **Submit**.

3. Repeat for any other roles needed.

The screenshot shows the ServiceNow interface for configuring a role named 'Certification_role'. The page is titled 'Role - Certification_role' and includes a search bar and navigation tabs. The role configuration section shows the following details:

- Name:** Certification_role
- Application:** Global
- Requires Subscription:** Unspecified
- Elevated privilege:** ☐
- Description:** Can deal with certification issues

Below the configuration section, there are tabs for 'Contains Roles', 'Applications with Role', 'Modules with Role', and 'Custom Tables'. The 'Contains Roles' tab is selected, showing a search bar and a table with the header 'Role = Certification_role'. The table currently displays 'No records to display'.

3.4 Create Table

1. Navigate to **All → Tables (System Definition)**.
2. Click **New** and configure as follows:
 - **Label:** Operations Related
 - Enable both **Create module** and **Create mobile module** options.
 - **Menu Name:** Operations Related
 - Add all required fields to the table.
3. Click **Submit**.
4. Define the following options for the **Issue** field:
 - Unable to login to platform
 - 404 error
 - Regarding certificates
 - Regarding user expired
 - Regarding user expired

ServiceNow interface showing the configuration for the **Operations related** table.

Table Configuration:

- Label:** Operations related
- Name:** u_operations_related
- Application:** Global
- Remote Table:** (empty)

Columns:

Column label	Type	Reference	Max length	Default value	Display
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Assigned to user	Reference	User	32		false
Assigned to Group	Reference	Group	32		false
Priority	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Issue	String	(empty)	40		false
Ticket raised Date	Date/Time	(empty)	40		false

3.5 Assign Roles and Users to Certificates Group

1. Navigate to **All → Tables (System Definition)**.
2. Locate and open the **Certificates Group** record.
3. Under **Roles**, add *Certification_role*.
4. Under **Group Members**, click **Edit** and add *Katherine Pierce*.

ServiceNow interface showing the configuration for the **certificates** group.

Group Configuration:

- Name:** certificates
- Manager:** Katherine Pierce
- Group email:** (empty)
- Parent:** (empty)
- Description:** (empty)

Roles:

Created	Role	Granted by	Inherits
2025-10-12 07:10:50	Certification_role	(empty)	true

3.6 Assign Roles and Users to Platform Group

1. Navigate to **All → Tables (System Definition)**.
2. Locate and open the **Platform Group** record.
3. Under **Group Members**, click **Edit** and add *Manne Niranjan*.
4. Under **Roles**, add *Platform_role*.

The screenshot displays the ServiceNow interface for the 'Group - Platform' record. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The record details section contains fields for 'Name' (Platform), 'Manager' (Manne Niranjan), 'Group email', and 'Parent'. Below these fields are 'Update' and 'Delete' buttons. The 'Group Members' tab is selected, showing a table with one user: Manne Niranjan. The 'Roles' tab is also visible.

Group = Platform
User
Manne Niranjan

3.7 Assign Roles to Table

1. Open the **Operations Related** table.
2. In **Application Access**, locate **u_operations_related (Read Operation)**.
3. Temporarily elevate privileges to **Security Admin**.
4. Under **Requires Role**, include both **Platform_role** and **Certificate_role**.
5. Repeat the same configuration for the **Write Operation**.

dev315143.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3Df496712d53203210be2e5ef0a0490e07%26sysparm_record_target%3Dsys_security_acl...

servicenow All Favorites History Workspaces Access Control - u_operations_related Search

Access Control u_operations_related Update Delete

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. 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](#)

Requires role 1 to 3 of 3

Role
x u_operations_related_user
x Platform_role
x Certification_role
+ Insert a new row...

Security Attribute Condition

3.8 Create ACL

1. Navigate to **All → Access Control (ACL) (System Security)**.
2. Click **New** to create a new ACL.
3. Under **Requires Role**, add the **admin** role.
4. Click **Submit**.
5. Repeat this process for all four necessary fields to ensure data security.

Student - Skill Wallet Access Controls | ServiceNow

dev315143.service-now.com/now/nav/ui/classic/params/target/sys_security_acl_list.do%3Fsysparm_query%3DnameSTARTSWITHu_operations%26sysparm_first_row%3D1%26sysparm_v...

servicenow All Favorites History Workspaces Admin Access Controls Search

Access Controls Name Search Actions on selected rows... New

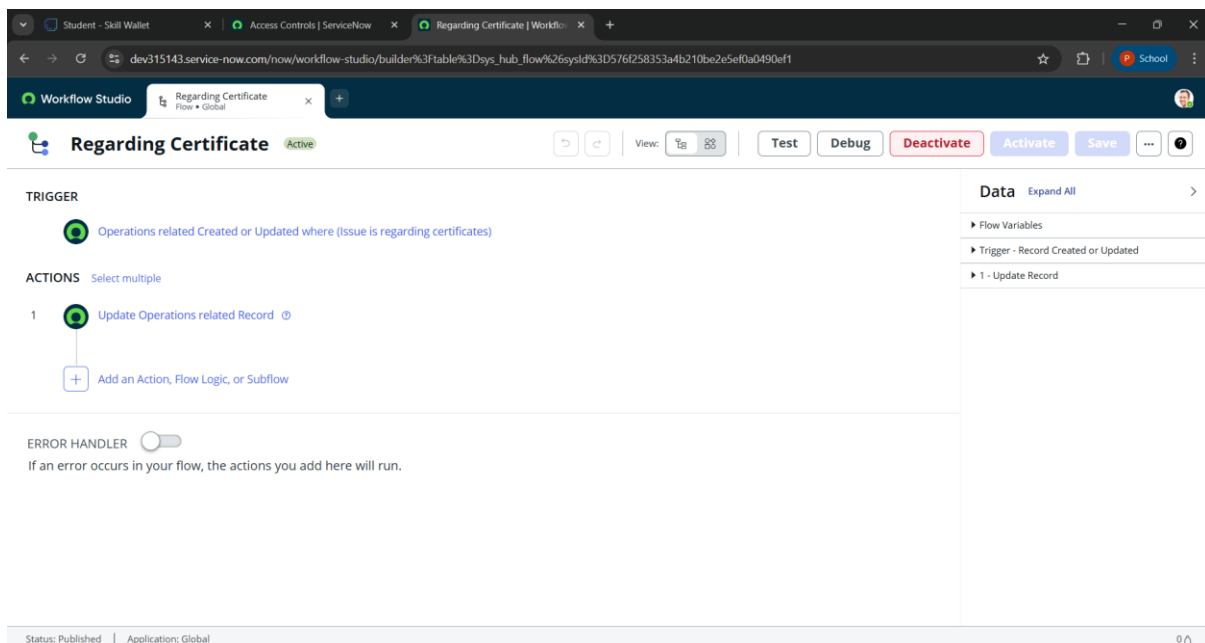
All > Name starts with u_operations

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations	Search	Search	Search	Search	Search	Search
u_operations_related	Allow If	delete	record	true	admin	2025-10-12 07:01:29
u_operations_related	Allow If	create	record	true	admin	2025-10-12 07:01:29
u_operations_related	Allow If	read	record	true	admin	2025-10-12 07:01:29
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-10-16 22:10:09
u_operations_related.u_name	Allow If	write	record	true	admin	2025-10-16 22:09:03
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-10-16 22:05:19
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-10-16 22:04:00
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-10-16 22:08:18

1 to 9 of 9

3.9 Create Flow - Assign Operations Ticket to Certificates Group

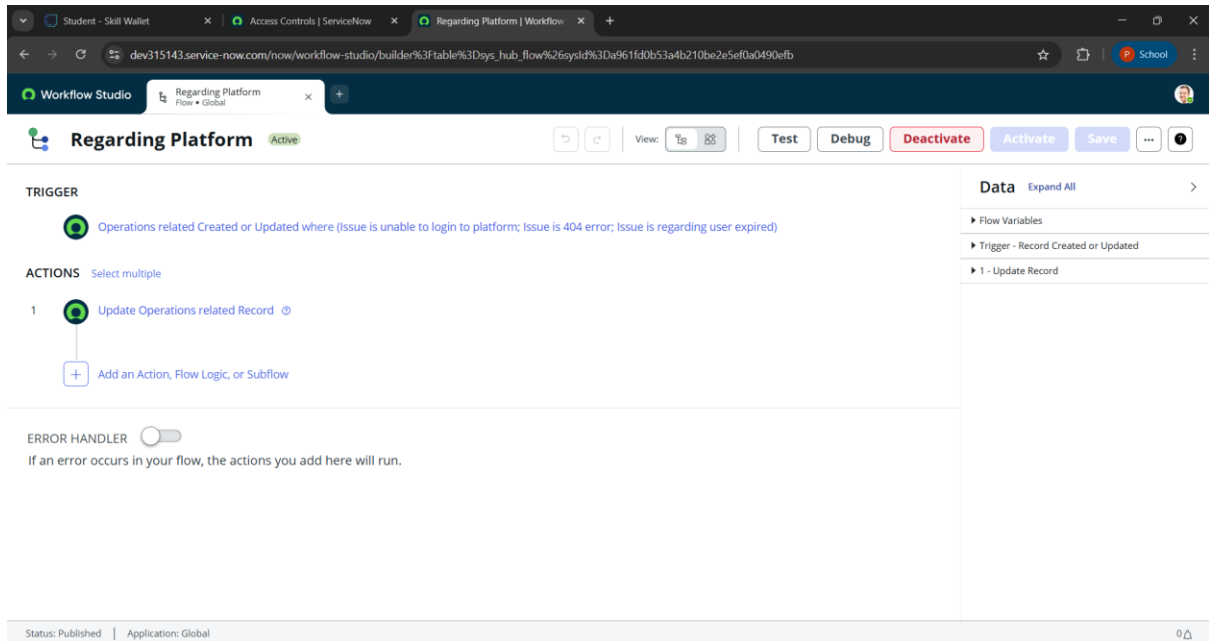
1. Open **Flow Designer** → **New Flow**.
2. Set up the **Flow Properties**:
 - **Flow Name**: Regarding Certificate
 - **Application**: Global
 - **Run As**: System User
3. **Trigger**: When a record is created or updated in the **Operations Related** table, with the condition **Issue = Regarding Certificates**.
4. **Action**: Update the record to set **Assigned to Group = Certificates**.
5. Click **Save** and **Activate** the flow.



3.10 Create Flow - Assign Operations Ticket to Platform Group

1. Open **Flow Designer** → **New Flow**.
2. Set up the **Flow Properties**:
 - **Flow Name**: Regarding Platform
 - **Application**: Global
 - **Run As**: System User
3. **Trigger**: When a record is created or updated in the **Operations Related** table, where **Issue** equals any of the following:
 - Unable to login to platform
 - 404 error

- User expired
4. **Action:** Update the record to set **Assigned to Group = Platform**.
 5. Click **Save** and **Activate** the flow.



4. Conclusion

The deployment of the automated ticket routing system in **ServiceNow** has markedly enhanced the efficiency of support operations at **ABC Corporation**. The automation removes the need for manual ticket allocation, ensuring that:

- Support issues are routed accurately and promptly.
- Resolution times are reduced.
- Teams focus on their areas of expertise without administrative delays.
- Support resources are used more effectively.
- Customer satisfaction has improved through faster and more reliable responses.