

**STREAMLINING  
TICKET  
ASSIGNMENT FOR  
EFFICIENT  
SUPPORT  
OPERATIONS**

# OBJECTIVE

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 :

## CREATED USERS :

### 1.Manne Niranjan

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user.do%3Fsysparm\_choice\_query\_raw%3D%26sysparm\_first\_row%3D1%26sysparm\_list\_header\_...

**servicenow** All Favorites History Workspaces User - Manne Niranjan Search

User: Manne Niranjan Update Set Password Delete

User ID: manne.niranjan Email: niranjanreddymanne2507@gmail.com

First Name: Manne Identity type: Human

Last Name: Niranjan Language: -- None --

Title: Calendar integration: Outlook

Department: Time zone: System (America/Los Angeles)

Password needs reset: Locked out: Active: Internal Integration User: Photo: Click to add...

Update Set Password Delete

Related Links: View linked accounts View Subscriptions Reset a password

Enabled Custom Tables Rules (1) Groups (1) Delegates Subscriptions User Client Certificates

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_list.do%3Fsysparm\_choice\_query\_raw%3D%26sysparm\_first\_row%3D1%26sysparm\_list\_header\_...

**servicenow** All Favorites History Workspaces Users Search

Users Name Search Actions on selected rows... New

All > Name starts with Manne Niranjan

|                          | User ID        | Name           | Email                            | Active | Created             | Updated             |
|--------------------------|----------------|----------------|----------------------------------|--------|---------------------|---------------------|
| <input type="checkbox"/> | manne.niranjan | Manne Niranjan | niranjanreddymanne2507@gmail.com | true   | 2025-10-27 01:09:20 | 2025-10-27 01:09:20 |

## 2.Katherine Pierce

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user.do%3Fsys\_id%3D79d5b512c3743210a385fd1b40131ef%26sysparm\_record\_target%3Days\_usr... ☆

**servicenow** All Favorites History Admin User - Katherine Pierce Search

User Katherine Pierce Update Set Password Delete

Uscr ID Katherine Pierce

First name Katharine

Last name Pierce

Title

Department

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...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables Roles (1) Groups (1) Delegates Subscriptions User Client Certificates

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_list.do%3Fsysparm\_choice\_query\_raw%3D%26sysparm\_first\_row%3D1%26sysparm\_list\_header\_searc... ☆

**servicenow** All Favorites History Workspaces Users Search

Users Name Search Actions on selected rows... New

All > Name starts with Katherine pierce

| User ID                             | Name  | Email                               | Active                              | Created                             | Updated                             |
|-------------------------------------|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="text" value="Search"/> | <input type="text" value="Katherine pierce"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> |
| Katherine Pierce                    | Katherine Pierce                              |                                     | true                                | 2025 10 27 01:11:40                 | 2025 10 27 01:11:40                 |

# GROUPS :

## CREATED GROUPS :

### 1.Certificates

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3D5077fddec3f43210ba305fc134C13100%26sysparm\_record\_target%3Dsys\_us...

servicenow All Favorites History Workspaces Group - certificates Search

Group certificates Update Delete

Name:  Group email:

Manager:  Parent:

Description:

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit...

Group = certificates

| Created             | Role               | Granted by | Inherits |
|---------------------|--------------------|------------|----------|
| 2025-10-28 01:22:49 | Certification rule | (empty)    | true     |

to 1 of 1

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group\_list.do%3Fsysparm\_choice\_query\_raw%3D%26sysparm\_first\_row%3D1%26sysparm\_list\_heade...

servicenow All Favorites History Workspaces Groups Search

Groups Name Search Actions on selected rows... New

All > Name starts with certificates

| Name         | Description | Active | Manager          | Parent  | Updated             |
|--------------|-------------|--------|------------------|---------|---------------------|
| certificates |             | true   | Katherine Pierce | (empty) | 2025-10-27 01:16:57 |

## 2.Platform

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3D4597b112c3383210ba385fd1b4013181%26sysparm\_record\_target%3Dsys\_us...

servicenow All Favorites History Workspaces Group - Platform Search

Group Platform

Name  Group email

Manager  Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit...

Group = Platform

| Created             | Role          | Granted by | Inherits |
|---------------------|---------------|------------|----------|
| 2025-10-28 01:24:21 | Platform_role | (empty)    | true     |

1 to 1 of 1

dev187999.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group\_list.do%3Fsysparm\_query%3DnameSTARTSWITHplatform%26sysparm\_first\_row...

servicenow All Favorites History Workspaces Groups Search

Groups Name Search Actions on selected rows... New

All > Name starts with platform

| Name                                  | Description                         | Active                              | Manager                             | Parent                              | Updated                             |
|---------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="text" value="platform"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> | <input type="text" value="Search"/> |
| Platform                              |                                     | true                                | Manne Niranjan                      | (empty)                             | 2025-10-27 01:16:55                 |

1 to 1 of 1

ENG 1:36 PM

# ROLES :

## CREATED ROLES :

### 1. Certification Role

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_role.do%3Fsys\_id%3Ddd18b152c33e321Cba365fd1b40131a8%26sysparm\_record\_target%3Dsys\_user...

servicenow All Favorites History Admin Role - Certification\_role Search

Name Certification\_role Application Global

Elevated privilege ☐

Description Can deal with certification issues

Update Delete

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search New Edit...

Role = Certification\_role

Contains

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_role\_list.do%3Fsysparm\_choice\_query\_raw%3D%26sysparm\_first\_row%3D1%26sysparm\_list\_header\_s...

servicenow All Favorites History Workspaces Roles Search

Roles Name Search Actions on selected rows... New

All > Name starts with certification\_role

| Name               | Description                        | Elevated privilege |
|--------------------|------------------------------------|--------------------|
| Certification_role | Can deal with certification issues | false              |

## 2. Platform Role :

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_role.do%3Fsys\_id%3Dbb487952c3383210ba385fd1b4013130%26sysparm\_record\_target%3Dsys\_user...

servicenow All Favorites History Workspaces Role - Platform\_role Search

Role Platform\_role Update Delete

Name Platform\_role Application Global Elevated privilege ☐

Description Can deal with platform related issues


Update Delete

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search New Edit...

Role = Platform\_role

Contains



dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_role\_list.do%3Fsysparm\_choice\_query\_raw%3D%26sysparm\_first\_row%3D1%26sysparm\_list\_header\_s...

servicenow All Favorites History Workspaces Roles Search

Roles Name Search Actions on selected rows... New

All > Name starts with platform\_role

| <input type="checkbox"/> | Name          | Description                           | Elevated privilege |
|--------------------------|---------------|---------------------------------------|--------------------|
| <input type="checkbox"/> | Platform_role | Can deal with platform related issues | false              |



# TABLES :

## CREATED TABLES :

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D1bd0b952c3303210ba305fd1b40131d2%26sysparm\_record\_target%3Dsys...

servicenow AI Favorites History Workspaces Admin Table - Operations related Search Delete Update Delete All Records

ServiceNow Service Management related

A 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 Application Global

\* Name u\_operations\_related Remote Table

Columns Controls Application Access

Table Columns for text Search 1 to 14 of 14 New

Dictionary Entries

| Column label           | Type          | Reference | Max length | Default value                      | Display |
|------------------------|---------------|-----------|------------|------------------------------------|---------|
| priority               | String        | (empty)   | 40         |                                    | false   |
| Sys ID                 | Sys ID (GUID) | (empty)   | 32         |                                    | false   |
| Updated                | Date/Time     | (empty)   | 40         |                                    | false   |
| Issue                  | Choice        | (empty)   | 40         |                                    | false   |
| Assigned to group      | Reference     | Group     | 32         |                                    | false   |
| Created by             | String        | (empty)   | 40         |                                    | false   |
| Assigned to user       | Reference     | User      | 32         |                                    | false   |
| Service request number | String        | (empty)   | 40         | jencous!getNextDiagNumDueForEval() | false   |
| Comments               | String        | (empty)   | 40         |                                    | false   |
| Created                | Date/Time     | (empty)   | 40         |                                    | false   |
| ticket raised date     | Date/Time     | (empty)   | 40         |                                    | false   |
| Name                   | String        | (empty)   | 40         |                                    | false   |
| Updated by             | String        | (empty)   | 40         |                                    | false   |
| Updates                | Integer       | (empty)   | 40         |                                    | false   |
| Insert a new row...    |               |           |            |                                    |         |

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object\_list.do%3Fsysparm\_choice\_query\_aw%3D%26sysparm\_first\_row%3D1%26sysparm\_list\_he...

servicenow AI Favorites History Workspaces Admin Tables Search Actions on selected rows... New

All > 1 (before name is not empty > 1 shall start with operations related)

| Label              | Name                 | Extens table | Extensible | Updated             |
|--------------------|----------------------|--------------|------------|---------------------|
| operations related | Search               | Search       | Search     | Search              |
| Operations related | u_operations_related | (empty)      | false      | 2025-10-28 01:12:28 |

# Assigned roles & users to groups

## 1. Certification :

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3D9877fddec3f43210ba385fd1b4013100%26sysparm\_record\_rows%3D1%...

servicenow All Favorites History Workspaces Admin Group - certificates Search

Group certificates

Name:  Group email:

Manager:  Parent:

Description:

Update Delete

Roles (1) Group Members (1) Groups

User Search Actions on selected rows... New Edit

Group = certificates

| User             |
|------------------|
| Katherine Pierce |

1 to 1 of 1

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3D9877fddec3f43210ba30561b4C13'00%26sysparm\_record\_target%3Dsys\_us...

servicenow All Favorites History Workspaces Group - certificates Search

Group certificates

Name:  Group email:

Manager:  Parent:

Description:

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit

Group = certificates

| Created             | Role               | Granted by | Inherits |
|---------------------|--------------------|------------|----------|
| 2025-10-28 01:22:49 | Certification_role | (empty)    | true     |

1 to 1 of 1

# 3. Platform :

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3D4597b112c3383210ba385fd1b4013181%26sysparm\_record\_target%3Ds...

servicenow All Favorites History Workspaces Admin Group - Platform Search

Group Platform

Name Platform Group email  
Manager Manne Niranjana Parent  
Description

Update Delete

Roles (1) Group Members (1) Groups

User Search Actions on selected rows... New Edit...

Group = Platform

|  | User            |
|--|-----------------|
|  | Manne Niranjana |

1 to 1 of 1

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3D4597b112c3383210ba385fd1b4013181%26sysparm\_record\_target%3Ds...

servicenow All Favorites History Workspaces Admin Group - Platform Search

Group Platform

Name Platform Group email  
Manager Manne Niranjana Parent  
Description

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit...

Group = Platform

|  | Created             | Role          | Granted by | Inherits |
|--|---------------------|---------------|------------|----------|
|  | 2025-10-28 01:24:21 | Platform_role | (empty)    | true     |

1 to 1 of 1

# Assigned Role To Table :

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D1bd8b992c3383210ba385fd1b40131d2%26sysparm\_record\_target%3Dsys...

servicenow | All | Favorites | History | Workspaces | Admin | table - Operations related | Search

Access Control  
u\_operations\_related

Type: record | Application: Global | Active: ☒ | Advanced: ☐

Operation: read | Admin overrides: ☐

Decision Type: Allow if | Protection policy: -- None --

Name: u\_operations\_related | Description: Default access control on u\_operations\_related

Applies To:

Conditions

Requires rule: 1 to 3 of 3

| Role                      |
|---------------------------|
| u_operations_related_user |
| Platform_role             |
| Certification_role        |

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object\_list.do%3Fsysparm\_choice\_query\_\_aw%3D%26sysparm\_first\_row%3D1%26sysparm\_list\_he...

servicenow | All | Favorites | History | Workspaces | Admin | tables | Search

All x | Update rows in row empty > 1 table starts with operations related

| Label              | Name                 | Entire table | Entire table | Updated             |
|--------------------|----------------------|--------------|--------------|---------------------|
| Operations related | u_operations_related | temp(y)      | false        | 2025-10-28 01:12:28 |

# CREATED ACL :

dev193134.service-now.com/now/nav/ui/classic/params/target/sys\_security\_acl\_list.do%3Fsysparm\_query%3DnameSTARTSWITHlu\_operation%26sysparm\_first\_row%3D1...

serviceNow | All | Favorites | History | Workspaces | Admin | Access Controls | Search | Actions on selected rows...

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

All > Name starts with lu\_operation

| Name  | Decision Type | Operation | Type   | Active | Updated by | Updated             |
|---|---------------|-----------|--------|--------|------------|---------------------|
| lu_operation                                  | Search        | Search    | Search | Search | Search     | Search              |
| lu_operations_related                         | Allow It      | create    | record | true   | admin      | 2023-10-27/02:48:57 |
| lu_operations_related                         | Allow It      | delete    | record | true   | admin      | 2023-10-27/02:48:57 |
| lu_operations_related                         | Allow It      | read      | record | true   | admin      | 2023-10-27/02:48:57 |
| lu_operations_related                         | Allow It      | write     | record | true   | admin      | 2023-10-27/02:48:57 |
| lu_operations_related.lu_issue                | Allow It      | write     | record | true   | admin      | 2023-10-28/02:39:40 |
| lu_operations_related.lu_name                 | Allow It      | delete    | record | true   | admin      | 2023-10-28/02:38:33 |
| lu_operations_related.lu_priority             | Allow It      | write     | record | true   | admin      | 2023-10-28/02:41:52 |
| lu_operations_related.lu_service_request_n... | Allow It      | write     | record | true   | admin      | 2023-10-28/02:35:08 |
| lu_operations_related.lu_ticket_raised_date   | Allow It      | write     | record | true   | admin      | 2023-10-28/02:37:00 |

# FLOW :

## 1.Created a Flow to Assign operations ticket to group :

The screenshot displays the Salesforce Workflow Studio interface. The browser address bar shows the URL: `dev193134.service.now.com/now/workflow_studio/build/cr%3Ftable%3Dsys_hub_flow%26oyld%3Da3578fa6c3b03210ba385fd1b40131c2`. The workflow is titled "regarding certifica..." and is currently in "Test" mode. The "ACTIONS" section contains one action: "Update Operations related Record". The "ERROR HANDLER" section is visible at the bottom, stating: "If an error occurs in your flow, the actions you add here will run."

**TRIGGER**

- Operations related Created or Updated where (issue is regarding certificates)

**ACTIONS**

1. Update Operations related Record

**ERROR HANDLER**

If an error occurs in your flow, the actions you add here will run.

**Data**

- Flow Variables
- Trigger: Recent Created or Updated
  - Operations related Record: Record
  - Changed Fields: Array/Object
  - Operations related Table: Table
  - Run Start Time JTC: DateTime
  - Run Start Date Offset: DateTime
- 1. Update Record
  - Operations related Record: Record
  - Operations related Table: Table
  - Action Status: Object

## 2. Create a Flow to Assign operations ticket to Platform group :

The screenshot displays the ServiceNow Workflow Studio interface for a workflow named "regarding platform". The workflow is currently in the "Active" state. The main canvas shows a "TRIGGER" section with a condition: "Operations related Created or Updated where (issue is unable to login to platform: issue is regarding user expired)". Below the trigger is an "ACTIONS" section with a single action: "1. Update Operations related Record". An "ERROR HANDLER" section is also visible, with a note: "If an error occurs in your flow, the actions you add here will run."

On the right side, the "Data" panel is expanded, showing a list of variables and their types:

| Variable                            | Type         |
|-------------------------------------|--------------|
| Flow Variables                      |              |
| Trigger - Recent Created or Updated |              |
| Operations related Record           | Record       |
| Changed fields                      | Array/Object |
| Operations related Table            | Table        |
| Run Start Time JTC                  | DateTime     |
| Run Start DateTime                  | DateTime     |
| Update Record                       |              |
| Operations related Record           | Record       |
| Operations related Table            | Table        |
| Action Status                       | Object       |

# **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.