

PROJECT TITLE : Streamlining Ticket Assignment For Efficient Support Operations

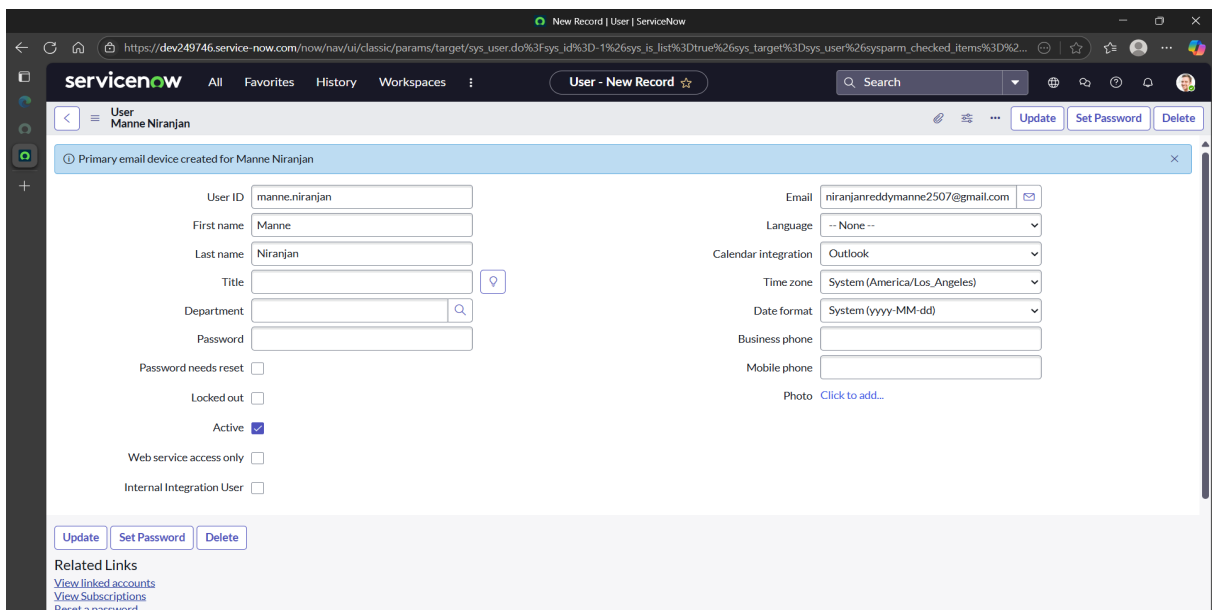
OBJECTIVE:

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

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
6. Click on submit



The screenshot displays the 'User - New Record' form in the ServiceNow interface. The browser address bar shows the URL: https://dev249746.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked_items%3D%2.... The form is titled 'User - New Record' and includes a search bar and navigation links like 'Update', 'Set Password', and 'Delete'. A notification banner at the top states: 'Primary email device created for Manne Niranjan'. The form fields are organized into two columns. The left column contains: 'User ID' (manne.niranjan), 'First name' (Manne), 'Last name' (Niranjan), 'Title' (empty), 'Department' (empty), 'Password' (empty), 'Password needs reset' (checkbox), 'Locked out' (checkbox), 'Active' (checkbox, checked), 'Web service access only' (checkbox), and 'Internal Integration User' (checkbox). The right column contains: 'Email' (niranjanreddymanne2507@gmail.com), 'Language' (None --), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), and 'Mobile phone' (empty). At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete', followed by a 'Related Links' section with links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'.

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		Business phone	
Password needs reset	<input type="checkbox"/>	Mobile phone	
Locked out	<input type="checkbox"/>	Photo	Click to add...
Active	<input checked="" type="checkbox"/>		
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

[Update](#) [Set Password](#) [Delete](#)

Related Links
[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

Create one more user:

7. Create another user with the following details

The screenshot shows the 'User - Katherine Pierce' form in ServiceNow. The form is divided into two main sections. The left section contains fields for 'User ID' (Katherine Pierce), 'First name' (Katherine), 'Last name' (Pierce), 'Title' (empty), and 'Department' (empty). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right section contains fields for 'Email' (empty), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), and 'Mobile phone' (empty). There is a 'Photo' field with a 'Click to add...' link. At the bottom of the form are buttons for 'Update', 'Set Password', and 'Delete'. Below the form is a 'Related Links' section with links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the very bottom is a 'Table' section with a search bar and a 'Table' dropdown menu.

8. Click on submit.

Groups

Create Groups

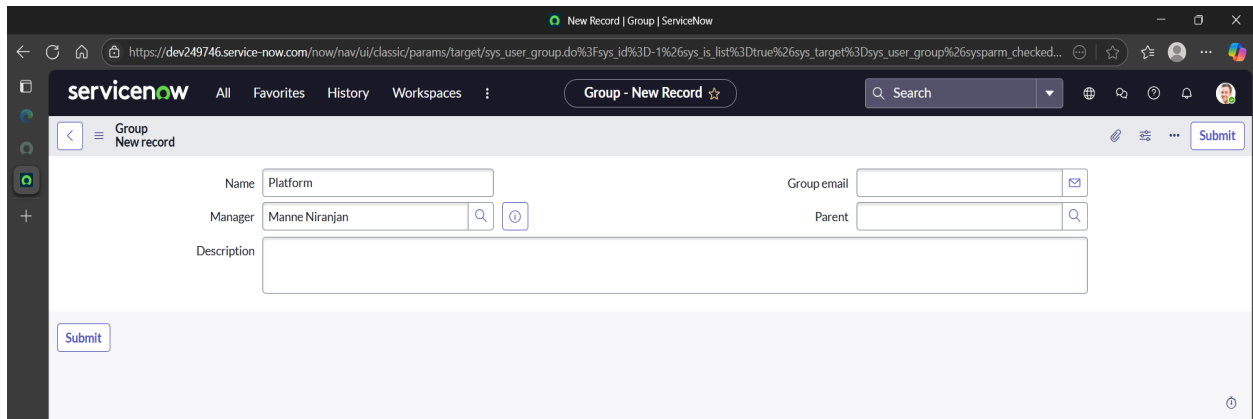
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group

The screenshot shows the 'Group - New Record' form in ServiceNow. The form is divided into two main sections. The left section contains fields for 'Name' (certificates), 'Manager' (Katherine Pierce), and 'Description' (empty). The right section contains fields for 'Group email' (empty) and 'Parent' (empty). At the bottom of the form is a 'Submit' button. The browser address bar shows the URL: https://dev249746.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user_group%26sysparm_checked...

6. Click on submit

Create one more group:

1. Create another group with the following details



The screenshot shows the 'Group - New Record' form in ServiceNow. The form fields are as follows:

- Name: Platform
- Manager: Manne Niranjan
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

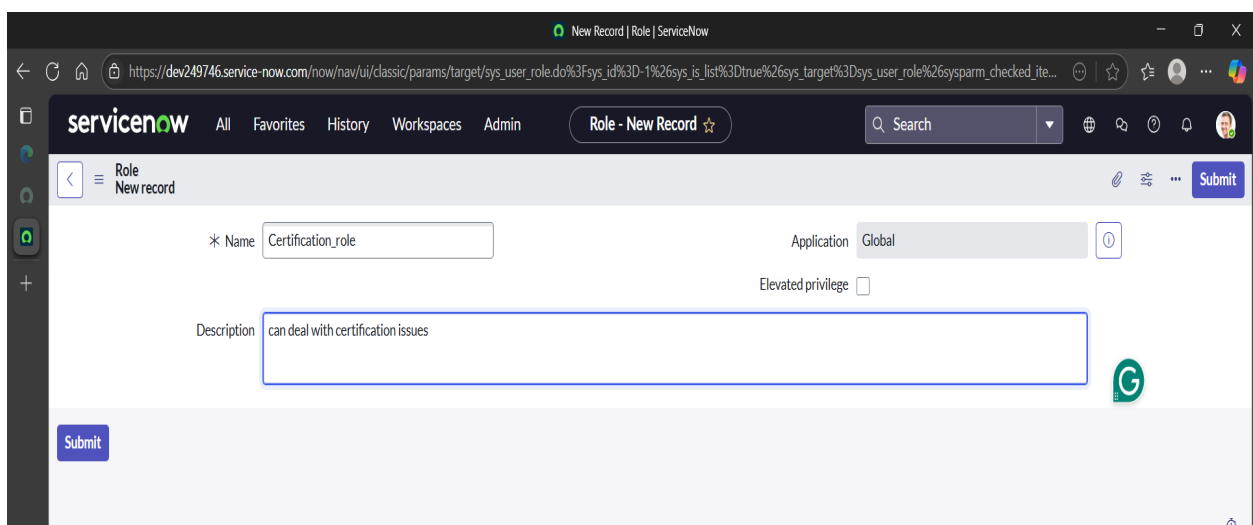
A 'Submit' button is located at the bottom left of the form.

2. 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 the 'Role - New Record' form in ServiceNow. The form fields are as follows:

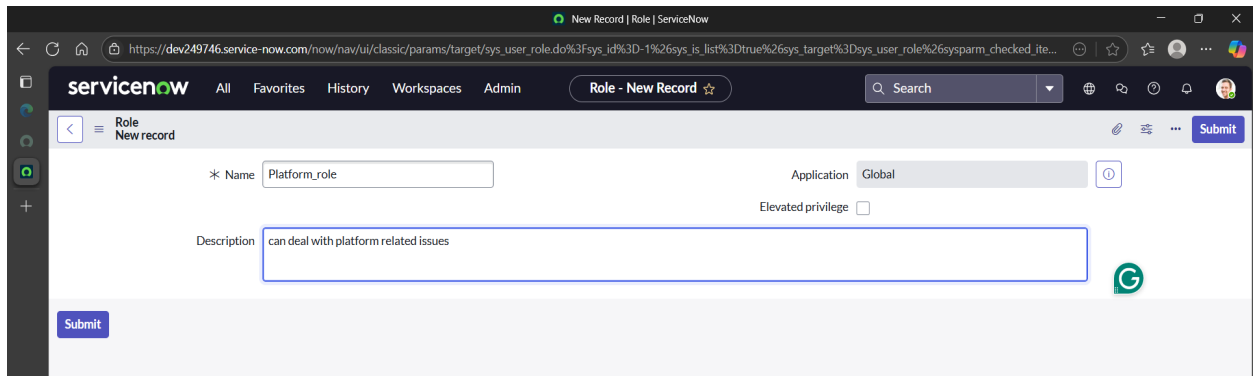
- * Name: Certification_role
- Application: Global
- Elevated privilege: ☐
- Description: can deal with certification issues

A 'Submit' button is located at the bottom left of the form.

6. Click on submit

Create one more role:

1. Create another role with the following details



The screenshot shows the ServiceNow 'Role - New Record' form. The browser address bar displays a URL starting with 'https://dev249746.service-now.com'. The ServiceNow header includes navigation links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin', along with a search bar and a 'Role - New Record' breadcrumb. The form fields are as follows:

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

A 'Submit' button is located at the bottom left of the form area.

2. Click on submit

Table

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 table
 - Label : Operations related
 - Check the boxes Create module & Create mobile module
6. Under new menu name : Operations related

servicenow All Favorites History Workspaces Table - New Record

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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

* Name u_operations_related

Extends table

Application Global

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name Operations related

Columns Controls Application Access

Table Columns Reference Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

Submit Cancel

7. Under table columns give the columns

8. Click on submit

servicenow All Favorites History Workspaces Table - New Record

Table Columns Reference Search

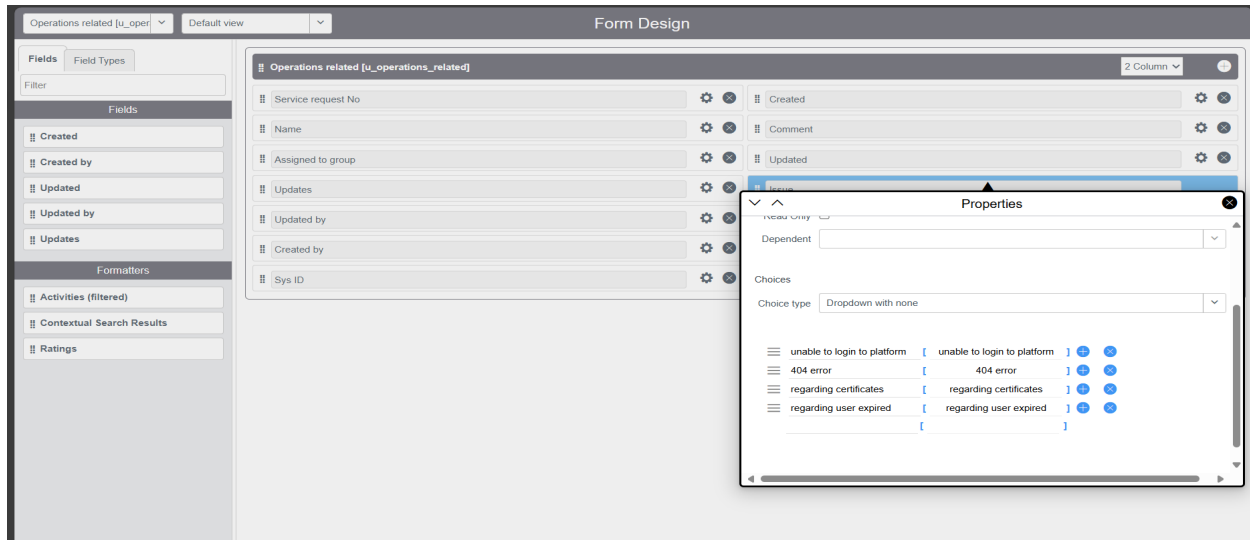
Dictionary Entries

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

Create choices for the issue filed by using form design

Choices are

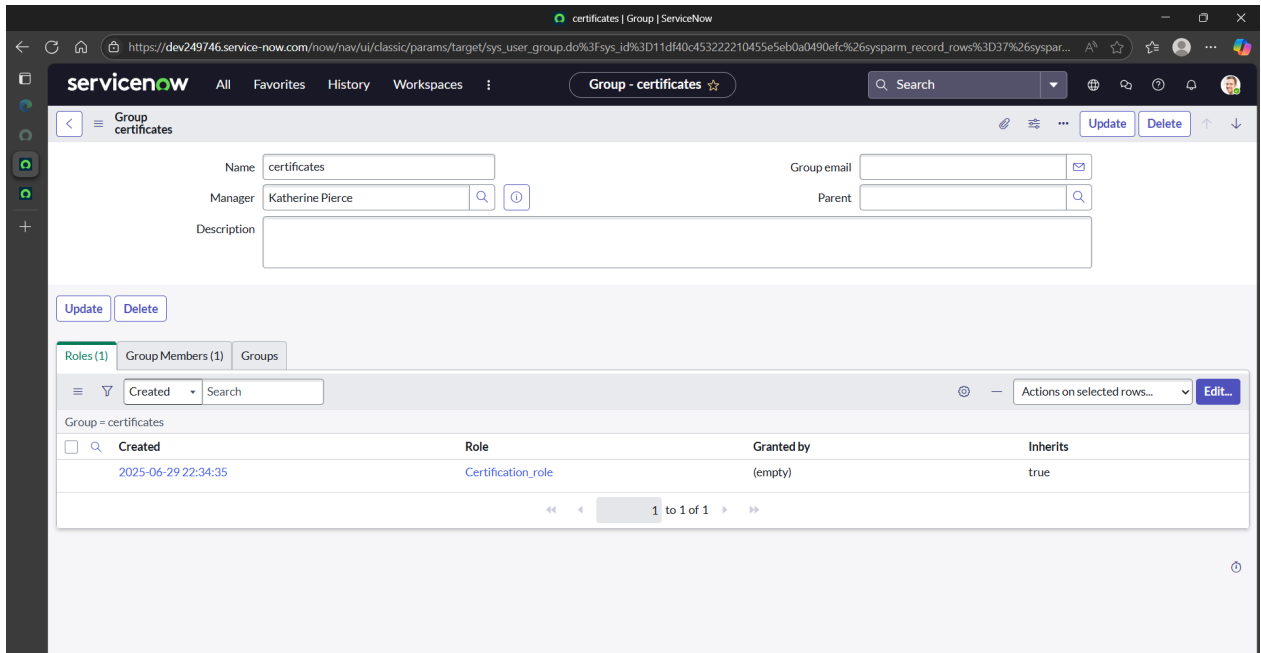
- unable to login to platform
- 404 error
- regarding certificates
- regarding user expired



Assign roles & users to groups

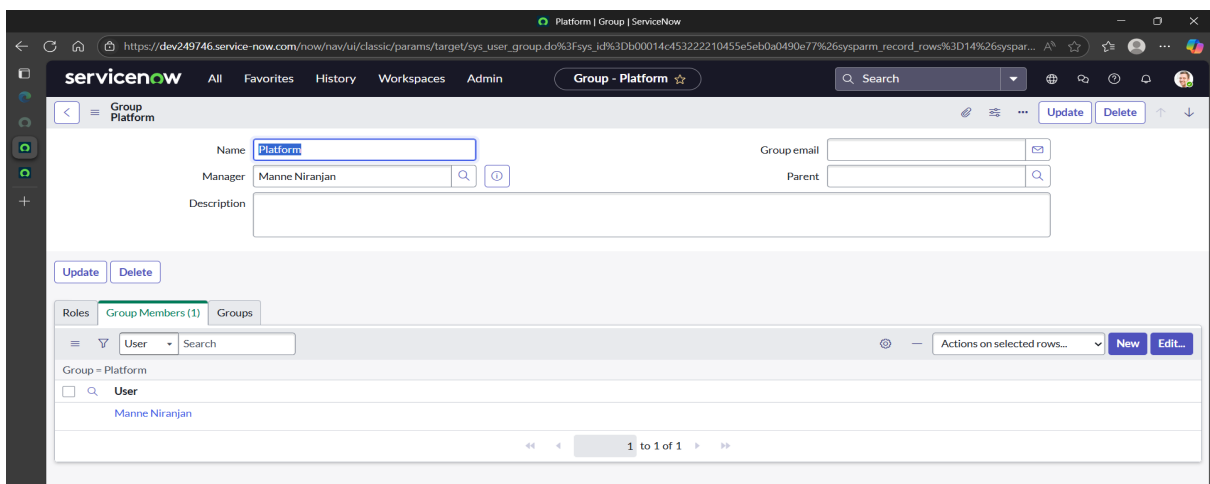
Assign roles & users to certificate group

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



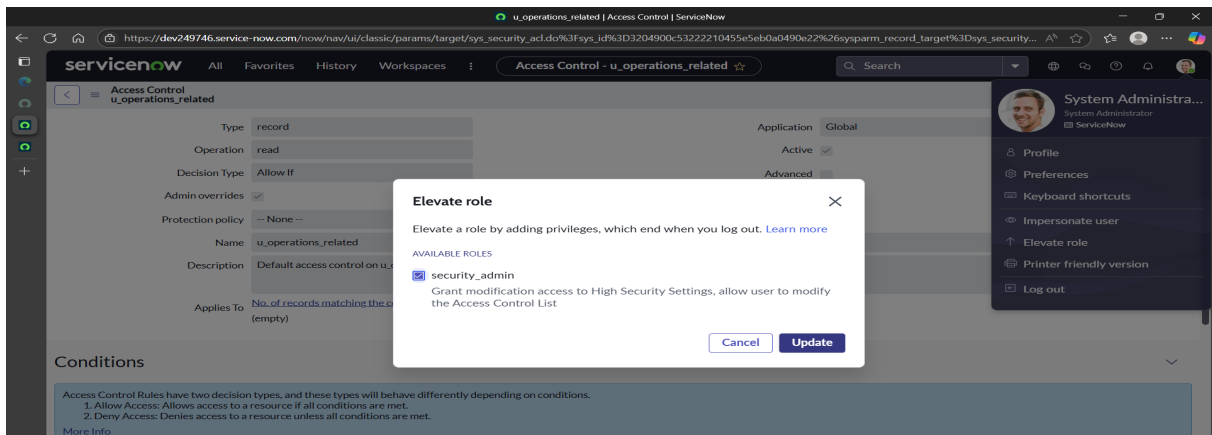
Assign roles & users to platform group

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 Niranjana 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
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

The screenshot shows the ServiceNow interface for creating an Access Control rule. The browser address bar shows a URL from dev249746.service-now.com. The page title is 'Access Control - u_operations_related'. The form includes a 'Description' field with the text 'Default access control on u_operations_related'. Below this is an 'Applies To' section with a link to 'No. of records matching the condition: 0' and buttons for 'Add Filter Condition' and 'Add "OR" Clause'. A 'Conditions' section provides information about Access Control Rules and their decision types. At the bottom, there is a 'Requires role' table with the following entries:

Role
u_operations_related_user
Platform_role
Certification_role
Insert a new row...

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

The screenshot shows the ServiceNow interface for creating an Access Control rule for 'u_operations_related.u_service_request_no'. The form includes the following fields and options:

- * Type: record
- * Operation: write
- Application: Global
- Active: ☒
- Admin overrides: ☒
- Advanced: ☐
- Protection policy: -- None --
- * Name: Operations related [u_operations_related] (dropdown)
- Service request No (dropdown)
- Description: (text area)
- Condition: 4 records match condition
- Buttons: Add Filter Condition, Add "OR" Clause
- Fields: -- choose field --, -- oper --, -- value --

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

<input type="checkbox"/>		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

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.

New Flow | Workflow Studio | ServiceNow

https://dev249746.service-now.com/now/workflow-studio/builder%3FtypeSyskd%3D2d85e527439231106c4bb0117fb8f208%26syskd%3D-1

Workflow Studio

New Flow

Let's get the details for your flow

Flow name *

Regarding Certificate

Application *

Global

Description

Describe your flow.

Hide additional properties

Protection

-- None --

Run as

System user

Flow priority default

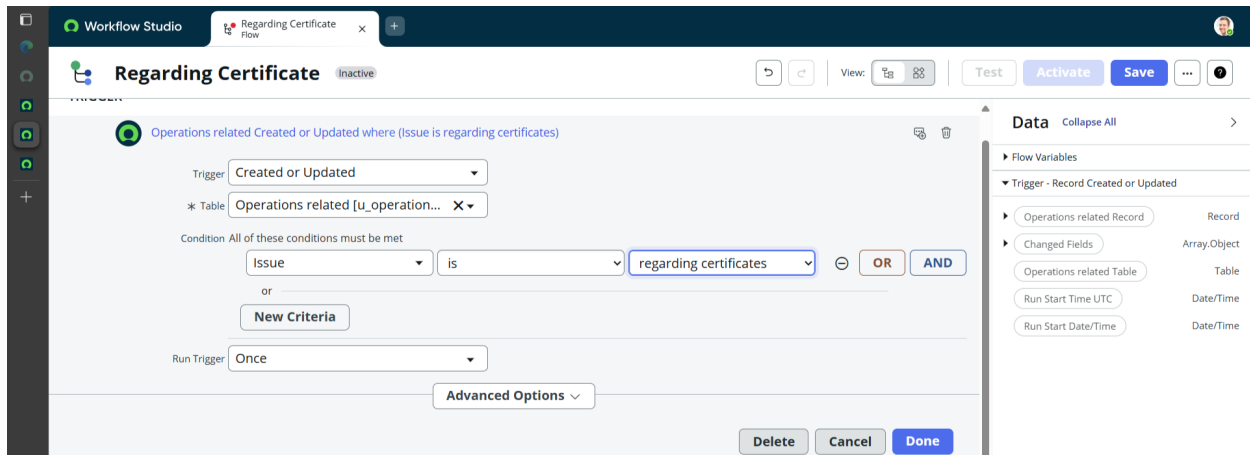
Medium (default)

Option that you can select to specify that the flow runs as a system user or the user who initiates the session.

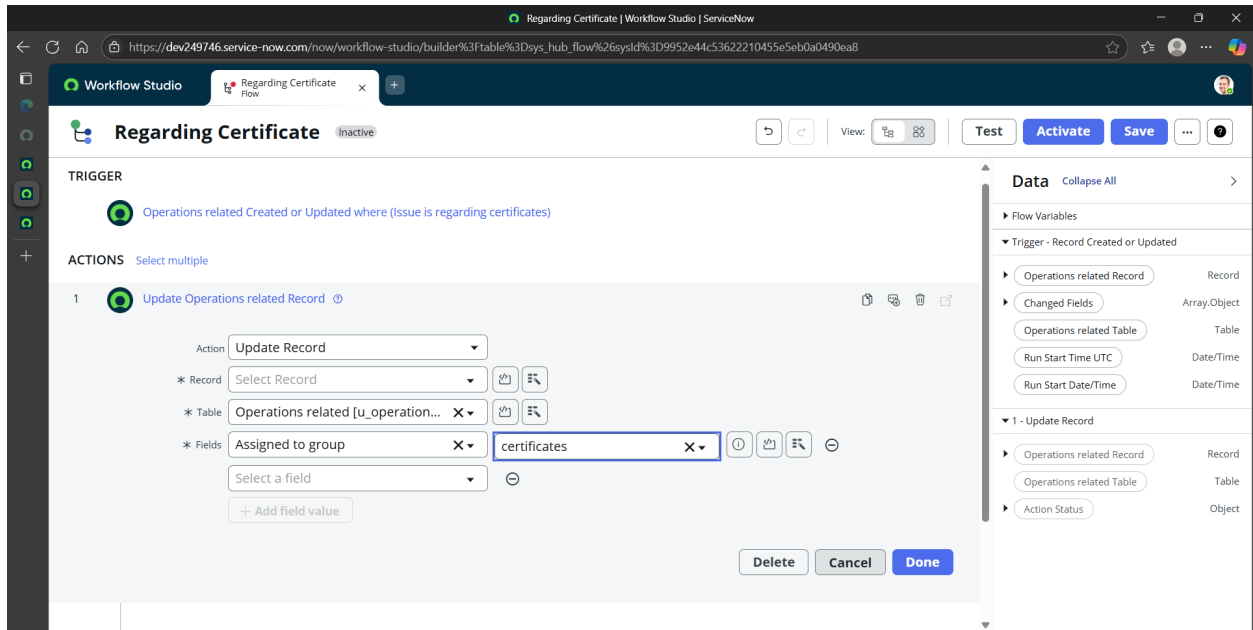
Cancel Build flow

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 as
Field : issue
Operator : is
Value : Regarding Certificates
5. After that click on Done.



6. Now under Actions.
7. Click on Add an action.
8. Select action in that search for " Update Record ".
9. In Record field drag the fields from the data navigation from left side
10. Table will be auto assigned after that
11. Give the field as " Assigned to group "
12. Give value as " Certificates "
13. Click on Done.

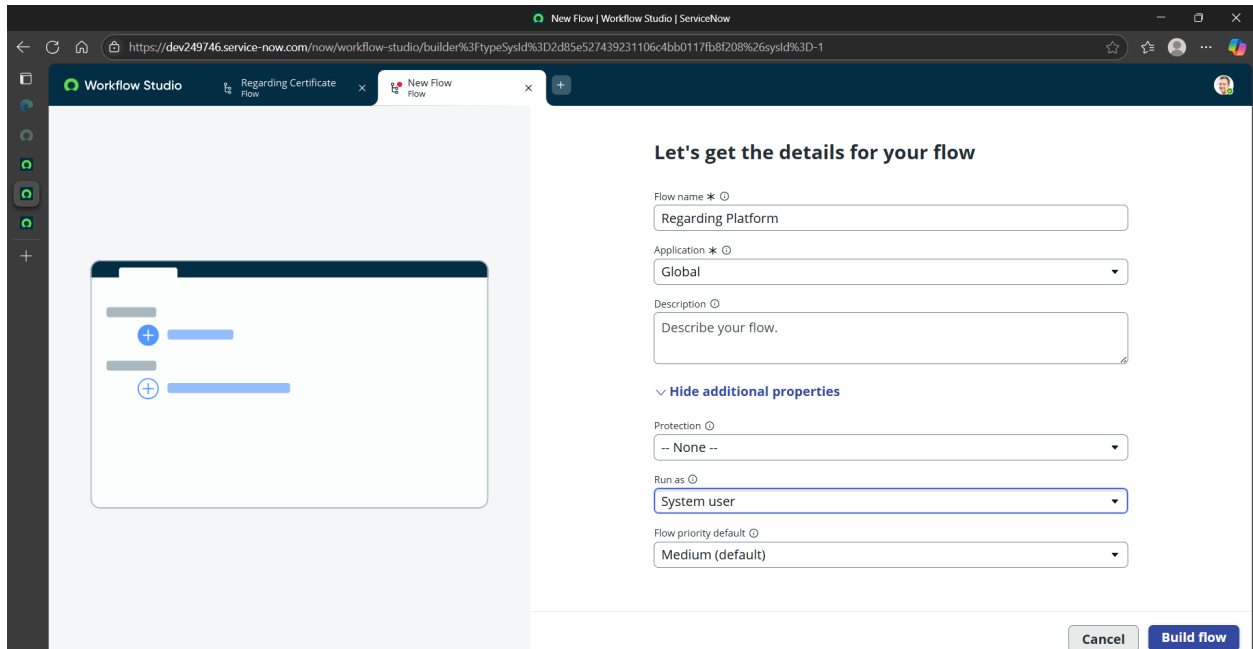


14. Click on Save to save the Flow.

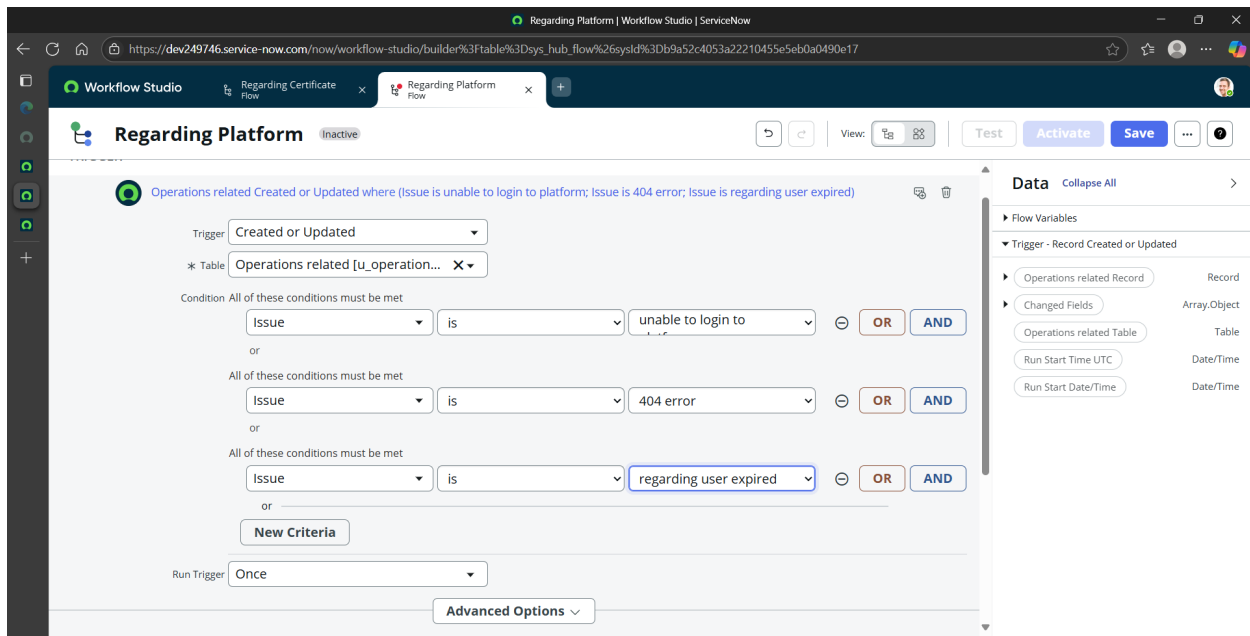
15. Click on Activate.

Create a Flow to Assign operations ticket to Platform group

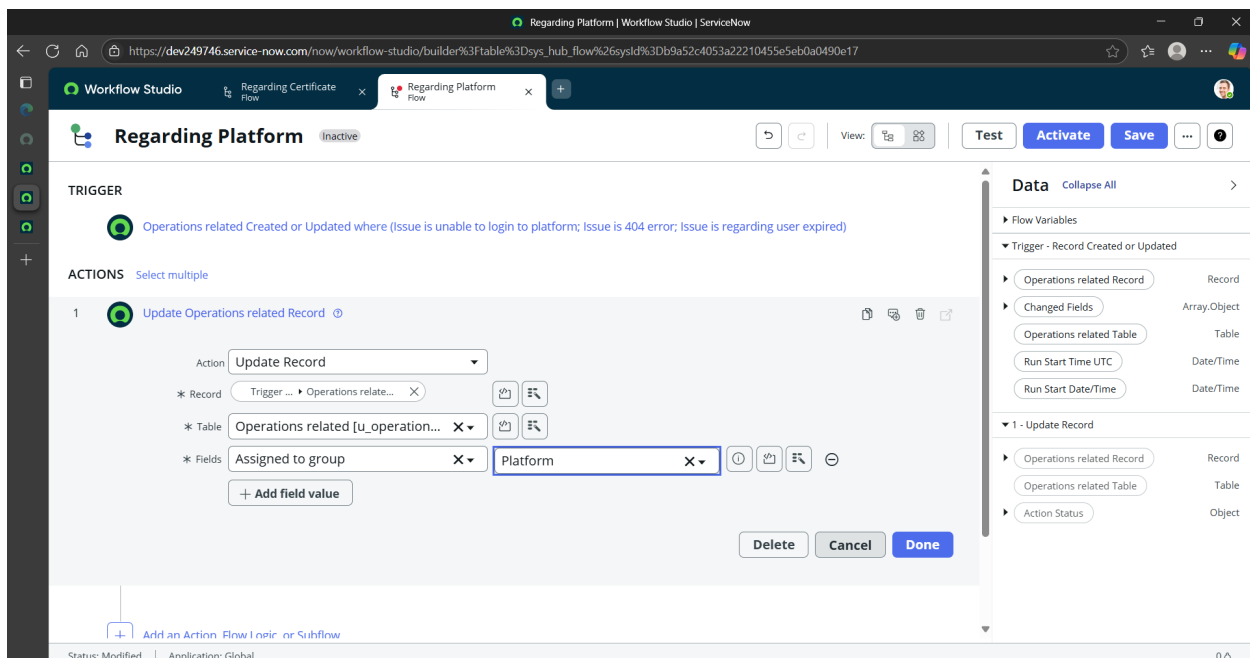
1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as " Regarding Platform ".
6. Application should be Global.
7. Select Run user as "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

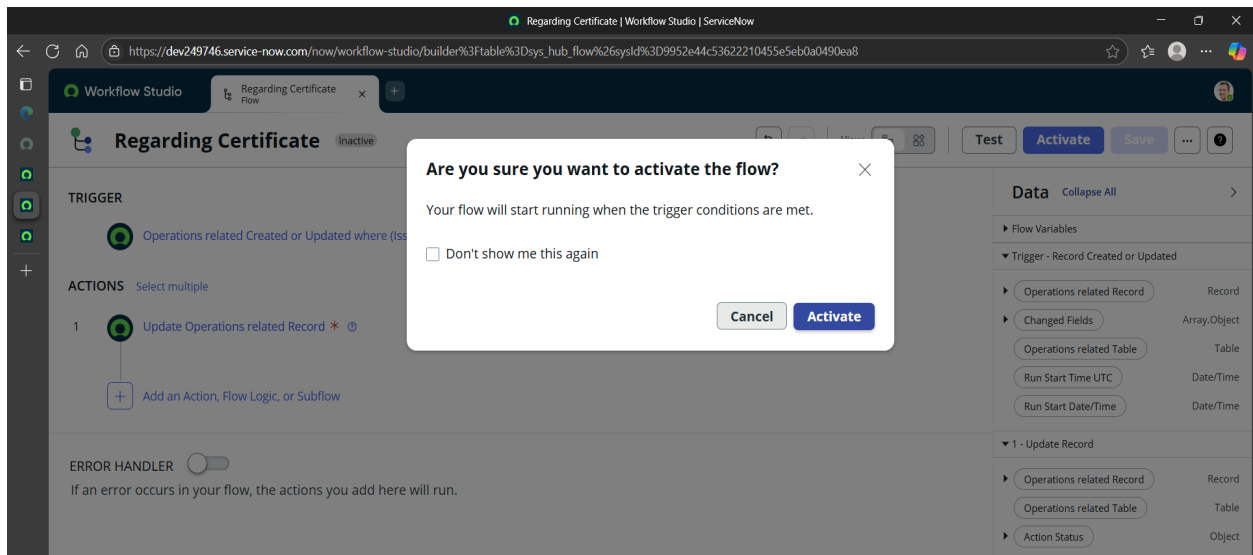


1. Click on Add a trigger
2. Select the trigger in that Search for "create or update a record" and select that.
3. Give the table name as " Operations related ".
4. Give the Condition as
Field : issue
Operator : is
Value : Unable to login to platform
5. Click on New Criteria
Field : issue
Operator : is
Value : 404 Error
6. Click on New Criteria
Field : issue
Operator : is
Value : Regrading User expired
7. After that click on Done.



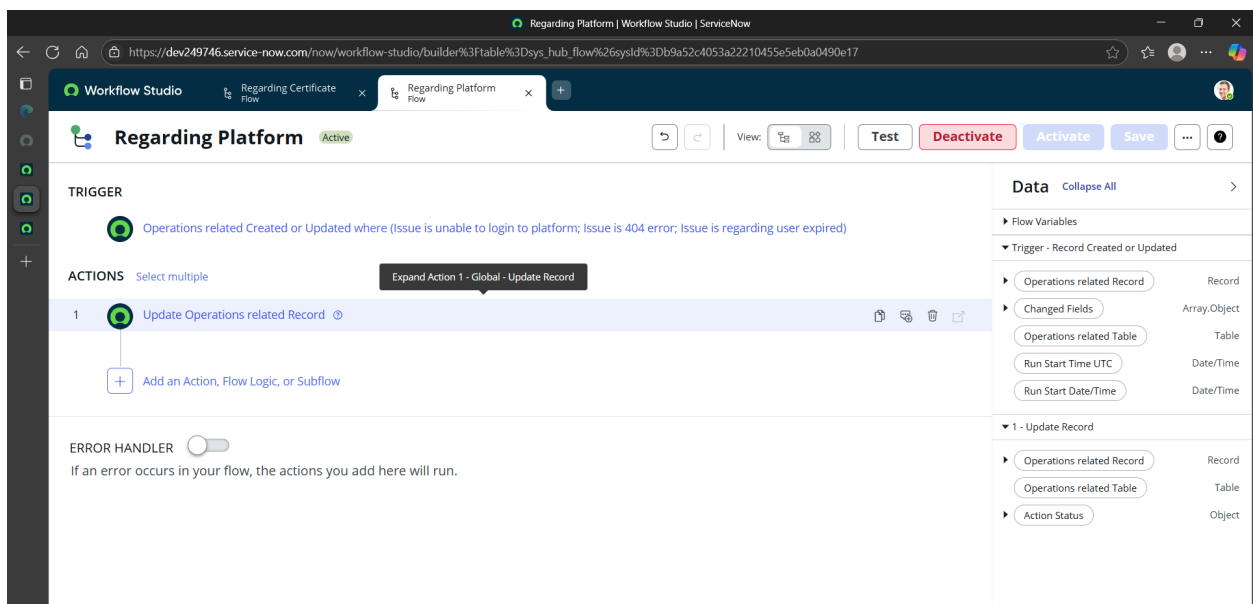
8. Now under Actions.
9. Click on Add an action.
10. Select action in that search for " Update Record ".
11. In Record field drag the fields from the data navigation from left side
12. Table will be auto assigned after that
13. Give the field as " Assigned to group ".
14. Give value as " Platform ".
15. Click on Done.





16. Click on Save to save the Flow.

17. Click on Activate.



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.