

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 (Access Control List)
8. Flow

1. Create Users

A. Manne Niranjan

The screenshot shows the ServiceNow user creation interface for 'User - Manne Niranjan'. The left side displays basic user information: User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title (empty), Department (empty), Password needs reset (unchecked), Locked out (unchecked), Active (checked), and Internal Integration User (unchecked). The right side shows advanced settings: Email (niranjanreddymanne2507@gmail.com), Identity type (Human), Language (None), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone (empty), and Mobile phone (empty). Below the form are 'Update', 'Set Password', and 'Delete' buttons. A 'Related Links' section includes 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the bottom, tabs for 'Entitled Custom Tables', 'Roles (1)', 'Groups (1)', 'Delegates', 'Subscriptions', and 'User Client Certificates' are visible. The Windows taskbar at the bottom shows various application icons and the date/time (16-09-2025).

B. Katherine Pierce

The screenshot shows the ServiceNow user creation interface for 'User - Katherine Pierce'. The left side displays basic user information: User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title (empty), Department (empty), Password needs reset (unchecked), Locked out (unchecked), Active (checked), and Internal Integration User (unchecked). The right side shows advanced settings: Email (empty), Identity type (Human), Language (None), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone (empty), and Mobile phone (empty). Below the form are 'Update', 'Set Password', and 'Delete' buttons. A 'Related Links' section includes 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the bottom, tabs for 'Entitled Custom Tables', 'Roles (1)', 'Groups (1)', 'Delegates', 'Subscriptions', and 'User Client Certificates' are visible. The Windows taskbar at the bottom shows various application icons and the date/time (16-09-2025).

2. Create Groups

A. Certificates

The screenshot shows the ServiceNow interface for creating a new group. The top navigation bar includes tabs for Student - Skill Wallet, certificates | Group | ServiceNow, Homepage - Flows | Workflow, and ServiceNow Developers. The main title is "Group - certificates". The form fields are: Name (certificates), Manager (Katherine Pierce), Group email (empty), Parent (empty), and Description (empty). Below the form is a table titled "Roles (1)" showing one entry: Created (2025-09-16 05:48:08), Role (Certification_role), Granted by (empty), and Inherits (true). The bottom status bar shows the date as 16-09-2025.

B. Platform

The screenshot shows the ServiceNow interface for creating a new group. The top navigation bar includes tabs for Student - Skill Wallet, Platform | Group | ServiceNow, Homepage - Flows | Workflow, and ServiceNow Developers. The main title is "Group - Platform". The form fields are: Name (Platform), Manager (Manne Niranjan), Group email (empty), Parent (empty), and Description (empty). Below the form is a table titled "Roles (1)" showing one entry: Created (2025-09-16 05:49:28), Role (Platform_role), Granted by (empty), and Inherits (true). The bottom status bar shows the date as 16-09-2025.

3.Create Roles

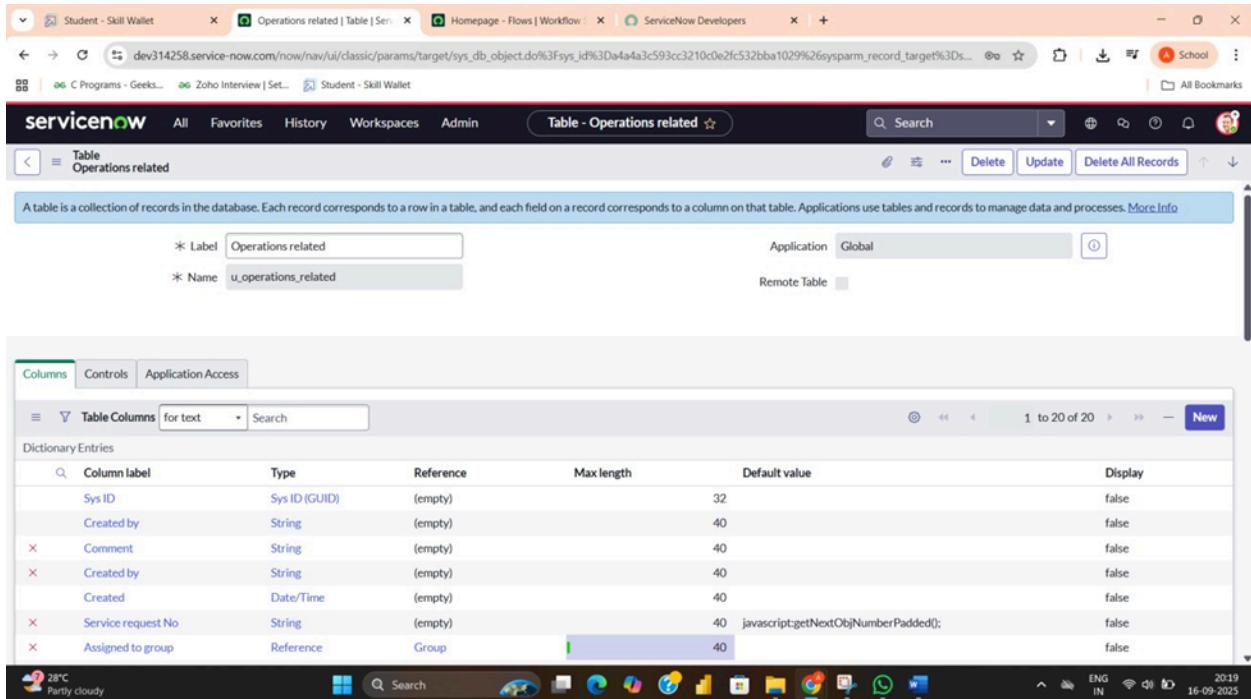
A. Certificate Role

The screenshot shows the ServiceNow web interface for creating a new role. The top navigation bar includes tabs for 'Student - Skill Wallet', 'Certification_role | Role | ServiceNow', 'Homepage - Flows | Workflow', and 'ServiceNow Developers'. The main title is 'Role - Certification_role'. The 'Name' field is set to 'Certification_role', 'Application' is 'Global', and 'Elevated privilege' is unchecked. The 'Description' field contains the text 'Can deal with certification issues'. Below the form, there is a section titled 'Contains Roles' with tabs for 'Applications with Role', 'Modules with Role', and 'Custom Tables'. A search bar is present, and the results table is empty, displaying 'No records to display'. The bottom of the screen shows a Windows taskbar with various icons and system status.

B. Platform Role

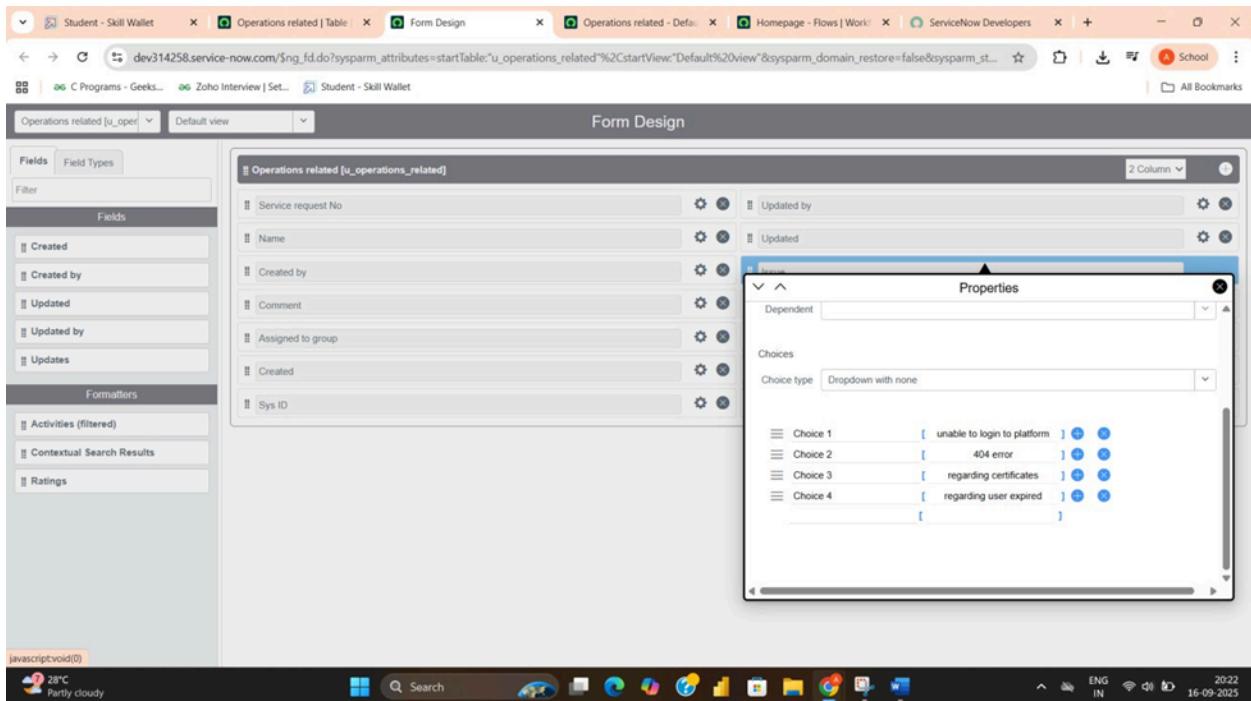
The screenshot shows the ServiceNow web interface for creating a new role. The top navigation bar includes tabs for 'Student - Skill Wallet', 'Platform_role | Role | ServiceNow', 'Homepage - Flows | Workflow', and 'ServiceNow Developers'. The main title is 'Role - Platform_role'. The 'Name' field is set to 'Platform_role', 'Application' is 'Global', and 'Elevated privilege' is unchecked. The 'Description' field contains the text 'Can deal with platform related issues'. Below the form, there is a section titled 'Contains Roles' with tabs for 'Applications with Role', 'Modules with Role', and 'Custom Tables'. A search bar is present, and the results table is empty, displaying 'No records to display'. The bottom of the screen shows a Windows taskbar with various icons and system status.

4.Create Table



The screenshot shows the ServiceNow interface for creating a new table named "Operations related". The table has a single column labeled "Service request No" with a type of String and a maximum length of 40. A default value is set to "javascript:getNextObjNumberPadded();". The table is categorized under the "Global" application and is a remote table.

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false
Comment	String	(empty)	40		false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Assigned to group	Reference	Group	40		false



The screenshot shows the ServiceNow Form Design interface for the "Operations related" table. The form includes fields for "Service request No", "Name", "Created by", "Comment", "Assigned to group", "Created", and "Sys ID". A dropdown menu for "Choice type" is open, showing options like "Dropdown with none", "Choice 1" (unable to login to platform), "Choice 2" (404 error), "Choice 3" (regarding certificates), and "Choice 4" (regarding user expired).

5. Assign roles & users to Groups

5.1 Assign roles & users to certification group

The screenshot shows the ServiceNow interface for managing groups. The top navigation bar includes tabs like 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Group - certificates'. The 'Name' field is set to 'certificates', 'Manager' is 'Katherine Pierce', and there is a blank 'Description' field. Below this, a table lists one role assignment:

Created	Role	Granted by	Inherits
2025-09-16 05:48:08	Certification_role	(empty)	true

5.2 Assign roles & users to platform group

The screenshot shows the ServiceNow interface for managing groups. The top navigation bar includes tabs like 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Group - Platform'. The 'Name' field is set to 'Platform', 'Manager' is 'Manne Niranjan', and there is a blank 'Description' field. Below this, a table lists one role assignment:

Created	Role	Granted by	Inherits
2025-09-16 05:49:28	Platform_role	(empty)	true

6. Assign Role to Table

6.1 Read

The screenshot shows the ServiceNow Access Control interface for the table `u_operations_related`. The main configuration area includes:

- Admin overrides:** Checked.
- Protection policy:** Set to `None`.
- Name:** `Operations related [u_operations_related]`.
- Description:** Default access control on `u_operations_related`.
- Applies To:** Buttons for `Add Filter Condition` and `Add OR Clause`.

Below this, the **Conditions** section lists:

- Requires role:** `Role` dropdown with entries: `u_operations_related_user`, `Certification_role`, and `Platform_role`.
- Security Attribute Condition:** A condition entry: `No. of records matching the condition: 0`.

The status bar at the bottom indicates `BAN - AFG Live`, `ENG IN`, `2028`, and the date `16-09-2025`.

6.2 Write

The screenshot shows the ServiceNow Access Control interface for the table `u_operations_related`. The main configuration area includes:

- Description:** Default access control on `u_operations_related`.
- Applies To:** Buttons for `Add Filter Condition` and `Add OR Clause`.
- Conditions:** A condition entry: `No. of records matching the condition: 0`.

Below this, the **Access Control Rules** section provides information about decision types:

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.

The **More Info** section lists:

- Requires role:** `Role` dropdown with entries: `Platform_role`, `u_operations_related_user`, `Certification_role`, and a button for `Insert a new row...`.

The status bar at the bottom indicates `28°C Partly cloudy`, `ENG IN`, `20:39`, and the date `16-09-2025`.

7. Create ACL

7.1 Service Request Info

The screenshot shows the ServiceNow interface for creating an Access Control List (ACL). The top navigation bar includes tabs for Student - Skill Wallet, Operations related | Table, Form Design, Operations related - Def..., Homepage - Flows | Work..., and ServiceNow Developers. The main title is "Table - Operations related". The configuration form for "Access Control u_operations_related.u_service_request_no" is displayed. Key settings include:

- Type: record
- Operation: write
- Decision Type: Allow If
- Application: Global
- Active: checked
- Admin overrides: checked
- Protection policy: None
- Name: Operations related [u_operations_related]
- Description: (empty)
- Applies To: (with buttons for Add Filter Condition and Add OR Clause)

Below the main form, a "Conditions" section is expanded, showing a "Requires role" rule for the "admin" role.

7.2 Priority

The screenshot shows the ServiceNow interface for creating an Access Control List (ACL). The top navigation bar includes tabs for Student - Skill Wallet, Operations related | Table, Form Design, Operations related - Def..., Homepage - Flows | Work..., and ServiceNow Developers. The main title is "Table - Operations related". The configuration form for "Access Control u_operations_related.u_priority" is displayed. Key settings include:

- Type: record
- Operation: write
- Decision Type: Allow If
- Application: Global
- Active: checked
- Admin overrides: checked
- Protection policy: None
- Name: Operations related [u_operations_related]
- Description: (empty)
- Applies To: (with buttons for Add Filter Condition and Add OR Clause)

Below the main form, a "Conditions" section is expanded, showing a "Requires role" rule for the "admin" role.

7.3 Name

The screenshot shows the ServiceNow Access Control configuration for the record type 'u_operations_related'. The 'Name' field is set to 'Operations related [u_operations_related]'. The 'Applies To' section shows 'No. of records matching the condition: 0'. Below this, there are buttons for 'Add Filter Condition' and 'Add OR Clause'. A 'Conditions' panel is open, providing information about decision types: 'Allow Access' (grants access if all conditions are met) and 'Deny Access' (denies access unless all conditions are met). It also includes a 'More Info' link. The 'Requires role' section lists the 'Role' as 'admin'. The bottom of the screen shows a Windows taskbar with various icons and system status.

7.4 Issue

The screenshot shows the ServiceNow Access Control configuration for the record type 'Table'. The 'Type' is set to 'record', 'Operation' to 'write', and 'Decision Type' to 'Allow If'. The 'Active' checkbox is checked. The 'Admin overrides' checkbox is checked. The 'Protection policy' section shows 'None' and 'Name' set to 'Operations related [u_operations_related]'. The 'Applies To' section includes buttons for 'Add Filter Condition' and 'Add OR Clause', with a note 'Add another condition that must be true'. A 'Conditions' panel is open, showing the same 'Allow Access' and 'Deny Access' logic as the previous screenshot. The 'Requires role' section lists the 'Role' as 'admin'. The bottom of the screen shows a Windows taskbar with various icons and system status.

7.5 Ticket Raised Date

The screenshot shows the ServiceNow Access Control configuration page for the record type 'u_operations_related' with the operation 'write'. The 'Decision Type' is set to 'Allow If'. The 'Active' checkbox is checked. Under 'Protection policy', the name is set to 'Operations related [u_operations_related]'. The 'Description' field is empty. The 'Applies To' section includes buttons for 'Add Filter Condition' and 'Add OR Clause'. Below this, there is a 'Conditions' section for 'Requires role' which lists the 'Role' 'admin'. The system status bar at the bottom shows it's 20:42 on 16-09-2025.

7.6

The screenshot shows the ServiceNow Table - Operations related page. The 'Access Controls' tab is selected, showing a list of 9 entries. The columns include Name, Decision Type, Operation, Type, Active, Updated by, and Updated date. The data is as follows:

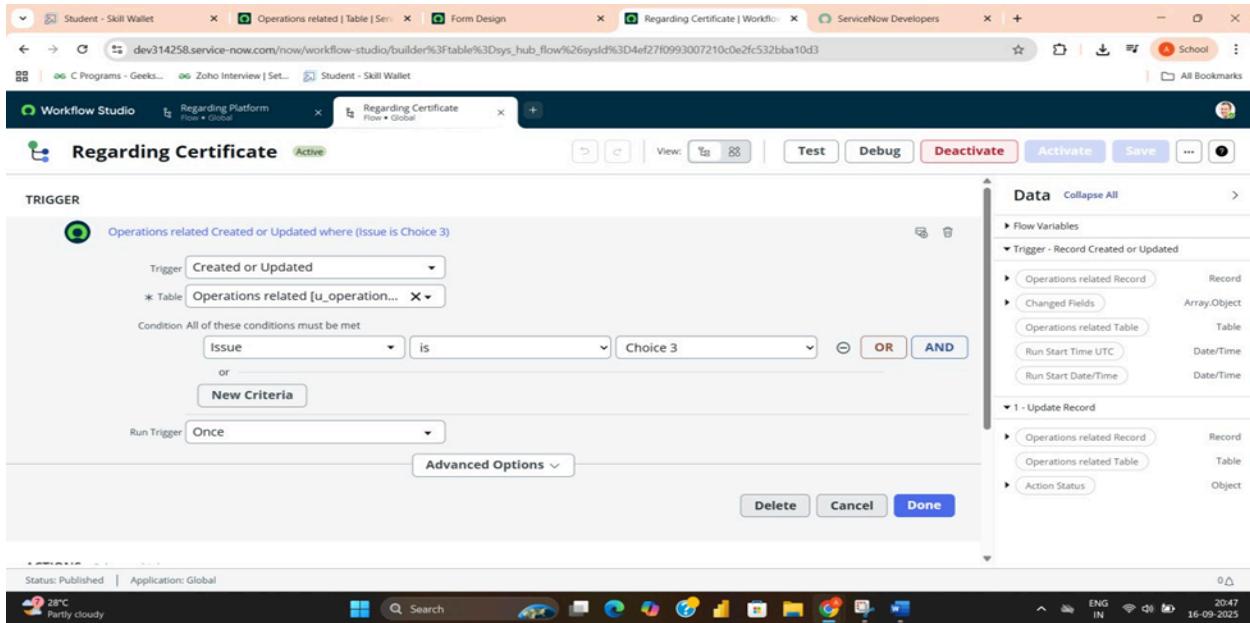
Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-16 06:13:34
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-09-16 06:11:28
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-16 06:10:52
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-16 06:09:54
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-16 06:08:53
u_operations_related	Allow If	delete	record	true	admin	2025-09-16 05:29:53
u_operations_related	Allow If	create	record	true	admin	2025-09-16 05:29:52
u_operations_related	Allow If	write	record	true	admin	2025-09-16 05:29:52
u_operations_related	Allow If	read	record	true	admin	2025-09-16 05:29:52

The system status bar at the bottom shows it's 20:44 on 16-09-2025.

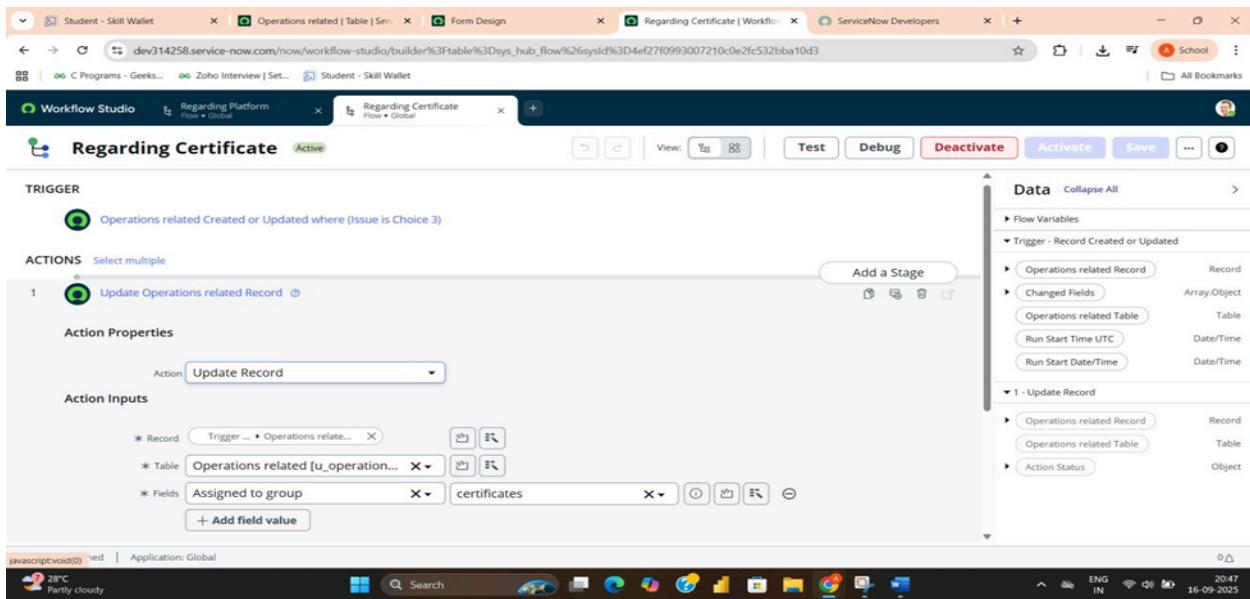
8. FLOW

8.1 Create a flow to Assign operations ticket to certification group

A) Trigger



B) Action



8.2 Create a flow to Assign operations ticket to platform group

A) Trigger

The screenshot shows the ServiceNow Workflow Studio interface. The main area displays a trigger configuration for the 'Regarding Platform' flow. The trigger is set to 'Created or Updated' on the 'Operations related' table. The condition is defined as 'Issue is Choice 1 OR Issue is Choice 2 OR Issue is Choice 4'. The sidebar on the right lists various flow variables and actions, such as 'Trigger - Record Created or Updated', 'Operations related Record', 'Changed Fields', 'Run Start Time UTC', and '1 - Update Record'.

B) Action

The screenshot shows the ServiceNow Workflow Studio interface. The main area displays an action configuration for the 'Regarding Platform' flow. The action is 'Update Operations related Record' with the 'Action Properties' set to 'Update Record'. The 'Action Inputs' section shows the assignment of the 'Assigned to group' field to the 'Platform' group. The sidebar on the right lists various flow variables and actions, such as 'Trigger - Record Created or Updated', 'Operations related Record', 'Changed Fields', 'Run Start Time UTC', and '1 - Update Record'.