

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

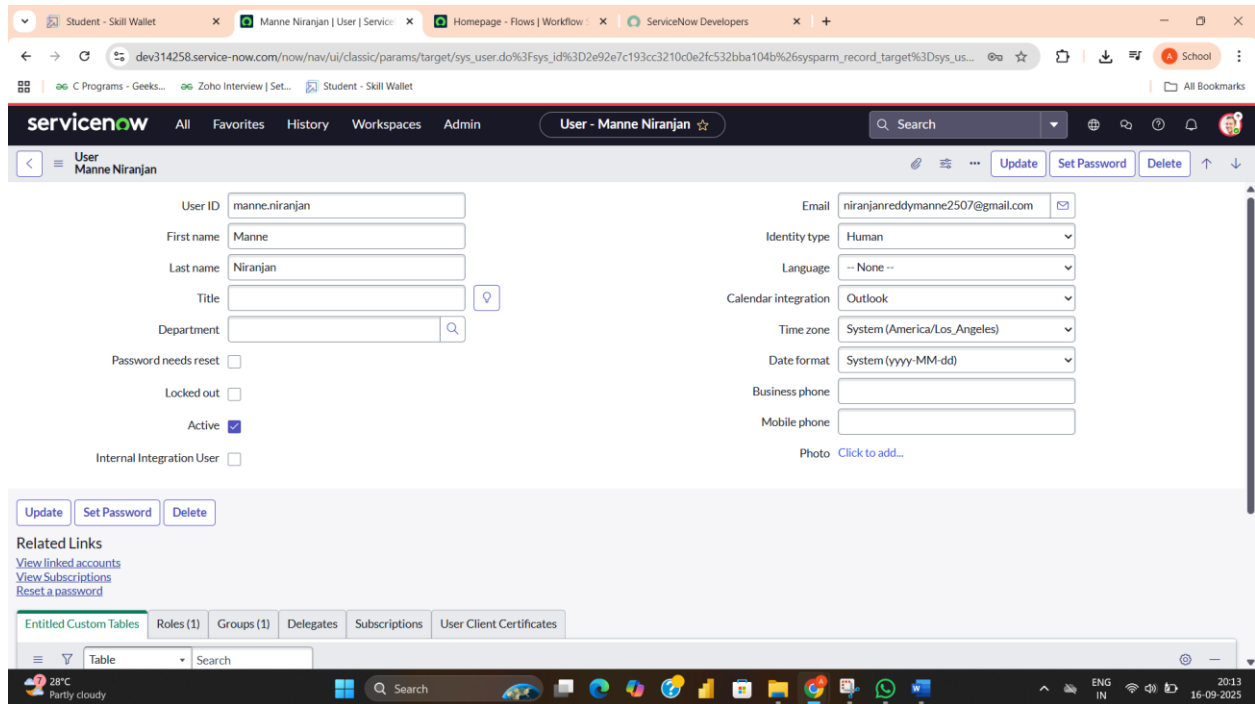
6. Assign Role to Table

7. .Create ACL

8.Flow

1. Create Users

A. Manne Niranjan



The screenshot shows the ServiceNow User Management interface for a user named Manne Niranjan. The browser tabs include 'Student - Skill Wallet', 'Manne Niranjan | User | Service...', 'Homepage - Flows | Workflow...', and 'ServiceNow Developers'. The URL is 'dev314258.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D2e92e7c193cc3210c0e2fc532bba104b%26sysparm_record_target%3Dsys_us...'. The page title is 'User - Manne Niranjan'. The form contains the following fields:

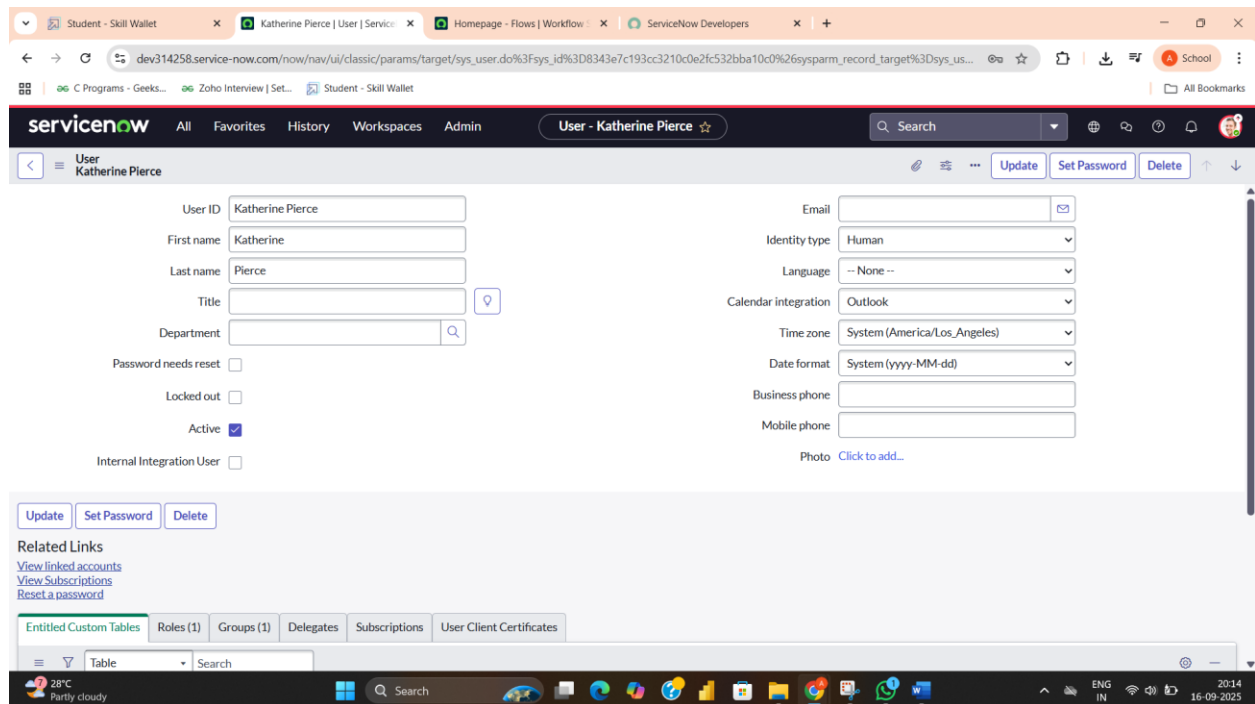
- User ID: manne.niranjan
- First name: Manne
- Last name: Niranjan
- Title: (empty)
- Department: (empty)
- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Internal Integration User: ☐
- Email: niranjanreddymanne2507@gmail.com
- Identity type: Human
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...

Buttons: 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.

B) Katherine Pierce



The screenshot shows the ServiceNow User Management interface for a user named Katherine Pierce. The browser tabs include 'Student - Skill Wallet', 'Katherine Pierce | User | Service...', 'Homepage - Flows | Workflow...', and 'ServiceNow Developers'. The URL is 'dev314258.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D8343e7c193cc3210c0e2fc532bba10c0%26sysparm_record_target%3Dsys_us...'. The page title is 'User - Katherine Pierce'. The form contains the following fields:

- User ID: Katherine Pierce
- First name: Katherine
- Last name: Pierce
- Title: (empty)
- Department: (empty)
- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Internal Integration User: ☐
- 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)
- Mobile phone: (empty)
- Photo: Click to add...

Buttons: 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.

2. Create Groups

A. Certificates

dev314258.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D70d3238593cc3210c0e2fc532bba10d7%26sysparm_record_target%3D...

ServiceNow Group - certificates

Name: certificates Group email: []

Manager: Katherine Pierce Parent: []

Description: []

[Update] [Delete]

Roles (1) Group Members (1) Groups

Created Search

Group = certificates

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

1 to 1 of 1

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B. Platform

dev314258.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D3D69f3e7c193cc3210c0e2fc532bba1016%26sysparm_record_target%3D...

ServiceNow Group - Platform

Name: Platform Group email: []

Manager: Manne Niranjan Parent: []

Description: []

[Update] [Delete]

Roles (1) Group Members (1) Groups

Created Search

Group = Platform

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

1 to 1 of 1

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3. Create roles

A. Certification Role

The screenshot shows the ServiceNow configuration page for a role named 'Certification_role'. The page is titled 'Role - Certification_role' and includes a search bar and navigation links. The role is configured with the following details:

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

Below the configuration fields, there are 'Update' and 'Delete' buttons. The 'Contains Roles' tab is selected, showing a search bar with the text 'for text' and a search icon. The search results show 'Role = Certification_role' and a table with the header 'Contains'. The table is currently empty, displaying 'No records to display'.

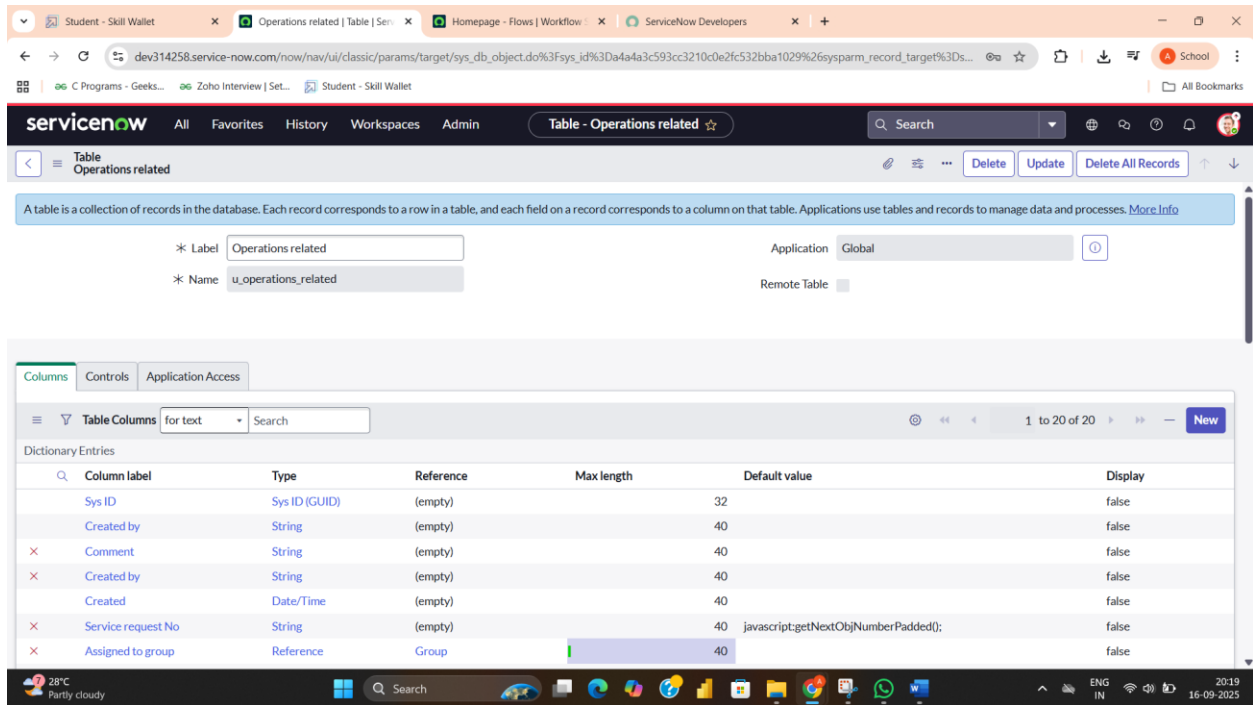
B. Platform Role

The screenshot shows the ServiceNow configuration page for a role named 'Platform_role'. The page is titled 'Role - Platform_role' and includes a search bar and navigation links. The role is configured with the following details:

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

Below the configuration fields, there are 'Update' and 'Delete' buttons. The 'Contains Roles' tab is selected, showing a search bar with the text 'for text' and a search icon. The search results show 'Role = Platform_role' and a table with the header 'Contains'. The table is currently empty, displaying 'No records to display'.

4. Create Table



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](#)

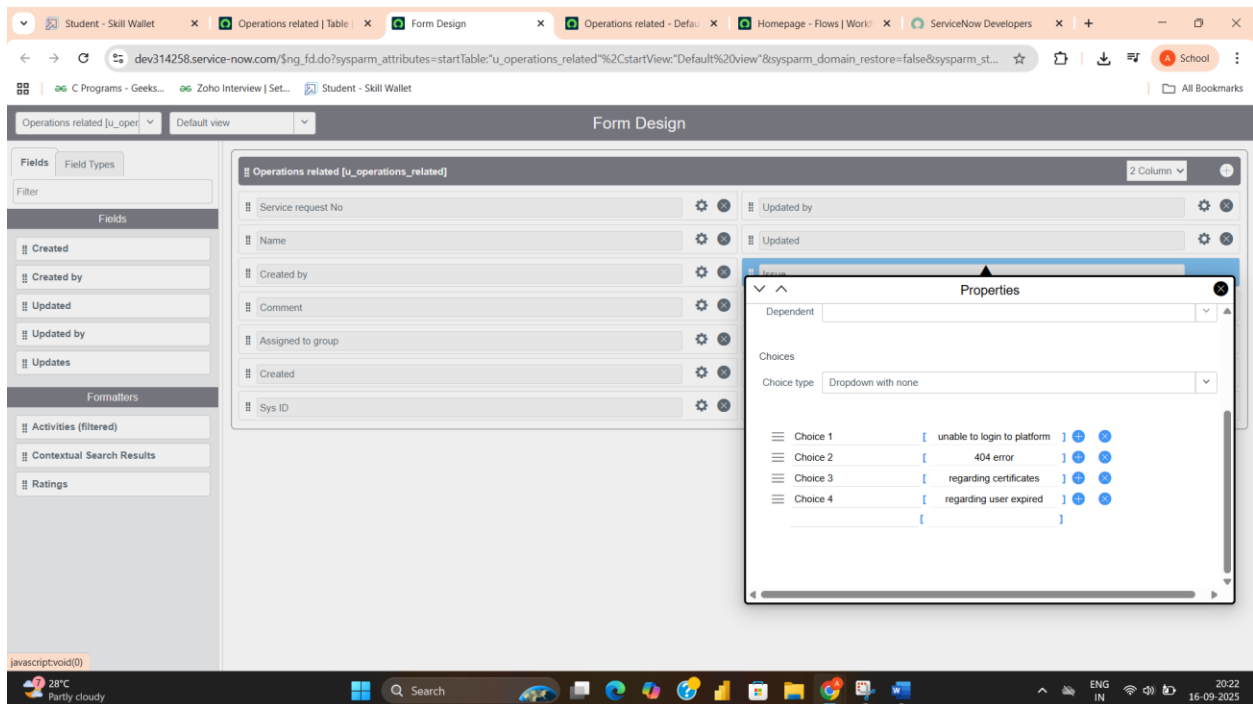
* Label: Operations related
* Name: u_operations_related
Application: Global
Remote Table:

Columns Controls Application Access

Table Columns for text Search 1 to 20 of 20 New

Dictionary Entries

| 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 |



Operations related [u_operations_related] 2 Column

Service request No
Name
Created by
Comment
Assigned to group
Created
Sys ID

Updated by
Updated

Properties

Dependent:

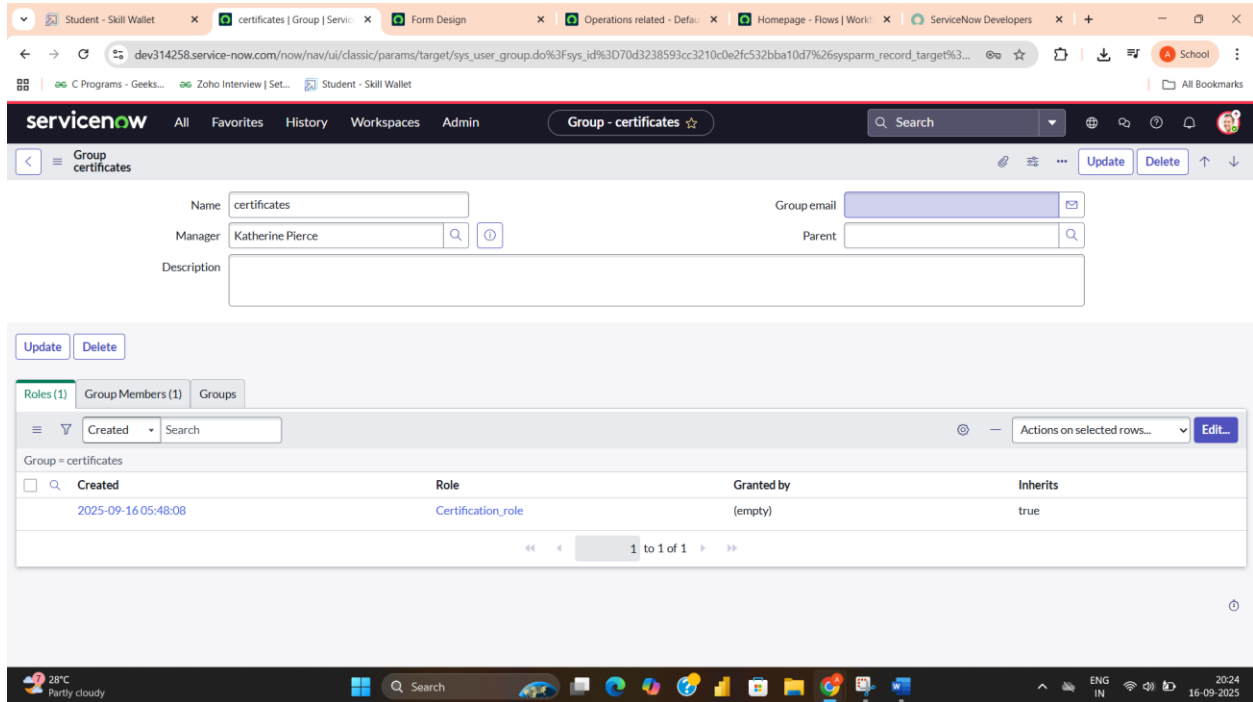
Choices

Choice type: Dropdown with none

Choice 1: [unable to login to platform]
Choice 2: [404 error]
Choice 3: [regarding certificates]
Choice 4: [regarding user expired]

5. Assign roles & users to groups

5.1 Assign roles & users to certificate group

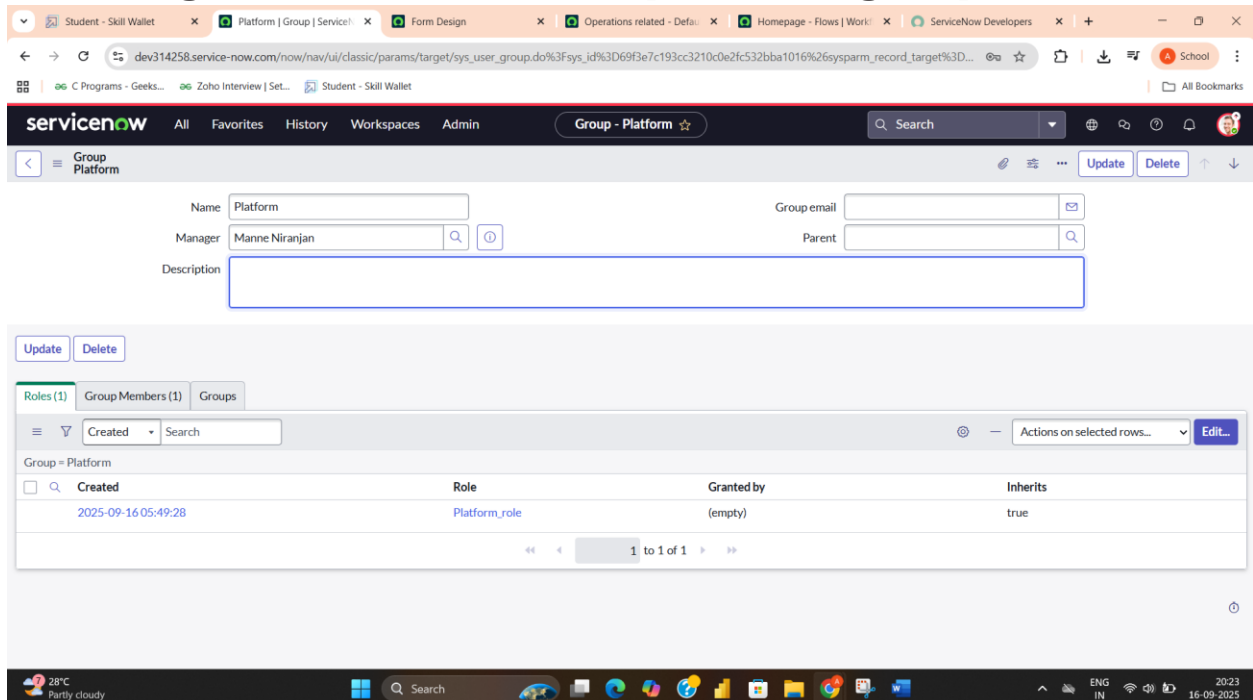


The screenshot shows the ServiceNow interface for the 'Group - certificates' form. The form fields are: Name (certificates), Manager (Katherine Pierce), Group email (empty), Parent (empty), and Description (empty). Below the form is a table with the following data:

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

The table has a pagination bar showing '1 to 1 of 1'.

5.2 Assign roles & users to platform group



The screenshot shows the ServiceNow interface for the 'Group - Platform' form. The form fields are: Name (Platform), Manager (Manne Niranjana), Group email (empty), Parent (empty), and Description (empty). Below the form is a table with the following data:

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

The table has a pagination bar showing '1 to 1 of 1'.

6. Assign role to table

6.1 Read

The screenshot shows the ServiceNow interface for configuring an Access Control rule for the 'u_operations_related' table. The 'Conditions' tab is active, showing the 'Requires role' section with three roles: 'u_operations_related_user', 'Certification_role', and 'Platform_role'. The 'Security Attribute Condition' section is empty. The 'Applies To' section shows 'No. of records matching the condition: 0'. The 'Description' field contains 'Default access control on u_operations_related'.

Access Control - u_operations_related

Admin overrides ☒

Protection policy -- None --

* Name Operations related [u_operations_related]

Description Default access control on u_operations_related

Applies To

Conditions

Requires role

Role

- u_operations_related_user
- Certification_role
- Platform_role

Security Attribute Condition

6.2 Write

The screenshot shows the ServiceNow interface for configuring an Access Control rule for the 'u_operations_related' table. The 'Conditions' tab is active, showing a detailed explanation of Access Control Rules. The 'Requires role' section is empty. The 'Applies To' section shows 'No. of records matching the condition: 0'. The 'Description' field contains 'Default access control on u_operations_related'.

Access Control - u_operations_related

Description Default access control on u_operations_related

Applies To No. of records matching the condition: 0

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

Role

- Platform_role
- u_operations_related_user
- Certification_role
- Insert a new row...

7.Create ACL

7.1 Service Request Info

dev314258.servicenow.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D4a4a3c593cc3210c0e2fc532bba1029%26sysparm_record_list%3Dsys_...

servicenow All Favorites History Workspaces Admin Table - Operations related Search

Access Control u_operations_related.u_service_request_no Update Delete

* Type record Application Global
* Operation write Active ☒
Decision Type Allow If Advanced ☐
Admin overrides ☒
Protection policy -- None --
* Name Operations related [u_operations_related]
Description
Applies To Add Filter Condition Add OR Clause

Conditions

Requires role

| Role |
|-------|
| admin |

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7.2 Priority

dev314258.servicenow.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D4a4a3c593cc3210c0e2fc532bba1029%26sysparm_record_list%3Dsys_...

servicenow All Favorites History Workspaces Admin Table - Operations related Search

Access Control u_operations_related.u_priority Update Delete

* Type record Application Global
* Operation write Active ☒
Decision Type Allow If Advanced ☐
Admin overrides ☒
Protection policy -- None --
* Name Operations related [u_operations_related]
Description
Applies To Add Filter Condition Add OR Clause

Conditions

Requires role

| Role |
|-------|
| admin |

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7.3 Name

Student - Skill Wallet | u_operations_related.u_name | Form Design | Operations related - Defa... | Homepage - Flows | Work... | ServiceNow Developers

dev314258.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D9571f70993007210c0e2fc532bba1054%26sysparm_record_target%3...

ServiceNow | All | Favorites | History | Workspaces | Access Control - u_operations_related.u_name | Search

Access Control u_operations_related.u_name | Update | Delete

Protection policy: -- None --

* Name: Operations related [u_operations_related] | Name

Description:

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

| Role |
|-------|
| admin |

Insert a new row...

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7.4 Issue

Student - Skill Wallet | Operations related | Table | Form Design | Operations related - Defa... | Homepage - Flows | Work... | ServiceNow Developers

dev314258.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D9571f70993007210c0e2fc532bba1029%26sysparm_record_list%3Dsys...

ServiceNow | All | Favorites | History | Workspaces | Admin | Table - Operations related | Search

Access Control u_operations_related.u_issue | Update | Delete

* Type: record | Application: Global

* Operation: write | Active: ☒

Decision Type: Allow If | Advanced: ☐

Admin overrides: ☒

Protection policy: -- None --

* Name: Operations related [u_operations_related]

Description:

Applies To: Add Filter Condition | Add OR Clause

Add another condition that must be true

Conditions

Requires role

| Role |
|-------|
| admin |

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7.5 Ticket raised date

dev314258.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D4a4a3c593cc3210c0e2fc532bba1029%26sysparm_record_list%3Dsys_...

servicenow All Favorites History Workspaces Admin Table - Operations related Search

Access Control
u_operations_related.u_ticket_raised_date

* Type: record
* Operation: write
Decision Type: Allow If
Admin overrides: ☒
Protection policy: -- None --
* Name: Operations related [u_operations_related]
Description:
Applies To: Add Filter Condition Add OR Clause

Application: Global
Active: ☒
Advanced: ☐

Conditions

Requires role

| Role |
|-------|
| admin |

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7.6

dev314258.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D4a4a3c593cc3210c0e2fc532bba1029%26sysparm_record_list%3Dsys_...

servicenow All Favorites History Workspaces Admin Table - Operations related Search

Table
Operations related

Layout List
Show Form
Show List
Show Schema Map
Add to Service Catalog
Run Point Scan
Explore REST API

Access Controls (9) Security Data Filters Labels (1) Database Indexes (3) Table Subscription Configuration (1)

Updated Search Actions on selected rows... New

| 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 |

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8. Flow

8.1 Create a Flow to Assign operations ticket to group

A) Trigger

The screenshot shows the 'Regarding Certificate' workflow in the ServiceNow Workflow Studio. The 'TRIGGER' section is configured with the following details:

- Trigger:** Created or Updated
- Table:** Operations related [u_operation...]
- Condition:** All of these conditions must be met
 - Issue is Choice 3
- Run Trigger:** Once

The right-hand 'Data' panel shows the flow variables for the trigger, including 'Operations related Record', 'Changed Fields', 'Operations related Table', 'Run Start Time UTC', and 'Run Start Date/Time'. The bottom status bar indicates the workflow is 'Published' and 'Application: Global'.

B. Action

The screenshot shows the 'Regarding Certificate' workflow in the ServiceNow Workflow Studio, now with an action added. The 'ACTIONS' section is configured as follows:

- Action:** Update Record
- Action Inputs:**
 - Record:** Trigger ... > Operations relate...
 - Table:** Operations related [u_operation...]
 - Fields:** Assigned to group, certificates

The right-hand 'Data' panel shows the flow variables for the action, including 'Operations related Record', 'Changed Fields', 'Operations related Table', 'Run Start Time UTC', and 'Run Start Date/Time'. The bottom status bar indicates the workflow is 'Published' and 'Application: Global'.

8.2 Create a Flow to Assign operations ticket to Platform group

A) Trigger

The screenshot shows the ServiceNow Workflow Studio interface for a flow named "Regarding Platform". The flow is currently in the "Trigger" configuration stage. The trigger is set to "Created or Updated" for the "Operations related" table. The condition is configured as "All of these conditions must be met" with three criteria: "Issue is Choice 1", "Issue is Choice 2", and "Issue is Choice 4". The flow is published and active.

Workflow Studio Interface:

- Flow Name:** Regarding Platform
- Trigger:** Created or Updated
- Table:** Operations related [u_operation...]
- Condition:** All of these conditions must be met
 - Issue is Choice 1
 - Issue is Choice 2
 - Issue is Choice 4
- Status:** Published
- Application:** Global

Data Panel (Right):

- 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
 - Operations related Record (Record)
 - Operations related Table (Table)
 - Action Status (Object)

B.Action

The screenshot shows the ServiceNow Workflow Studio interface for the same flow "Regarding Platform", now in the "Action" configuration stage. The action is "Update Operations related Record". The action properties are set to "Update Record". The action inputs are configured to update the "Assigned to group" field to "Platform" for the "Operations related" table.

Workflow Studio Interface:

- Flow Name:** Regarding Platform
- Action:** Update Operations related Record
- Action Properties:** Update Record
- Action Inputs:**
 - Record: Trigger ... > Operations relate...
 - Table: Operations related [u_operation...]
 - Fields: Assigned to group (Platform)
- Status:** Published
- Application:** Global

Data Panel (Right):

- 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
 - Operations related Record (Record)
 - Operations related Table (Table)
 - Action Status (Object)