Streamlining Ticket Assignment for Efficient Support Operations

Team ID : MN2025TMID18410

Team Size : 3

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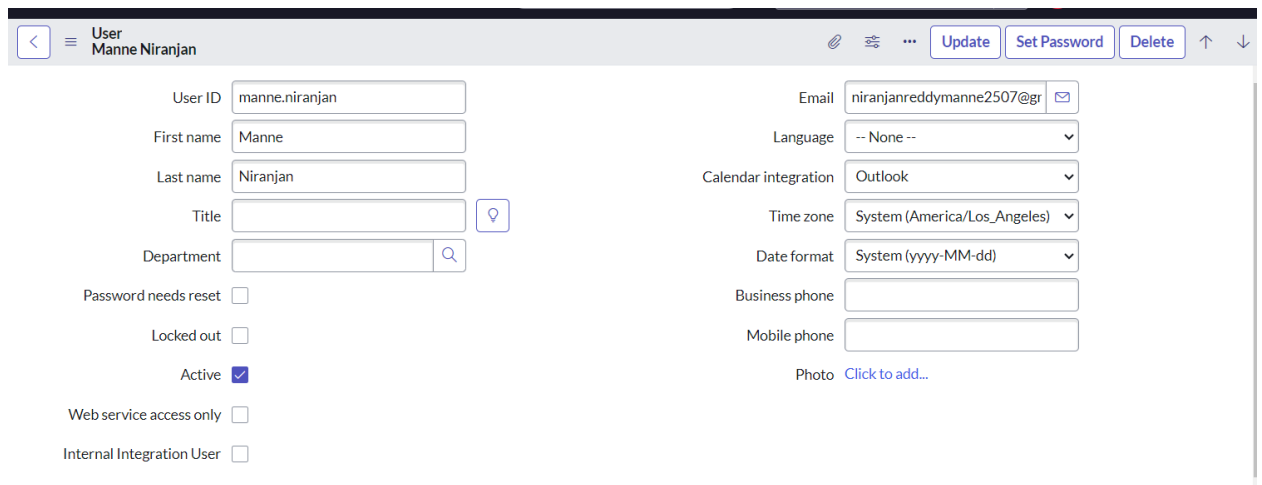**Problem Statement:** Streamlining Ticket Assignment for Efficient Support Operations

TASK INITIATION

Milestone 1 : Users

Activity 1: Create Users

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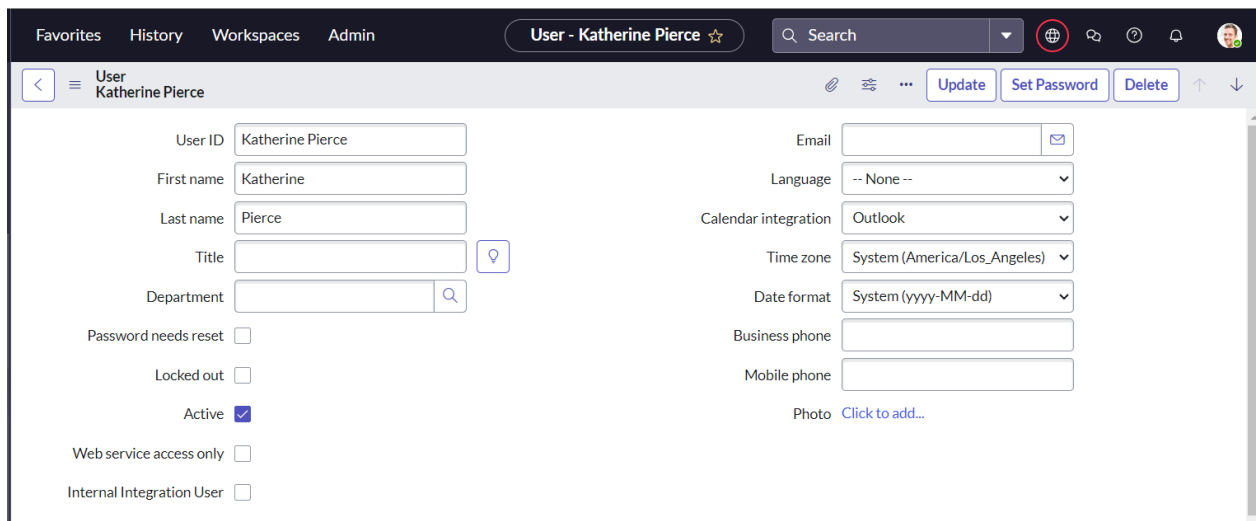
5. Fill the following details to create a new user

6. Click on submit

Create one more user:

7.Create another user with the following details

7. Click on submit

Milestone 2: Groups

Activity 1: 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

5. Click on submit

Create one more group:

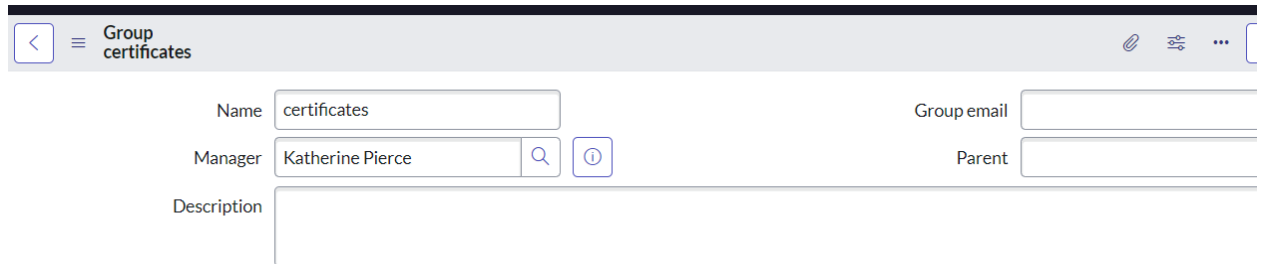
1. Create another group with the following details

2. Click on submit

Milestone 3 : Roles
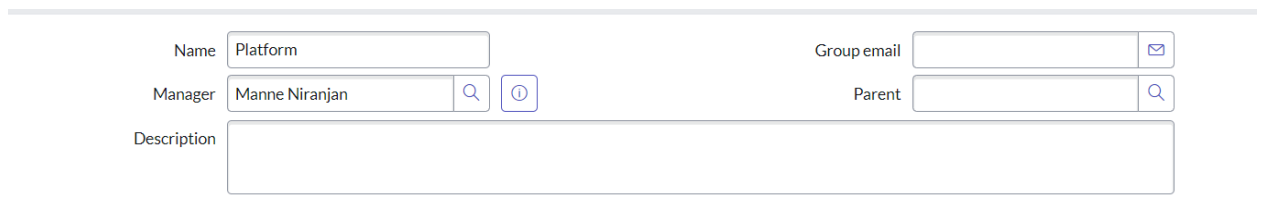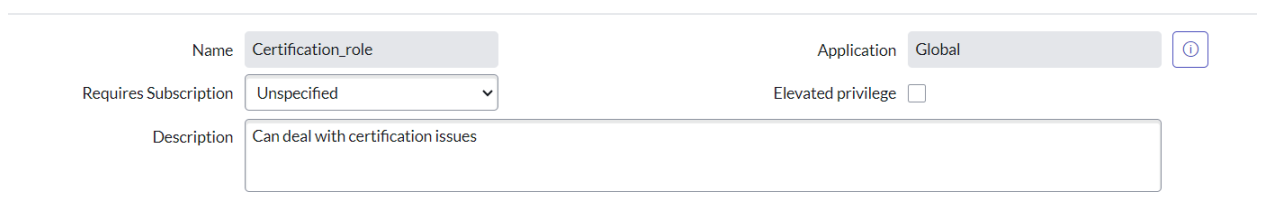
Activity 1: create Roles

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

6. Click on submit

Create one more role:

Create another role with the following details

Name	Platform_role	Application	Global
Requires Subscription	Unspecified	Elevated privilege	☐
Description	Can deal with platform related issues		

Click on submit

Milestone 4: Table

Activity 1: 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
7. Under table columns give the columns

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

8. Click on submit

Create choices for the issue filed by using form design

Choices are

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

Milestone 5: Assign roles & users to groups

Activity 1: 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

Activity 2: 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 Niranjan and save
8. Click on roles
9. Select Platform_role and save

Milestone 6: Assign role to table

Activity 1: **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
      Double click on insert a new row
10.   Give platform role
11.   And add certificate role
12. Click on update

12. Click on u_operations_related write operation
13. Under Requires role
14. Double click on insert a new row
15. Give platform role
16. And add certificate role

Milestone 7: Create ACL

Activity 1: 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
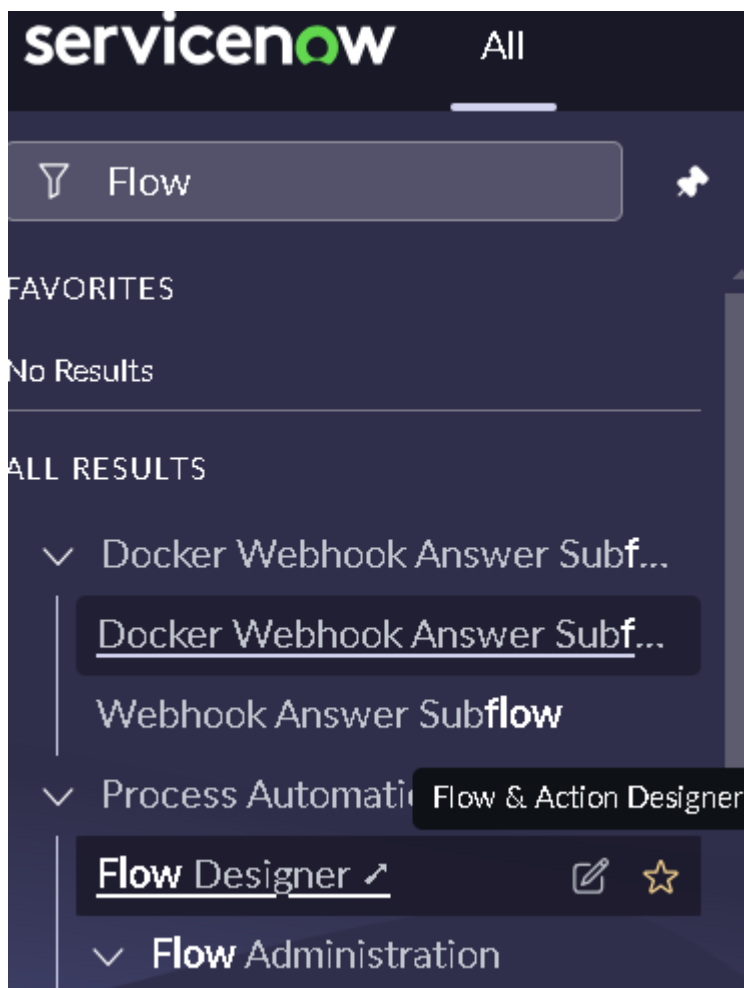5. Fill the following details to create a new ACL

1. Scroll down under requires role
2. Double click on insert a new row
3. Give admin role
4. Click on submit
5.Similarly create 4 acl for the following fields

Milestone 8: Flow

Activity 1: 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.

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 : Regrading 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.

servicenow Flow Designer

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Flow
Regarding certificates ✕ ＋

Regarding certificates Active

View: ▢ 88 | Test Deactivate Activate Save ⋯

TRIGGER

now Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1 now Update Operations related Record ⑦

＋ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

Data Collapse All ＞

▸ 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