

Project Title

Streamlining Ticket Assignment for Efficient Support Operations

Team Id:**NM2025TMID17913**

Team Leader :JOSHVA T

Team Member 1:SAKTHIVEL M

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Category: ServiceNow System Administrator

Skills Required:

Tensorflow, Spring

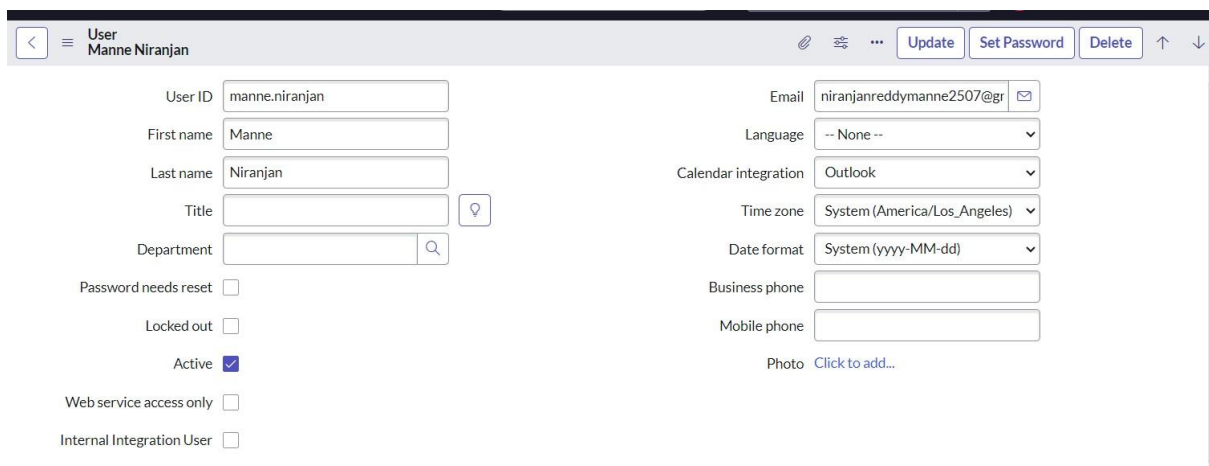
Project Description:

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.

TASK INITIATION

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



The screenshot shows the 'User' creation form in ServiceNow for a user named 'Manne Niranjan'. The form is divided into two main sections: personal information and system settings. The personal information section includes fields for User ID, First name, Last name, Title, and Department. The system settings section includes fields for Email, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active', 'Web service access only', and 'Internal Integration User'. The 'Active' checkbox is checked. The 'Photo' field has a link to 'Click to add...'. The form has a header bar with a back button, a menu icon, the user name 'Manne Niranjan', and action buttons: 'Update', 'Set Password', and 'Delete'. There are also up and down arrow buttons.

Field	Value
User ID	manne.niranjan
First name	Manne
Last name	Niranjan
Title	
Department	
Email	niranjanreddymanne2507@gr
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...
Password needs reset	<input type="checkbox"/>
Locked out	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>
Web service access only	<input type="checkbox"/>
Internal Integration User	<input type="checkbox"/>

6. Click on submit

Create one more user:

7. Create another user with the following details

Favorites History Workspaces Admin **User - Katherine Pierce** ☆

< ≡ User Katherine Pierce 🔗 ⚙️ ⋮ Update Set Password Delete ↑ ↓

User ID Email ✉️
 First name Language
 Last name Calendar integration
 Title 👤 Time zone
 Department 🔍 Date format
 Password needs reset ☐ Business phone
 Locked out ☐ Mobile phone
 Active ☒ Photo [Click to add...](#)
 Web service access only ☐
 Internal Integration User ☐

8. Click on submit

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



< ≡ Group certificates 🔗 ⚙️ ⋮

Name Group email
 Manager 🔍 👤 Parent
 Description

6. Click on submit

Create one more group:

7. Create another group with the following details

Name	<input type="text" value="Platform"/>	Group email	<input type="text"/> 
Manager	<input type="text" value="Manne Niranjana"/>  	Parent	<input type="text"/> 
Description	<input type="text"/>		

8. Click on submit

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

Name	<input type="text" value="Certification_role"/>	Application	<input type="text" value="Global"/> 
Requires Subscription	<input type="text" value="Unspecified"/>	Elevated privilege	<input type="checkbox"/>
Description	<input type="text" value="Can deal with certification issues"/>		

6. Click on submit

Create one more role:

Create another role with the following details

Name	Platform_role	Application	Global	①
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>	
Description	Can deal with platform related issues			

Click on submit

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();
✗	Ticket raised Date	Date/Time	(empty)		40	false
+	Insert a new row...					

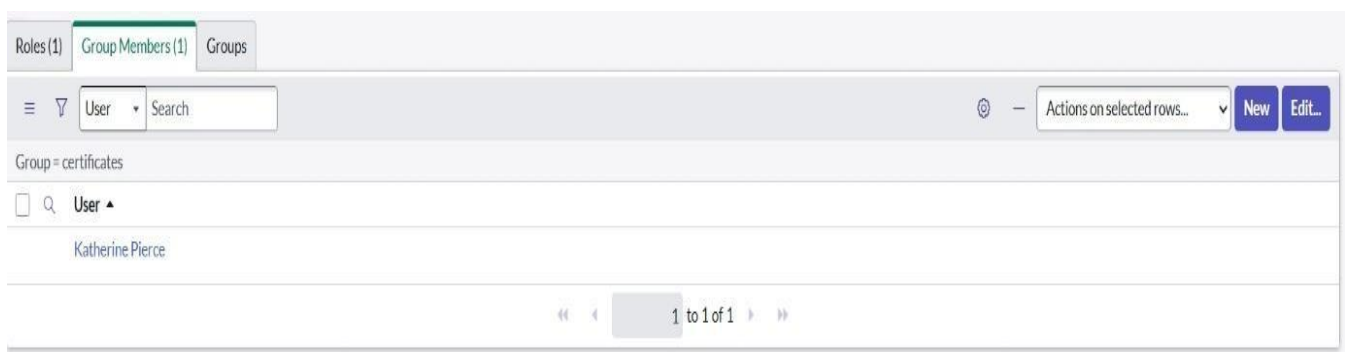
8. Click on submit Create choices for the issue filed by using form design Choices are

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

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

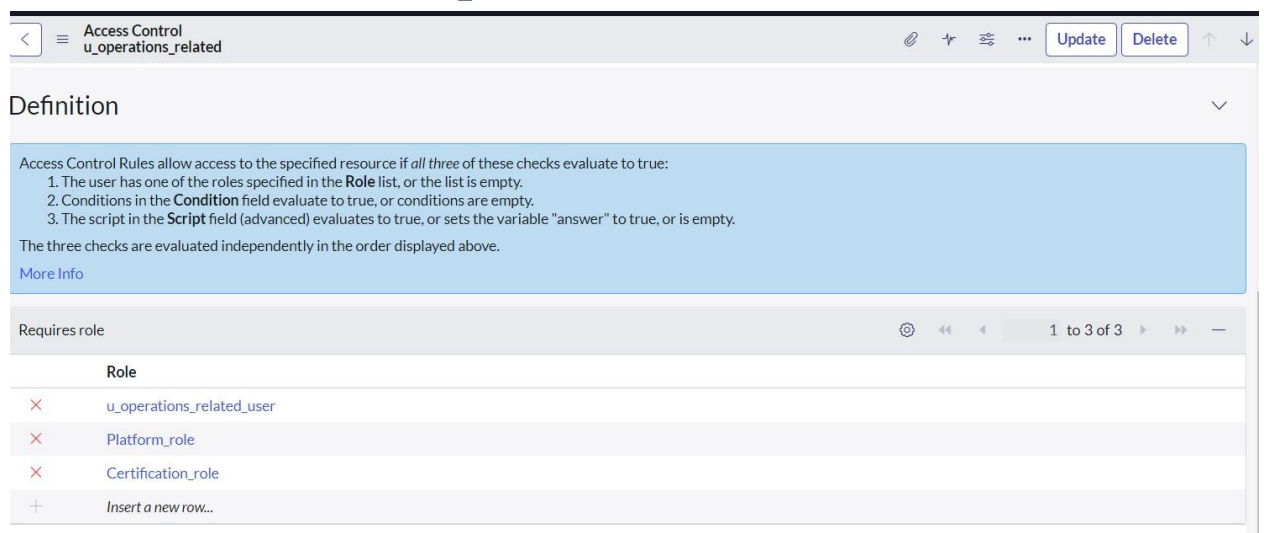
Roles (1)	Group Members (1)	Groups
≡	User ▾ Search	⚙️ - Actions on selected rows... ▾ New Edit...
Group = Platform		
☐	Q User ▲	
	Manne Niranjana	
« 1 to 1 of 1 »		

Roles (1)	Group Members (1)	Groups
≡	Created ▾ Search	⚙️ - Actions on selected rows... ▾ Edit...
Group = Platform		
☐	Q Created	Role Granted by Inherits
	2025-09-09 08:09:34	Platform_role (empty) true
« 1 to 1 of 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
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

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

Access Control
u_operations_related.u_service_request_no

* Type: record Application: Global

* Operation: write Active: ☒

Admin overrides: ☒ Advanced: ☐

Protection policy: -- None --

* Name: Operations related [u_operations_related] Service request No

Description:

Condition: 4 records match condition

Buttons: Add Filter Condition, Add "OR" Clause

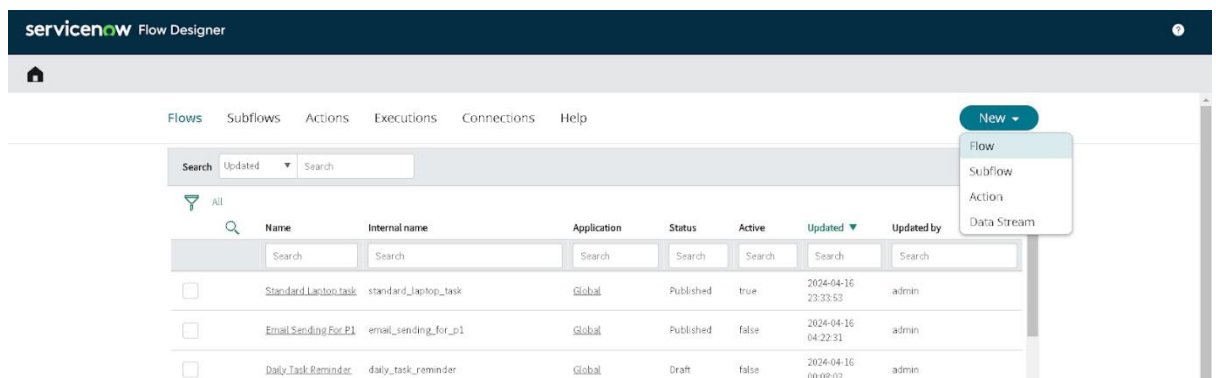
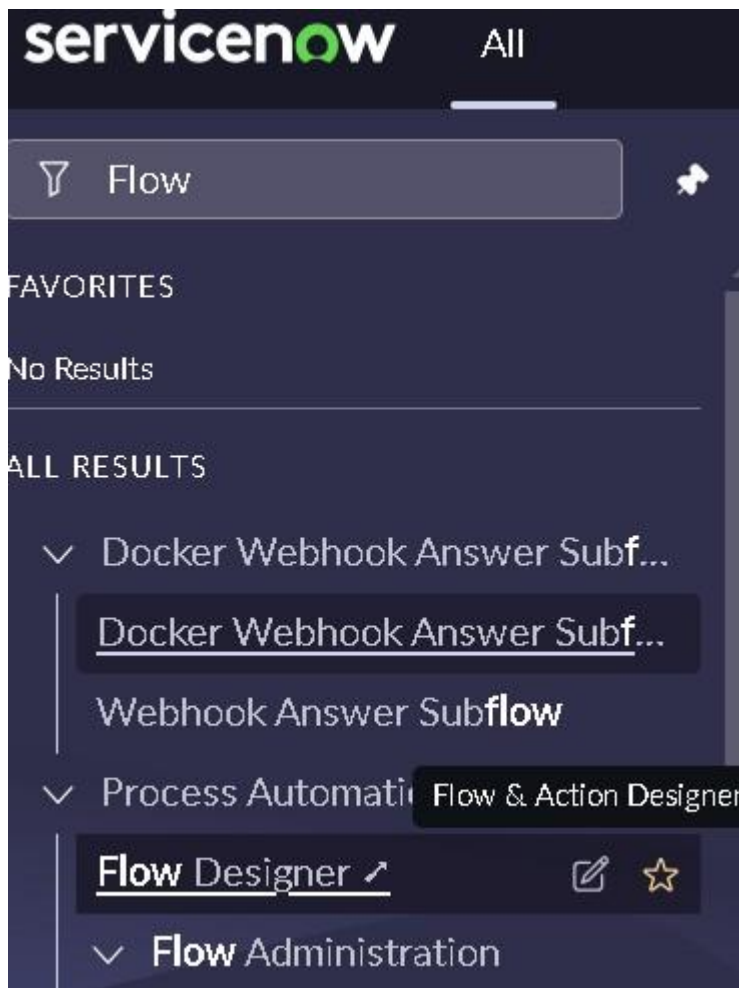
Fields: -- choose field --, -- oper --, -- value --

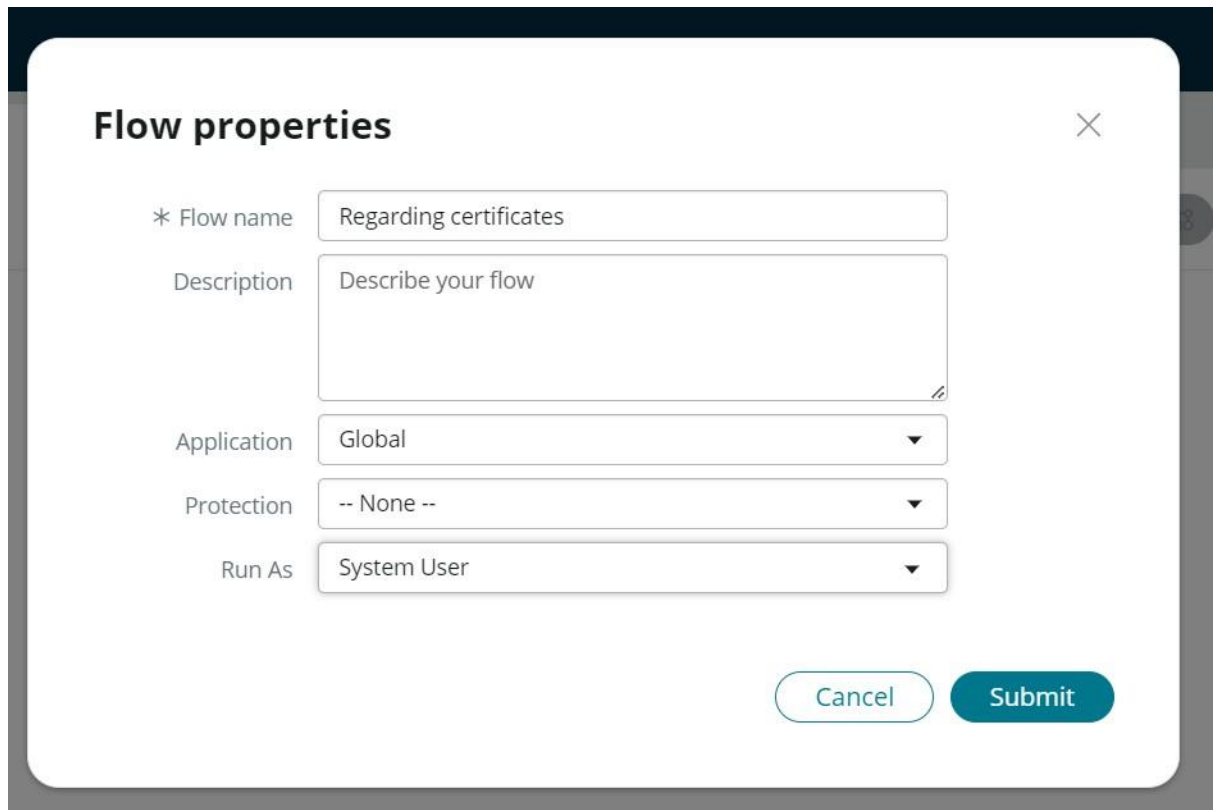
6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 acl for the following fields

<input type="checkbox"/>	<input type="radio"/>	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

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.



A screenshot of a 'Flow properties' dialog box. The dialog has a title bar with a close button (X) in the top right corner. Inside, there are several fields: 'Flow name' with the value 'Regarding certificates', 'Description' with the placeholder 'Describe your flow', 'Application' with a dropdown menu showing 'Global', 'Protection' with a dropdown menu showing '-- None --', and 'Run As' with a dropdown menu showing 'System User'. At the bottom right, there are two buttons: 'Cancel' and 'Submit'.

Flow properties ✕

* Flow name

Description

Application

Protection

Run As

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.

TRIGGER

Operations related Created or Updated (Trigger: Created or Updated regarding certificates)

Trigger: Created or Updated

* Table: Operations related [u_operations_related]

Condition: All of these conditions must be met

Issue is Regarding certificates

OR AND

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel 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.

ACTIONS Select multiple

1 **now** Update Operations related Record ⓘ

Action Update Record ▼

* Record Trigger ... ▶ Operations relate... X

* Table Operations related [u_operations_related] X▼

* Fields Assigned to group X▼ certificates X▼ ⓘ ⓘ ⓘ ⊖

+ Add field value

Delete Cancel Done

servicenow Flow Designer

Flow Regarding certificates X +

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 ⓘ

+ Add an Action, Flow Logic, or Subflow

EDDOR HANIMED

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 DateTime

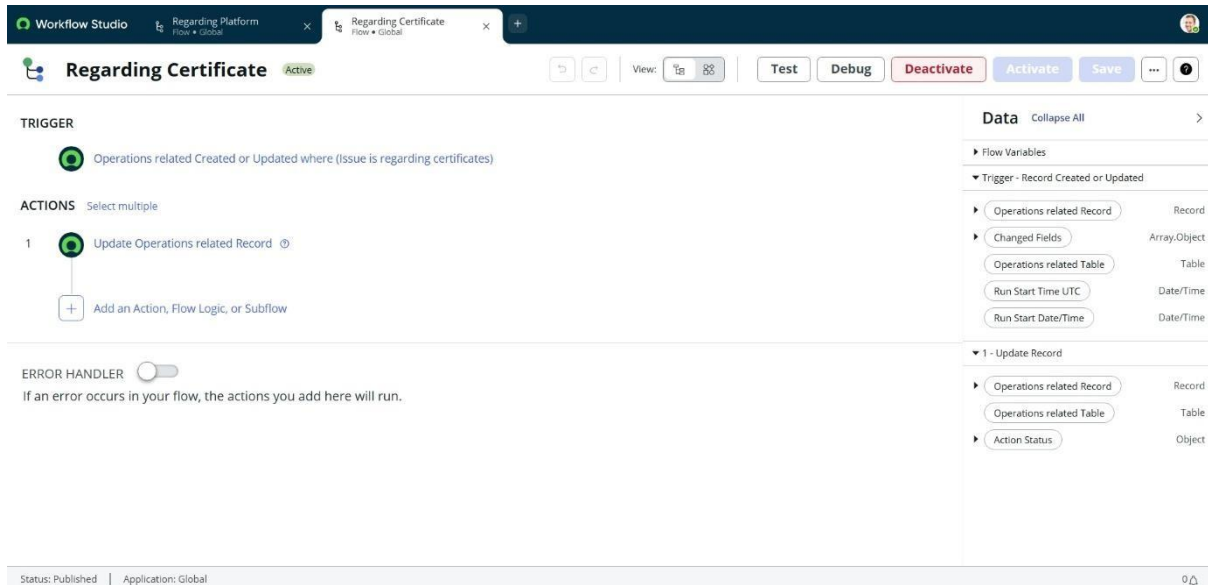
Run Start Date/Time DateTime

1 - Update Record

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

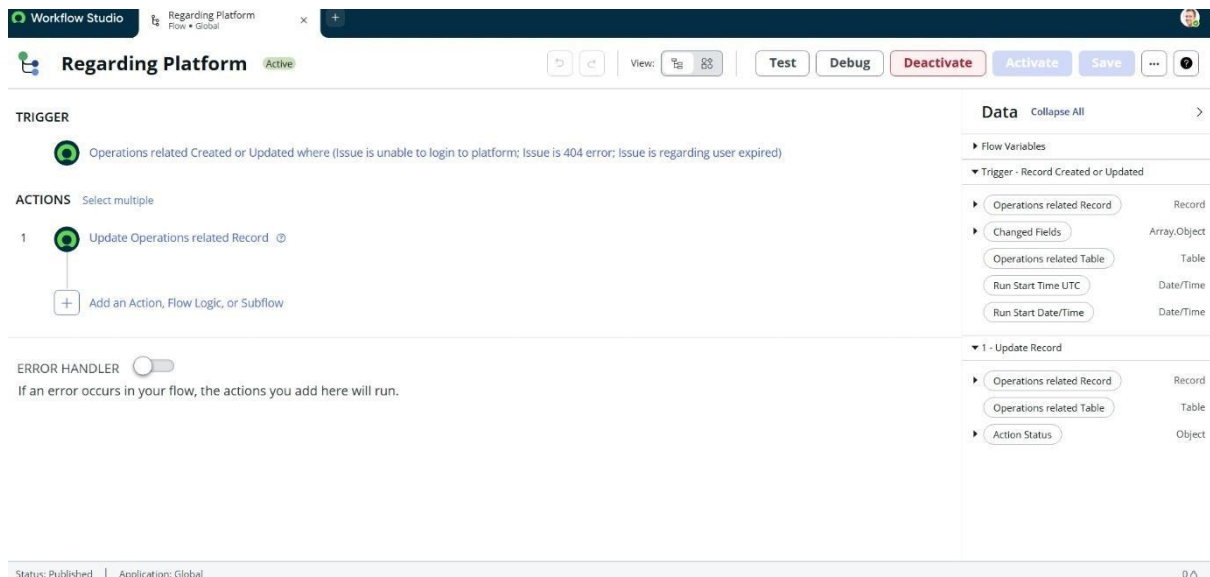
13. Give the field as "Assigned to group".

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.