

Project Title

Streamlining Ticket Assignment for Efficient Support Operations

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Category: ServiceNow System Administrator

Skills Required:

Tensorflow, Spring

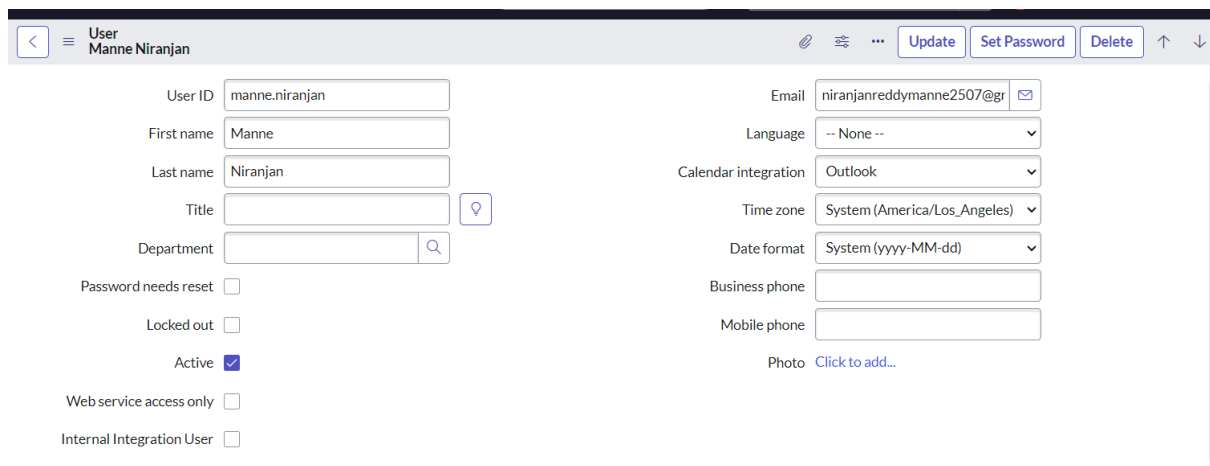
Project Description:

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' management interface 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 'Update', 'Set Password', and 'Delete' buttons are visible at the top right of the form.

| 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** ☆ Search

< ≡ User Katherine Pierce
 Update Set Password Delete

User ID: Katherine Pierce
 First name: Katherine
 Last name: Pierce
 Title: 🔍
 Department: 🔍
 Password needs reset: ☐
 Locked out: ☐
 Active: ☒
 Web service access only: ☐
 Internal Integration User: ☐

Email: ✉
 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...](#)

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: certificates
 Manager: Katherine Pierce 🔍 🔑
 Group email:
 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 |  |
| 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(); | false |
| ✗ Ticket raised Date | Date/Time | (empty) | 40 | | false |
| + Insert a new row... | | | | | |

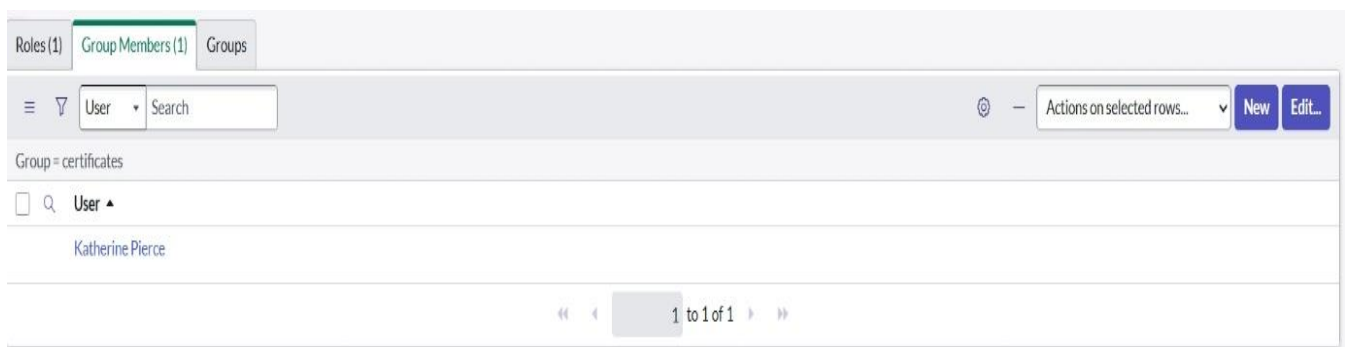
8. Click on submit
Create choices for the issue
filed by using form design
Choices are

- 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 |
| <div><div><div>≡</div><div>▼</div><div>User</div><div>Search</div></div><div>⚙️ - Actions on selected rows... <div>New</div> <div>Edit...</div></div></div> | | |
| Group = Platform | | |
| <div><div><input type="checkbox"/></div><div>Q</div><div>User ▲</div></div> | | |
| Manne Niranjana | | |
| <div>« <div>1 to 1 of 1</div> »</div> | | |

| | | |
|---|-------------------|------------|
| Roles (1) | Group Members (1) | Groups |
| <div><div><div>≡</div><div>▼</div><div>Created</div><div>Search</div></div><div>⚙️ - Actions on selected rows... <div>Edit...</div></div></div> | | |
| Group = Platform | | |
| <div><div><input type="checkbox"/></div><div>Q</div><div>Created</div></div> | Role | Granted by |
| 2025-09-09 08:09:34 | Platform_role | (empty) |
| Inherits | true | |
| <div>« <div>1 to 1 of 1</div> »</div> | | |

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

The screenshot shows a web interface for updating an Access Control rule. At the top, there's a header bar with a back arrow, a menu icon, the title "Access Control u_operations_related", and action buttons "Update" and "Delete". Below the header is a "Definition" section with a blue background, containing three numbered conditions and a "More Info" link. Underneath is a "Requires role" section with a table listing roles. The table has three rows, each with a red 'X' icon and a role name: "u_operations_related_user", "Platform_role", and "Certification_role". At the bottom of the table is a button to "Insert a new row...".

Access Control Rules allow access to the specified resource if *all three* of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Requires role

| Role |
|-----------------------------|
| ✗ u_operations_related_user |
| ✗ Platform_role |
| ✗ Certification_role |
| + Insert a new row... |

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

The screenshot shows the 'Access Control' configuration page for the resource 'u_operations_related.u_service_request_no'. The form includes the following fields and options:

- Type:** record
- Operation:** write (with an information icon)
- Application:** Global (with an information icon)
- Active:** ☒
- Advanced:** ☐
- Admin overrides:** ☒
- Protection policy:** -- None --
- Name:** Operations related [u_operations_related] (dropdown) and Service request No (dropdown)
- Description:** (empty text area)
- Condition:** 4 records match condition (with a help icon). Below this are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. At the bottom, there are input fields for '-- choose field --', '-- oper --', and '-- 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

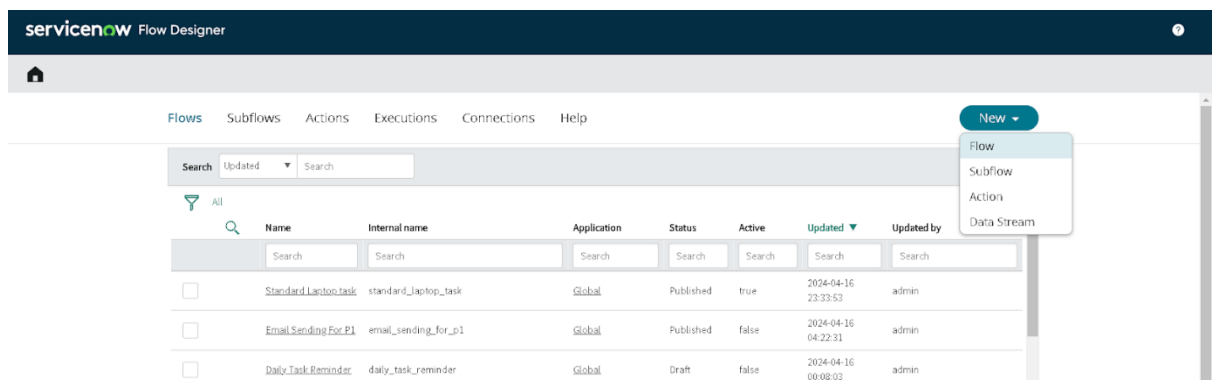
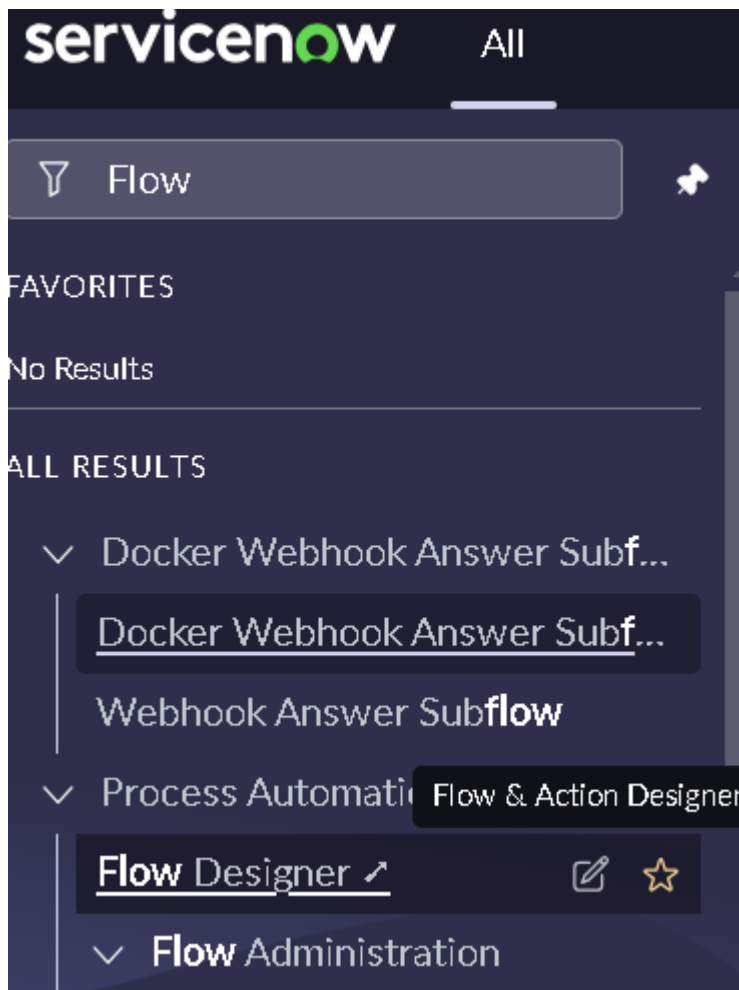
| | | | | | | | |
|--------------------------|----------------------|---|-------|--------|------|-------|---------------------|
| <input type="checkbox"/> | <input type="info"/> | u_operations_related.u_priority | write | record | true | admin | 2024-04-16 22:32:12 |
| | | u_operations_related.u_ticket_raised_date | 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 |

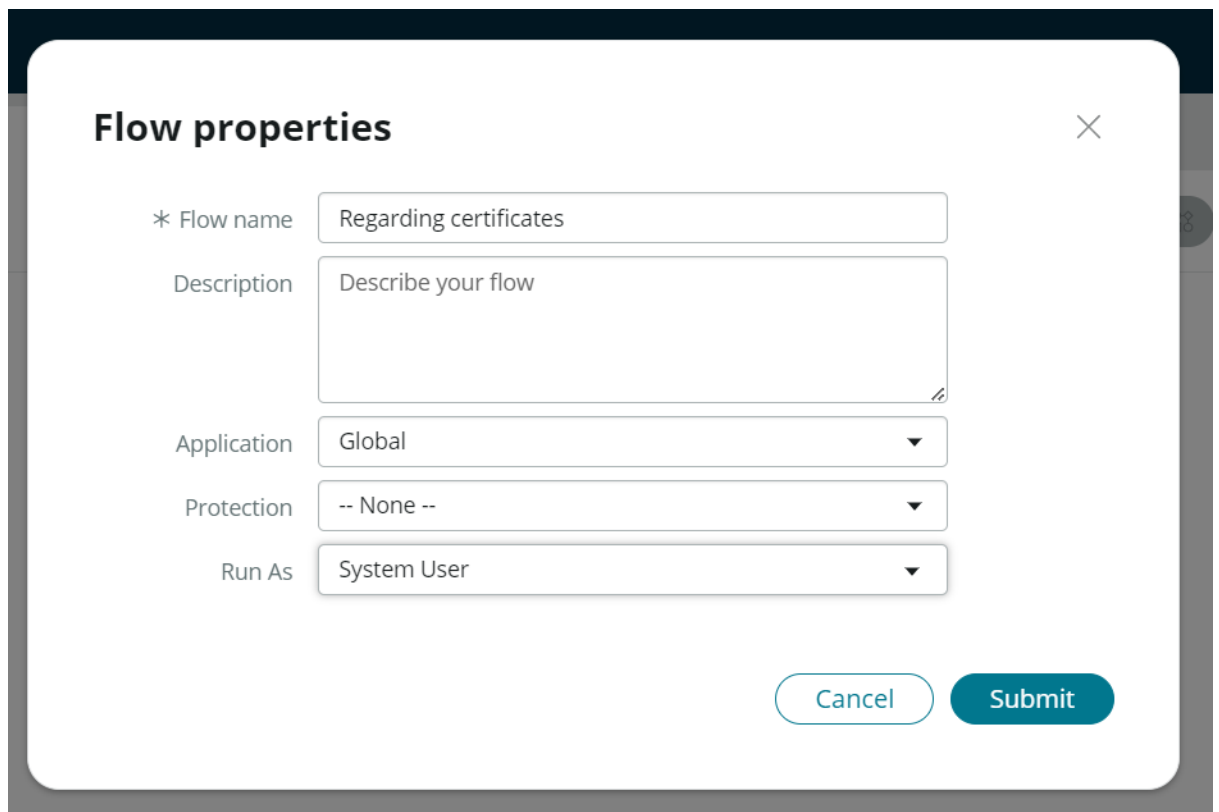
Create a Flow to Assign operations ticket to group

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 five labeled input fields: 'Flow name' (text input with 'Regarding certificates'), 'Description' (text area with 'Describe your flow'), 'Application' (dropdown menu with 'Global'), 'Protection' (dropdown menu with '-- None --'), and 'Run As' (dropdown menu with 'System User'). At the bottom right, there are two buttons: 'Cancel' (light blue) and 'Submit' (dark blue).

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.

The screenshot shows the 'TRIGGER' configuration window. At the top, it says 'Operations related Created or Updated (Trigger: Created or Updated regarding certificates)'. Below this, the 'Trigger' dropdown is set to 'Created or Updated'. The 'Table' dropdown is set to 'Operations related [u_operations_related]'. Under the 'Condition' section, it states 'All of these conditions must be met'. There are two conditions: 'Issue' is 'Regarding certificates'. The 'Run Trigger' dropdown is set to 'For every update'. At the bottom right, there are 'Delete', 'Cancel', and 'Done' buttons. An 'Advanced Options' button is also visible.

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  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: [Icons] | Test Deactivate Activate Save ...

TRIGGER

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

ACTIONS Select multiple

1  Update Operations related Record ⓘ

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

Data Collapse All >

Flow Variables

Trigger - Record Created or Updated

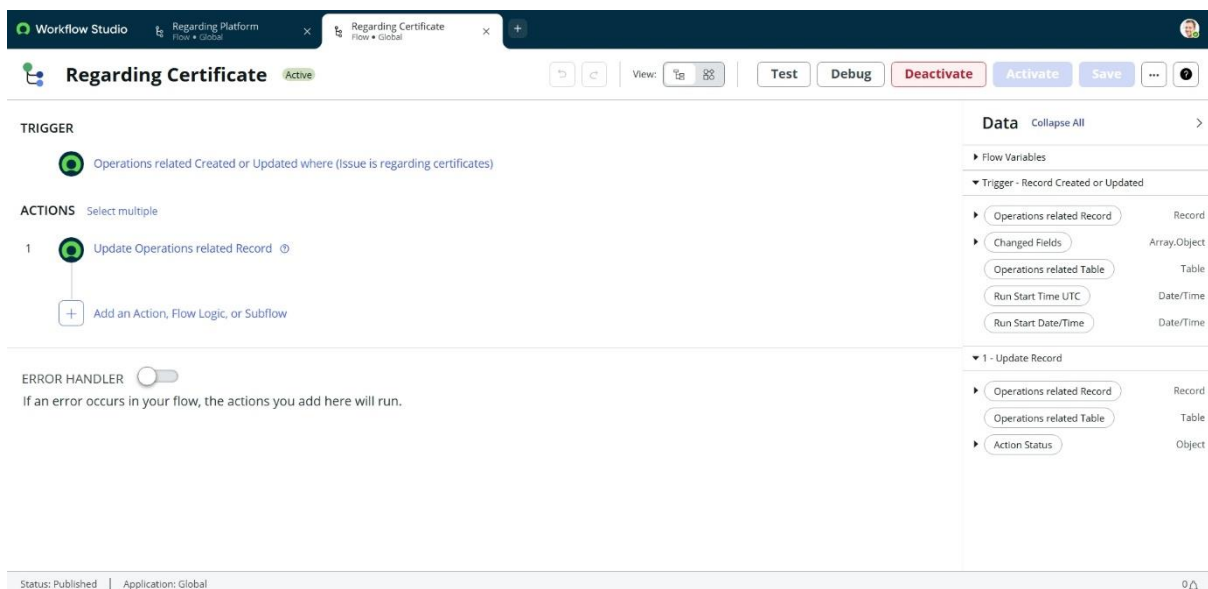
- Operations related Record Record
- Changed Fields Array.Object
- Operations related Table Table
- Run Start Time UTC Date/Time
- Run Start Date/Time Date/Time

1 - Update Record

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.

The screenshot shows the ServiceNow Workflow Studio interface for a workflow named "Regarding Platform". The workflow is currently in the "Active" state. The main workspace displays the workflow design, which includes a trigger and one action.

TRIGGER

- Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

ACTIONS Select multiple

- 1 Update Operations related Record ⓘ

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER ☐ If an error occurs in your flow, the actions you add here will run.

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

Status: Published | Application: Global

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.