

## **PROJECT TITLE**

# **STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT**

**Team Id** : NM2025TMID16441  
**Team Members** : 3  
**Team Leader** : SILAMBARASAN .R  
**Team Members** : THAMIZHVANAN .M  
SANTHOSH .M

### **Problem Statement:**

Current ticket assignment in support teams is often manual and inefficient, leading to delays, uneven workload distribution, and reduced customer satisfaction.

### **Objective:**

Automate and streamline ticket assignment to the right agents.

### **Skills:**

Problem-solving & analytical thinking

## **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

**Security Update: MFA Implementation**  
To enhance the security of your instance, we'll enable Multi-Factor Authentication (MFA) for all users performing non-SSO logs in the instance. For more information, see [MFA Implementation Guide](#).

**servicenow** All Favorites History Workspaces Admin User - New Record Search

User - New record Submit

To set up the User's password, save the record and then click Set Password.

User ID	Katherine Pierce	Email	
First name	Katherine	Identity type	Human
Last name	Pierce	Language	None
Title		Calendar integration	Outlook
Department		Time zone	System (America/Los_Angeles)
Password needs reset	<input type="checkbox"/>	Date format	System (yyyy-MM-dd)
Locked out	<input type="checkbox"/>	Business phone	
Active	<input checked="" type="checkbox"/>	Mobile phone	
Internal Integration User	<input type="checkbox"/>	Photo	<a href="#">Click to add...</a>

00:00:28

Related Links  
View Naan Mudhalvan Massive Upskilling Platform - Google Chrome  
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## Create one more user

7. Create another user with the following details

8. Click on submit

**Security Update: MFA Implementation**  
To enhance the security of your instance, we'll enable Multi-Factor Authentication (MFA) for all users performing non-SSO logs in the instance. For more information, see [MFA Implementation Guide](#).

**servicenow** All Favorites History Workspaces Admin User - New Record Search

User - New record Submit

To set up the User's password, save the record and then click Set Password.

User ID	mname.niranj	Email	mname.niranj@507@gmail.com
First name	Mname	Identity type	Human
Last name	Niranj	Language	None
Title		Calendar integration	Outlook
Department		Time zone	System (America/Los_Angeles)
Password needs reset	<input type="checkbox"/>	Date format	System (yyyy-MM-dd)
Locked out	<input type="checkbox"/>	Business phone	
Active	<input checked="" type="checkbox"/>	Mobile phone	
Internal Integration User	<input type="checkbox"/>	Photo	<a href="#">Click to add...</a>

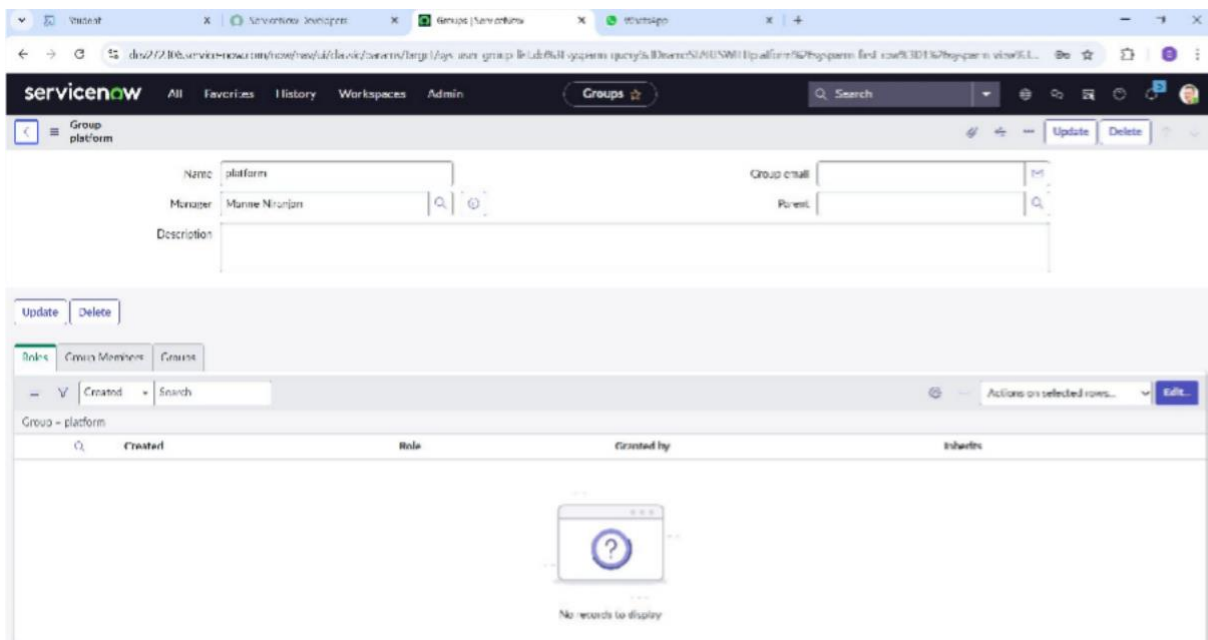
00:00:44

Related Links  
View Naan Mudhalvan Massive Upskilling Platform - Google Chrome  
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## 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
6. Click on submit



The screenshot shows the ServiceNow Groups creation form. The form includes fields for Name (platform), Group email, Manager (Manne Niranjan), Parent, and Description. Below the form are buttons for Update and Delete. The form is titled "Group - platform".

Created	Role	Created by	Inherits
No records to display			

## 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

The screenshot shows the ServiceNow 'Role - New Record' form. The 'Name' field is populated with 'certificate\_role'. The 'Application' dropdown is set to 'Global'. The 'Privileged privileges' field is empty. A 'Submit' button is visible at the bottom left of the form area.

**Create one more role:**

6. Create another role with the following details

7. Click on Submit

The screenshot shows the ServiceNow 'Role - New Record' form. The 'Name' field is populated with 'platform\_role'. The 'Application' dropdown is set to 'Global'. The 'Privileged privileges' field is empty. A 'Submit' button is visible at the bottom left of the form area.

## 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 : project table  
Check the boxes Create module & Create mobile module
6. Under new menu name : project table
7. Under table columns give the columns

The screenshot shows the ServiceNow 'Table - New Record' form. The form is for creating a new table. The 'Label' field is 'operations related', the 'Key' field is 'u-operations-related', and the 'Table name' field is empty. The 'Application' dropdown is set to 'Global'. The 'Create module' checkbox is checked, and the 'Create mobile module' checkbox is also checked. The 'Add module as menu' dropdown is set to 'Create new'. The 'New menu name' field is 'operations related'. The 'Rename table' field is empty. Below the form, there is a 'Columns' section with a search bar and a table with columns: Column label, Type, Reference, Max length, Default value, and Display. The table is currently empty, with a '+ add a new row' button at the bottom left. The 'Submit' and 'Cancel' buttons are at the bottom right.

1. Click on submit

ServiceNow

Table - Operations related

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:  Application:

\* Name:  ☐ Atomic table

Columns Controls Application Access

Table Columns  1 to 14 of 14

Column label	Type	Reference	Max length	Default value	Display
sys_id	sys_id (GLIDE)	(empty)		30	false
Service request No	String	(empty)		40	false
Created	Date/Time	(empty)		40	false
Name	String	(empty)		40	false
Updated	Integer	(empty)		40	false
Updated by	String	(empty)		40	false
Updated Date	Date/Time	(empty)		40	false
comment	String	(empty)		40	false

## Create one more table:

1. Create another table as: task table 2 and fill with following details.
2. Click on submit

ServiceNow

Dictionary Entry - Issue

Choice List Specification Default Value

Displays a list of suggested values in a Choice list. In the Advanced view you can select the Choice table and the Choice field to take choice values from, plus a Dependent field.

Choice:

Related Links

[Show table](#)  
[Run Data Scan](#)  
[Advanced view](#)

Arizona Controls (1) Choices (1) Attributes Labels (1)

Updated  Actions on selected ones...

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u-operations-related-issue	Allow If	write	record	true	admin	2025-09-11 22:34:22

1 to 1 of 1

## Milestone 5: Assign users to groups

### Activity: Assign users to project team group

1. Open service now.
2. Click on All >> search for groups
3. Select tables under system definition
4. Select the project team group
5. Under group members
6. Click on edit
7. Select Alice p and bob p and save

The screenshot shows the ServiceNow interface for a 'Group - certificate'. The form includes fields for Name (certificate), Manager (Katherine Pines), Group email, and Password. Below the form are 'Update' and 'Delete' buttons. A tabbed interface shows 'Roles (1)', 'Group Members (1)', and 'Groups'. The 'Roles (1)' tab is active, displaying a table with the following data:

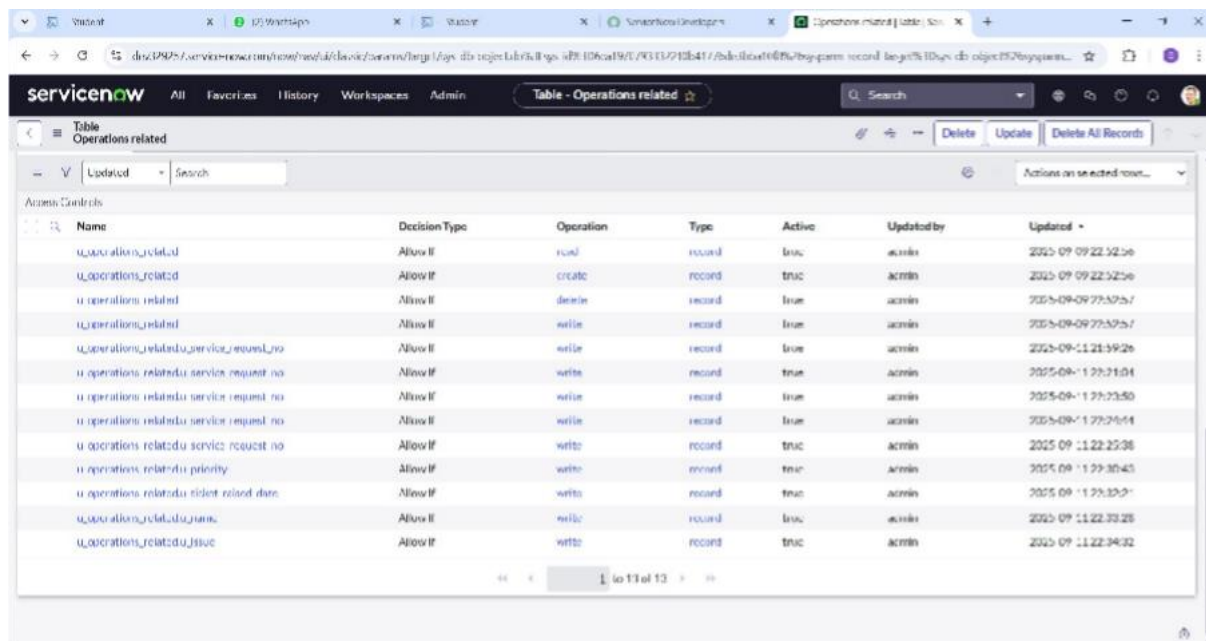
Created	Role	Granted by	Inherits
2025-09-11 21:31:20	certification role	(empty)	true

At the bottom of the table, there is a pagination control showing '1 to 1 of 1'.

## Milestone 6: Assign roles to table

### Activity: Assign roles to Alice user

1. Open service now. Click on All >> search for tables
2. Select tables under system definition
3. Select the operations related tables
4. click on the application access
5. Click elevate role
6. click on security admin and click on update
7. give platform role and add certificate role
8. click on save and update the form



The screenshot shows the ServiceNow interface for the 'Table - Operations related' table. The table contains 13 records. The columns are: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The records are listed below:

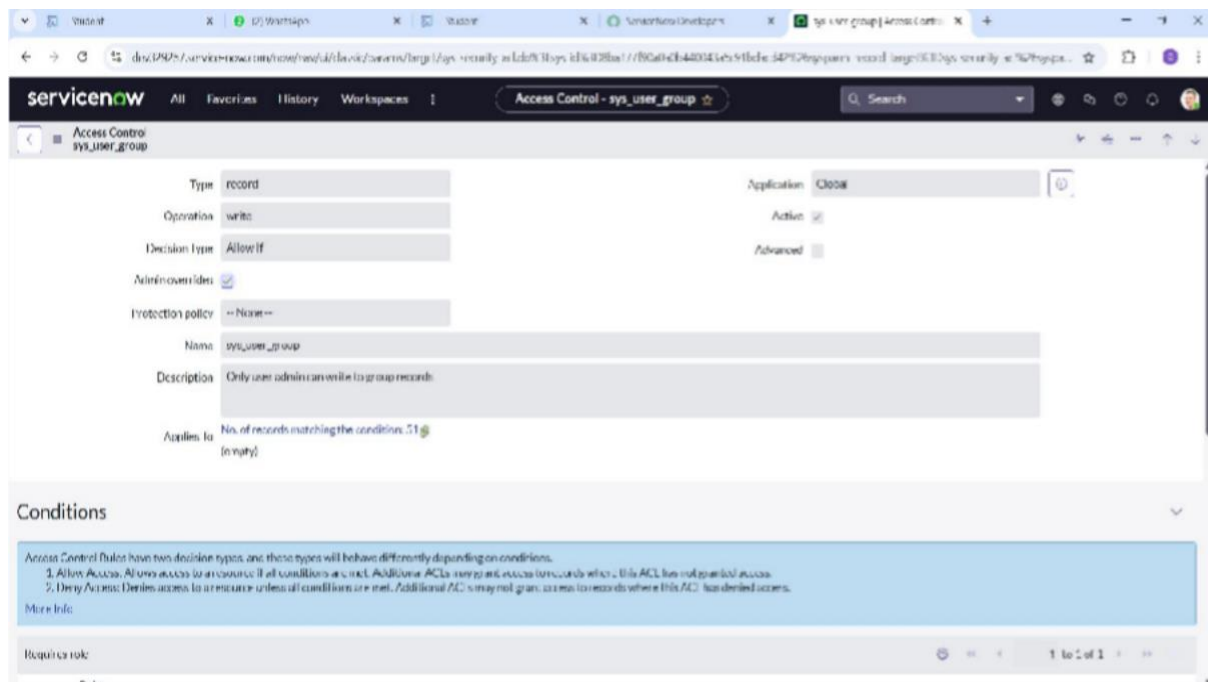
Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	read	record	true	admin	2025-09-09 22:52:56
u_operations_related	Allow If	create	record	true	admin	2025-09-09 22:52:56
u_operations_related	Allow If	delete	record	true	admin	2025-09-09 22:52:57
u_operations_related	Allow If	write	record	true	admin	2025-09-09 22:52:57
u_operations_related u_service request no	Allow If	write	record	true	admin	2025-09-11 21:39:26
u_operations_related u service request no	Allow If	write	record	true	admin	2025-09-11 21:39:41
u_operations_related u service request no	Allow If	write	record	true	admin	2025-09-11 21:39:50
u_operations_related u service request no	Allow If	write	record	true	admin	2025-09-11 21:39:54
u_operations_related u service request no	Allow If	write	record	true	admin	2025-09-11 22:25:36
u_operations_related u priority	Allow If	write	record	true	admin	2025-09-11 22:30:43
u_operations_related u ticket related data	Allow If	write	record	true	admin	2025-09-11 22:32:21
u_operations_related u time	Allow If	write	record	true	admin	2025-09-11 22:33:28
u_operations_related u time	Allow If	write	record	true	admin	2025-09-11 22:34:32



## Milestone 7: Access control list

### 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 elevate role
5. Click on new



1. Fill the following details to create a new ACL
2. Scroll down under requires role
3. Double click on insert a new row
4. Give task table and team member role

5. Click on submit
6. Similarly create 4 act for the following fields

The screenshot shows the ServiceNow interface with a table titled "Table - Operations related". The table has columns for Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The data is as follows:

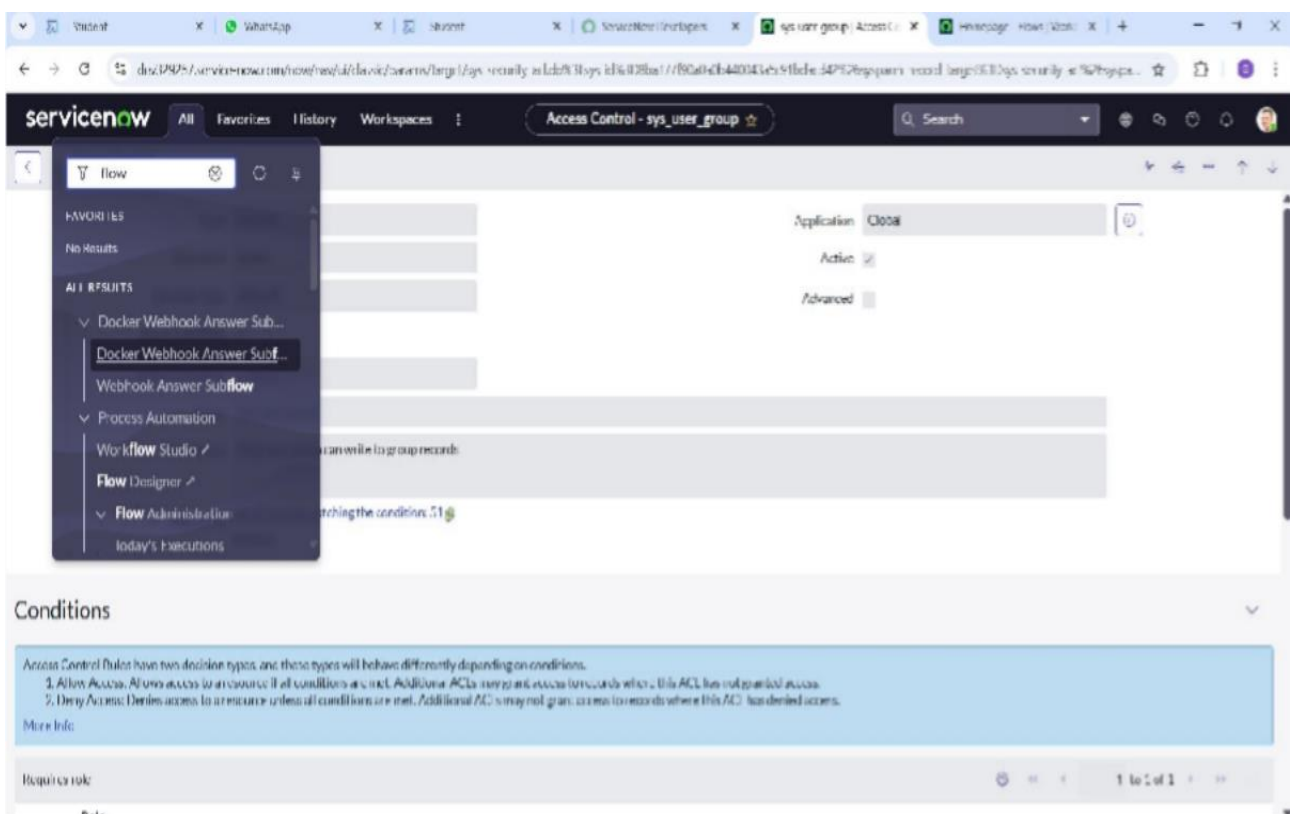
Name	Decision Type	Operation	Type	Active	Updated by	Updated
u.operations_related	Allow If	read	record	true	admin	2025-09-09 22:52:56
u.operations_related	Allow If	create	record	true	admin	2025-09-09 22:52:56
u.operations_related	Allow If	delete	record	true	admin	2025-09-09 22:52:57
u.operations_related	Allow If	write	record	true	admin	2025-09-09 22:52:57
u.operations_related u.service request no	Allow If	write	record	true	admin	2025-09-11 21:59:26
u.operations_related u.service request no	Allow If	write	record	true	admin	2025-09-11 22:11:04
u.operations_related u.service request no	Allow If	write	record	true	admin	2025-09-11 22:13:50
u.operations_related u.service request no	Allow If	write	record	true	admin	2025-09-11 22:14:14
u.operations_related u.service request no	Allow If	write	record	true	admin	2025-09-11 22:25:38
u.operations_related u.priority	Allow If	write	record	true	admin	2025-09-11 22:30:43
u.operations_related u.ticket raised date	Allow If	write	record	true	admin	2025-09-11 22:32:07
u.operations_related u.summary	Allow If	write	record	true	admin	2025-09-11 22:33:28
u.operations_related u.issue	Allow If	write	record	true	admin	2025-09-11 22:34:32

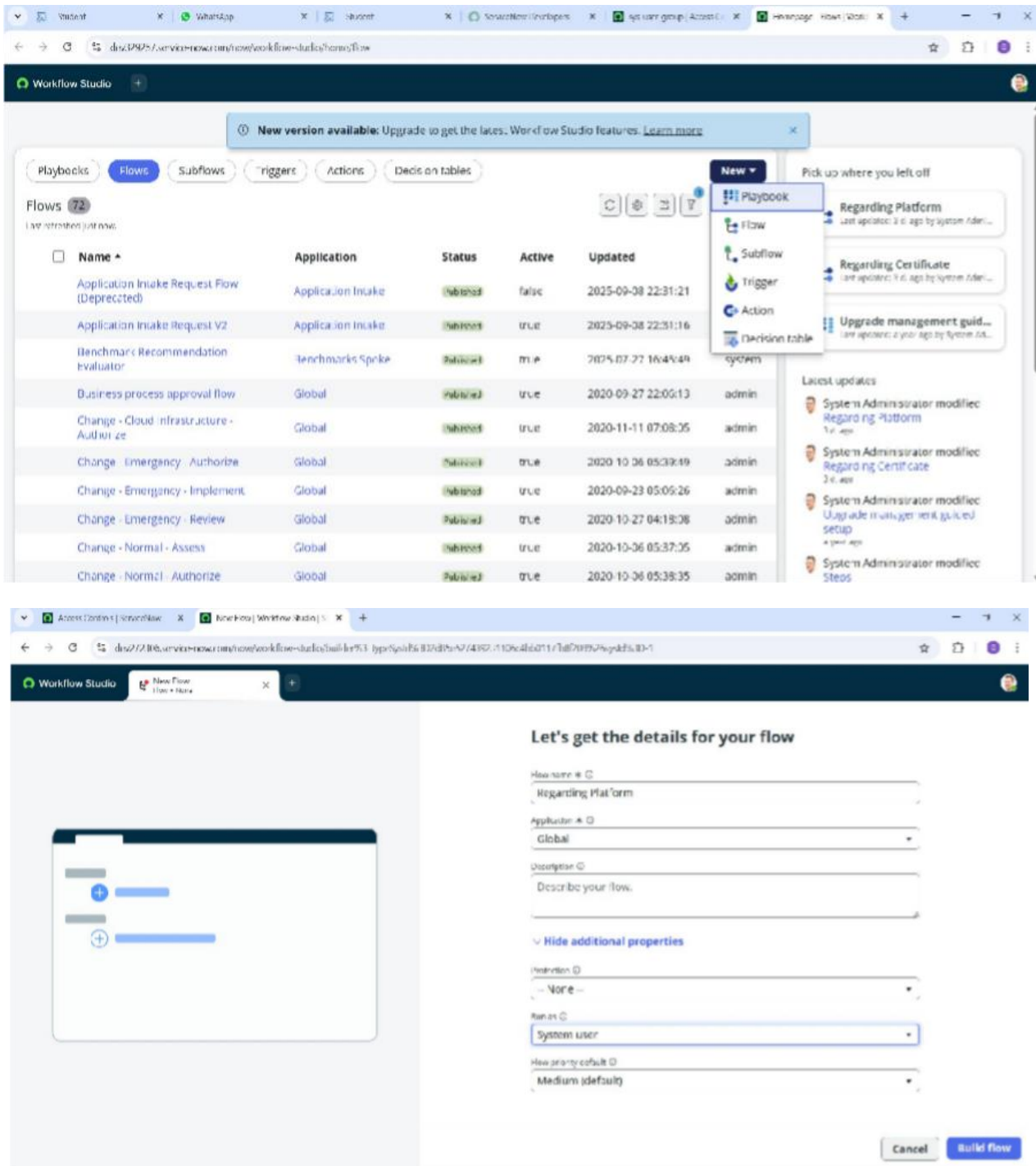
1. Click on profile on top right side
2. Click on impersonate user
3. Select bob user
4. Go to all and select task table2 in the application menu bar
5. Comment and state

## Milestone 8: Flow

### Activity 1: Create a Flow to assign operations ticket to group

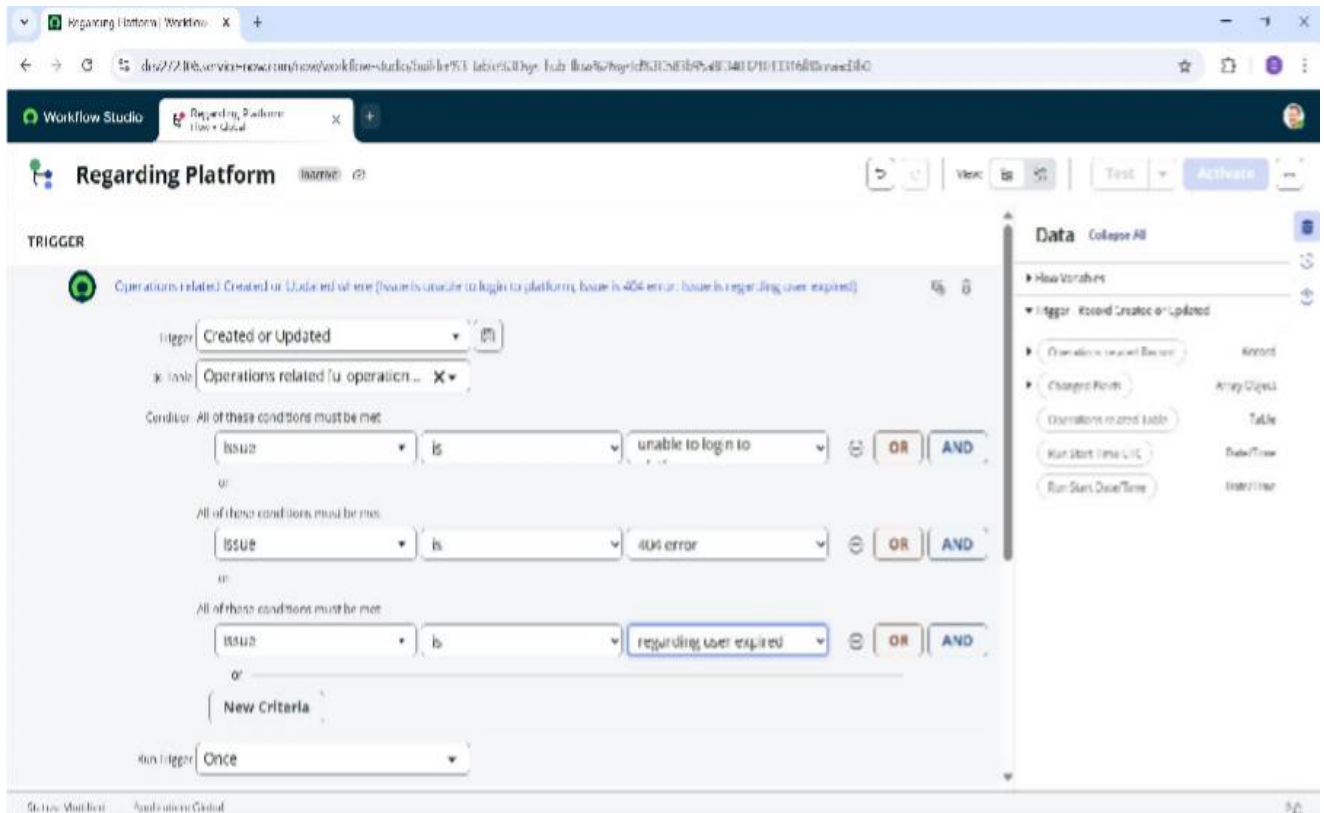
1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ task table”.
6. Application should be Global.
7. Click build flow.





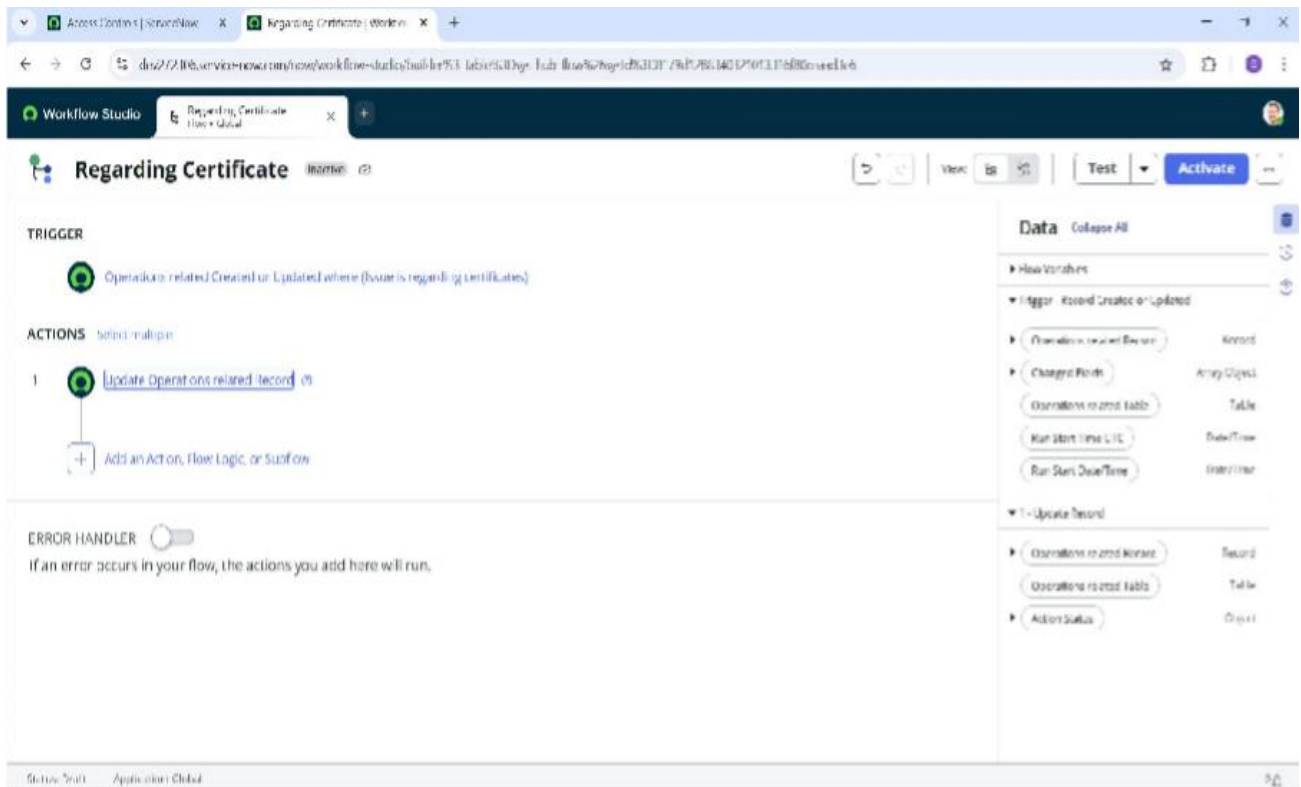
**NEXT STEP:** 1. Click on Add a trigger

1. Select the trigger in that Search for “create record” and select that.
2. Give the table name as “task table”.
3. Give the Condition as Field : status Operator :is Value : in progress Field : comments Operator :is Value : feedback Field : assigned to Operator :is Value : bob
4. After that click on Done



## NEXT STEP:

1. Now under Actions.
2. Click on Add an action.
3. Select action in that, search for “ask for approval”.
4. In Record field drag the fields from the data navigation from Right side
5. Table will be auto assigned after that
6. Give the approve field as “status”
7. Give approver as Alice p
8. Click on Done.



Click on activate.

## Conclusion:

The implementation of the automated ticket routing system at ABC Corporation has been a significant success.

