<u>Project Title</u>: Streamlining Ticket Assignment For Efficient Support Operations

Platform: ServiceNow
Project Type: Workflow Automation, Role-Based Access Control, Support Operations Optimization

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⬜ Project Overview

ABC Corporation's support operations faced inefficiencies due to manual ticket assignment, leading to delays in resolution and inconsistent customer experience. This project introduces a fully automated ticket routing system using ServiceNow's native capabilities to intelligently assign support tickets to the correct teams based on issue type. The solution improves operational efficiency, reduces human error, and ensures timely resolution of support requests.

⦿ Objectives

- Automate ticket assignment based on predefined issue categories

- Ensure secure access to ticket data using role-based permissions

- Improve resolution time and customer satisfaction

- Create a scalable framework for future issue types and support groups

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⬜ System Architecture

Component	Description
Users	Support agents who handle assigned tickets
Groups	Logical units for ticket routing (e.g., Certificates, Platform)
Roles	Define access permissions for users/groups
Custom Table	Stores ticket data with issue types and assignment fields
Choices (Issue Field)	Predefined issue categories triggering routing logic
Flows	Automate ticket assignment based on issue type
ACLs	Secure access to table and fields based on roles

⚒ Implementation Steps

1. User Creation

- Navigated to: All > Users > System Security > Users

- Created two users:
  - Katherine Pierce
  - Manne Niranjan
- Filled required fields and submitted each record

2. Group Setup

- Navigated to: All > Groups > System Security > Groups
- Created two groups:
  - Certificates
  - Platform
- Submitted each group record

Name	certificates	Group email
Manager	Katherine Pierce	Parent
Description		

Name	Platform	Group email
Manager	Manne Niranjan	Parent
Description		

3. Role Definition

- Navigated to: All > Roles > System Security > Roles
- Created two roles:
    - Certification_role
    - Platform_role

Name	Certification_role	Application	Global
Requires Subscription	Unspecified	Elevated privilege	☐
Description	Can deal with certification issues		

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

4. Custom Table Creation

- Navigated to: All > Tables > System Definition > Tables
- Created table: Operations related
    - Enabled: Create module & Create mobile module
    - Menu name: Operations related
- Added columns:
    - Issue (choice field)
    - Assigned to group
    - Description
    - Status

	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...					

5. Choice Configuration for Issue Field

- Used Form Design to add issue choices:
    - Unable to login to platform
    - 404 error
    - Regarding certificates
    - Regarding user expired

6. Assign Users & Roles to Groups

- **Certificates Group:**
    - Added Katherine Pierce
    - Assigned Certification_role
- **Platform Group:**
    - Added Manne Niranjan
    - Assigned Platform_role

7. Table Role Assignment

- Elevated role to security_admin
- For u_operations_related table:
    - Assigned **read** and **write** access to:
        - Certification_role
        - Platform_role

8. Access Control (ACL) Configuration

- Navigated to: All > ACL > System Security > Access Control

- Created ACLs for:

    o   Table-level access

    o   Field-level access (4 key fields)

- Required role: admin

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.
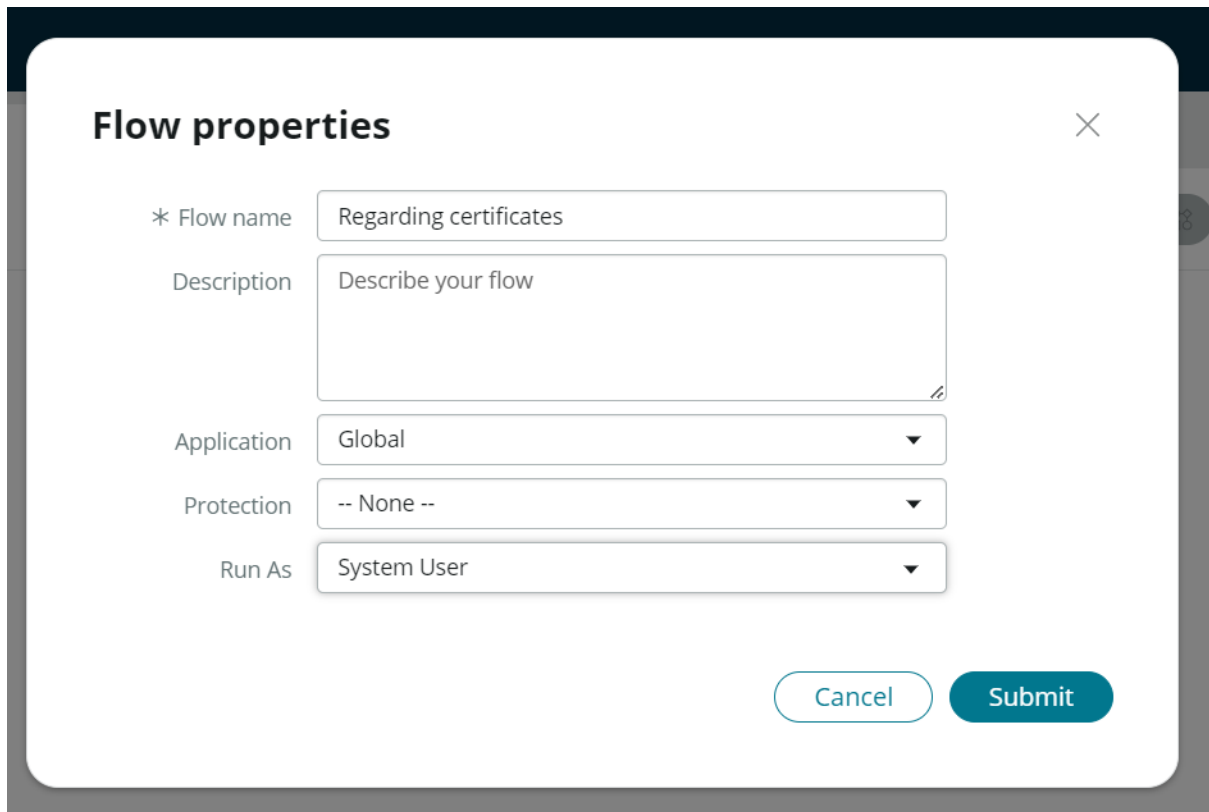
5. Under Flow properties Give Flow Name as " Regarding Certificate".

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.

🔁 **Flow Designer Automation**

🔁 **Flow 1:** *Regarding Certificate*

- **Flow Name:** Regarding Certificate
- **Trigger:** Record created/updated in Operations related table
- **Condition:**
    - Issue = "Regarding Certificates"
- **Action:**
    - Update record → Assigned to group: Certificates
- **Run User:** System user
- **Application Scope:** Global

🔁 **Flow 2:** *Regarding Platform*

- **Flow Name:** Regarding Platform
- **Trigger:** Record created/updated in Operations related table
- **Conditions:**
    - Issue = "Unable to login to platform"
    - Issue = "404 Error"
    - Issue = "Regarding user expired"
- **Action:**
    - Update record → Assigned to group: Platform
- **Run User:** System user
- **Application Scope:** Global

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.

☑ Results & Impact

Metric	Before Automation	After Automation
Average Assignment Time	Manual (5–10 mins)	Instant (<1 sec)
Ticket Misrouting Incidents	Frequent	Eliminated
SLA Compliance	Inconsistent	Improved
Customer Satisfaction	Moderate	High
Scalability	Manual updates	Dynamic & extensible

☑ Future Enhancements

- Add notification triggers (email/SMS) upon ticket assignment

- Integrate SLA timers and escalation logic

- Build dashboards for ticket analytics and group performance

- Extend routing logic to include priority and location-based assignment

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📌 Conclusion

This project successfully transformed ABC Corporation's support operations by automating ticket routing in ServiceNow. It demonstrates the power of low-code automation combined with secure role-based access, resulting in faster resolution times, improved team accountability, and a scalable framework for future growth.