Project Title

Team Id: NM2025TMID14188

Team Members:

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Problem Statement: Streamlining Ticket Assignment for Efficient Support Operations.

Streamlining Ticket Assignment for Efficient Support Operations

Problem Statement:

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.

Objective:

1.Define User Roles Clearly: Establish distinct roles for Alice (Project Manager) and Bob (Team Member) to ensure clarity in responsibilities and access rights within the project management tool.

2.Streamline Workflow Processes
- **To implement an automated ticket routing system at ABC Corporation.**
- **To improve operational efficiency by assigning tickets to the right teams.**
- **To reduce delays in issue resolution.**
- **To enhance customer satisfaction through faster responses.**
- **To optimize resource utilization within the support department**

Skills: Users, Groups, Roles, Tables, Access Control List, Flow Designer

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

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

User ID	board
First name	
Last name	
Title	
Department	
Password needs reset	☐
Locked out	☐
Active	☑
Internal Integration User	☐

Submit

Related Links

View linked accounts
View Subscriptions

Create one more user:

7. Create another user with the following details
8. Click on submit

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

User ID	shark
First name	
Last name	
Title	
Department	
Password needs reset	☐
Locked out	☐
Active	☑
Internal Integration User	☐

Submit

Related Links

View linked accounts
View Subscriptions

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
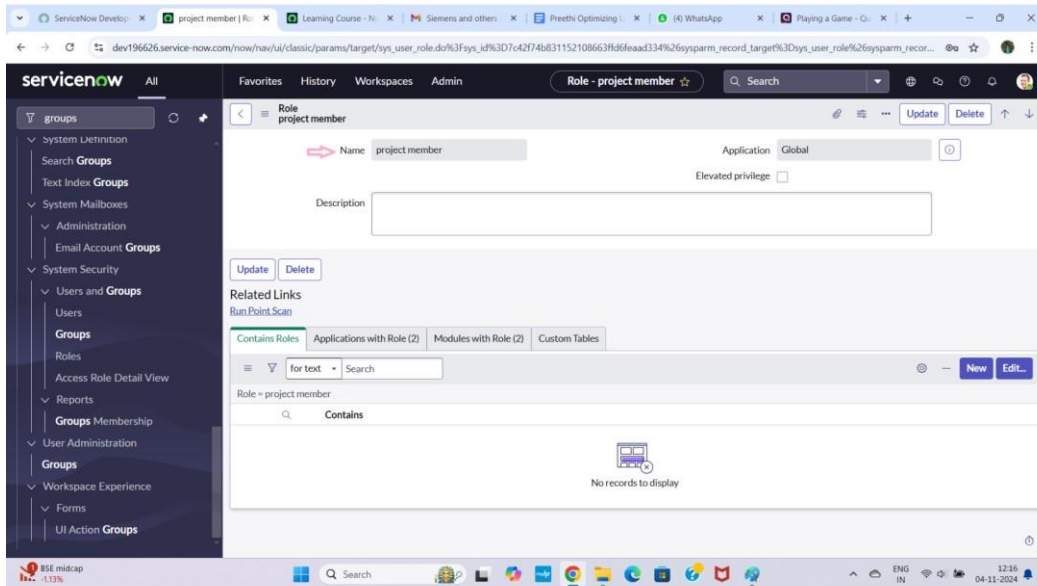6. Click on submit

| Group | |
| New record | |

Name	operation related
Manager	Board tip
Description	

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

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 : operation related
6. Under new menu name : operation related
7. Under table columns give the columns

≡ Table
Operation_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

| ✳ Label | Operation_related | | Application | Global |
| ✳ Name | u_operation_related | | Remote Table | ☐ |

| Columns | Controls | Application Access |

≡ ▽ **Table Columns** for text ▾ Search
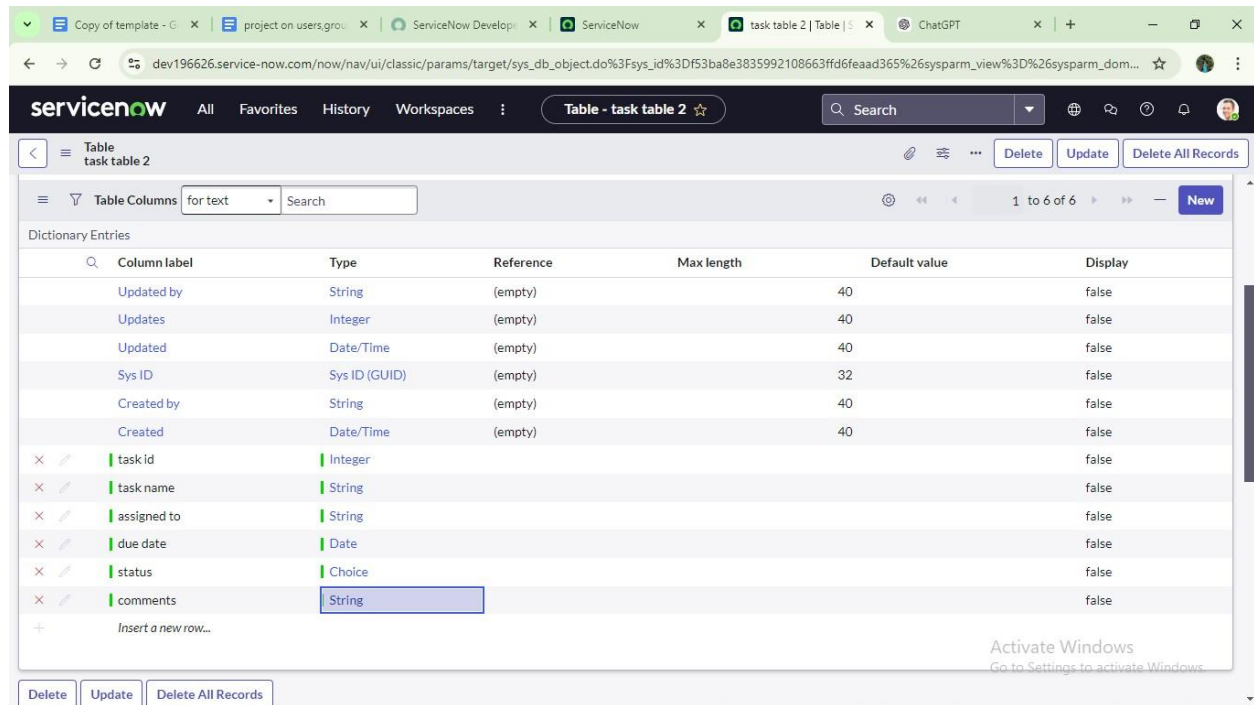
Dictionary Entries

	Column label	Type	Reference	Max length	Default
	Updated	Date/Time	(empty)	40	
	Created by	String	(empty)	40	
	Sys ID	Sys ID (GUID)	(empty)	32	
	Created	Date/Time	(empty)	40	
✕	unable to login to platform	String	(empty)	40	
	Updated by	String	(empty)	40	
	Updates	Integer	(empty)	40	
+	*Insert a new row...*				

8. Click on submit

Create one more table:

9.Create another table as:task table 2 and fill with following details.

10. Click on submit.

Milestone 5 : Assign users to groups

Activity 1: 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 operation related group

5.Under group members

6.Click on edit

Milestone 6 : Assign roles to users

Activity 1: Assign roles to user

1. Open servicenow.Click on All >> search for user

2. Select tables under system definition
3. Select the project manager user
4. Under project manager
5. Click on edit
6. Select project member and save
7. click on edit add u_ operation_related role
8. click on save and update the form.

olumns	Controls	Application Access

Extensible ☐

Live feed ☐

Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a

Auto-number ☐

Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security

Create access controls ☑

✱ User role   u_operation_related_user

elete   Update   Delete All Records

lated Links

---

servicenow   All   Favorites   History   Admin   ⋮   Application Menu - task table 2 ☆   🔍 Search

Application Menu
task table 2   Update   Delete

Title   task table 2   Application   Global

                                          Active ☑

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles   ✏
        u_task_table_2_user, project member, team member

Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.

Category   Custom Applications   🔍 ⓘ

The text that appears in a tooltip when a user points to this application menu

Hint   [   ]
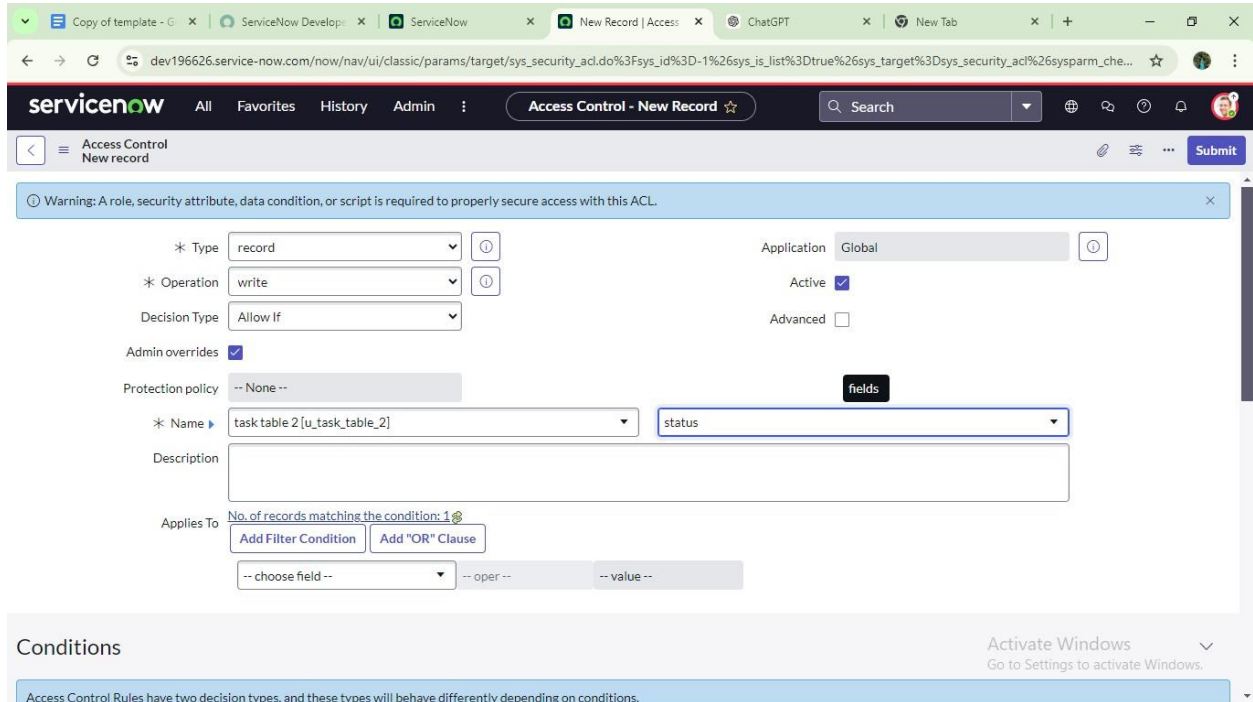
Description   [   ]

Update   Delete

☰ ▽ Modules   Order ▾ Search   ⚙ —   Actions on selected rows... ▾   New

Milestone 8 :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

6. Fill the following details to create a new ACL
7. Scroll down under requires role
8. Double click on insert a new row
9. Give task table and team member role
10. Click on submit
11. Similarly create 4 acl for the following fields

Type	record
Operation	write
Decision Type	Allow If
Admin overrides	✓
Protection policy	-- None --
Name	wf_activity
Description	
Applies To	(empty)

Milestone 9: 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 platform table".
6. Application should be Global.
7. Click build flow.

TRIGGER

Operations related Created or Updated where (Issue is Unable to login to platform; Issue is 404 Error; Issue is Regrading User expired)

Trigger | Created or Updated ▾

＊ Table | Operations related [u_operation... ✕ ▾

Condition All of these conditions must be met

| Issue ▾ | is ▾ | Unable to login to platform |

or

All of these conditions must be met

| Issue ▾ | is ▾ | 404 Error |

or

All of these conditions must be met

| Issue ▾ | is ▾ | Regrading User expired |

or

New Criteria

Action Properties

Update Record

Action | Update Record ▾

Action Inputs

＊ Record | Trigger ... ▸ Operations relate... ✕

＊ Table | ▾

＊ Fields | Assigned to Groups ✕ ▾ | platform ✕ ▾ | ⊖

＋ Add field value

＋ Add an Action, Flow Logic, or Subflow

Let's get the details for your flow

Flow name ✱ ⓘ

Regarding Certificates

Application ✱ ⓘ

Global

Describe your flow for documentation.

Description ⓘ

Describe your flow.

∨ **Hide additional properties**

Protection ⓘ

-- None --

Run as ⓘ

System user

Flow priority default ⓘ

Medium (default)

Now click on done, then submit.

CONCLUSION:

The implementation of an automated ticket routing system at ABC Corporation streamlines support operations by intelligently assigning issues to the right teams. This not only minimizes resolution delays but also improves customer satisfaction and ensures optimal use of resources. Overall, the solution demonstrates how automation can significantly enhance efficiency, accuracy, and service quality within the support department.