



Streamlining Ticket Assignment for Efficient Support Operations

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Team Size : 4

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Problem Statement: Streamlining Ticket Assignment for Efficient Support Operations

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

The screenshot shows a user creation form for 'Manne Niranjan'. The form is divided into two columns. The left column contains fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title (empty), and Department (empty with a search icon). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right column contains fields for Email (niranjanreddymanne2507@gr), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Photo' field with a 'Click to add...' link is at the bottom right. At the top right, there are buttons for 'Update', 'Set Password', and 'Delete'.

6. Click on submit

Create one more user:

7. Create another user with the following details

The screenshot shows a user creation form for 'Katherine Pierce'. The form is divided into two columns. The left column contains fields for User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title (empty), and Department (empty with a search icon). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right column contains fields for Email (empty), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Photo' field with a 'Click to add...' link is at the bottom right. At the top right, there are buttons for 'Update', 'Set Password', and 'Delete'. The top navigation bar shows 'User - Katherine Pierce' and a search bar.

7. Click on submit

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

5. Click on submit

Create one more group:

1. Create another group with the following details

2. Click on 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

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

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 : 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

Milestone 5: Assign roles & users to groups

Activity 1: 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

Activity 2: 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

Milestone 6: Assign role to table

Activity 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
 - Double click on insert a new row
10. Give platform role
11. And add certificate role
12. Click on update

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Access Control

u_operations_related

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Update

Delete

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Definition

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

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1 to 3 of 3

⏮

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Role
✖ u_operations_related_user
✖ Platform_role
✖ Certification_role
+ Insert a new row...

12. Click on u_operations_related write operation
13. Under Requires role
14. Double click on insert a new row
15. Give platform role
16. And add certificate role

Milestone 7: Create ACL

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 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

Add Filter Condition Add "OR" Clause

-- choose field -- -- oper -- -- value --

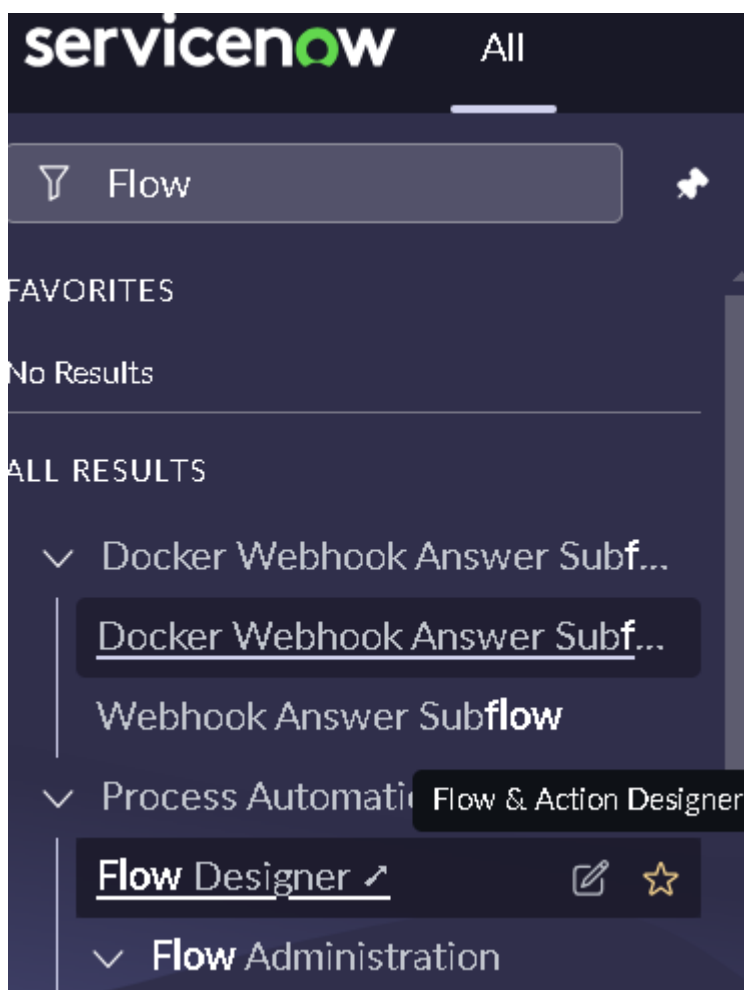
1. Scroll down under requires role
2. Double click on insert a new row
3. Give admin role
4. Click on submit
5. Similarly create 4 acl for the following fields

<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

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 “ Regarding Certificate”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.



servicenow Flow Designer

Flows Subflows Actions Executions Connections Help

New ▾

Flow
Subflow
Action
Data Stream

Search Updated ▾ Search

All

	Name	Internal name	Application	Status	Active	Updated ▾	Updated by
<input type="checkbox"/>	Standard Laptop task	standard_laptop_task	Global	Published	true	2024-04-16 23:33:53	admin
<input type="checkbox"/>	Email Sending For P1	email_sending_for_p1	Global	Published	false	2024-04-16 04:22:31	admin
<input type="checkbox"/>	Daily Task Reminder	daily_task_reminder	Global	Draft	false	2024-04-16 00:08:03	admin

Flow properties

* Flow name

Description

Application

Protection

Run As

Cancel 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.

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 Update Operations related Record

Action: Update Record

* Record: Trigger ... Operations relate...

* Table: Operations related [u_operations_related]

* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done

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Flow Designer

2

Flow

Regarding certificates

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+

Regarding certificates

Active

View:

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Test

Deactivate

Activate

Save

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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 HANDLING

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