

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

Team ID : NM2025TMID18324

Team Members:

Team Leader : NIVETHA P

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PROBLEM STATEMENT

In the ServiceNow platform, ticket assignment is often manual or rule-based, which can cause delays, uneven workload, and inefficiency among support officers. This results in slower resolutions and lower customer satisfaction. A streamlined ticket assignment approach is needed to improve efficiency and balance workloads.

OBJECTIVE

The objective of this report is to develop a streamlined ticket assignment process in the ServiceNow platform that ensures fair distribution of workload, faster response times, and improved efficiency of support officers.

TASK INITIATION

Milestone 1 : Users

Activity 1: Create Users

- Open Service now
- Click on all >>Search for user
- Select under the system security
- Click on new
- Fill the following details to create a new user
- Click on submit

ServiceNow Developer | manne Niranjana | Platform Login Credentials | Student | (5) WhatsApp | Optimizing User Groups

dev266873.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3De73c4895c33322103852bd43e40131eb%26sysparm_record_target...

servicenow All Favorites History Workspaces Admin User - manne Niranjana

User ID: manne.niranjana

First name: manne

Last name: Niranjana

Title:

Department:

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...

☐ Password needs reset
☐ Locked out
☒ Active
☐ Web service access only
☐ Internal Integration User

Update Set Password Delete

Related Links

[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

Entitled Custom Tables Roles (1) Groups (1) Delegates Subscriptions User Client Certificates

Table Search

User	Table	Application	Role
manne Niranjana			

Type here to search

32°C Mostly sunny 02:02 PM 06/09/2025

Create one more user:

- Create another user with the following details

ServiceNow Developer | Katherine Pierce | Platform Login Credentials | Student | (5) WhatsApp | Optimizing User Groups

dev266873.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D1c8c4895c33322103852bd43e4013131%26sysparm_record_target...

servicenow All Favorites History Workspaces Admin User - Katherine Pierce

User ID: Katherine.Pierce

First name: Katherine

Last name: Pierce

Title:

Department:

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...

☐ Password needs reset
☐ Locked out
☒ Active
☐ Web service access only
☐ Internal Integration User

Update Set Password Delete

Related Links

[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

Entitled Custom Tables Roles (1) Groups (1) Delegates Subscriptions User Client Certificates

Table Search

User	Table	Application	Role
Katherine Pierce			

Type here to search

32°C Mostly sunny 02:04 PM 06/09/2025

- Click on Submit

Milestone 2 : Groups

Activity 1: Create Groups

- Open service now.
- Click on All >> search for groups

- Select groups under system security
- Click on new
- Fill the following details to create a new group
- Click on submit

dev266873.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D9cec84d5c33322103852bd43e40131e2%26sysparm_record...

servicenow All Favorites History Workspaces Admin Group - certificates

Name Group email

Manager Parent

Description

Update Delete

Create one more group:

- Create another group with the following details

dev266873.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D9d0d4895c33322103852bd43e4013150%26sysparm_record_targe...

servicenow All Favorites History Workspaces Group - platform

Name Group email

Manager Parent

Description

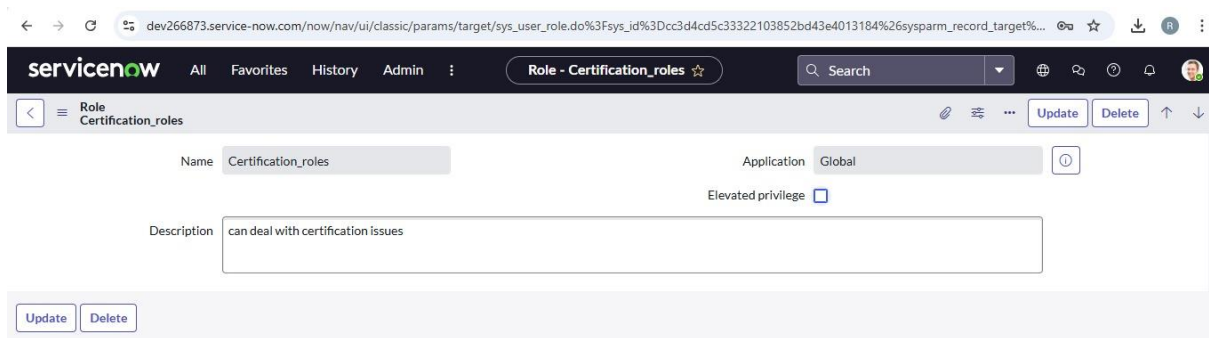
Update Delete

- Click on submit

Milestone 3 : Roles

Activity 1: Create roles

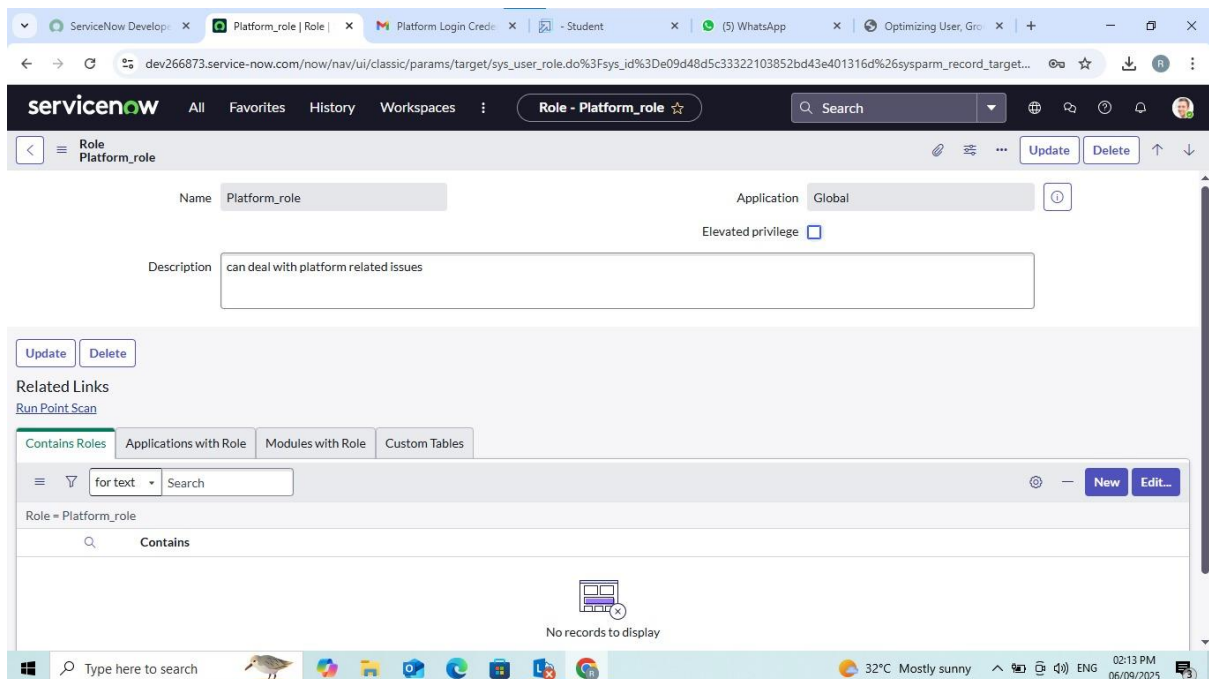
- Open service now.
- Click on All >> search for roles
- Select roles under system security
- Click on new
- Fill the following details to create a new role
- Click on submit



The screenshot shows the ServiceNow interface for editing a role named 'Certification_roles'. The form includes fields for Name, Application (set to 'Global'), and Description (set to 'can deal with certification issues'). There is an 'Elevated privilege' checkbox which is currently unchecked. At the bottom, there are 'Update' and 'Delete' buttons.

Create one more role:

- Create another role with the following details



The screenshot shows the ServiceNow interface for editing a role named 'Platform_role'. The form includes fields for Name, Application (set to 'Global'), and Description (set to 'can deal with platform related issues'). There is an 'Elevated privilege' checkbox which is currently unchecked. Below the form, there are 'Update' and 'Delete' buttons. Further down, there is a 'Related Links' section with a link to 'Run Point Scan'. Below that, there is a 'Contains Roles' section with tabs for 'Contains Roles', 'Applications with Role', 'Modules with Role', and 'Custom Tables'. The 'Contains Roles' tab is selected, showing a search bar and a table with the header 'Role = Platform_role' and 'Contains'. The table is currently empty, displaying 'No records to display'.

- Click on submit

Milestone 4 : Table

Activity 1: Create Table

- Open service now.
- Click on All >> search for tables
- Select tables under system definition
- Click on new
- Fill the following details to create a new table
 - Label : Operations related
 - Check the boxes Create module & Create mobile module
- Under new menu name : Operations related

ServiceNow Developer | Operations related | Platform Login Credentials | Student | (5) WhatsApp | Optimizing User Group

dev266873.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D2c141011c37322103852bd43e4013135%26sysparm_record_target...

servicenow All Favorites History Admin | Table - Operations related | Search | Delete | Update | Delete All Records

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

Columns | Controls | Application Access

Table Columns Type Search 1 to 14 of 14 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Issue	Choice	(empty)	40		false
Created	Date/Time	(empty)	40		false
Ticket Raised Date	Date/Time	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Updates	Integer	(empty)	40		false

Type here to search | 32°C Mostly sunny | ENG 02:17 PM 06/09/2025

- Under table columns give the columns name
- Click on submit

ServiceNow Developer | Operations related | Platform Login Credentials | Student | (5) WhatsApp | Optimizing User Group

dev266873.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D2c141011c37322103852bd43e4013135%26sysparm_record_target...

servicenow All Favorites History Workspaces Admin | Table - Operations related | Search | Delete | Update | Delete All Records

Table Operations related

Columns | Controls | Application Access

Table Columns Type Search 1 to 14 of 14 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Issue	Choice	(empty)	40		false
Created	Date/Time	(empty)	40		false
Ticket Raised Date	Date/Time	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Updates	Integer	(empty)	40		false
Assigned to user	Reference	User	32		false
Assigned to group	Reference	Group	32		false
Created by	String	(empty)	40		false
Updated by	String	(empty)	40		false
Name	String	(empty)	40		false
Service Request No	String	(empty)	40		false
Comment	String	(empty)	40		false
Priority	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

Insert a new row...

Delete | Update | Delete All Records

Type here to search | 32°C Mostly sunny | ENG 02:18 PM 06/09/2025

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	read	record	true	admin	2025-09-03 22:35:32
u_operations_related	Allow If	create	record	true	admin	2025-09-03 22:35:32
u_operations_related	Allow If	delete	record	true	admin	2025-09-03 22:35:33
u_operations_related	Allow If	write	record	true	admin	2025-09-03 22:35:33
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-05 00:25:01
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-05 00:24:16
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-05 00:21:20
u_operations_related.u_service_request_n...	Allow If	write	record	true	admin	2025-09-05 00:40:35
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-09-05 00:23:32

Create choices for the issue filed by using form design

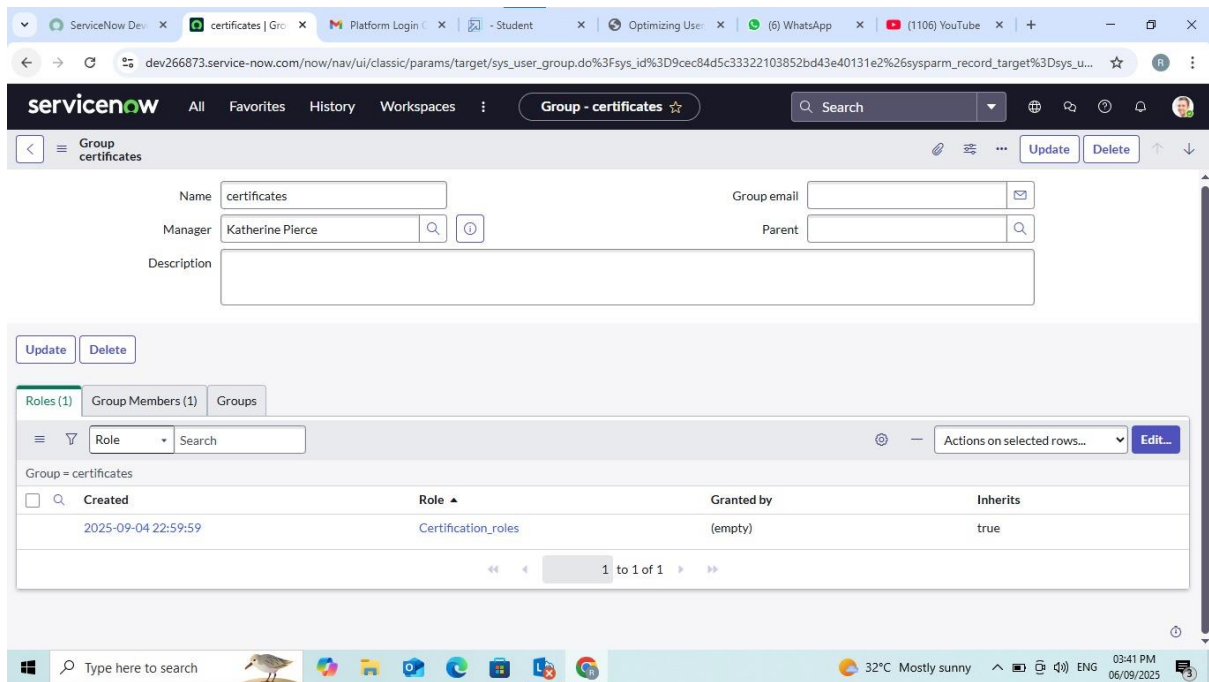
Choices are

- 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

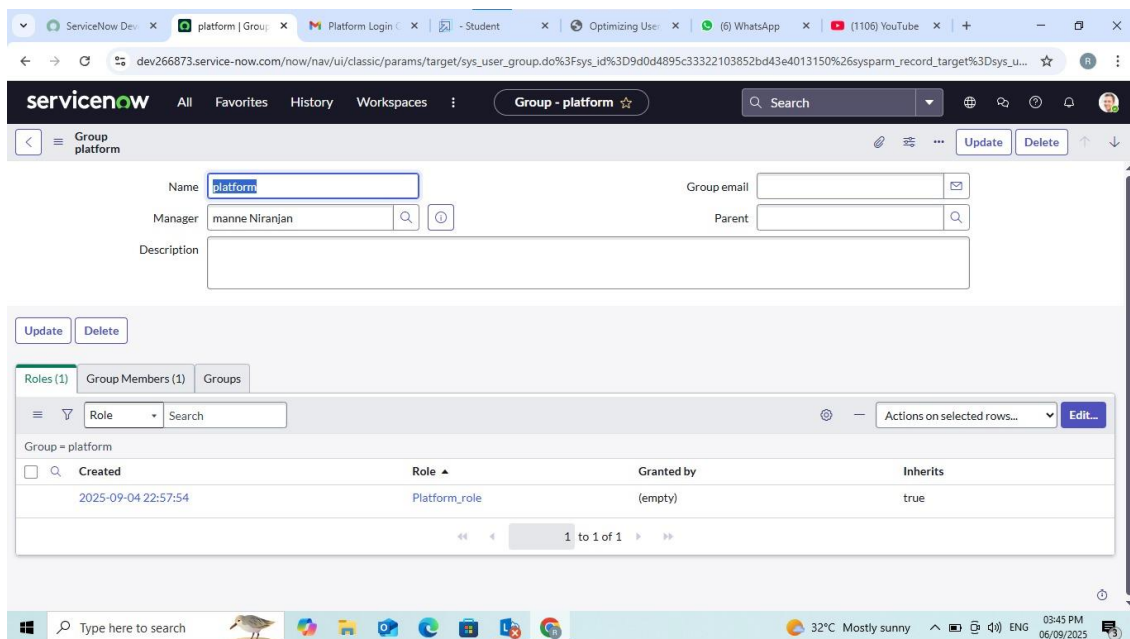
- Open service now.
- Click on All >> search for tables
- Select tables under system definition
- Select the certificates group
- Under group members
- Click on edit
- Select Katherine Pierce and save
- Click on roles
- Select Certification_role and save



The screenshot shows the ServiceNow interface for the 'Group - certificates' page. The top navigation bar includes 'ServiceNow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header shows 'Group - certificates' with 'Update' and 'Delete' buttons. The form fields include 'Name' (certificates), 'Manager' (Katherine Pierce), 'Group email', and 'Parent'. Below the form, there are tabs for 'Roles (1)', 'Group Members (1)', and 'Groups'. The 'Roles (1)' tab is active, showing a table with one role: 'Certification_roles'. The table has columns for 'Created', 'Role', 'Granted by', and 'Inherits'. The 'Created' column shows '2025-09-04 22:59:59', 'Role' is 'Certification_roles', 'Granted by' is '(empty)', and 'Inherits' is 'true'. The bottom status bar shows '32°C Mostly sunny' and the date '06/09/2025'.

Activity 2: Assign roles & users to platform group

- Open service now.
- Click on All >> search for tables
- Select tables under system definition
- Select the platform group
- Under group members
- Click on edit
- Select Manne Niranjana and save
- Click on roles
- Select Platform_role and save



The screenshot shows the ServiceNow interface for the 'Group - platform' page. The top navigation bar includes 'ServiceNow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header shows 'Group - platform' with 'Update' and 'Delete' buttons. The form fields include 'Name' (platform), 'Manager' (manne Niranjana), 'Group email', and 'Parent'. Below the form, there are tabs for 'Roles (1)', 'Group Members (1)', and 'Groups'. The 'Roles (1)' tab is active, showing a table with one role: 'Platform_role'. The table has columns for 'Created', 'Role', 'Granted by', and 'Inherits'. The 'Created' column shows '2025-09-04 22:57:54', 'Role' is 'Platform_role', 'Granted by' is '(empty)', and 'Inherits' is 'true'. The bottom status bar shows '32°C Mostly sunny' and the date '06/09/2025'.

Milestone 6 : Assign Role To Table

Activity 1: Assign Role To Table

- Open service now.
- Click on All >> search for tables
- Select operations related table
- Click on the Application Access
- Click on u_operations_related read operation
- Click on the profile on top right side
- Click on elevate role
- Click on security admin and click on update
- Under Requires role
- Double click on insert a new row
- Give platform role
- And add certificate role
- Click on update

The screenshot shows the ServiceNow interface for configuring an Access Control rule for the 'u_operations_related' table. The rule is named 'Operations related [u_operations_related]' and is set to 'read' operation with 'Allow If' decision type. It is active and has 'Admin overrides' enabled. The rule is applied to the 'u_operations_related' table. The 'Conditions' section is visible at the bottom, showing a message about decision types.

Access Control - u_operations_related

* Type: record

* Operation: read

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

* Name: Operations related [u_operations_related]

Description: Default access control on u_operations_related

Applies To: No. of records matching the condition: 1

Add Filter Condition Add "OR" Clause

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

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met

- Click on u_operations_related write operation
- Under Requires role
- Double click on insert a new row
- Give platform role
- And add certificate role

The screenshot shows the ServiceNow interface for configuring an Access Control rule. The browser tabs include ServiceNow, Platform Log, Student, Optimizing, WhatsApp, YouTube, and u_operations. The URL is dev266873.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D43569891c37322103852bd43e40131fa%26sysparm_record_target%3Dsys_se... The page title is 'Access Control - u_operations_related'. The 'Requires role' section lists 'Certification_roles', 'Platform_role', and 'u_operations_related_user'. The 'Security Attribute Condition' section has 'Local or Existing' selected, with 'Local' chosen. The condition is 'All of these conditions must be met' with a dropdown for '-- choose field --' and buttons for 'OR' and 'AND'. The 'Data Condition' section shows 'No. of records matching the condition: 140'. The Windows taskbar at the bottom shows the search bar, icons for various applications, and system information: 32°C Mostly sunny, ENG, 04:01 PM, 06/09/2025.

Milestone 7 : Create ACL

Activity 1: Create ACL

- Open service now.
- Click on All >> search for ACL
- Select Access Control(ACL) under system security
- Click on new
- Fill the following details to create a new ACL

The screenshot shows the ServiceNow interface for configuring an Access Control rule. The browser tabs include ServiceNow, Platform Log, Student, Optimizing, WhatsApp, YouTube, and Operations. The URL is dev266873.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D2c141011c37322103852bd43e4013135%26sysparm_record_list%3Dsys_updat... The page title is 'Table - Operations related'. The 'Access Control u_operations_related' section includes fields for 'Type' (record), 'Operation' (write), 'Decision Type' (Allow If), 'Admin overrides' (checked), 'Protection policy' (None), 'Name' (Operations related [u_operations_related]), 'Description' (Default access control on u_operations_related), and 'Applies To' (No. of records matching the condition: 140). The 'Conditions' section is expanded, showing a message: 'Access Control Rules have two decision types, and these types will behave differently depending on conditions. 1. Allow Access: Allows access to a resource if all conditions are met'. The Windows taskbar at the bottom shows the search bar, icons for various applications, and system information: 32°C Mostly sunny, ENG, 04:04 PM, 06/09/2025.

The screenshot shows the ServiceNow interface for configuring an Access Control rule. The breadcrumb trail is: **Access Control - u_operations_related**. Below the header, there's a 'More Info' link. The main section is titled 'Requires role' and contains a table with the following roles: Platform_role, Certification_roles, and u_operations_related_user. Below the table is a link to 'Insert a new row...'. The 'Security Attribute Condition' section is set to 'Local' and shows a condition: 'All of these conditions must be met'. Below this, there are dropdowns for 'choose field --' and 'choose field --', followed by 'OR' and 'AND' buttons. A 'New Criteria' button is also present. The 'Data Condition' section is visible at the bottom.

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

The screenshot shows the ServiceNow interface for creating a new Access Control rule. The breadcrumb trail is: **Access Control - New Record**. A warning message at the top states: 'Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.' The configuration fields include: Type (record), Operation (write), Decision Type (Allow If), Admin overrides (checked), Protection policy (None), Name (Operations related (u_operations_related)), and Priority. The 'Applies To' section shows 'No of records matching the condition: 1'. Below this, there are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. The 'Conditions' section is expanded, showing a table with the role 'admin' and a link to 'Insert a new row...'. The 'Security Attribute Condition' section is visible at the bottom.

Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.

* Type: record

* Operation: write

Decision Type: Allow if

Application: Global

Active: ☒

Admin overrides: ☒

Protection policy: -- None --

* Name: Operations related [u_operations_related]

Description:

Applies To: No. of records matching the condition: 4 @

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met.

2. Deny Access: Denies access to a resource unless all conditions are met.

Requires role

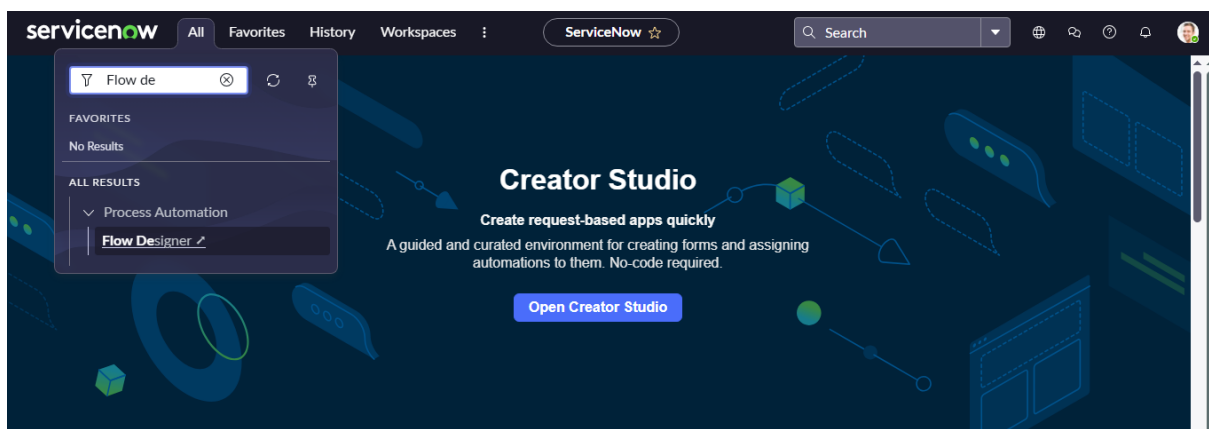
Role
admin

Security Attribute Condition

Milestone 8 : Flow

Activity 1: Create A Flow To Assign Operations Ticket To Group

- Open service now.
- Click on All >> search for Flow Designer
- Click on Flow Designer under Process Automation.
- After opening Flow Designer Click on new and select Flow.
- Under Flow properties Give Flow Name as “ Regarding Certificate”.
- Application should be Global.
- Select Run user as “ System user ” from that choice.
- Click on Submit.



Workflow Studio

New Flow

Let's get the details for your flow

Flow name *

Application *

Description

▼ Hide additional properties

Protection

Run as

Flow priority default

Cancel Build flow

- Click on Add a trigger
- Select the trigger in that Search for “create or update a record” and select that.
- Give the table name as “Operations related ”.
- Give the Condition as
 - Field : issue
 - Operator : is
 - Value : Regrading Certificates
- After that click on Done.
- Now under Actions.
- Click on Add an action.
- Select action in that search for “ Update Record ”.
- In Record field drag the fields from the data navigation from left side
- Table will be auto assigned after that
- Give the field as “ Assigned to group ”
- Give value as “ Certificates ”
- Click on Done.
- Click on Save to save the Flow.
- Click on Activate.

The screenshot displays the ServiceNow Workflow Studio interface. The top navigation bar includes tabs for 'Regarding Certificate Flow' and 'New Flow Flow'. The main workspace shows a flow diagram with a trigger 'Operations related Created or Updated where (Issue is Choice 3)' and an action 'Update Operations related Record'. The right sidebar, titled 'Data', lists flow variables: 'Trigger - Record Created or Updated' (Record), 'Operations related Record' (Record), 'Changed Fields' (Array/Object), 'Operations related Table' (Table), 'Run Start Time UTC' (Date/Time), and 'Run Start Date/Time' (Date/Time). Below the main workspace, an 'ERROR HANDLER' section is visible with a toggle switch and the text 'If an error occurs in your flow, the actions you add here will run.' The bottom status bar shows 'Status: Published', 'Application: Global', and system information like '32°C Mostly sunny' and '04:34 PM 06/09/2025'.

Activity 2 : Create A Flow To Assign Operations Ticket To Platform Group

- Open service now.
- Click on All >> search for Flow Designer
- Click on Flow Designer under Process Automation.
- After opening Flow Designer Click on new and select Flow.
- Under Flow properties Give Flow Name as “Regarding Platform”.
- Application should be Global.
- Select Run user as “ System user ” from that choice.
- Click on Submit.

The screenshot shows the ServiceNow Creator Studio homepage. The top navigation bar includes 'All', 'Favorites', 'History', and 'Workspaces'. A search bar on the right contains the text 'flow designer'. A search results panel on the left shows 'No Results' under 'FAVORITES' and 'Flow Designer' under 'ALL RESULTS'. The main content area features the 'Creator Studio' heading, the text 'Create request-based apps quickly', and a description: 'A guided and curated environment for creating forms and assigning automations to them. No-code required.' A blue button labeled 'Open Creator Studio' is prominently displayed.

Workflow Studio

New Flow

Let's get the details for your flow

Flow name * ⓘ
Regarding Platform

Application * ⓘ
Global

Description ⓘ
Describe your flow.

✓ Hide additional properties

Protection ⓘ
-- None --

Run as ⓘ
System user

Flow priority default ⓘ
Medium (default)

Cancel Build flow

- Click on Add a trigger
- Select the trigger in that Search for “create or update a record” and select that.
- Give the table name as “Operations related ”.
- Give the Condition as
 - Field : issue
 - Operator : is
 - Value : Unable to login to platform
- Click on New Criteria
 - Field : issue
 - Operator : is
 - Value : 404 Error
- Click on New Criteria
 - Field : issue
 - Operator : is
 - Value : Regrading User expired
- After that click on Done.
- Now under Actions.
- Click on Add an action.
- Select action in that search for “ Update Record ”.
- In Record field drag the fields from the data navigation from left side
- Table will be auto assigned after that
- Give the field as “ Assigned to group ”.
- Give value as “ Platform ”.
- Click on Done.
- Click on Save to save the Flow.

Workflow Studio interface for "Regarding Platform" flow.

TRIGGER

- Operations related Created or Updated where (Issue is Choice 1; Issue is Choice 2; Issue is Choice 4)

ACTIONS Select multiple

- 1 Update Operations related Record

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)

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.

