

# ServiceNow System Administrator

Name: Nikhil Kuchana

## Streamlining Ticket Assignment for Efficient Support Operations

Category: ServiceNow Application Developer

### Project Description:

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.

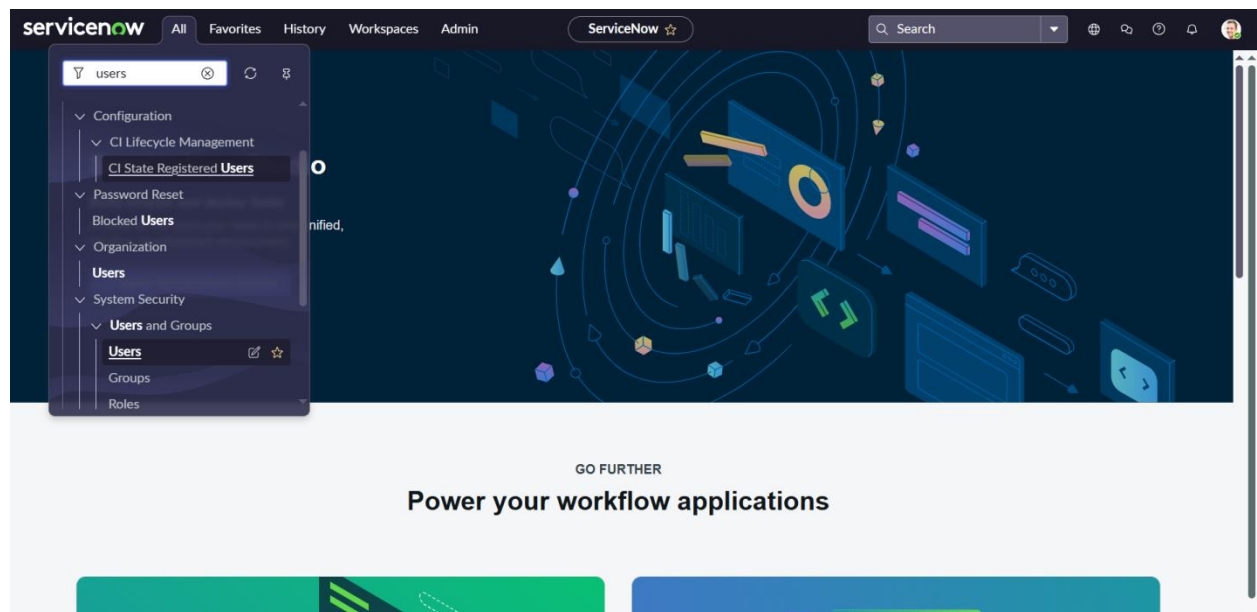
## 1. Users

Create Users

Open service now

Click on All >> search for users

Select Users under system security



Click on new

Fill the following details to create a new user

**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: manne.niranjan  
 First name: Manne  
 Last name: Niranjan  
 Title:   
 Department:   
 Password needs reset: ☐  
 Locked out: ☐  
 Active: ☒  
 Internal Integration User: ☐

Email: niranjanreddymanne2507@gmail.com  
 Identity type: Human  
 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...](#)

Submit

Related Links  
[View linked accounts](#)  
[View Subscriptions](#)

Click on submit

Create one more user :

Create another user with the following details

**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  
 First name: Katherine  
 Last name: Pierce  
 Title:   
 Department:   
 Password needs reset: ☐  
 Locked out: ☐  
 Active: ☒  
 Internal Integration User: ☐

Email:   
 Identity type: Human  
 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...](#)

Submit

Related Links  
[View linked accounts](#)  
[View Subscriptions](#)

**servicenow** All Favorites History Workspaces Admin **Users** Search

Users Updated Search Actions on selected rows... New

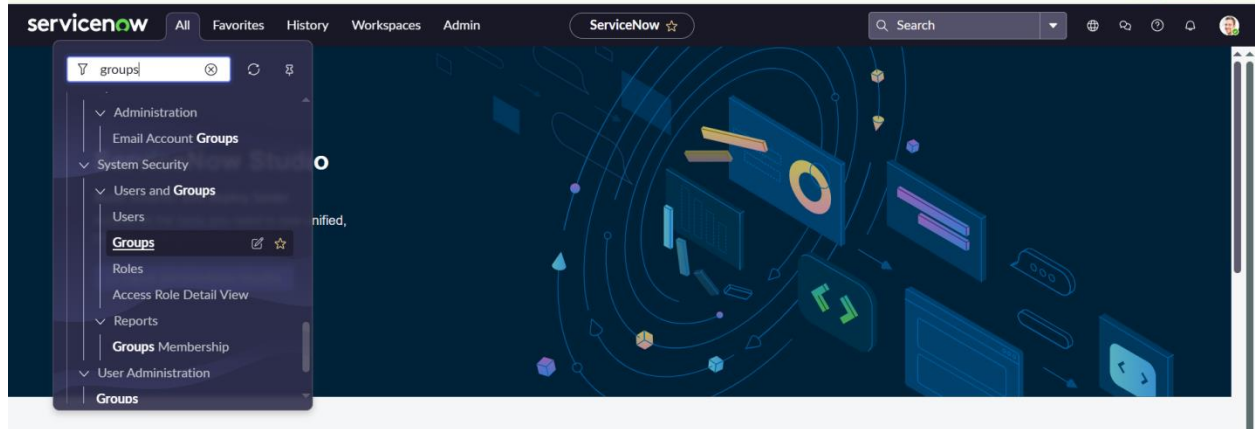
User ID	Name	Email	Active	Created	Updated
Katherine Pierce	Katherine Pierce		true	2025-11-01 09:07:17	2025-11-01 09:07:17
manne.niranjan	Manne Niranjan	niranjanreddymanne2507@gmail.com	true	2025-11-01 09:03:58	2025-11-01 09:03:58

## 2. 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

The screenshot shows the 'Group - New Record' form in the ServiceNow Admin console. The form has the following fields: Name (certificates), Manager (Katherine Pierce), Group email, Parent, and Description. A 'Submit' button is at the bottom right.

Create one more group:

The screenshot shows the 'Group - New Record' form in the ServiceNow Admin console. The form has the following fields: Name (Platform), Manager (Manne Niranjan), Group email, Parent, and Description. A 'Submit' button is at the bottom right.

The screenshot shows the 'Groups' list view in the ServiceNow Admin console. The table has the following columns: Name, Description, Active, Manager, Parent, and Updated. The table contains two rows of data.

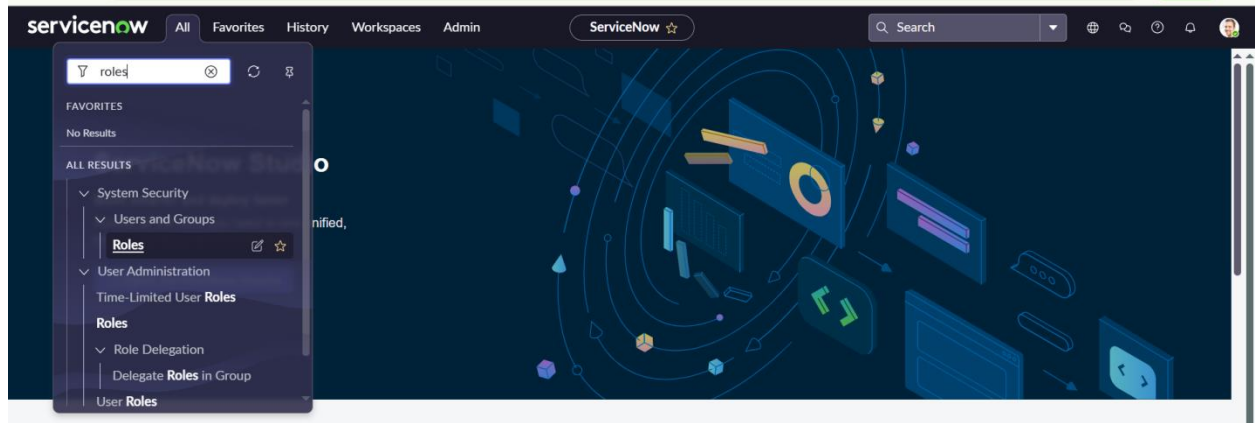
Name	Description	Active	Manager	Parent	Updated
Platform		true	Manne Niranjan	(empty)	2025-11-01 09:21:50
certificates		true	Katherine Pierce	(empty)	2025-11-01 09:18:46

### 3. 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

The screenshot shows the 'Role - New Record' form in ServiceNow. The form has the following fields: 'Name' (required) with the value 'certification\_role', 'Application' set to 'Global', 'Elevated privilege' checkbox (unchecked), and 'Description' with the value 'can deal with certification issues.'. A 'Submit' button is at the bottom right.

Create one more role:

Create another role with the following details

The screenshot shows the 'Role - New Record' form in ServiceNow. The form has the following fields: 'Name' (required) with the value 'Platform\_role', 'Application' set to 'Global', 'Elevated privilege' checkbox (unchecked), and 'Description' with the value 'can deal with platform related issues.'. A 'Submit' button is at the bottom right.

The screenshot shows the 'Roles' list view in ServiceNow. The table has columns: Name, Description, Elevated privilege, and Created. The table contains two rows: 'Platform\_role' and 'certification\_role'.

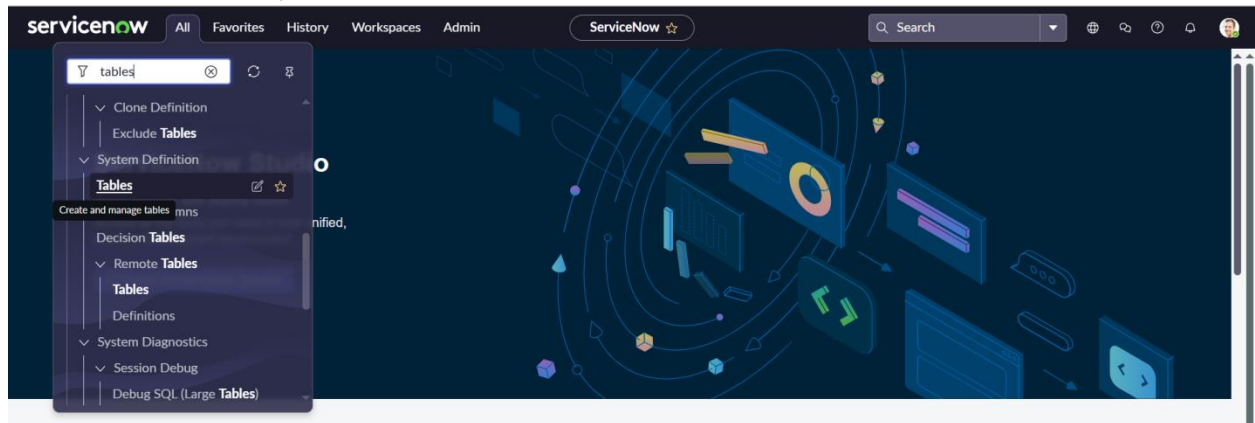
Name	Description	Elevated privilege	Created
Platform_role	can deal with platform related issues	false	2025-11-01 09:42:20
certification_role	can deal with certification issues.	false	2025-11-01 09:39:01

## 4. 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

A screenshot of the ServiceNow 'Table - New Record' form. The form is titled 'Table - New Record' and has a 'Submit' button. A yellow banner at the top states: 'ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).' Below this, a blue banner explains: '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](#)'. The form fields are organized into two columns. The left column contains: 'Label' (Operations related), 'Name' (u\_operations\_related), and 'Extends table' (empty). The right column contains: 'Application' (Global), 'Create module' (checked), 'Create mobile module' (checked), 'Add module to menu' (-- Create new --), 'New menu name' (Operations related), 'Can read' (checked), 'Display name' (empty), and 'Created by' (empty). Below the form fields, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a 'Table Columns' section with a search bar and a 'Dictionary Entries' table. The table has columns for 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The first row is empty, and there is a '+ Insert a new row...' button at the bottom left of the table.

Under table columns give the columns

**servicenow** All Favorites History Workspaces Admin Table - Operations related

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: Operations related Application: Global

\* Name: u\_operations\_related Can read: ☒ Display name: Operations related Created by: admin

Columns Controls Application Access

Table Columns for text Search 1 to 14 of 14 New

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

Insert a new row...

Create choices for the issue filed by using form design

Choices are:

unable to login to platform

404 error

regarding certificates

regarding user expired

**servicenow** All Favorites History Workspaces Admin Dictionary Entry - Issue

\* Table: Operations related (u\_operations\_related) \* Type: Choice Application: Global

\* Column label: Issue Active: ☒ \* Column name: u\_issue Function field: ☐ Read only: ☐ Mandatory: ☐ Display: ☐

Choice List Specification Default Value

The Default value specifies what value the field has when first displayed.

Default value

Create Choice List Delete Column Update

Related Links Show Table Run Point Scan Advanced view

Access Controls Choices (4) Attributes Labels (1)

Label Search Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
404 error	404 error	en		false	2025-11-02 03:11:20
regarding certificates	regarding certificates	en		false	2025-11-02 03:11:43
unable to login to platform	unable to login to platform	en		false	2025-11-02 03:11:04
regarding user expired	regarding user expired	en		false	2025-11-02 03:11:59

Insert a new row...

**servicenow** All Favorites History Workspaces Operations related - New Record

Name: Priority: Issue: -- None --

comments: 404 error regarding certificates regarding user expired unable to login to platform

Submit

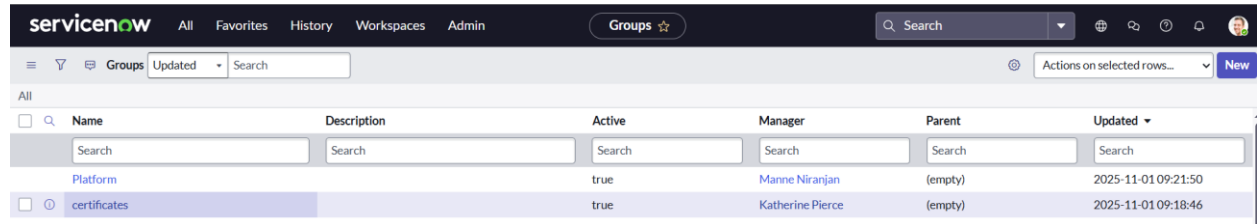
## 5. Assign roles & users to groups

### a. Assign roles & users to certificate group

Open service now.

Click on All >> search for tables

Select tables under system definition



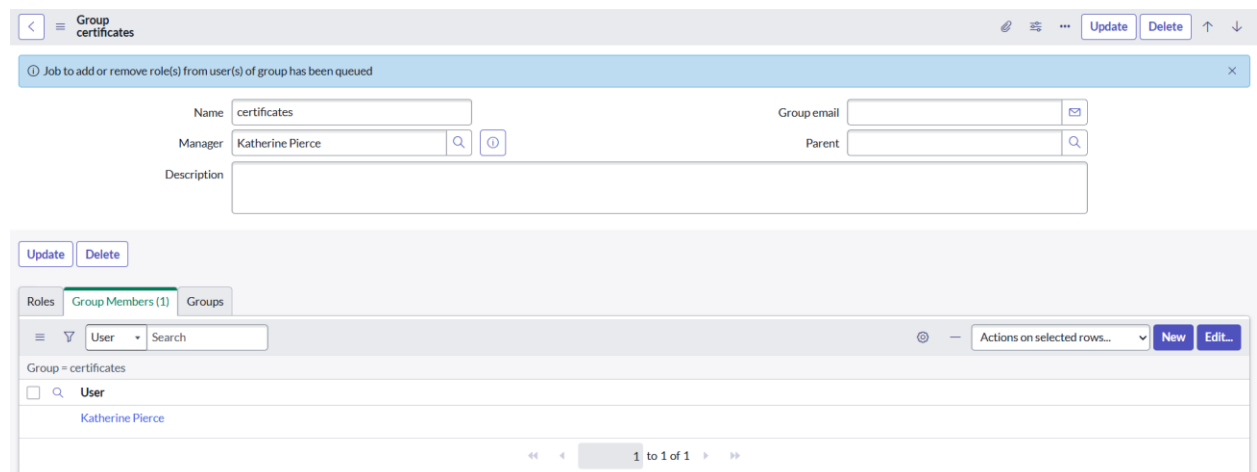
servicenow						
All Favorites History Workspaces Admin						
Groups ☆						
Search						
Actions on selected rows... New						
All						
	Name	Description	Active	Manager	Parent	Updated
	Search	Search	Search	Search	Search	Search
	Platform		true	Manne Niranjan	(empty)	2025-11-01 09:21:50
<input checked="" type="checkbox"/>	certificates		true	Katherine Pierce	(empty)	2025-11-01 09:18:46

Select the certificates group

Under group members

Click on edit

Select Katherine Pierce and save



Group certificates

Job to add or remove role(s) from user(s) of group has been queued

Name: certificates Group email: [ ]

Manager: Katherine Pierce Parent: [ ]

Description: [ ]

[Update] [Delete]

Roles Group Members (1) Groups

User Search

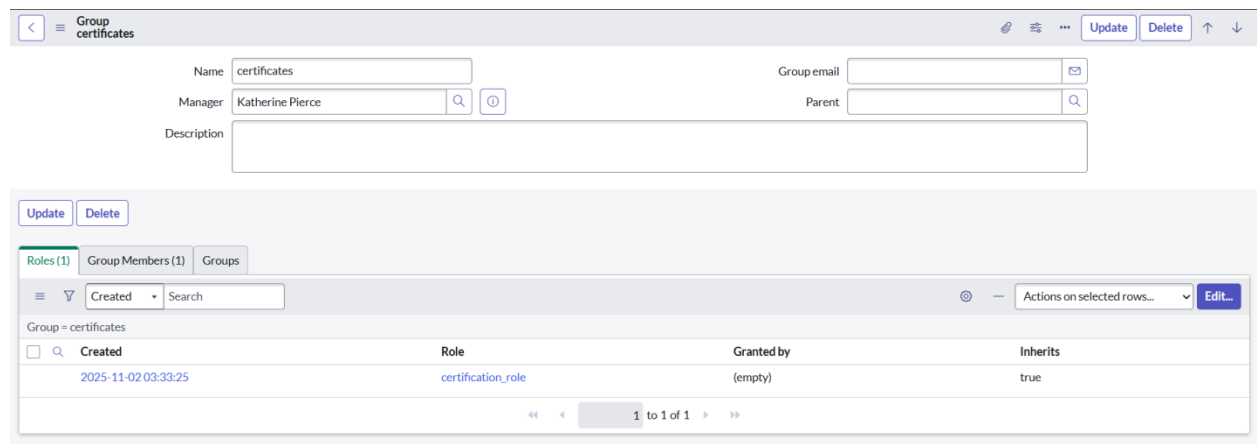
Group = certificates

User
Katherine Pierce

1 to 1 of 1

Click on roles

Select Certification\_role and save



Group certificates

Name: certificates Group email: [ ]

Manager: Katherine Pierce Parent: [ ]

Description: [ ]

[Update] [Delete]

Roles (1) Group Members (1) Groups

Created Search

Group = certificates

Created	Role	Granted by	Inherits
2025-11-02 03:33:25	certification_role	(empty)	true

1 to 1 of 1

b. Assign roles & users to platform group

Open service now.

Click on All >> search for tables

Select tables under system definition

servicenow						
All		Favorites	History	Workspaces	Admin	
Groups		Updated	Search	Search		
Actions on selected rows... New						
All	Name	Description	Active	Manager	Parent	Updated
<input type="checkbox"/>	Search	Search	Search	Search	Search	Search
<input type="checkbox"/>	Platform		true	Manne Niranjana	(empty)	2025-11-01 09:21:50
	certificates		true	Katherine Pierce	(empty)	2025-11-01 09:18:46

Select the platform group

Under group members

Click on edit

Select Manne Niranjana and save

<

Group Platform

Update Delete

Job to add or remove role(s) from user(s) of group has been queued

NamePlatform

Group email

ManagerManne Niranjana

Parent

Description

UpdateDelete

RolesGroup Members (1)Groups

UserSearch

Actions on selected rows...NewEdit...

Group = Platform

User

Manne Niranjana

1 to 1 of 1

Click on roles

Select Platform\_role and save

<

Group Platform

Update Delete

Job to add or remove role(s) from user(s) of group has been queued

NamePlatform

Group email

ManagerManne Niranjana

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

CreatedSearch

Actions on selected rows...Edit...

Group = Platform

Created

RolePlatform\_role

Granted by(empty)

Inheritstrue

2025-11-02 04:03:17

1 to 1 of 1

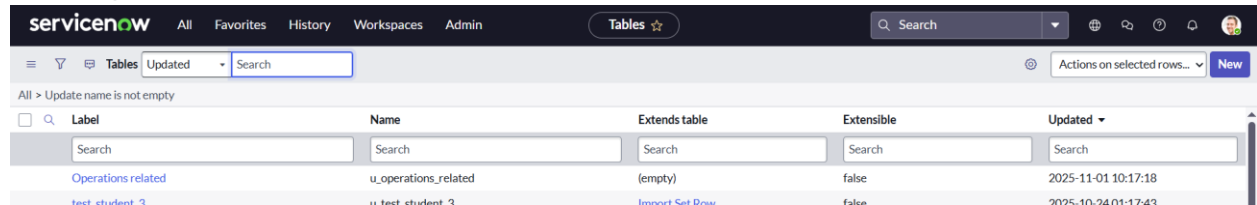


## 6. Assign role to table

Open service now.

Click on All >> search for tables

Select operations related table



Label	Name	Extends table	Extensible	Updated
Operations related	u_operations_related	(empty)	false	2025-11-01 10:17:18

Click on the Application Access

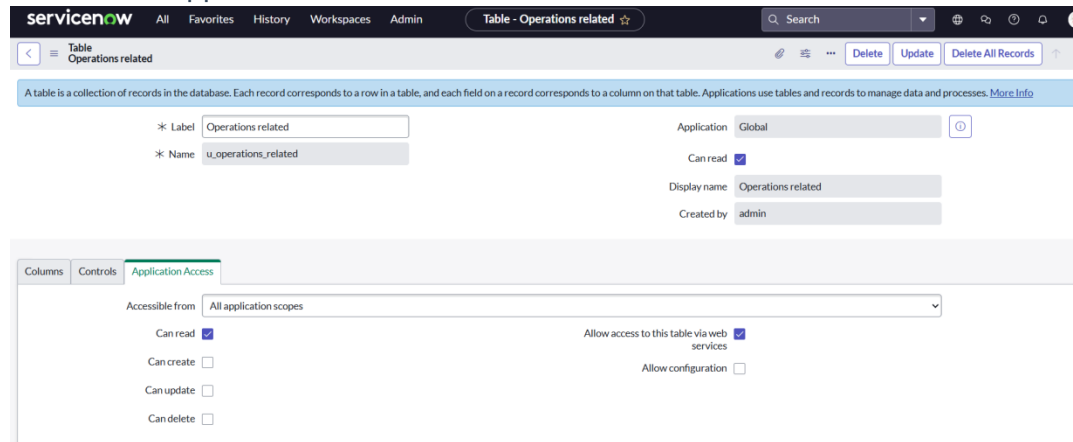


Table - Operations related

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: Operations related  
\* Name: u\_operations\_related

Application: Global  
Can read: ☒  
Display name: Operations related  
Created by: admin

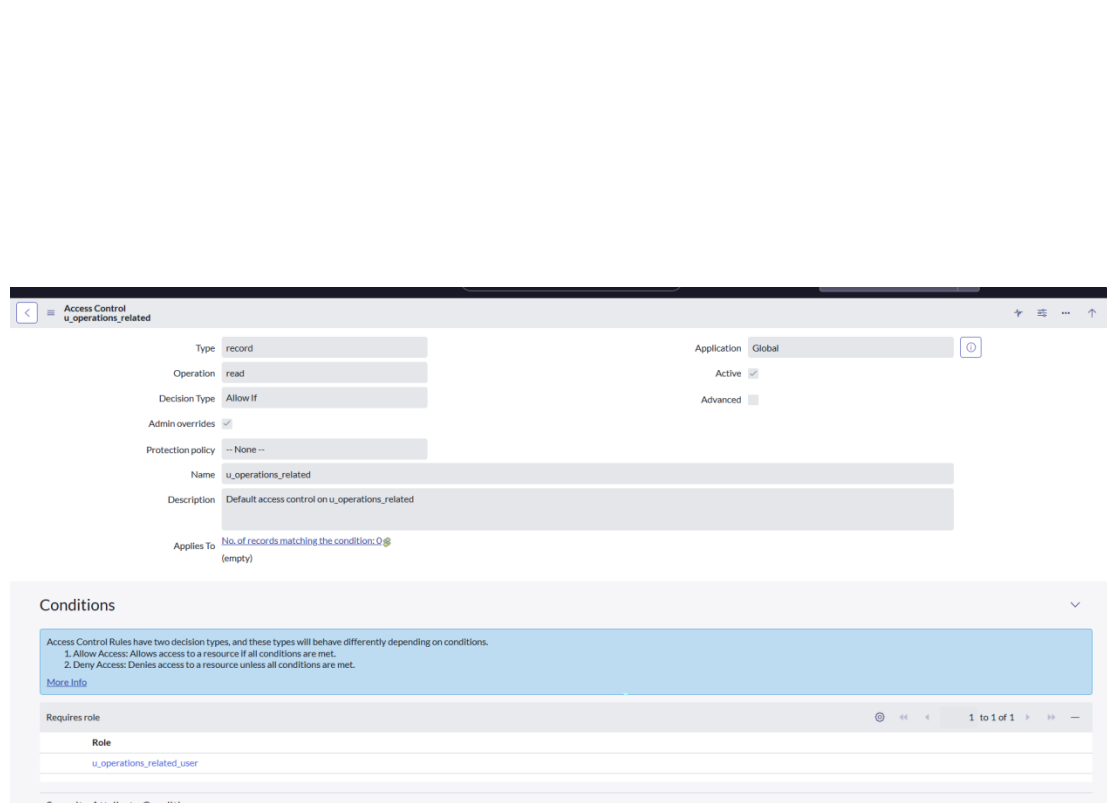
Columns | Controls | Application Access

Accessible from: All application scopes

Can read: ☒  
Can create: ☐  
Can update: ☐  
Can delete: ☐

Allow access to this table via web services: ☒  
Allow configuration: ☐

Click on u\_operations\_related read operation



Access Controls (4) | Labels (1) | Database Indexes (1)

Access Controls

Name	Decision
u_operations_related	Allow If
u_operations_related	Allow If
u_operations_related	Allow If
u_operations_related	Allow If

Access Control: u\_operations\_related

Type: record  
Operation: read  
Decision Type: Allow If  
Admin overrides: ☒  
Protection policy: -- None --  
Name: u\_operations\_related  
Description: Default access control on u\_operations\_related  
Applies To: No. of records matching the condition: 0 (empty)

Application: Global  
Active: ☒  
Advanced: ☐

Conditions

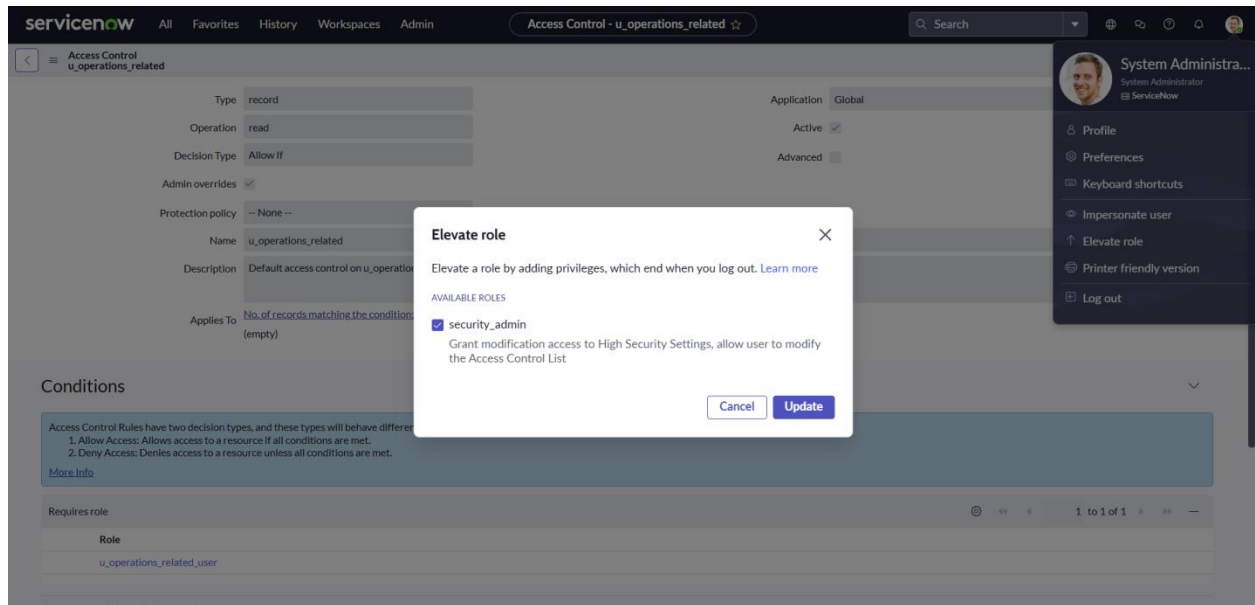
Access Control Rules have two decision types, and these types will behave differently depending on conditions.  
1. Allow Access: Allows access to a resource if all conditions are met.  
2. Deny Access: Denies access to a resource unless all conditions are met.  
[More Info](#)

Requires role: u\_operations\_related\_user

Security Attribute Condition

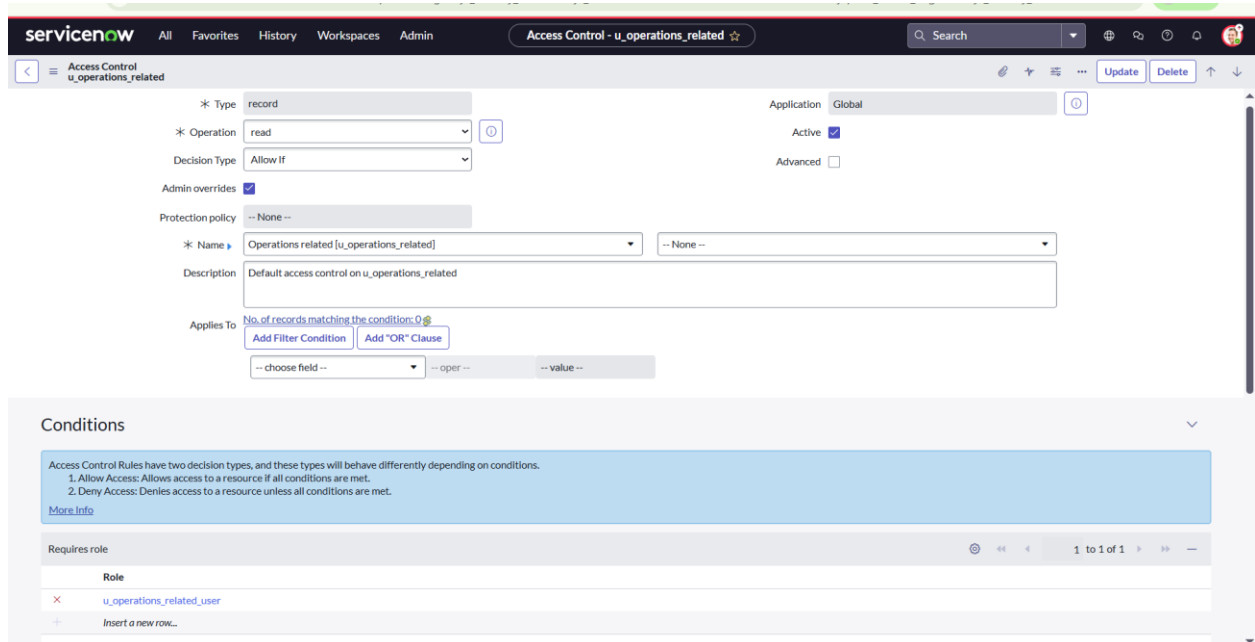
Click on the profile on top right side

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

**servicenow** All Favorites History Workspaces Admin Access Control - u\_operations\_related

Access Control - u\_operations\_related

\* Type: record Application: Global

\* Operation: read Active: ☒

Decision Type: Allow If Advanced: ☐

Admin overrides: ☒

Protection policy: -- None --

\* Name: Operations related [u\_operations\_related] -- None --

Description: Default access control on u\_operations\_related

Applies To: No. of records matching the condition: 0 @

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.

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

[More Info](#)

Requires role 1 to 1 of 1

Role
<input checked="" type="checkbox"/> u_operations_related_user
<input checked="" type="checkbox"/> Platform_role
<input checked="" type="checkbox"/> certification_role
<a href="#">Insert a new row...</a>

Click on u\_operations\_related write operation

Access Controls (4) Labels (1) Database Indexes (1) Table Subscription Configuration (1)

Access Controls

Name	Decision Type	Operation	Type	Active	Updated by	Updated
<a href="#">u_operations_related</a>	Allow If	create	record	true	admin	2025-11-01 10:17:18
<a href="#">u_operations_related</a>	Allow If	delete	record	true	admin	2025-11-01 10:17:18
<a href="#">u_operations_related</a>	Allow If	read	record	true	admin	2025-11-01 10:17:18
<input checked="" type="checkbox"/> <a href="#">u_operations_related</a>	Allow If	write	record	true	admin	2025-11-01 10:17:18

1 to 4 of 4

Under Requires role

Double click on insert a new row

Give platform role

And add certificate role

**servicenow** All Favorites History Workspaces Admin Access Control - u\_operations\_related

Access Control - u\_operations\_related

\* Type: record Application: Global

\* Operation: write Active: ☒

Decision Type: Allow If Advanced: ☐

Admin overrides: ☒

Protection policy: -- None --

\* Name: Operations related [u\_operations\_related] -- None --

Description: Default access control on u\_operations\_related

Applies To: No. of records matching the condition: 0 @

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.

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

[More Info](#)

Requires role 1 to 1 of 1

Role
<input checked="" type="checkbox"/> u_operations_related_user
<input checked="" type="checkbox"/> Platform_role
<input checked="" type="checkbox"/> certification_role
<a href="#">Insert a new row...</a>

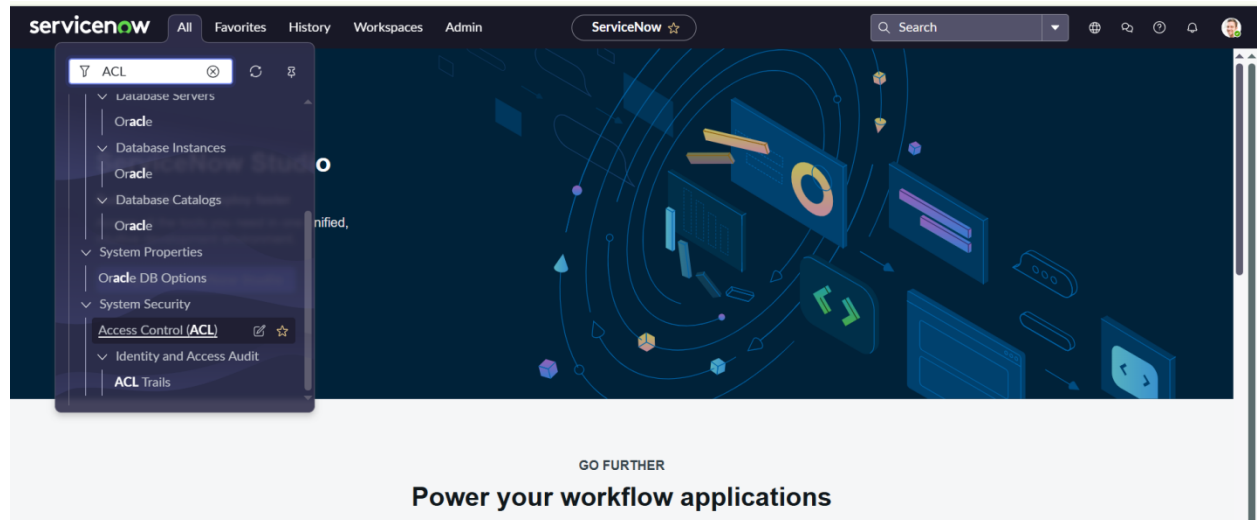
Security Attribute Condition

## 7. Create ACL

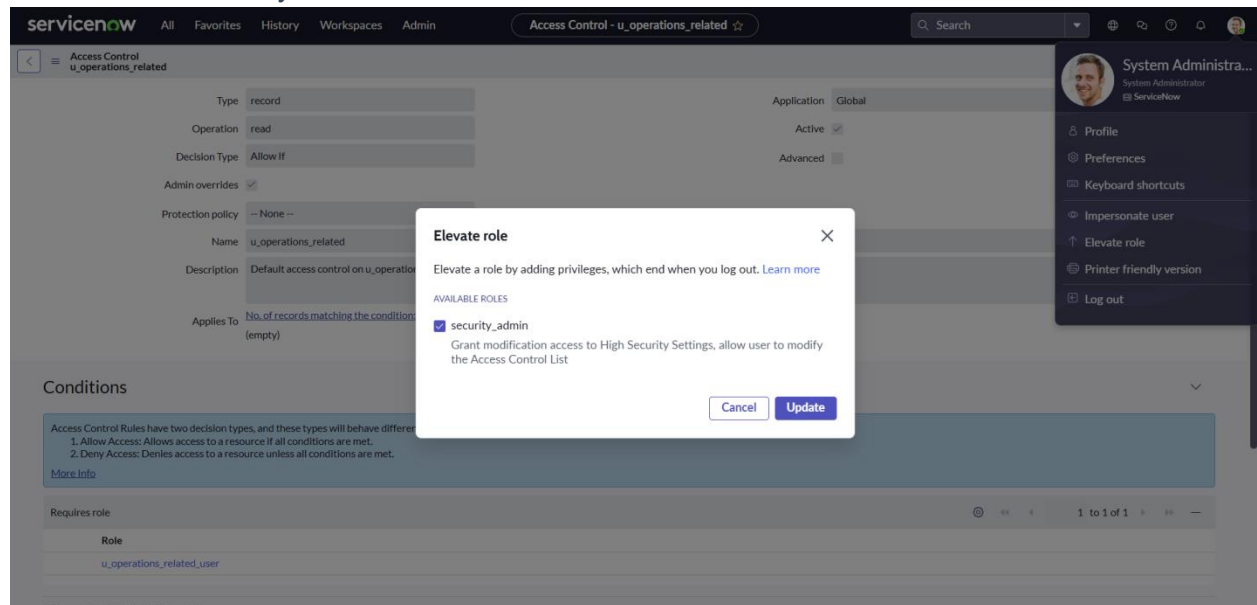
Open service now.

Click on All >> search for ACL

Select Access Control(ACL) under system security



Without Elevate role you can't see the new button



The screenshot shows the ServiceNow interface for the 'Access Controls' list. The table displays a list of ACLs with columns for Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The table is filtered by 'All' and has a search bar. The 'New' button is visible in the top right corner.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
\$allappsmgmt	Allow If	read	ui_page	true	admin	2019-02-20 01:02:07
\$atf_page_inspector	Allow If	read	ui_page	true	admin	2020-03-20 15:16:15
\$conversation-builder	Allow If	read	ui_page	true	admin	2019-06-14 15:13:38
\$mycompanyappsmgmt	Allow If	read	ui_page	true	admin	2019-02-21 02:31:44

Click on new

Fill the following details to create a new ACL

Scroll down under requires role  
Double click on insert a new row  
Give admin role  
Click on submit

**servicenow** All Favorites History Workspaces Admin Access Control - New Record

Access Control New record

\* Type: record

\* Operation: write

Decision Type: Allow If

Admin overrides: ☒

Protection policy: --None--

\* Name: Operations related [u\_operations\_related]

Description: Service request No

Applies To: No. of records matching the condition: 0

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.

More Info

Requires role

Role

admin

Insert a new row...

**servicenow** All Favorites History Workspaces Admin Access Control - New Record

Access Control New record

\* Type: record

\* Operation: write

Decision Type: Allow If

Admin overrides: ☒

Protection policy: --None--

\* Name: Operations related [u\_operations\_related]

Description: Issue

Applies To: No. of records matching the condition: 0

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.

More Info

Requires role

Role

admin

Insert a new row...

**servicenow** All Favorites History Workspaces Admin Access Control - New Record

Access Control New record

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

Admin overrides: ☒

Protection policy: --None--

\* Name: Operations related [u\_operations\_related]

Description: Name

Applies To: No. of records matching the condition: 0

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.

More Info

Requires role

Role

admin

Access Control New record

\* Type: record

\* Operation: write

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

\* Name: Operations related [u\_operations\_related]

Priority:

Description:

Applies To: No. of records matching the condition: 0

Add Filter Condition Add "OR" Clause

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

Application: Global

Active: ☒

Advanced: ☐

Submit

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.

[More Info](#)

Requires role

Role

admin

Insert a new row...

Similarly create 4 acl for the following fields

servicenow All Favorites History Workspaces Admin Access Controls

Access Controls Updated Search

All

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related_u_priority	Allow If	write	record	true	admin	2025-11-02 06:23:49
u_operations_related_u_name	Allow If	write	record	true	admin	2025-11-02 06:19:50
u_operations_related_u_issue	Allow If	write	record	true	admin	2025-11-02 06:18:28
u_operations_related_u_service_request_no	Allow If	write	record	true	admin	2025-11-02 06:16:34

servicenow All Favorites History Workspaces Admin Access Controls

Access Controls Updated Search

All

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related_u_priority	Allow If	write	record	true	admin	2025-11-02 06:23:49
u_operations_related_u_name	Allow If	write	record	true	admin	2025-11-02 06:19:50
u_operations_related_u_issue	Allow If	write	record	true	admin	2025-11-02 06:18:28
u_operations_related_u_service_request_no	Allow If	write	record	true	admin	2025-11-02 06:16:34
u_operations_related	Allow If	create	record	true	admin	2025-11-01 10:17:18
u_operations_related	Allow If	delete	record	true	admin	2025-11-01 10:17:18
u_operations_related	Allow If	read	record	true	admin	2025-11-01 10:17:18
u_operations_related	Allow If	write	record	true	admin	2025-11-01 10:17:18

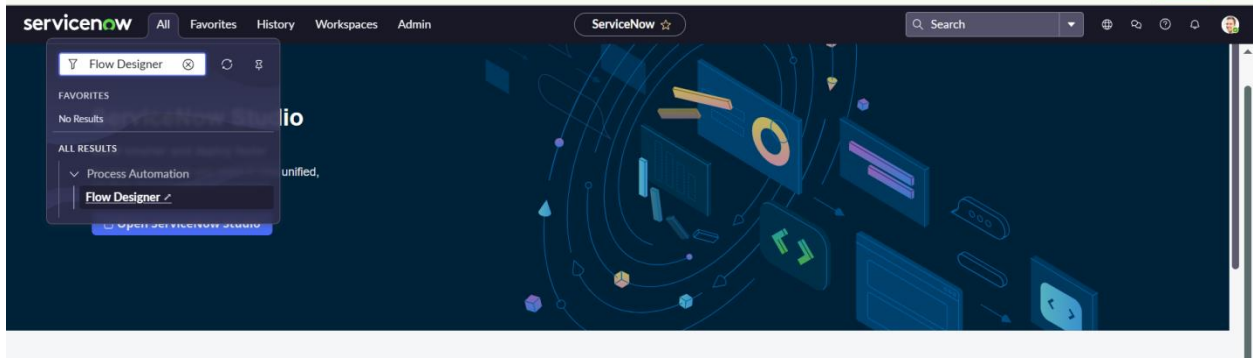
## 8. Flow

### a. Create a Flow to Assign operations ticket to group

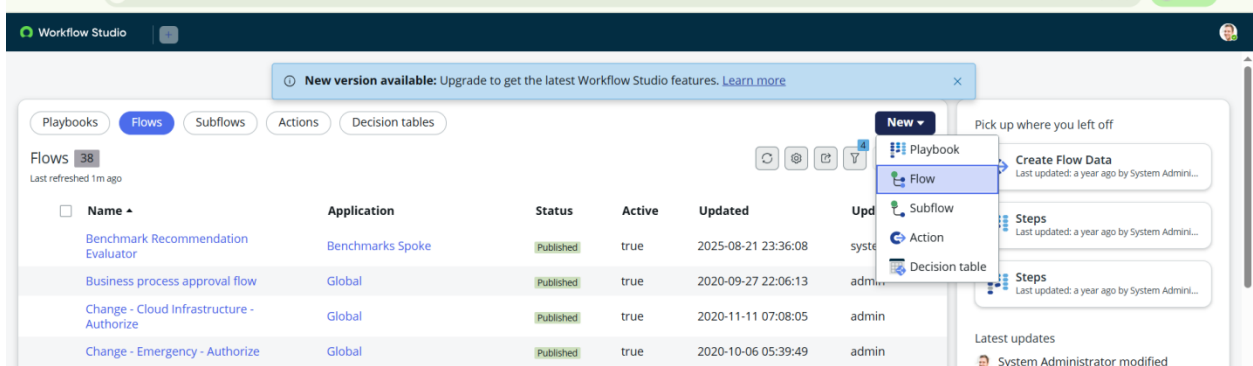
Open service now.

Click on All >> search for Flow Designer

Click on Flow Designer under Process Automation.



After opening Flow Designer Click on new and select Flow.

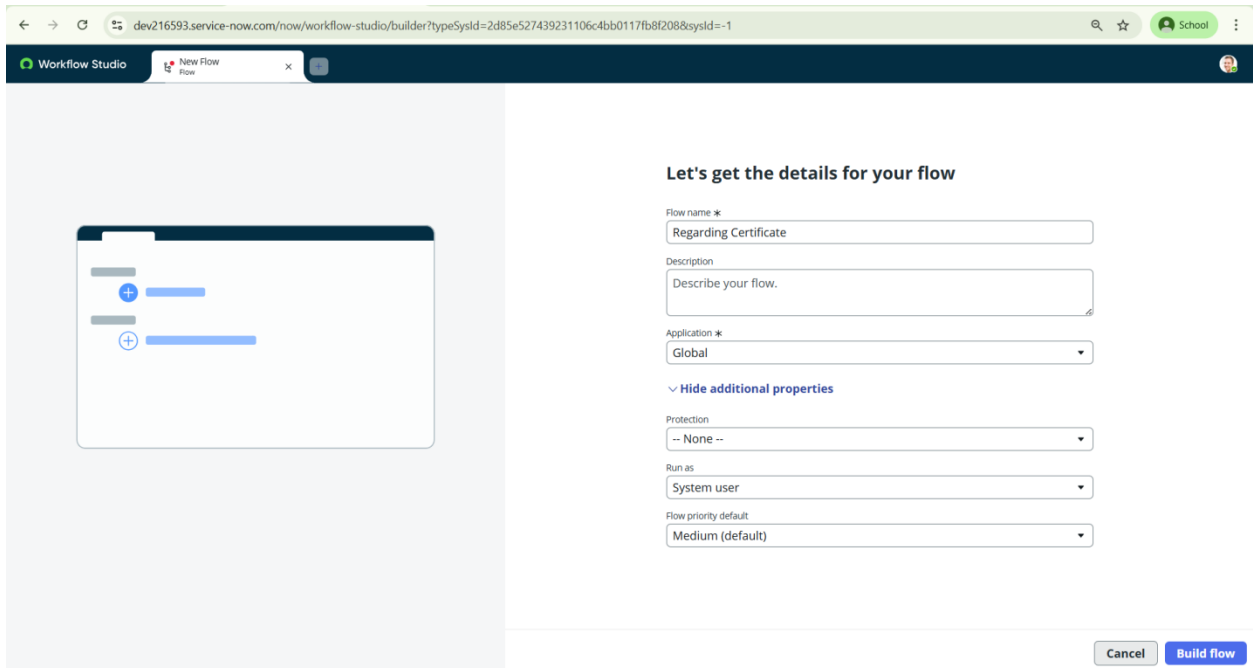


Under Flow properties Give Flow Name as “ Regarding Certificate”.

Application should be Global.

Select Run user as “ System user ” from that choice.

Click on Submit.



## Regarding Certificate Inactive

### TRIGGER

[+ Add a trigger](#)

### ACTIONS [Select multiple](#)

[+ Add an Action, Flow Logic, or Subflow](#)

### ERROR HANDLER ☐

If an error occurs in your flow, the actions you add here will run.

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

Workflow Studio

Regarding Certificate Flow

+

Regarding Certificate Inactive

View: [Icon] [Icon]

Test

Activate

Save

...

TRIGGER

Operations related Created or Updated where (Issue is regarding certificates)

Trigger

Created or Updated

\* Table

Operations related [u\_operation... X]

Condition All of these conditions must be met

Issue

is

regarding certificates

OR AND

New Criteria

Run Trigger

Once

Advanced Options

Delete Cancel Done

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

### ACTIONS [Select multiple](#)

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.

The screenshot shows the Workflow Studio interface for a flow named "Regarding Certificate". The flow is currently "Inactive". Under the "ACTIONS" section, there is one action: "Update Operations related Record". The configuration for this action is as follows:

- Action:** Update Record
- \* Record:** Trigger ... > Operations relate...
- \* Table:** Operations related [u\_operation...]
- \* Fields:** Assigned to group (with a dropdown menu showing "certificates")

Buttons at the bottom right of the action configuration include "Delete", "Cancel", and "Done". Below the action list, there is a button to "Add an Action, Flow Logic, or Subflow". At the bottom of the interface, the status is "Modified" and the application is "Global".

Click on Save to save the Flow.

Click on Activate.

The screenshot shows the Workflow Studio interface after the flow has been saved and activated. The flow is now "Active". The "ACTIONS" section still shows the "Update Operations related Record" action. The "Data" panel on the right is open, showing the following data structure:

- 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)

At the bottom of the interface, there is an "ERROR HANDLER" section with a toggle switch and the text: "If an error occurs in your flow, the actions you add here will run."

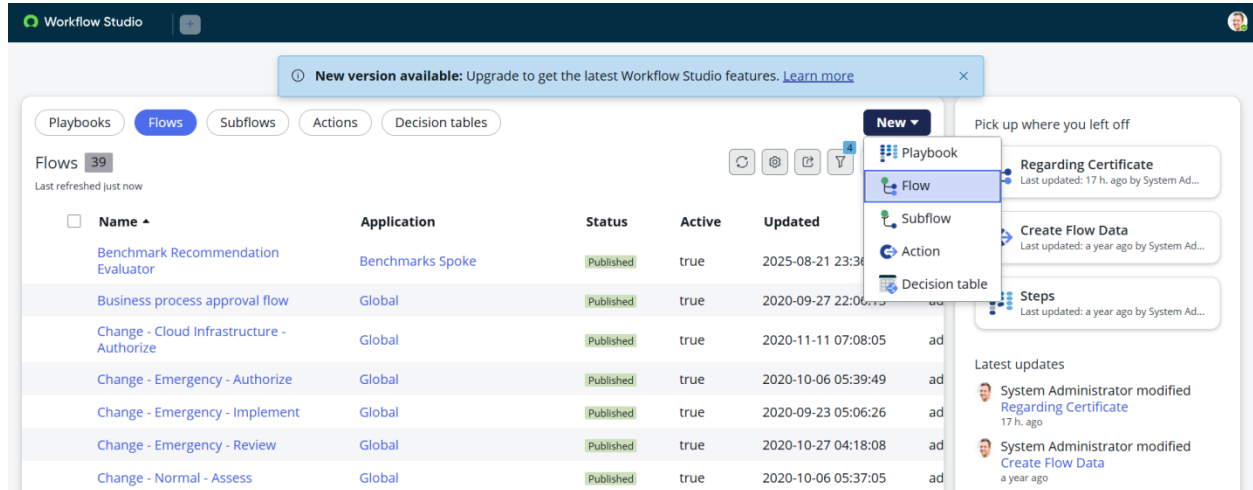
## b. Create a Flow to Assign operations ticket to Platform group

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.

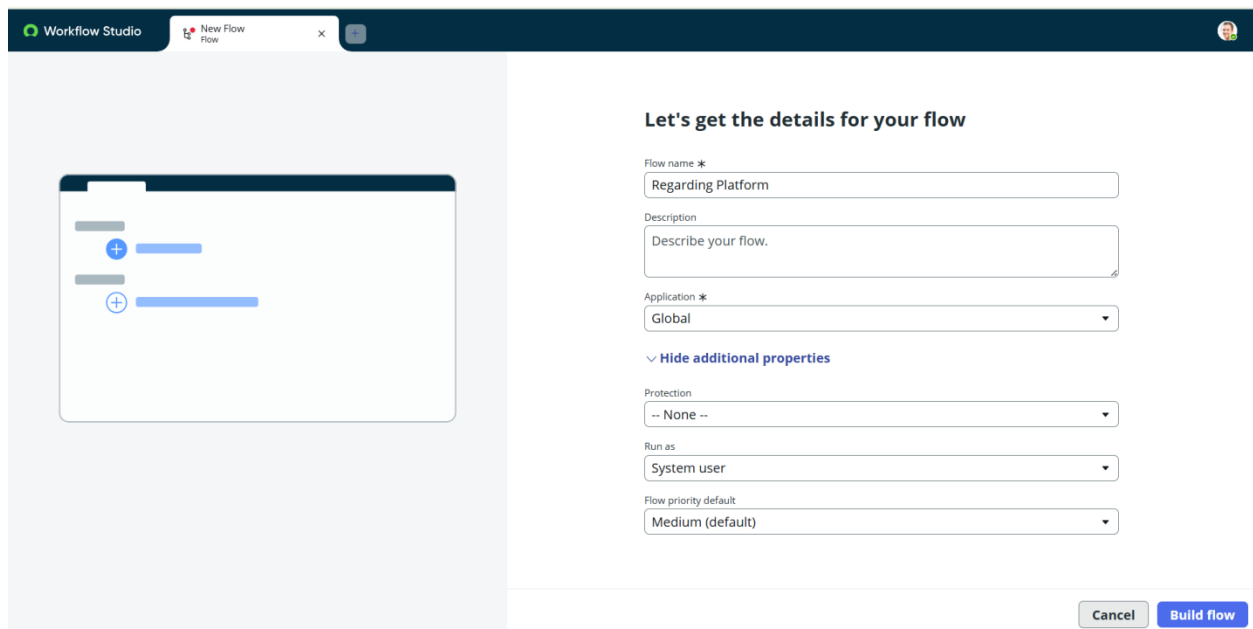


Under Flow properties Give Flow Name as “ Regarding Platform ”.

Application should be Global.

Select Run user as “ System user ” from that choice.

Click on Submit.



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

The screenshot shows the 'Workflow Studio' interface for a workflow named 'Regarding Platform'. The 'TRIGGER' section is active, showing a configuration for 'Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)'. The trigger is set to 'Created or Updated' and the table is 'Operations related [u\_operation...]'. The conditions are defined as three separate 'All of these conditions must be met' blocks, each with a single condition: 'Issue is unable to login to platform', 'Issue is 404 error', and 'Issue is regarding user expired'. The 'Run Trigger' is set to 'Once'. On the right, the 'Data' panel shows a list of flow variables, including 'Trigger - Record Created or Updated', 'Operations related Record', 'Changed Fields', 'Operations related Table', 'Run Start Time UTC', and 'Run Start Date/Time'. At the bottom right, there are buttons for 'Delete', 'Cancel', and 'Done'.

After that click on Done.

Now under Actions.

Click on Add an action.

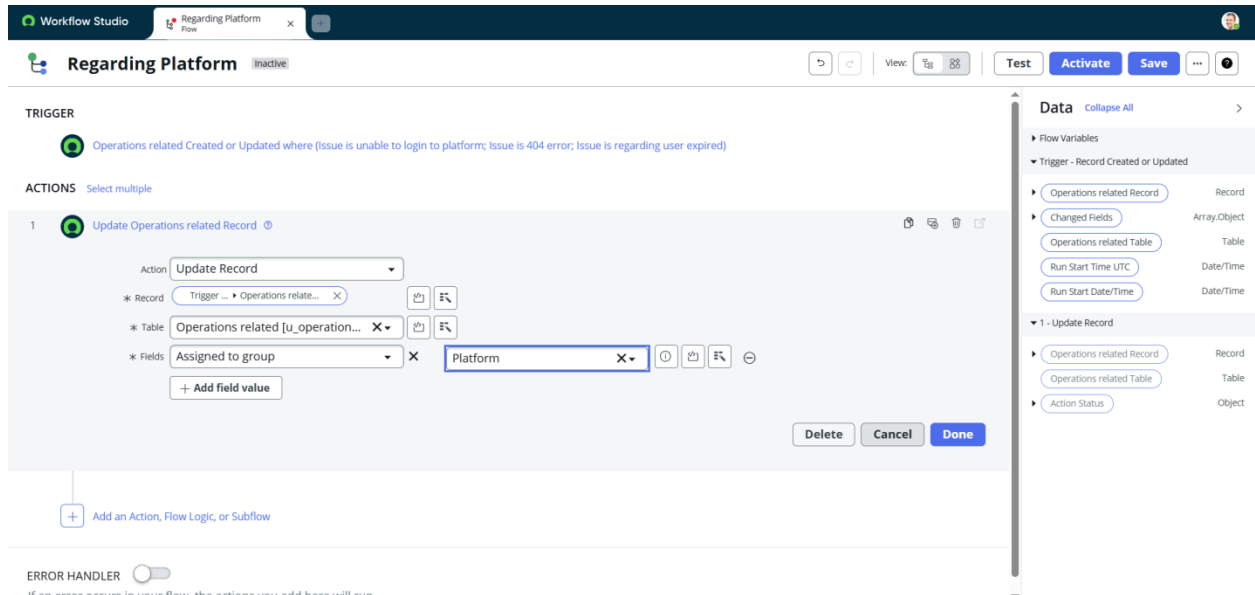
Select action in that search for “ Update Record ”.

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 ”.

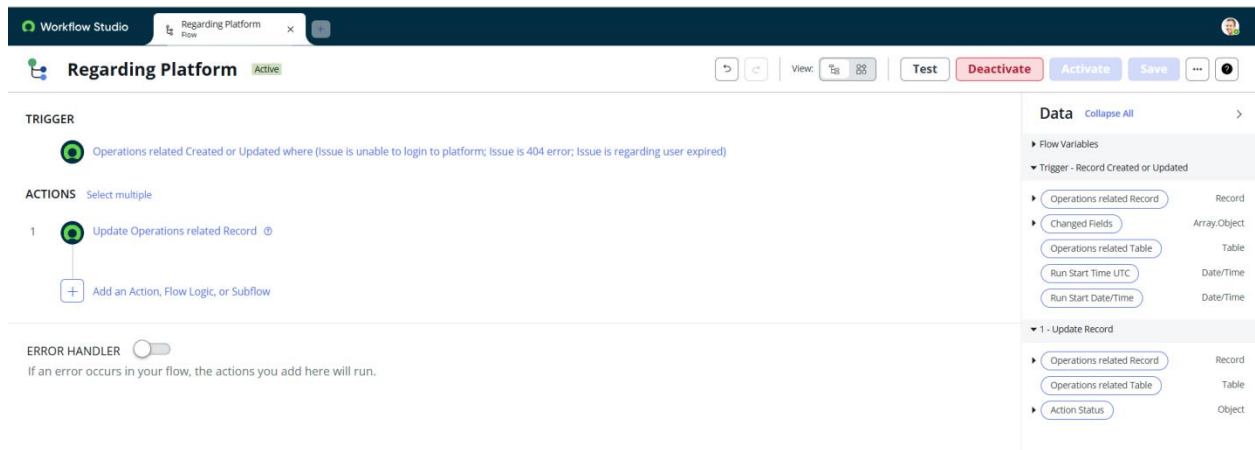
Give value as “ Platform ”.



Click on Done.

Click on Save to save the Flow.

Click on Activate.



## 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.