

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.

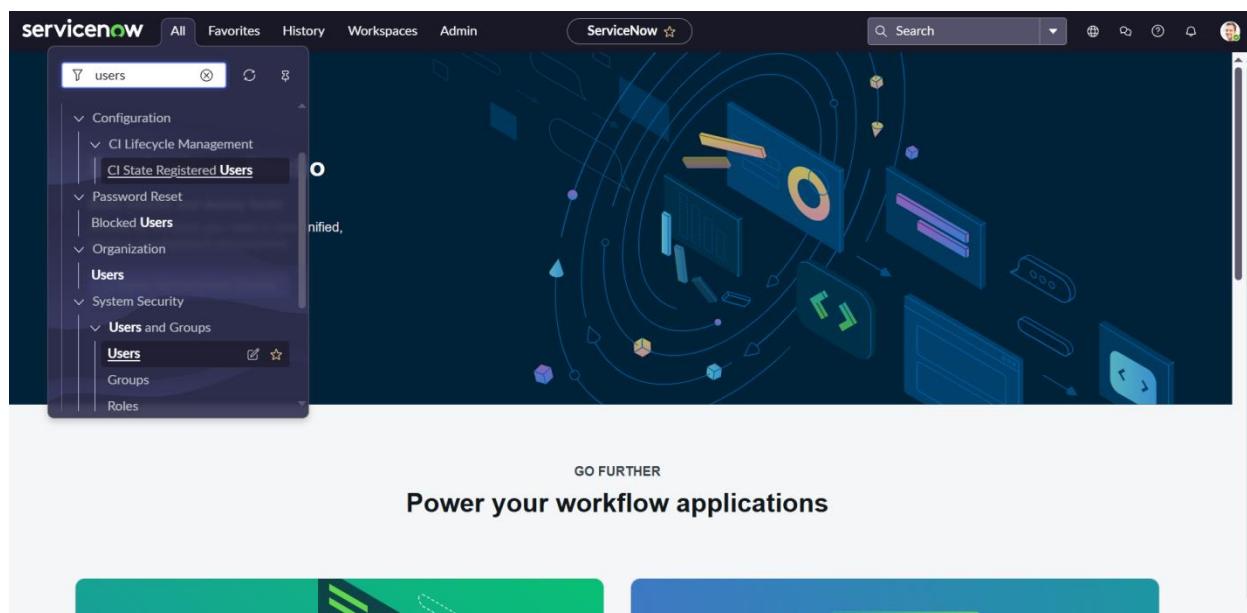
1. Users

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

User New record

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

User ID	manne.niranjan	Email	niranjanreddymanne2507@gmail.com
First name	Manne	Identity type	Human
Last name	Niranjan	Language	-- None --
Title		Calendar integration	Outlook
Department		Time zone	System (America/Los_Angeles)
Password needs reset	<input type="checkbox"/>	Date format	System (yyyy-MM-dd)
Locked out	<input type="checkbox"/>	Business phone	
Active	<input checked="" type="checkbox"/>	Mobile phone	
Internal Integration User	<input type="checkbox"/>	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

User New record

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

User ID	Katherine Pierce	Email	
First name	Katherine	Identity type	Human
Last name	Pierce	Language	-- None --
Title		Calendar integration	Outlook
Department		Time zone	System (America/Los_Angeles)
Password needs reset	<input type="checkbox"/>	Date format	System (yyyy-MM-dd)
Locked out	<input type="checkbox"/>	Business phone	
Active	<input checked="" type="checkbox"/>	Mobile phone	
Internal Integration User	<input type="checkbox"/>	Photo Click to add...	

[Submit](#)

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

servicenow All Favorites History Workspaces Admin Users

Users Updated Search Actions on selected rows... [New](#)

All

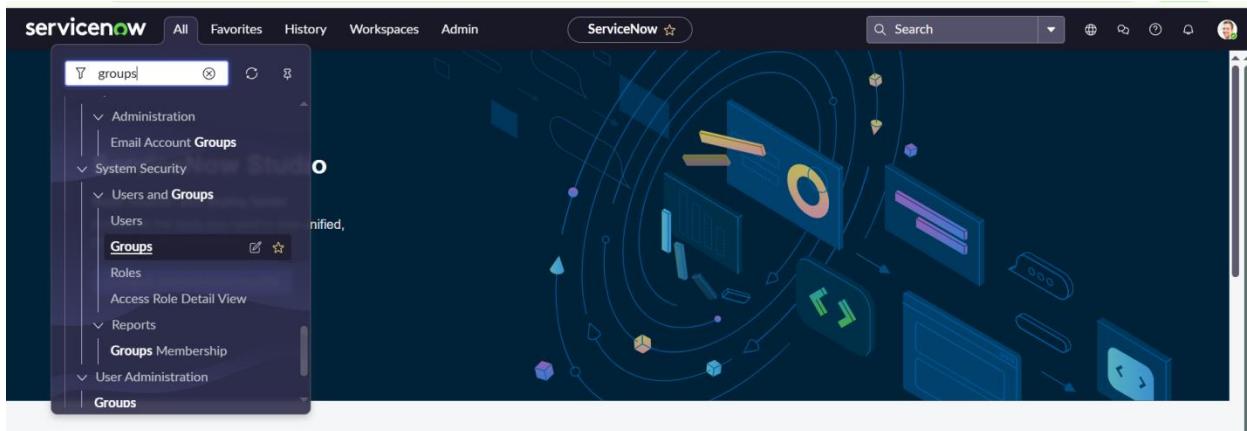
<input type="checkbox"/>	User ID	Name	Email	Active	Created	Updated
	Search	Search	Search	Search	Search	Search
	Katherine.Pierce	Katherine Pierce		true	2025-11-01 09:07:17	2025-11-01 09:07:17
	manne.niranjan	Manne Niranjan	niranjanreddymanne2507@gmail.com	true	2025-11-01 09:03:58	2025-11-01 09:03:58

2. Groups

Open service now.

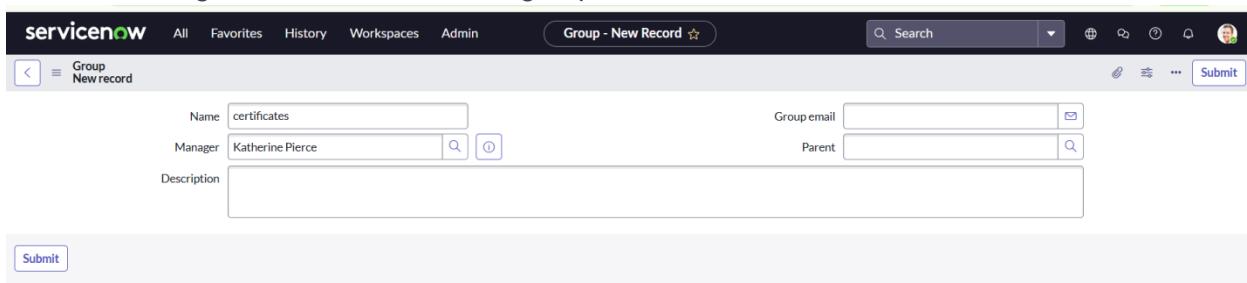
Click on All >> search for groups

Select groups under system security



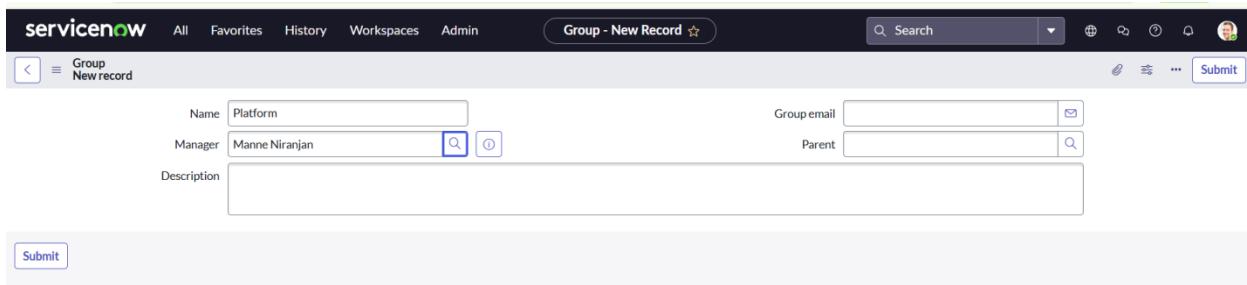
Click on new

Fill the following details to create a new group

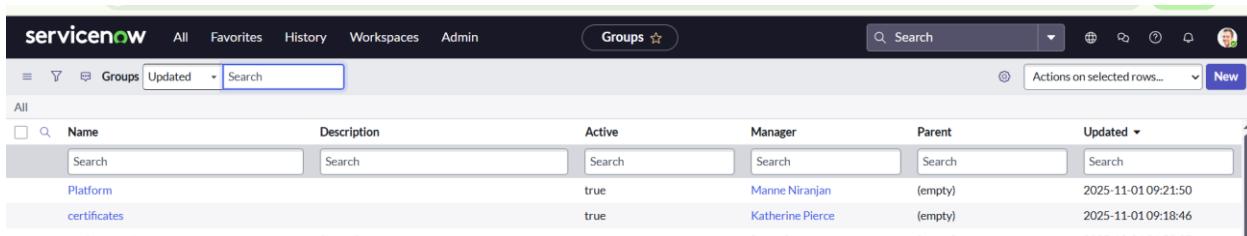


Name	certificates	Manager	Katherine Pierce	Group email	Parent
Description					
<input type="button" value="Submit"/>					

Create one more group:



Name	Platform	Manager	Manne Niranjan	Group email	Parent
Description					
<input type="button" value="Submit"/>					



All	Name	Description	Active	Manager	Parent	Updated
	Platform	Search	true	Manne Niranjan	(empty)	2025-11-01 09:21:50
	certificates	Search	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

The screenshot shows the ServiceNow search interface with the search bar containing 'roles'. The results pane on the left lists 'ALL RESULTS' under 'System Security' and 'User Administration'. Under 'System Security', there is a 'Roles' category. Other categories like 'Users and Groups' and 'Time-Limited User Roles' are also listed. The main area displays a dark-themed dashboard with various icons representing different system components.

Click on new

Fill the following details to create a new role

The screenshot shows the 'Role - New Record' creation form. The 'Name' field is set to 'certification_role'. The 'Application' dropdown is set to 'Global'. The 'Description' field contains the text 'can deal with certification issues.' A 'Submit' button is visible at the bottom left.

Create one more role:

Create another role with the following details

The screenshot shows the 'Role - New Record' creation form again. The 'Name' field is set to 'Platform_role'. The 'Application' dropdown is set to 'Global'. The 'Description' field contains the text 'can deal with platform related issues.' A 'Submit' button is visible at the bottom left.

The screenshot shows the 'Roles' list view. The table has columns for Name, Description, Elevated privilege, and Created. Two rows are present: 'Platform_role' with description 'can deal with platform related issues' and 'Elevated privilege' set to false, and 'certification_role' with description 'can deal with certification issues.' and 'Elevated privilege' set to false. The 'Created' column shows the dates '2025-11-01 09:42:20' and '2025-11-01 09:39:01' respectively.

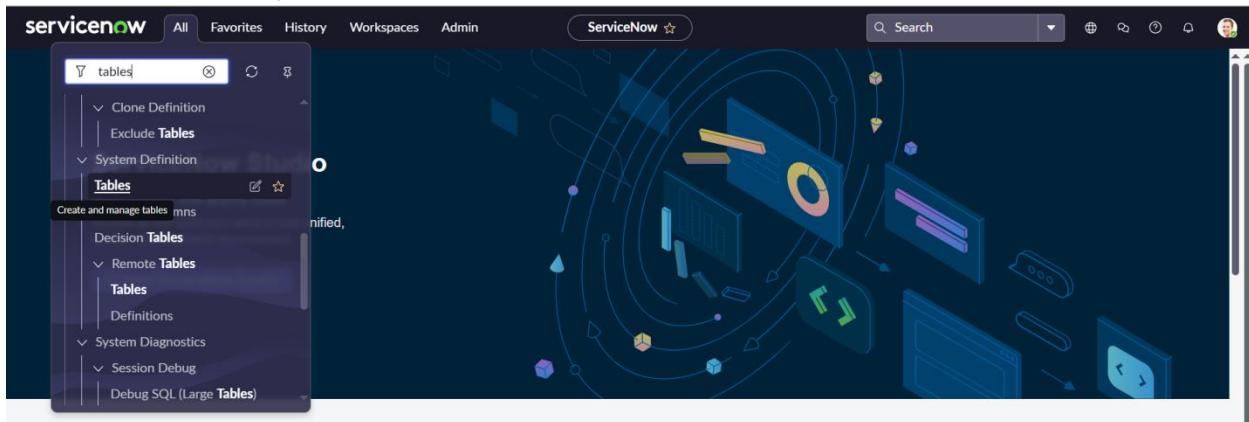
Name	Description	Elevated privilege	Created
Platform_role	can deal with platform related issues	false	2025-11-01 09:42:20
certification_role	can deal with certification issues.	false	2025-11-01 09:39:01

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

The screenshot shows the 'Table - New Record' page. At the top, there are buttons for 'Submit' and 'Cancel'. Below that, a yellow banner says 'ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#)'. The main form has the following fields:

* Label: Operations related	Application: Global
* Name: u_operations_related	Create module: <input checked="" type="checkbox"/>
Extends table: <input type="text"/>	Create mobile module: <input checked="" type="checkbox"/>
Add module to menu: -- Create new --	
New menu name: Operations related	
Can read: <input checked="" type="checkbox"/>	
Display name: <input type="text"/>	
Created by: <input type="text"/>	

At the bottom, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is selected, showing a table with columns: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. There is a note 'Insert a new row...' at the bottom of this section.

Under table columns give the columns

The screenshot shows the 'Table - Operations related' page in ServiceNow. At the top, there are fields for 'Label' (Operations related) and 'Name' (u_operations_related). Below the table header, there are application access settings: 'Application' (Global), 'Can read' (checked), 'Display name' (Operations related), and 'Created by' (admin). The main area displays a table of 'Dictionary Entries' with columns: Column label, Type, Reference, Max length, Default value, and Display. The table lists various system fields like Assigned to group, Priority, Sys ID, etc., with their respective types and properties.

Create choices for the issue filed by using form design

Choices are:

- unable to login to platform
- 404 error
- regarding certificates
- regarding user expired

The screenshot shows the 'Dictionary Entry - Issue' page. The 'Type' is set to 'Choice'. The 'Column label' is 'Issue' and the 'Column name' is 'u_Issue'. On the right, there are application access settings: 'Active' (checked), 'Function field' (unchecked), 'Read only' (unchecked), 'Mandatory' (unchecked), and 'Display' (unchecked). Below this, the 'Default Value' section is shown with a note: 'The Default value specifies what value the field has when first displayed.' A 'Default value' input field is present. The 'Choices' tab is selected, showing a table with columns: Label, Value, Language, Sequence, Inactive, and Updated. The table contains four entries corresponding to the choices listed above.

The screenshot shows the 'Operations related - New Record' page. It includes fields for 'Name' and 'comments'. On the right, there is a 'Priority' dropdown menu with options: '-- None --', '404 error', 'regarding certificates', 'regarding user expired', and 'unable to login to platform'. The '404 error' option is currently selected. There is also a 'Submit' button at the bottom.

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

The screenshot shows the ServiceNow Groups table. There are two entries:

Name	Description	Active	Manager	Parent	Updated
Platform	Search	true	Manne Niranjana	(empty)	2025-11-01 09:21:50
certificates	Search	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

The screenshot shows the Group Members (1) tab for the certificates group. It displays one member: Katherine Pierce.

User
Katherine Pierce

Click on roles

Select Certification_role and save

The screenshot shows the Roles (1) tab for the certificates group. It displays one role: certification_role.

Role	Granted by	Inherits
certification_role	(empty)	true

b. Assign roles & users to platform group

Open service now.

Click on All >> search for tables

Select tables under system definition

The screenshot shows the ServiceNow Groups table. The table has columns: Name, Description, Active, Manager, Parent, and Updated. There are two rows: one for 'Platform' (Manager: Manne Nirajan, Active: true) and one for 'certificates' (Manager: Katherine Pierce, Active: true). The 'Platform' row is selected.

Name	Description	Active	Manager	Parent	Updated
Platform		true	Manne Nirajan	(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 Nirajan and save

The screenshot shows the 'Group Members' tab for the 'Platform' group. It lists one member: 'Manne Nirajan'. The 'User' filter is selected. The 'Actions on selected rows...' dropdown is open, showing options like 'New' and 'Edit...'. Below the table, there are 'Update' and 'Delete' buttons.

User
Manne Nirajan

Click on roles

Select Platform_role and save

The screenshot shows the 'Roles' tab for the 'Platform' group. It lists one role: 'Platform_role'. The 'Created' filter is selected. The 'Actions on selected rows...' dropdown is open, showing options like 'New' and 'Edit...'. Below the table, there are 'Update' and 'Delete' buttons.

Created	Role	Granted by	Inherits
2025-11-02 04:03:17	Platform_role	(empty)	true

6. Assign role to table

Open service now.

Click on All >> search for tables

Select operations related table

The screenshot shows the ServiceNow 'Tables' list view. The table has columns: Label, Name, Extends table, Extensible, and Updated. One record is listed:

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

Click on the Application Access

The screenshot shows the 'Application Access' tab for the 'Operations related' table. It includes fields for Label, Name, Application, Can read, Display name, and Created by. Under 'Application Access', it shows settings for 'Accessible from' (All application scopes), 'Can read' (checked), 'Allow access to this table via web services' (checked), 'Can create' (unchecked), 'Allow configuration' (unchecked), 'Can update' (unchecked), and 'Can delete' (unchecked).

Click on u_operations_related read operation

The screenshot shows the 'Access Control' configuration for the 'u_operations_related' table. It includes fields for Type (record), Operation (read), Decision Type (Allow if), Active (checked), Admin overrides (checked), Protection policy (None), Name (u_operations_related), Description (Default access control on u_operations_related), and Applies To (No.of.records matching the condition: 0). Below this is a 'Conditions' section with a note about decision types and a 'More Info' link. At the bottom, there are sections for 'Requires role' (Role: u_operations_related_user) and 'Security Attribute Condition'.

The screenshot shows the 'Access Controls' list view. It lists four entries for 'u_operations_related' under the 'Name' column. Each entry has 'Allow' checked in the 'Decision' column.

Name	Decision
u_operations_related	Allow

Click on the profile on top right side
Click on elevate role

The screenshot shows the ServiceNow interface for managing access control rules. The main page displays a rule for 'record' type, 'read' operation, and 'Allow If' decision type. The 'Applies To' section is set to 'No.of records matching the condition: (empty)'. A modal window titled 'Elevate role' is open, prompting the user to 'Elevate a role by adding privileges, which end when you log out.' It lists 'AVAILABLE ROLES' and has a checked checkbox for 'security_admin'. Below the checkbox, it says 'Grant modification access to High Security Settings, allow user to modify the Access Control List.' At the bottom of the modal are 'Cancel' and 'Update' buttons.

Click on security admin and click on update
Under Requires role

The screenshot shows the same ServiceNow interface after the 'Update' button was clicked in the previous step. The rule now includes a new condition: 'Operations related [u_operations_related]' under the 'Name' field. The 'Applies To' section now includes a condition: 'No.of records matching the condition: 0'. The 'Requires role' section still lists 'u_operations_related_user'. The top right corner of the screen shows the user profile for 'System Administrator'.

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

Type: record
Operation: read
Decision Type: Allow If
Admin overrides: checked
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: 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

Role
u_operations_related_user
Platform_role
certification_role
Insert a new row...

Click on u_operations_related write operation

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

Name Search Actions on selected rows... New

Access Controls

Name	Decision Type	Operation	Type	Active	Updated by	Updated
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

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

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
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

Role
u_operations_related_user
Platform_role
certification_role
Insert a new row...

Security Attribute Condition

7. Create ACL

Open service now.

Click on All >> search for ACL

Select Access Control(ACL) under system security

The screenshot shows the ServiceNow interface. At the top is the navigation bar with 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. To the right of the navigation bar is a search bar with 'ServiceNow' and a star icon. Below the navigation bar is a decorative background graphic of a network or data flow. On the left, a sidebar menu is open, showing 'ACL' selected. Under 'ACL', there are several categories: 'Database Servers' (with 'Oracle'), 'Database Instances' (with 'Oracle'), 'Database Catalogs' (with 'Oracle'), 'System Properties' (with 'Oracle DB Options'), and 'System Security' (with 'Access Control (ACL)', 'Identity and Access Audit', and 'ACL Trails'). At the bottom of the sidebar is a 'GO FURTHER' section with the text 'Power your workflow applications'.

Without Elevate role you can't see the new button

This screenshot shows the 'Access Control - u_operations_related' configuration page. The main form includes fields for 'Type' (record), 'Operation' (read), 'Decision Type' (Allow If), 'Admin overrides' (checkbox checked), 'Protection policy' (None), 'Name' (u_operations_related), and 'Description' (Default access control on u_operations). In the 'Conditions' section, it says 'Access Control Rules have two decision types, and these types will behave differently.' Below this are sections for 'Requires role' (Role: u_operations_related_user) and 'Conditions' (with a note about Allow/Deny rules). A modal window titled 'Elevate role' is open, asking to 'Elevate a role by adding privileges, which end when you log out.' It lists 'AVAILABLE ROLES' with 'security_admin' checked. The modal has 'Cancel' and 'Update' buttons. On the right side of the screen, there is a user profile for 'System Administrator' with options like 'Profile', 'Preferences', 'Keyboard shortcuts', 'Impersonate user', 'Elevate role', 'Printer friendly version', and 'Log out'.

This screenshot shows the 'Access Controls' list view. The table has columns: 'Name' (with a search input), 'Decision Type' (Search), 'Operation' (Search), 'Type' (Search), 'Active' (checkbox), 'Updated by' (Search), and 'Updated' (Search). The table contains four rows of data:

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

The screenshot shows three vertically stacked ServiceNow windows, each titled "Access Control - New Record".

Top Window:

- Type: record
- Operation: write
- Decision Type: Allow If
- Admin overrides: checked
- Protection policy: None
- Name: Operations related [u_operations_related]
- Description: (empty)
- Applies To: No. of records matching the condition: 0
 - Add Filter Condition
 - Add "OR" Clause

Middle Window:

Conditions

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

- Allow Access: Allows access to a resource if all conditions are met.
- Deny Access: Denies access to a resource unless all conditions are met.

More Info

Requires role

Role: admin

Bottom Window:

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: checked
- Protection policy: None
- Name: Operations related [u_operations_related]
- Description: (empty)
- Applies To: No. of records matching the condition: 0
 - Add Filter Condition
 - Add "OR" Clause

Conditions

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

- Allow Access: Allows access to a resource if all conditions are met.
- Deny Access: Denies access to a resource unless all conditions are met.

More Info

Requires role

Role: admin

Access Control
New record

* Type: record Application: Global

* Operation: write Active:

Decision Type: Allow If Advanced:

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 --

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

Access Controls

Name	Decision Type	Operation	Type	Active	Updated by	Updated
Search	Search	Search	Search	Search	Search	Search
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

Name	Decision Type	Operation	Type	Active	Updated by	Updated
Search	Search	Search	Search	Search	Search	Search
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

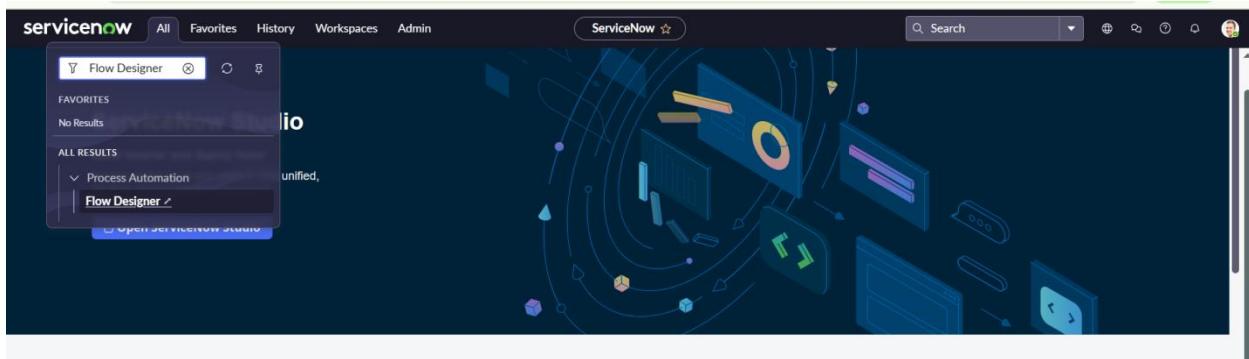
8. Flow

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.

The screenshot shows the Workflow Studio interface with a 'New' dropdown menu open. The 'Flow' option is highlighted. A tooltip above the dropdown says 'Pick up where you left off'.

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.

The screenshot shows the 'Let's get the details for your flow' form. The flow name is set to 'Regarding Certificate'. The application is set to 'Global'. The run user is set to 'System user'. The protection level is set to 'None'. The flow priority default is set to 'Medium (default)'. The 'Build flow' button is visible at the bottom right.

Workflow Studio Regarding Certificate Flow X +

Regarding Certificate Inactive

TRIGGER

+ Add a trigger

ACTIONS Select multiple

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER ON

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 X +

Regarding Certificate Inactive

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

Trigger: Created or Updated
Table: Operations related [u_operation...]

Condition: Issue is regarding certificates

Run Trigger: Once

Actions: Select multiple

Advanced Options

Data

- Flow Variables
- Trigger - Record Created or Updated
 - Operations related Record
 - Changed Fields
 - Operations related Table
 - Run Start Time UTC
 - Run Start Date/Time

Buttons: Delete, Cancel, 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 “ Certificates ”

Click on Done.

The screenshot shows the 'Regarding Certificate' flow in Workflow Studio. The flow is currently inactive. The configuration pane shows a trigger for 'Operations related Created or Updated where (Issue is regarding certificates)'. Under 'ACTIONS', there is one step: 'Update Operations related Record'. This step has an 'Action' dropdown set to 'Update Record'. The 'Record' field is set to 'Trigger ... > Operations relate...', and the 'Table' field is set to 'Operations related [u_operation...'. The 'Fields' section shows 'Assigned to group' mapped to 'certificates'. At the bottom right of the configuration pane are 'Delete', 'Cancel', and 'Done' buttons. Below the configuration pane, there is a button labeled '+ Add an Action, Flow Logic, or Subflow'. At the very bottom of the screen, there is a status bar with 'Status: Modified' and 'Application: Global'.

Click on Save to save the Flow.

Click on Activate.

The screenshot shows the 'Regarding Certificate' flow in Workflow Studio. The flow is now active, as indicated by the green 'Active' status at the top. The configuration pane shows the same trigger and action as the previous screenshot. On the right side of the screen, there is a 'Data' panel with sections for 'Flow Variables', 'Trigger - Record Created or Updated', and '1 - Update Record'. The 'Trigger' section includes actions like 'Operations related Record', 'Changed Fields', 'Operations related Table', 'Run Start Time UTC', and 'Run Start Date/Time'. The '1 - Update Record' section includes actions like 'Operations related Record' and 'Operations related Table'. At the bottom of the configuration pane, there is an 'ERROR HANDLER' section with a toggle switch and a note: '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.

The screenshot shows the Workflow Studio interface with the 'Flows' tab selected. A context menu is open at the top right, with 'Flow' highlighted. Other options in the menu include 'Playbook', 'Subflow', 'Action', and 'Decision table'. To the right of the menu, there's a sidebar titled 'Latest updates' showing two recent modifications by 'System Administrator'.

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 'Let's get the details for your flow' form. On the left is a preview area showing a simple flow diagram with two parallel steps. On the right, the form fields are as follows:

- Flow name *: Regarding Platform
- Description: Describe your flow.
- Application *: Global
- Protection: -- None --
- Run as: System user
- Flow priority default: Medium (default)

At the bottom right are 'Cancel' and 'Build flow' buttons.

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 Salesforce Workflow Studio interface. A trigger named 'Regarding Platform' is being edited. The trigger type is 'Created or Updated' on the 'Operations related' table. There are three parallel conditions using the 'OR' operator. Each condition checks if the 'Issue' field is equal to a specific value: 'unable to login to platform', '404 error', and 'regarding user expired'. The trigger runs once.

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 ”.

Regarding Platform [inactive]

TRIGGER

Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

ACTIONS Select multiple

1 Update Operations related Record

Action: Update Record
Record: Trigger ... > Operations relate...
Table: Operations related [u_operation...
Fields: Assigned to group > Platform

ERROR HANDLER (disabled)

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

Click on Done.

Click on Save to save the Flow.

Click on Activate.

Regarding Platform [Active]

TRIGGER

Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

ACTIONS Select multiple

1 Update Operations related Record

ERROR HANDLER (disabled)

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

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.