

Project Objective:

To automate ticket routing at ABC Company, ensuring faster and more accurate ticket assignment. This will reduce solving delays, improve customer interest, and enhance overall support.

1.Create Users:

The screenshot shows the ServiceNow user creation interface for a user named Manne Niranjana. The form is divided into two main sections: personal information and system settings. The personal information section includes fields for User ID, First name, Last name, Title, and Department. The system settings section includes fields for Email, Identity type, Language, Calendar integration, Time zone, Date format, Business phone, Mobile phone, and Photo. There are also checkboxes for Password needs reset, Locked out, Active, and Internal Integration User. The form is titled "User - Manne Niranjana" and has buttons for "Update", "Set Password", and "Delete".

User ID: Manne niranjana
First name: Manne
Last name: Niranjana
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...

Update Set Password Delete

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

The screenshot shows the ServiceNow user creation interface for a user named Katherine Pierce. The form is divided into two main sections: personal information and system settings. The personal information section includes fields for User ID, First name, Last name, Title, and Department. The system settings section includes fields for Email, Identity type, Language, Calendar integration, Time zone, Date format, Business phone, Mobile phone, and Photo. There are also checkboxes for Password needs reset, Locked out, Active, and Internal Integration User. The form is titled "User - Katherine Pierce" and has buttons for "Update", "Set Password", and "Delete".

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...

Update Set Password Delete

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

2.Create Two Groups:

Certificates | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D923e4a61c39472106892d075e4013184%26sysparm_record_rows%3D49%26sysparm_reco...

Group - Certificates

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

Name: Certificates
Manager: Katherine Pierce
Group email:
Parent:
Description:

Update Delete

Roles Group Members Groups

User Search

Group = Certificates

User

No records to display

Platform | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D994eca61c39472106892d075e4013190%26sysparm_record_rows%3D49%26sysparm_reco...

Group - Platform

Name: Platform
Manager: Manne Niranjan
Group email:
Parent:
Description:

Update Delete

Roles Group Members Groups

Created Search

Group = Platform

Created	Role	Granted by	Inherits
No records to display			

3.Create Two Roles:

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do%3Fsys_id%3D0b95e4eedc35472106892d075e401311d%26sysparm_record_target%3Dsys_user_role%26sys...

servicenow All Favorites History Workspaces Admin **Role - Certification_role** Search

Role Certification_role Update Delete

Name Certification_role Application Global Elevated privilege ☐

Description Can deal with certification issues

Update Delete

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search New Edit...

Role = Certification_role

Contains

No records to display

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do%3Fsys_id%3D156e8e61c39472106892d075e4013161%26sysparm_record_target%3Dsys_user_role%26sys...

servicenow All Favorites History Workspaces Admin **Role - Platform_role** Search

Role Platform_role Update Delete

Name Platform_role Application Global Elevated privilege ☐

Description Can deal with platform related issues

Update Delete

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search New Edit...

Role = Platform_role

Contains

No records to display

Operations related | Table | Search

dev278309.service-now.com/now/ui/classic/params/target/sys_db_object.do%3Fsys_id%3Dfa7e02a1c39472106892d075e401318d%26sysparm_record_target%3Dsys_db_object%...

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

Table Operations related | Delete | Update | Delete All Records

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 | Application Global

* Name u_operations_related | Remote Table

Columns | Controls | Application Access

Table Columns for text | Search | 1 to 14 of 14 | New

Dictionary Entries

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

Table - Operations related

Updates	Integer	(empty)	40	false
Insert a new row...				

Buttons: Delete, Update, Delete All Records

Related Links

- Form Builder
- Design Form
- Layout List
- Show Form
- Show List
- Show Schema Map
- Add to Service Catalog
- Run Point Scan
- Explore REST API

Access Controls (9) | Security Data Filters | Labels (1) | Database Indexes (1) | Table Subscription Configuration (1)

Search: Name

Actions on selected rows... New

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	read	record	true	admin	2025-09-29 22:31:34
u_operations_related	Allow If	create	record	true	admin	2025-09-29 22:31:34
u_operations_related	Allow If	delete	record	true	admin	2025-09-29 22:31:35
u_operations_related	Allow If	write	record	true	admin	2025-09-29 22:31:35

Operations related | Table | Ser... x Form Design x +

dev278309.service-now.com/\$ng_fd.do?sysparm_attributes=startTable'u_operations_related'%2CstartView:'Default%20view'%sysparm_domain_restore=false&sysparm_stack=no

Operations related [u_oper... Default view

Form Design

Fields Field Types

Filter

Fields

- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Operations related [u_operations_related] 2 Column

Name	Issue
Assigned to user	Service request No
Assigned to group	Ticket raised Date
Comment	Priority

Operations related | Table | Ser... x Form Design x +

dev278309.service-now.com/\$ng_fd.do?sysparm_attributes=startTable'u_operations_related'%2CstartView:'Default%20view'%sysparm_domain_restore=false&sysparm_stack=no

Operations related [u_oper... Default view

Form Design

Fields Field Types

Filter

Fields

- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Operations related [u_operations_related] 2 Column

Name	
Assigned to user	
Assigned to group	
Comment	

Properties

Dependent

Choices

Choice type: Dropdown with none

unable to login to platform	[unable_to_login_to_platform]
404 error	[404_error]
regarding certificates	[regarding_certificates]
regarding user expired	[regarding_user_expired]

5.Roles and group members assignment to created groups:

certificates | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D923e4a61c39472106892d075e4013184%26sysparm_record_rows%3D49%26sysparm_view...

servicenow All Favorites History Workspaces Admin Group - Certificates Search

Group Certificates Update Delete

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 (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit...

Group = Certificates

Created	Role	Granted by	Inherits
2025-09-29 23:43:30	Certification_role	(empty)	true

1 to 1 of 1

certificates | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D923e4a61c39472106892d075e4013184%26sysparm_view%3D%26sysparm_domain%3Dnu...

servicenow All Favorites History Workspaces Admin Group - Certificates Search

Group Certificates Update Delete

Name Certificates Group email
Manager Katherine Pierce Parent
Description

Update Delete

Roles (1) Group Members (1) Groups

User Search Actions on selected rows... New Edit...

Group = Certificates

User
Katherine Pierce

1 to 1 of 1

Platform | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D994eca61c39472106892d075e4013190%26sysparm_record_target%3Dsys_user_group%26...

servicenow All Favorites History Workspaces Admin Group - Platform Search

Group Platform Update Delete

Name Platform

Group email

Manager Manne Nirnan

Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit...

Group = Platform

Created	Role	Granted by	Inherits
2025-09-29 22:35:09	Platform_role	(empty)	true

1 to 1 of 1

Platform | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D994eca61c39472106892d075e4013190%26sysparm_record_target%3Dsys_user_group%26...

servicenow All Favorites History Workspaces Admin Group - Platform Search

Group Platform Update Delete

Name Platform

Group email

Manager Manne Nirnan

Parent

Description

Update Delete

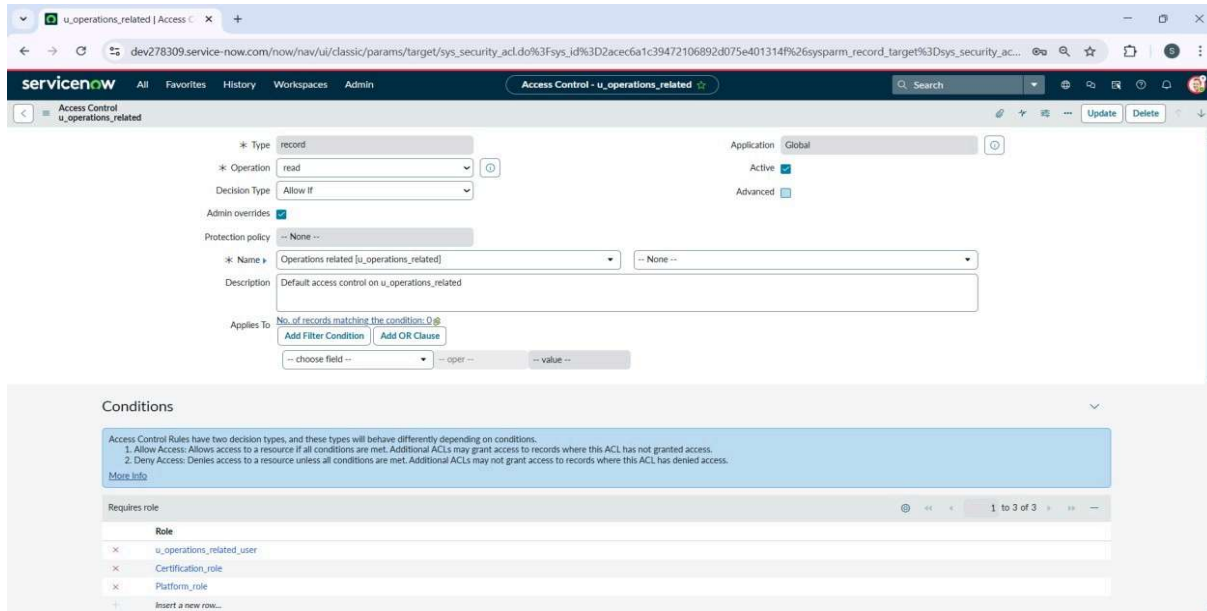
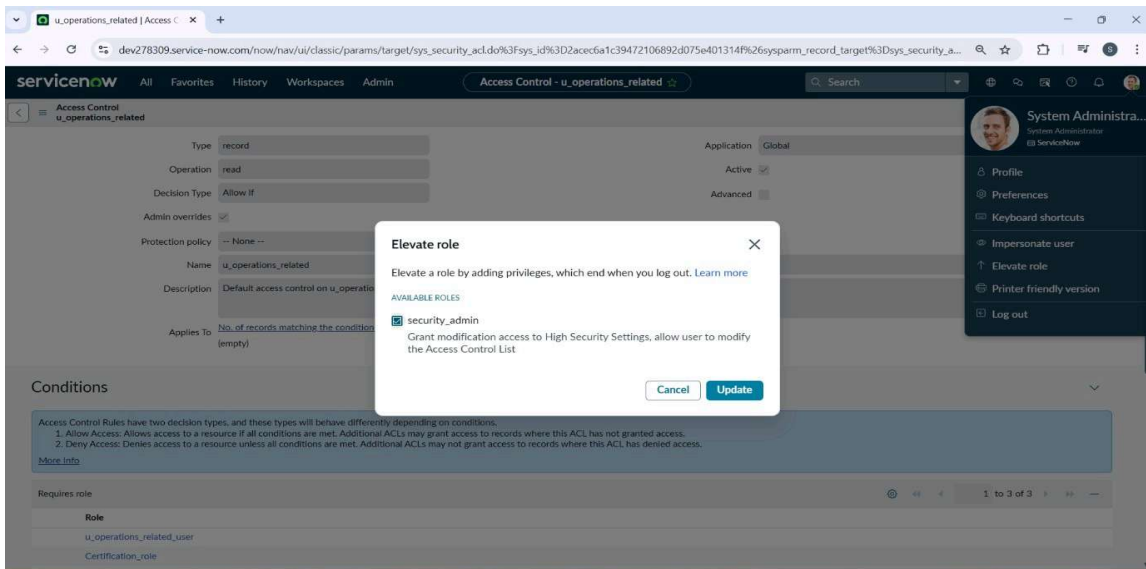
Roles (1) Group Members (1) Groups

User Search Actions on selected rows... New Edit...

Group = Platform

User
Manne Nirnan

1 to 1 of 1



- Click on u_operations_related write process, and add certification_role and platform_role to it.

Access Control - u_operations_related

Type: record

Operation: write

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: 0 @

Conditions:

Requires role:

Role
Platform_role
Certification_role
u_operations_related_user

6.Create ACL

- Created 5 ACLs named u_operations_related.u_service_request_no, u_operations_related.u_issue, u_operations_related.u_name, u_operations_related.u_ticket_raised_date and u_operations_related.u_priority.

Access Control - u_operations_related.u_service_request_no

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:

Requires role:

Role
admin

u_operations_related.u_issue | x +

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3Dd160d265c39472106892d075e401311f%26sysparm_record_target%3Dsys_secu...

servicenow All Favorites History Workspaces Admin Access Control - u_operations_related.u_issue Search

Access Control u_operations_related.u_issue

* Type record Application Global

* Operation write Active ☒

Decision Type Allow If Advanced ☐

Admin overrides ☒

Protection policy -- None --

* Name Operations related [u_operations_related] Issue

Description

Applies To No. of records matching the condition: 0

Add Filter Condition Add OR Clause

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

Update Delete

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. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

[More Info](#)

Requires role

Role
admin

u_operations_related.u_name | x +

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D87809665c39472106892d075e40131c%26sysparm_record_target%3Dsys_secu...

servicenow All Favorites History Workspaces Admin Access Control - u_operations_related.u_name Search

Access Control u_operations_related.u_name

* Type record Application Global

* Operation write Active ☒

Decision Type Allow If Advanced ☐

Admin overrides ☒

Protection policy -- None --

* Name Operations related [u_operations_related] Name

Description

Applies To No. of records matching the condition: 0

Add Filter Condition Add OR Clause

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

Update Delete

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. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

[More Info](#)

Requires role

Role
admin

u_operations_related.u_ticket_raised_date

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D3ba09a65c39472106892d075e401311a%26sysparm_record_target%3Dsys_secu...

servicenow All Favorites History Workspaces Access Control - u_operations_related.u_ticket_raised_date Search

Access Control u_operations_related.u_ticket_raised_date

Type record Application Global

Operation write Active ☒

Decision Type Allow If Advanced ☐

Admin overrides ☒

Protection policy -- None --

Name Operations related [u_operations_related] Ticket raised Date

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. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.
[More Info](#)

Requires role

Role
<input checked="" type="checkbox"/> admin

u_operations_related.u_priority

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D91d09e65c39472106892d075e4013131%26sysparm_record_target%3Dsys_secu...

servicenow All Favorites History Workspaces Admin Access Control - u_operations_related.u_priority Search

Access Control u_operations_related.u_priority

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. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.
[More Info](#)

Requires role

Role
<input checked="" type="checkbox"/> admin

7.Flows Creation:

Regarding Certificate Inactive

Workflow Studio

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

Trigger: Created or Updated

Table: Operations related [u_operation...]

Condition: All of these conditions must be met:

Issue is regarding certificates

Run Trigger: Once

Advanced Options

Actions: Select multiple

Add an Action, Flow Logic, or Subflow

Status: Draft | Application: Global

Data Panel:

- 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)

Regarding Certificate Inactive

Workflow Studio

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

Actions: Select multiple

1. Update Operations related Record

Action Properties

Action: Update Record

Action Inputs

Record: Trigger ... Operations relate...

Table: Operations related [u_operation...]

Fields: Assigned to group, Certificates

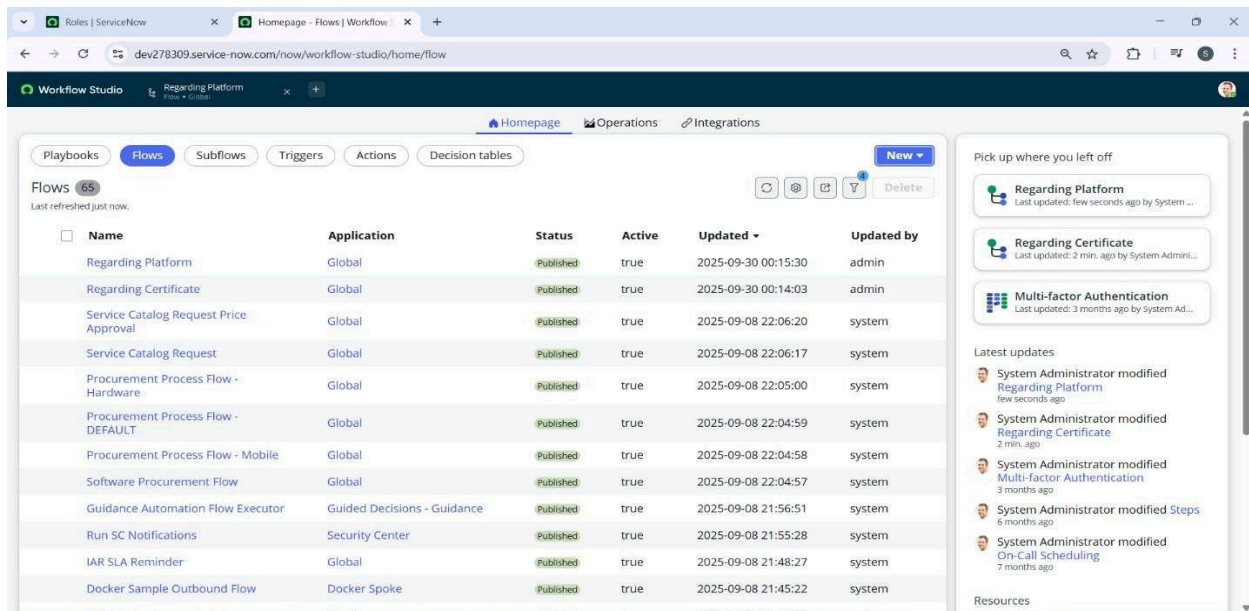
Add field value

Status: Modified | Application: Global

Data Panel:

- 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)

- Published flows



The screenshot displays the ServiceNow Workflow Studio interface. At the top, there are tabs for 'Playbooks', 'Flows', 'Subflows', 'Triggers', 'Actions', and 'Decision tables'. The 'Flows' tab is selected, showing a list of 65 flows. The list includes columns for Name, Application, Status, Active, Updated, and Updated by. The flows are listed in descending order of update time. On the right side, there is a sidebar with 'Pick up where you left off' section showing recent updates for 'Regarding Platform', 'Regarding Certificate', and 'Multi-factor Authentication'. Below this is a 'Latest updates' section with a list of recent changes and their timestamps. At the bottom, there is a 'Resources' section.

Name	Application	Status	Active	Updated	Updated by
Regarding Platform	Global	Published	true	2025-09-30 00:15:30	admin
Regarding Certificate	Global	Published	true	2025-09-30 00:14:03	admin
Service Catalog Request Price Approval	Global	Published	true	2025-09-08 22:06:20	system
Service Catalog Request	Global	Published	true	2025-09-08 22:06:17	system
Procurement Process Flow - Hardware	Global	Published	true	2025-09-08 22:05:00	system
Procurement Process Flow - DEFAULT	Global	Published	true	2025-09-08 22:04:59	system
Procurement Process Flow - Mobile	Global	Published	true	2025-09-08 22:04:58	system
Software Procurement Flow	Global	Published	true	2025-09-08 22:04:57	system
Guidance Automation Flow Executor	Guided Decisions - Guidance	Published	true	2025-09-08 21:56:51	system
Run SC Notifications	Security Center	Published	true	2025-09-08 21:55:28	system
IAR SLA Reminder	Global	Published	true	2025-09-08 21:48:27	system
Docker Sample Outbound Flow	Docker Spoke	Published	true	2025-09-08 21:45:22	system

Conclusion:
The project improves support by ticket routing, leading to faster issue resolve.