

## 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 Nirjan". The form fields include:

|                           |                                     |                      |                              |
|---------------------------|-------------------------------------|----------------------|------------------------------|
| User ID                   | Manne nirjan                        | Email                |                              |
| First name                | Manne                               | Identity type        | Human                        |
| Last name                 | Nirjan                              | 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...              |

Buttons at the bottom: Update, Set Password, Delete.

Related Links: View linked accounts, View Subscriptions, Request a password.

The screenshot shows the ServiceNow User creation interface for a user named "Katherine Pierce". The form fields are identical to the previous user, with the following values:

|                           |                                     |                      |                              |
|---------------------------|-------------------------------------|----------------------|------------------------------|
| 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...              |

Buttons at the bottom: Update, Set Password, Delete.

Related Links: View linked accounts, View Subscriptions.

## 2.Create Two Groups:

Servicenow - Group - Certificates

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

Description:

Update Delete

Roles Group Members Groups

User Search

Group = Certificates

User

No records to display

Servicenow - 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:

Servicenow - dev278309.service-now.com

Role - Certification\_role

Name: Certification\_role Application: Global

Description: Can deal with certification issues.

Contains Roles Applications with Role Modules with Role Custom Tables

Role = Certification\_role Contains

No records to display

Update Delete

New Edit...

Servicenow - dev278309.service-now.com

Role - Platform\_role

Name: Platform\_role Application: Global

Description: Can deal with platform related issues.

Contains Roles Applications with Role Modules with Role Custom Tables

Role = Platform\_role Contains

No records to display

Update Delete

New Edit...

#### 4.Table:

The screenshot shows the ServiceNow interface for the 'Operations related' table. At the top, there are tabs for 'Columns', 'Controls', and 'Application Access'. Below these, a table titled 'Dictionary Entries' lists various columns with their types and properties.

| 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   |

The screenshot shows the ServiceNow interface for the 'Operations related' table. At the top, there are tabs for 'Columns', 'Controls', and 'Application Access'. Below these, a table titled 'Dictionary Entries' lists various columns with their types and properties.

| Column label | Type    | Reference | Max length | Default value | Display |
|--------------|---------|-----------|------------|---------------|---------|
| Updates      | Integer | (empty)   | 40         |               | false   |

Below the table, there is a section for 'Related Links' which includes options like 'Design Form', 'Layout Form', 'Layout List', etc. There is also a table for 'Access Controls'.

| 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 [u\_operations\_related]

Form Design

Operations related [u\_operations\_related]

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

Fields

Filter

Created

Created by

Updated

Updated by

Updates

Formatters

Activities (filtered)

Contextual Search Results

Ratings

Operations related [u\_operations\_related]

Form Design

Operations related [u\_operations\_related]

| Name              | Dependent  |
|-------------------|--|
| Assigned to user  | Choices  |
| Assigned to group | Choice type: Dropdown with none  |
| Comment           | unable_to_login_to_platform<br>404_error<br>regarding_certificates<br>regarding_user_expired |

Fields

Filter

Created

Created by

Updated

Updated by

Updates

Formatters

Activities (filtered)

Contextual Search Results

Ratings

## 5. Roles and group members assignment to created groups:

The screenshot shows the ServiceNow interface for managing groups. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Group - Certificates'. The main content area has fields for 'Name' (Certificates), 'Manager' (Katherine Pierce), 'Group email', and 'Parent'. A message box indicates a job is queued to add or remove roles. Below this is a table titled 'Roles (1)'. The table has columns: Role, Granted by, and Inherits. It shows one entry: 'Created' (Role: Certification\_role, Granted by: [empty], Inherits: true). The table footer shows '1 to 1 of 1'.

This screenshot shows the same ServiceNow interface as the previous one, but the 'Group Members (1)' tab is selected. The table below shows one member: 'User' (Katherine Pierce). The table footer shows '1 to 1 of 1'.

Platform | Group | ServiceNow

servicenow All Favorites History Workspaces Admin Group - Platform

Name: Platform Manager: Manne Niranjan Description:

Group email: Parent:

Update Delete

Roles (1) Group Members (1) Groups

Created Role Granted by Inherits

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

1 to 1 of 1

Platform | Group | ServiceNow

servicenow All Favorites History Workspaces Admin Group - Platform

Name: Platform Manager: Manne Niranjan Description:

Group email: Parent:

Update Delete

Roles (1) Group Members (1) Groups

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

Group = Platform

| User           |
|----------------|
| Manne Niranjan |

1 to 1 of 1

servicenow All Favorites History Workspaces Admin 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  
Applies To: No. of records matching the condition: (empty)

**Elevate role**

Elevate a role by adding privileges, which end when you log out. Learn more

AVAILABLE ROLES

security\_admin  
Grant modification access to High Security Settings, allow user to modify the Access Control List.

Cancel Update

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: u\_operations\_related\_user, Certification\_role

servicenow All Favorites History Workspaces Admin 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: 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: u\_operations\_related\_user, Certification\_role, Platform\_role

+ Insert a new row...

- Click on u\_operations\_related write process, and add certification\_role and platform\_role to it.

## 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\_issue**

\* Type: record  
\* Operation: write  
Decision Type: Allow If  
Admin overrides:

Protection policy: -- None --  
\* Name: Operations related [u\_operations\_related]  
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  |
|-------|
| admin |

**Access Control - u\_operations\_related.u\_name**

\* Type: record  
\* Operation: write  
Decision Type: Allow If  
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 --

**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 |

**Access Control - u\_operations\_related.u\_ticket\_raised\_date**

\* Type: record  
\* Operation: write  
Decision Type: Allow if  
Admin overrides:   
Protection policy: Operations related [u\_operations\_related]  
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  
admin

**Access Control - u\_operations\_related.u\_priority**

\* Type: record  
\* Operation: write  
Decision Type: Allow If  
Admin overrides:   
Protection policy: Operations related [u\_operations\_related]  
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  
admin

## 7. Flows Creation:

The screenshot shows the ServiceNow Workflow Studio interface. The title bar indicates the application is 'Workflow Studio' and the specific flow is 'Regarding Certificate'. The main area is titled 'Regarding Certificate' and is currently 'inactive'. The 'TRIGGER' section is expanded, showing a condition: 'Operations related Created or Updated where (Issue is regarding certificates)'. This condition is set to trigger 'Created or Updated' on the 'Operations related [u\_operation...]' table. A dropdown menu for 'Run Trigger' is set to 'Once'. To the right of the trigger configuration is a vertical sidebar titled 'Data' which lists various flow variables and triggers. The bottom status bar shows 'Status: Draft' and 'Application: Global'.

This screenshot shows the continuation of the 'Regarding Certificate' flow configuration. The 'ACTIONS' section is expanded, showing one action step: 'Update Operations related Record'. The 'Action Properties' sub-section shows the 'Action' is set to 'Update Record'. In the 'Action Inputs' sub-section, there are three fields: 'Record' (set to 'Trigger ... > Operations relate...'), 'Table' (set to 'Operations related [u\_operation...]', with a note 'Assigned to group'), and 'Fields' (set to 'Certificates'). The sidebar on the right is identical to the previous screenshot, showing the 'Data' section with various options like 'Operations related Record', 'Changed Fields', and 'Run Start Time UTC'. The status bar at the bottom indicates 'Status: Modified' and 'Application: Global'.

- Published flows

The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes tabs for 'Homepage', 'Operations', and 'Integrations'. Below the navigation is a toolbar with buttons for 'New', 'Edit', 'Delete', and other actions. A sidebar on the left lists categories: Playbooks, Flows, Subflows, Triggers, Actions, and Decision tables. The main content area displays a table titled 'Flows' with 65 entries. The columns are: Name, Application, Status, Active, Updated, and Updated by. The table lists various flows such as 'Regarding Platform', 'Regarding Certificate', 'Service Catalog Request Price Approval', etc. To the right of the table are two sections: 'Pick up where you left off' and 'Latest updates', both listing recent activity on different flows.

| 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.