## 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:

## 2.Create Two Groups:

## 3.Create Two Roles:

## 4. Table:

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

- 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.

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 ☆         Q Search

Access Control
u_operations_related.u_issue                                                      Update   Delete

| ✱ 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 --

## 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                                                    ⚙  ‹‹  ‹    1 to 1 of 1  ›  ››  —

   **Role**
×   admin

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D87809665c39472106892d075e40131cf%26sysparm_record_target%3Dsys_secu...

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

Access Control
u_operations_related.u_name                                                      Update   Delete

| ✱ 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 --

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More Info

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   **Role**
×   admin

## 7.Flows Creation:

- Published flows



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