Streamlining Ticket Assignment for Efficient Support Operations

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.

Creating Users in ServiceNow

Steps to Create a New Group

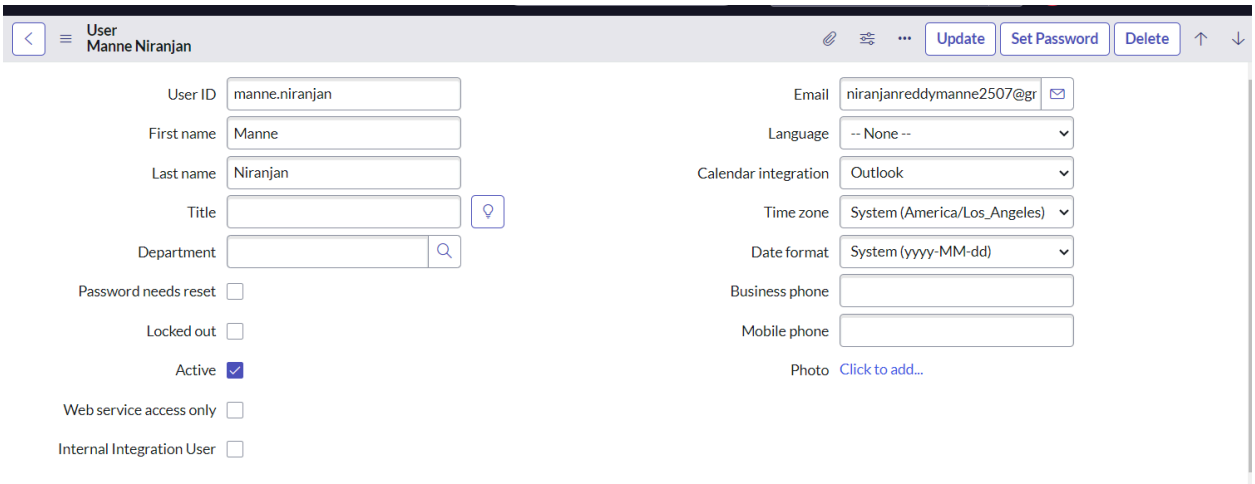
1. **Login to ServiceNow**
   Open the ServiceNow instance using your credentials.
2. **Navigate to Users**
   - Click on **All** in the left navigation pane.
   - In the search bar, type **Users**.
   - Under **System Security**, select **Users**.
3. **Create a New User**
   - Click on the **New** button.
4. **Fill in User Details**

User 1: Manne Niranjan

- **User ID**: manne.niranjan
- **First Name**: Manne
- **Last Name**: Niranjan
- **Email**: niranjanreddymanne2507@gmail.com
- **Calendar Integration**: Outlook
- **Time Zone**: System (America/Los_Angeles)

- **Date Format**: System (yyyy-MM-dd)
- Ensure **Active** is checked.

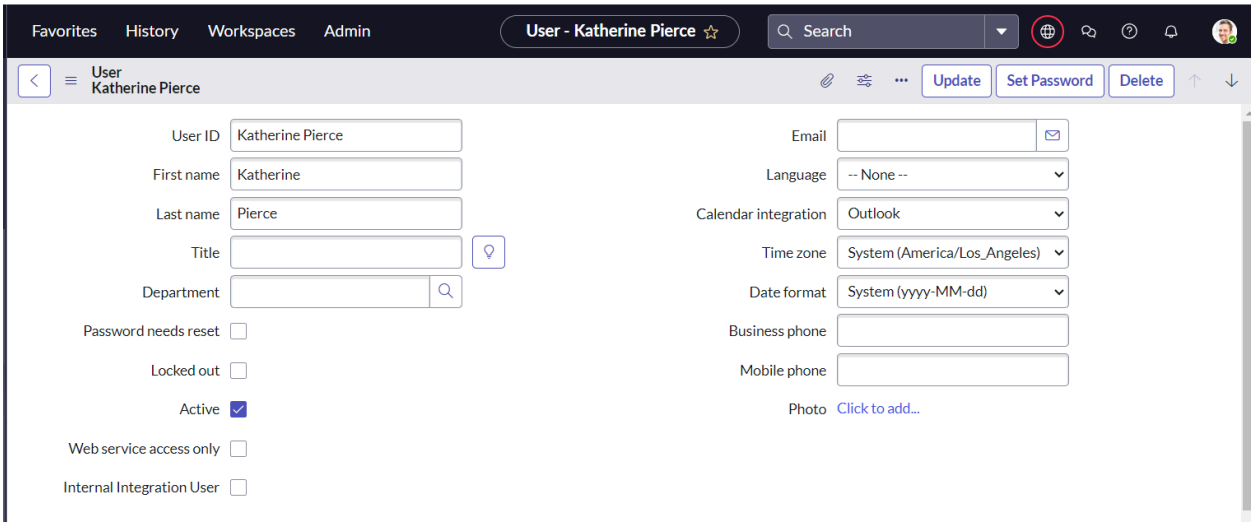
After filling the details, click **Submit**.



User 2: Katherine Pierce

- **User ID**: Katherine Pierce
- **First Name**: Katherine
- **Last Name**: Pierce
- **Email**: (Leave blank if not provided)
- **Calendar Integration**: Outlook
- **Time Zone**: System (America/Los_Angeles)
- **Date Format**: System (yyyy-MM-dd)
- Ensure **Active** is checked.

After filling the details, click **Submit**.



Conclusion

Following the above steps, two users, **Manne Niranjan** and **Katherine Pierce**, were successfully created in ServiceNow.

Creating Groups in ServiceNow

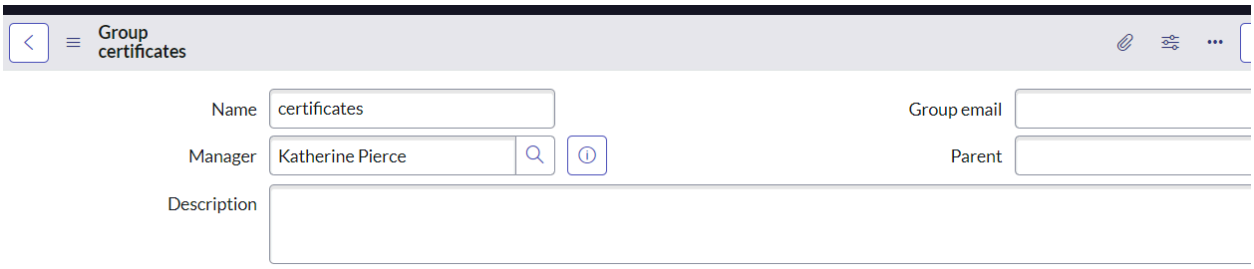
Steps to Create a New Group

1. **Login to ServiceNow**
   Open the ServiceNow instance using your credentials.
2. **Navigate to Groups**
   - Click on **All** in the left navigation pane.
   - In the search bar, type **Groups**.
   - Under **System Security**, select **Groups**.
3. **Create a New Group**
   - Click on the **New** button.
4. **Fill in Group Details**

Group 1: Certificates

- **Name**: certificates
- **Manager**: Katherine Pierce
- **Group email**: (leave blank if not available)
- **Parent**: (leave blank if not required)
- **Description**: (optional, can be filled if needed)

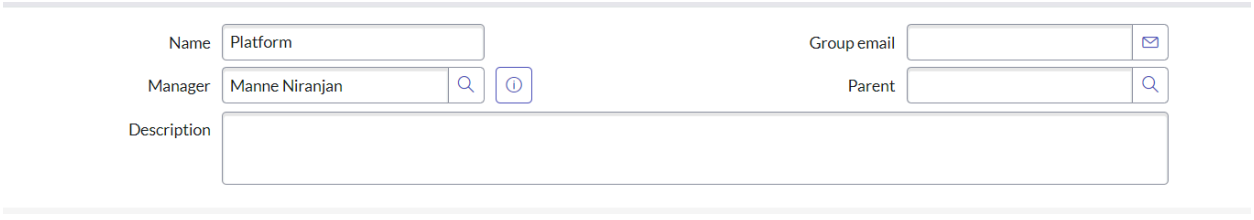
After filling the details, click **Submit**.



Group 2: Platform

- **Name**: Platform
- **Manager**: Manne Niranjan
- **Group email**: (leave blank if not available)
- **Parent**: (leave blank if not required)
- **Description**: (optional, can be filled if needed)

After filling the details, click **Submit**.



Conclusion

Following the above steps, two groups, **Certificates** and **Platform**, were successfully created in ServiceNow.

Creating Roles in ServiceNow

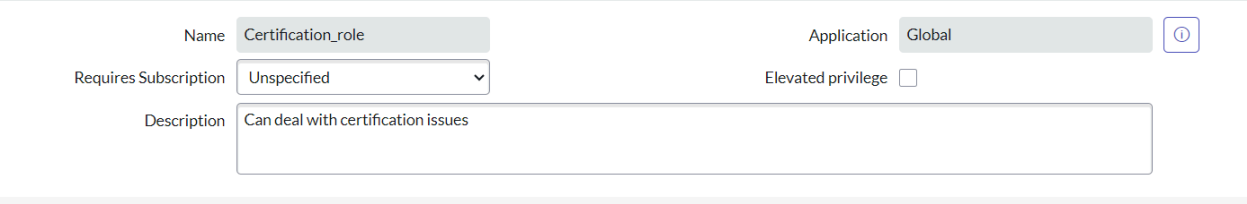
Steps to Create a New Role

1. **Login to ServiceNow**
   Open the ServiceNow instance using your credentials.
2. **Navigate to Roles**
   - Click on **All** in the left navigation pane.
   - In the search bar, type **Roles**.
   - Under **System Security**, select **Roles**.
3. **Create a New Role**
   - Click on the **New** button.
4. **Fill in Role Details**

Role 1: Certification_role

- **Name**: Certification_role
- **Application**: Global
- **Requires Subscription**: Unspecified
- **Elevated privilege**: Not selected
- **Description**: Can deal with certification issues

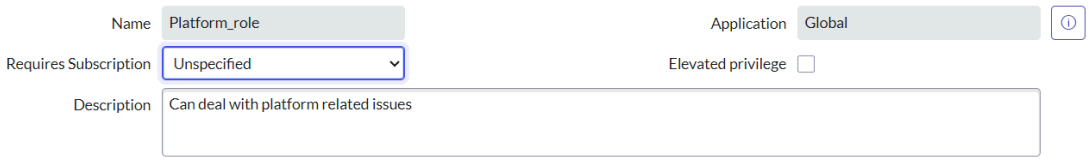
After filling the details, click **Submit**.



Role 2: Platform_role

- **Name**: Platform_role
- **Application**: Global
- **Requires Subscription**: Unspecified
- **Elevated privilege**: Not selected
- **Description**: Can deal with platform related issues

After filling the details, click **Submit**.



Conclusion

Following the above steps, two roles, **Certification_role** and **Platform_role**, were successfully created in ServiceNow.

Creating a New Table in ServiceNow

Steps to Create the Table

1. **Open ServiceNow**
    - Use administrator credentials to log in.
2. **Search for Tables**
    - Click on "All" in the left navigation pane.
    - In the search bar, type "tables".
    - Under "System Definition", select "Tables".
3. **Create the Table**
    - Click on the "New" button.
    - Fill out the following details:
        - **Label:** Operations related
        - **Check boxes:** Create module & Create mobile module
        - **New menu name:** Operations related
4. **Define Table Columns**
    - Add the columns as shown in the screenshot:
        - Created by (String)
        - Created (Date/Time)
        - Sys ID (Sys ID (GUID))
        - Updates (Integer)
        - Updated by (String)
        - Updated (Date/Time)
        - Assigned to group (Reference: Group)
        - Assigned to user (Reference: User)
        - Comment (String)
        - Issue (String)
        - Name (String)
        - Priority (String)
        - Service request No (String; default value script for auto-numbering)

        - Ticket raised Date (Date/Time)
    - Specify max length, reference values, and default values as per table design.
5. **Submit Table**
    - Click "Submit" to create the table

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Creating Choices for the Issue Field

1. **Access Form Design**
    - Go to the created table and use Form Design.
2. **Add Choices to Issue Field**
    - For the field "Issue", add the following choices:
        - unable to login to platform
        - 404 error
        - regarding certificates
        - regarding user expired

Conclusion

By following these steps, a new "Operations related" table with tailored columns and a selectable issue field is successfully created in ServiceNow, allowing for efficient management of operational requests and issues.

Assigning Users & Roles to Certificates Group

Steps to Assign a User

1. **Open ServiceNow**
    - Log in with the necessary administrator credentials.
2. **Locate Certificate Group**
    - Click on "All" in the navigation pane.
    - Use the search bar and type "tables".
    - Under "System Definition", select "Tables".
    - Find and select the "Certificates" group.
3. **Edit Group Members**
    - Under the group profile, locate the "Group Members" section.
    - Click on "Edit" to manage group members.
    - Select "Katherine Pierce" from the list of users.
    - Save the changes to assign Katherine Pierce to the Certificates group.

Steps to Assign a Role

4. **Assign Certification_role**
    - Within the group profile, navigate to "Roles".
    - Click on "Edit" to manage roles.
    - Select "Certification_role" from available roles.
    - Save the assignment to ensure members of the group have the appropriate permissions.

Conclusion

After these steps, Katherine Pierce is assigned to the Certificates group, and the group is equipped with the Certification_role, establishing access control and role-based responsibilities for certification tasks.

Assigning Users & Roles to Platform Group

Steps to Assign a User

1. **Open ServiceNow**
   Log in with administrator credentials.
2. **Locate Platform Group**
   - Click on "All" in the left navigation pane.
   - Type "tables" in the search bar.
   - Under "System Definition," select "Tables."
   - From the list, select the "Platform" group.
3. **Edit Group Members**
   - Scroll to the "Group Members" section in the group details.
   - Click on the "Edit" button to modify group membership.
   - Choose "Manne Niranjan" from the available user list.
   - Save the changes to add Manne Niranjan to the Platform group.

Steps to Assign a Role

4. **Assign Platform_role**
   - In the Platform group detail, navigate to the "Roles" section.
   - Click "Edit" to manage roles assigned to the group.

- Select the "Platform_role" from the roles list.
- Save to assign the role to the group.

conclusion

Following the above steps, Manne Niranjan is successfully added as a member of the Platform group, which is assigned the Platform_role, enabling role-based permissions and responsibilities within ServiceNow.

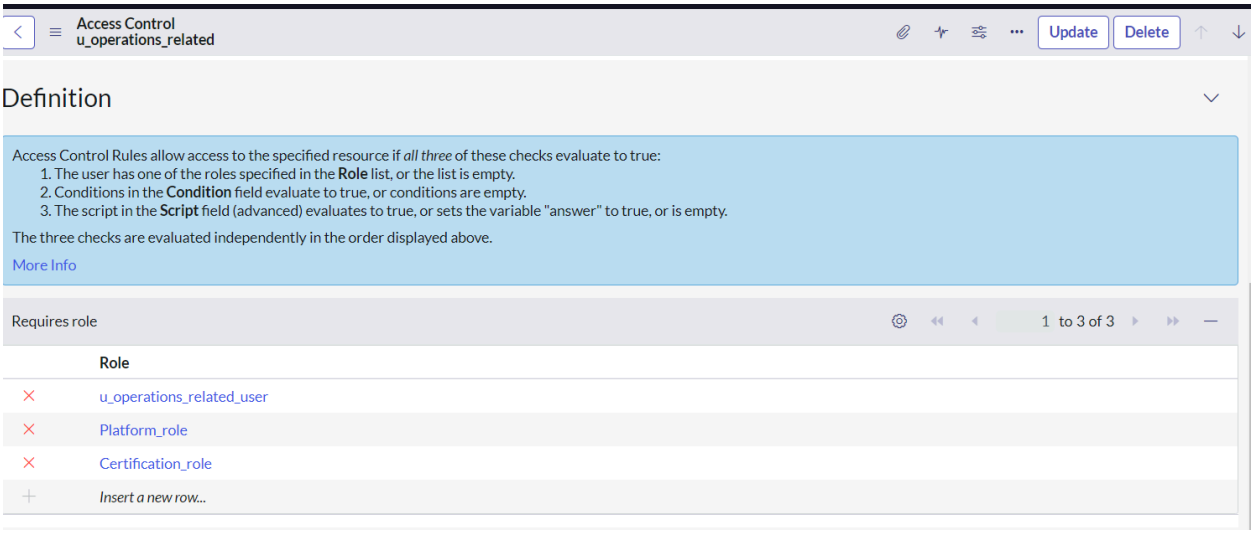
Assigning Roles to Operations Related Table

Steps to Assign Roles

1. **Open ServiceNow**
   Log in with administrator credentials.
2. **Navigate to Tables**
   - Click on "All" in the left navigation pane.
   - Type "tables" in the search bar.
   - Under "System Definition," select "Tables."
   - Select the "Operations related" table from the list.
3. **Assign Roles for Read Operation**
   - Click on the "Application Access" tab.
   - Select the "u_operations_related read" operation.
   - Click on the profile icon at the top right corner.
   - Select "Elevate Role."
   - Choose "Security Admin" and click "Update."
   - Under "Requires role," double-click to insert a new row.

- Add "Platform_role" and "Certification_role" to the required roles.
- Click "Update" to save the changes.

4. **Assign Roles for Write Operation**
   - Select the "u_operations_related write" operation.
   - Under "Requires role," double-click to insert a new row.
   - Add "Platform_role" and "Certification_role" to the required roles.
   - Save the changes.



Conclusion

Following these steps, the "Operations related" table is configured with role-based access control, assigning both Platform_role and Certification_role for read and write operations, ensuring secure access management within ServiceNow.### Assigning Roles to Operations Related Table

Steps to Assign Roles

1. **Open ServiceNow**
   Log in with administrator credentials.
2. **Navigate to Tables**
   - Click on "All" in the left navigation pane.
   - Type "tables" in the search bar.
   - Under "System Definition," select "Tables."

- Select the "Operations related" table.

3. **Assign Roles for Read Operation**
    - Click the "Application Access" tab.
    - Click on the "u_operations_related read" operation.
    - Click on the profile icon at the top right side.
    - Click on "Elevate Role."
    - Select "Security Admin" and click "Update."
    - Under "Requires role," double-click to insert a new row.
    - Add "Platform_role" and "Certification_role."
    - Click "Update."
4. **Assign Roles for Write Operation**
    - Select "u_operations_related write" operation.
    - Under "Requires role," double-click to insert a new row.
    - Add "Platform_role" and "Certification_role."
    - Save the changes.

Conclusion

These steps assign the Platform_role and Certification_role with read and write permissions on the Operations related table, securing role-based access control in ServiceNow.

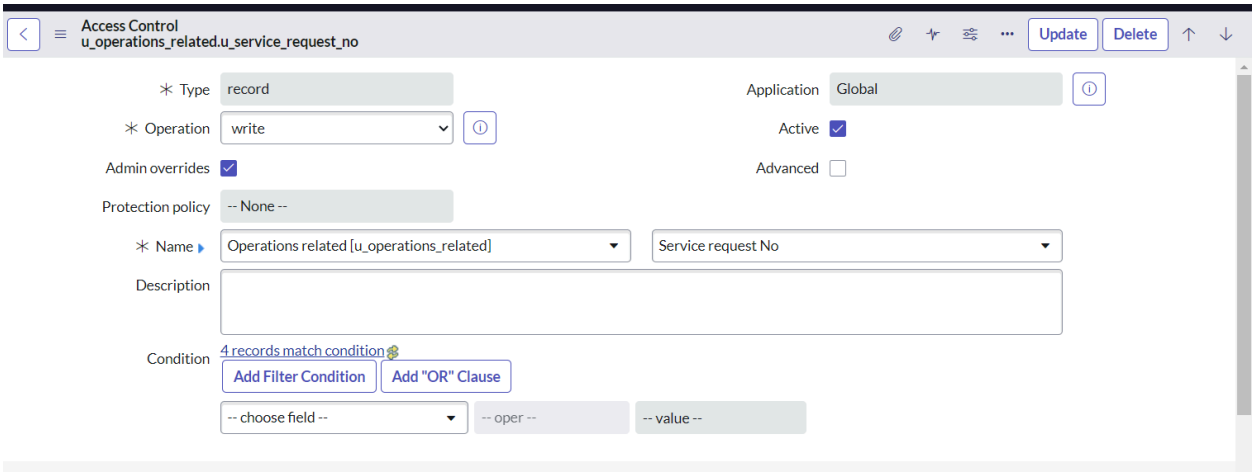
Creating ACLs in ServiceNow

Steps to Create a New ACL

1. **Open ServiceNow**
   Log in with administrator credentials.
2. **Navigate to Access Control (ACL)**

- Click on "All" in the left navigation pane.
- Search for "ACL" in the search bar.
- Select "Access Control (ACL)" under "System Security."

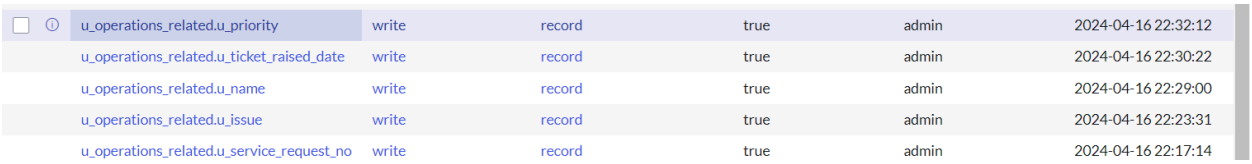
3. **Create a New ACL**
   - Click on the "New" button to create a new ACL record.
   - Fill out the required ACL details for the desired table and field.
4. **Assign Required Role**
   - Scroll down to the "Requires role" section.
   - Double-click on "insert a new row."
   - Enter the "admin" role to grant this permission level.
5. **Submit the ACL**
   - Click "Submit" to save the ACL.



Example: Repeat the Above Steps for These Fields

- u_operations_related.u_priority
- u_operations_related.u_ticket_raised_date
- u_operations_related.u_name
- u_operations_related.u_issue
- u_operations_related.u_service_request_no

For each of these fields, repeat the above steps to create and configure an ACL, ensuring that only users with the "admin" role have the specified access permissions.



u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

Conclusion

By completing these steps for each field, individual ACLs are established on crucial columns in the "Operations related" table. This ensures that only users with the "admin" role can access and modify these fields in ServiceNow, enforcing proper security controls.

Creating a Flow to Assign Operations Ticket to Group

Steps to Create the Flow

1. **Open ServiceNow**
   Log in with administrator credentials.
2. **Navigate to Flow Designer**
   - Click on "All" in the left navigation pane.
   - Search for "Flow Designer" in the search bar.
   - Select "Flow Designer" under "Process Automation."
3. **Create a New Flow**
   - After opening Flow Designer, click on "New" and select "Flow."
   - Under Flow properties, enter the following details:
     - **Flow Name:** "Regarding Certificate"

        - **Application:** Global
        - **Run user:** System user (select from the dropdown)
    - Click "Submit" to create the flow.

Steps to Configure the Trigger

4. **Add a Trigger**
    - Click on "Add a trigger."
    - Search for "create or update a record" and select that trigger.
    - Configure the trigger with the following details:
        - **Table name:** Operations related
        - **Condition:**
            - **Field:** issue
            - **Operator:** is
            - **Value:** Regarding Certificates
    - Click "Done" to save the trigger configuration.

Steps to Configure the Action

5. **Add an Action**
    - Under "Actions," click on "Add an action."
    - Search for "Update Record" and select that action.
    - In the "Record" field, drag the record data from the data navigation panel on the left side.
    - The table will be auto-assigned after dragging the record.
    - Configure the update with the following details:
        - **Field:** Assigned to group
        - **Value:** Certificates
    - Click "Done" to save the action configuration.
6. **Save and Activate the Flow**
    - Click "Save" to save the complete flow.

- Click "Activate" to enable the flow for production use.

Conclusion

Following these steps, the "Regarding Certificate" flow is successfully created and activated. When an operations ticket is created or updated with the issue type "Regarding Certificates," the flow will automatically assign the ticket to the Certificates group, streamlining the assignment process and ensuring proper routing of certificate-related issues.

Creating a Flow to Assign Operations Ticket to Platform Group

Steps to Create the Flow

1. **Open ServiceNow**
   Log in with administrator credentials.
2. **Navigate to Flow Designer**
   - Click on "All" in the left navigation pane.
   - Search for "Flow Designer" in the search bar.
   - Select "Flow Designer" under "Process Automation."
3. **Create a New Flow**
   - Click on "New" and select "Flow."
   - Under Flow properties, fill in the following:
     - **Flow Name:** "Regarding Platform"
     - **Application:** Global
     - **Run user:** System user (select from the dropdown)
   - Click "Submit" to create the flow.

Steps to Configure the Trigger

4. **Add a Trigger**
    - Click on "Add a trigger."
    - Search and select "create or update a record" as trigger type.
    - Provide the configuration:
        - **Table name:** Operations related
        - **Condition:** Create criteria for the "issue" field as follows:
            - Field: issue
            - Operator: is
            - Value: Unable to login to platform
        - Add new criteria:
            - Field: issue
            - Operator: is
            - Value: 404 Error
        - Add new criteria:
            - Field: issue
            - Operator: is
            - Value: Regrading User expired
    - Click "Done" to save the trigger configuration.

Steps to Configure the Action

5. **Add an Action**
    - Under Actions, click "Add an action."
    - Search and select "Update Record."
    - Drag the record from the data navigation pane into the "Record" field to auto-assign the table.
    - Set the update details:

        - Field: Assigned to group
        - Value: Platform
    - Click "Done" to save the action.
6. **Save and Activate the Flow**
    - Click "Save" to save the flow.
    - Click "Activate" to enable the flow for use.

Conclusion

By following these steps, the "Regarding Platform" flow will automatically assign any operations ticket with specific issues ("Unable to login to platform," "404 Error," or "Regrading User expired") to the Platform group, improving ticket routing efficiency and ensuring proper handling of platform-related issues.