STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

ABSTRACT

- ➢ This project focuses on automating and optimizing the ticket assignment process in IT support operations using the ServiceNow platform.
- ➢ The main objective is to reduce manual intervention, minimize ticket resolution time, and enhance operational efficiency.
- ➢ By implementing intelligent assignment rules and workflows, the system ensures that each ticket is routed to the most appropriate support agent or team based on predefined criteria such as priority, skill set, and workload.
- ➢ This results in faster resolution, improved service quality, and better user satisfaction.

2.INTRODUCTION

- **About ServiceNow**
- ServiceNow is a leading cloud-based IT Service Management (ITSM) platform that helps organizations automate their business processes and deliver digital workflows efficiently.
- It provides a single system of record for IT operations, integrating modules like Incident Management, Change Management, Problem Management, and Service Catalog.
- Its automation tools such as Flow Designer, Business Rules, and Assignment Rules enable businesses to streamline repetitive tasks and improve overall productivity.

- In IT support operations, tickets are often assigned manually, leading to delays and uneven workload distribution.
- Using **ServiceNow**, this project implements automation to streamline ticket routing, ensuring faster resolution and balanced workloads.
- This enhances productivity, reduces human error, and improves customer satisfaction. Introduction

2.2 OBJECTIVE

- To automate ticket assignment using ServiceNow's automation tools.
- To reduce manual workload and dependency.
- To ensure fair and intelligent ticket distribution.
- To improve response and resolution time.

- To enhance service transparency and customer satisfaction.

2.3 SCOPE

- The project focuses on:
- The Incident Management module in ServiceNow.
- Developing assignment logic using Flow Designer, Business Rules, Script Includes, and Predictive Intelligence.
- Configuring dashboards and analytics to monitor

3. Existing System

In the current ServiceNow configuration:

1.Tickets are created manually via the Service Portal, email, or integrations.

2.Assignment is typically handled using Assignment Rules or default groups.

3.Routing is based on limited static parameters (e.g., Category = Network → Network Team).

4.No dynamic consideration of agent availability, skills, or current workload exists.

5.Reassignment occurs frequently, leading to delays and SLA breaches.

Limitations

- Manual reassignment increases operational overhead.

- .Agents are sometimes overloaded while others remain underutilized.
- .SLA timelines are affected by routing inefficiencies.
- .No centralized visibility of assignment performance.

4.PROPOSED SYSTEM

The proposed system uses **ServiceNow** to automate ticket assignment through **Business Rules**, **Flow Designer**, and **Assignment Rules**.

When a user submits a support request, the system automatically identifies ticket parameters such as category, priority, and issue type.

Based on these values, it routes the ticket to the most appropriate support team or agent.

Additionally, dashboards provide live updates and performance insights to supervisors, ensuring full visibility and accountability.

4.1 SYSTEM OVERVIEW

The proposed Smart Ticket Assignment System introduces automated and intelligent routing logic within ServiceNow. It dynamically analyzes incident details and assigns tickets based on:

.Incident Category and Priority

- Agent Skill Set (from cmn_skill table) - Agent Workload (open tickets count) - SLA Urgency and Deadlines

The system runs automatically when a ticket is created, using a Flow Designer Flow and Script Includes for logic execution.

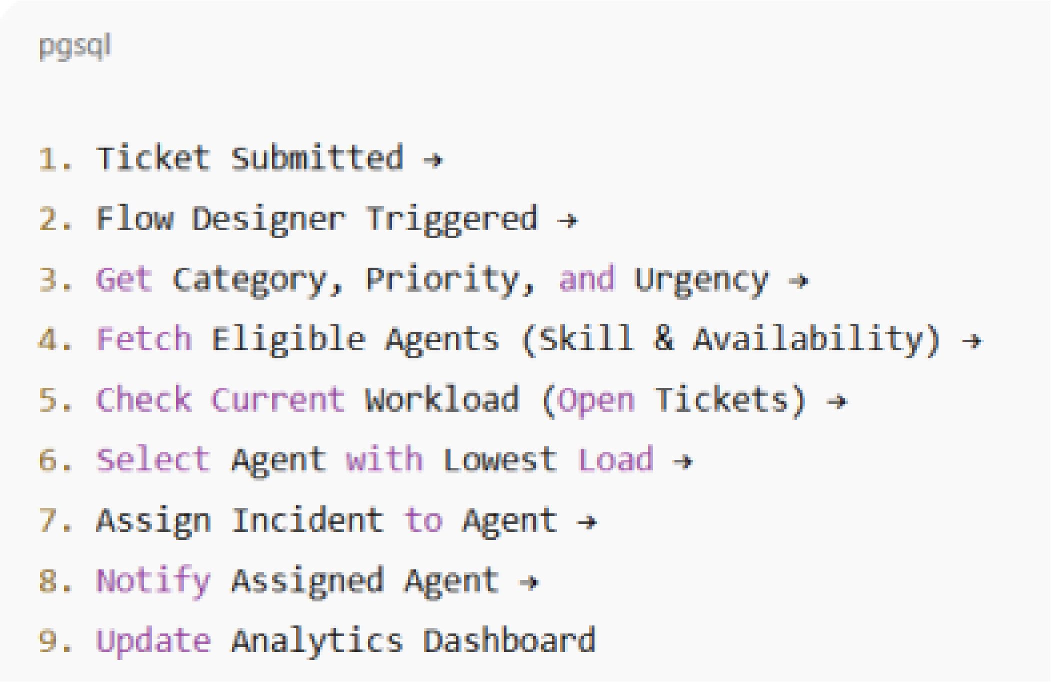
4.3 SYSTEM ARCHITECTURE

Architecture Components:

1. User Interface: Service Portal / Incident Form (ticket creation).
2. Trigger Point: Flow Designer or Business Rule runs on record insert.
3. Logic Layer: Script Include retrieves eligible agents and evaluates workload.
4. Database Tables:
   - incident → stores ticket data.
   - sys_user → stores agent data.
   - cmn_skill → maps user skills.
   - task_sla → tracks SLA progress.

5. Notification Engine: Sends notifications to assigned agents.
6. Reporting Layer: Performance Analytics dashboards display metrics.

4.4 System Workflow



```pgsql
1. Ticket Submitted →
2. Flow Designer Triggered →
3. Get Category, Priority, and Urgency →
4. Fetch Eligible Agents (Skill & Availability) →
5. Check Current Workload (Open Tickets) →
6. Select Agent with Lowest Load →
7. Assign Incident to Agent →
8. Notify Assigned Agent →
9. Update Analytics Dashboard
```

5. METHODOLOGY

5.1 APPROACH

- This project follows the Agile SDLC methodology with iterative development and testing phases. Each sprint includes
- 9
- configuration, scripting, and testing cycles within the ServiceNow Developer Instance.

5.2 DEVELOPMENT PHASES

PHASE DESCRIPTION	PARAMETERS
	Testing
Requirement Analysis	
System Design Implementation	Deployment Identify assignment
	Define logical flow, database

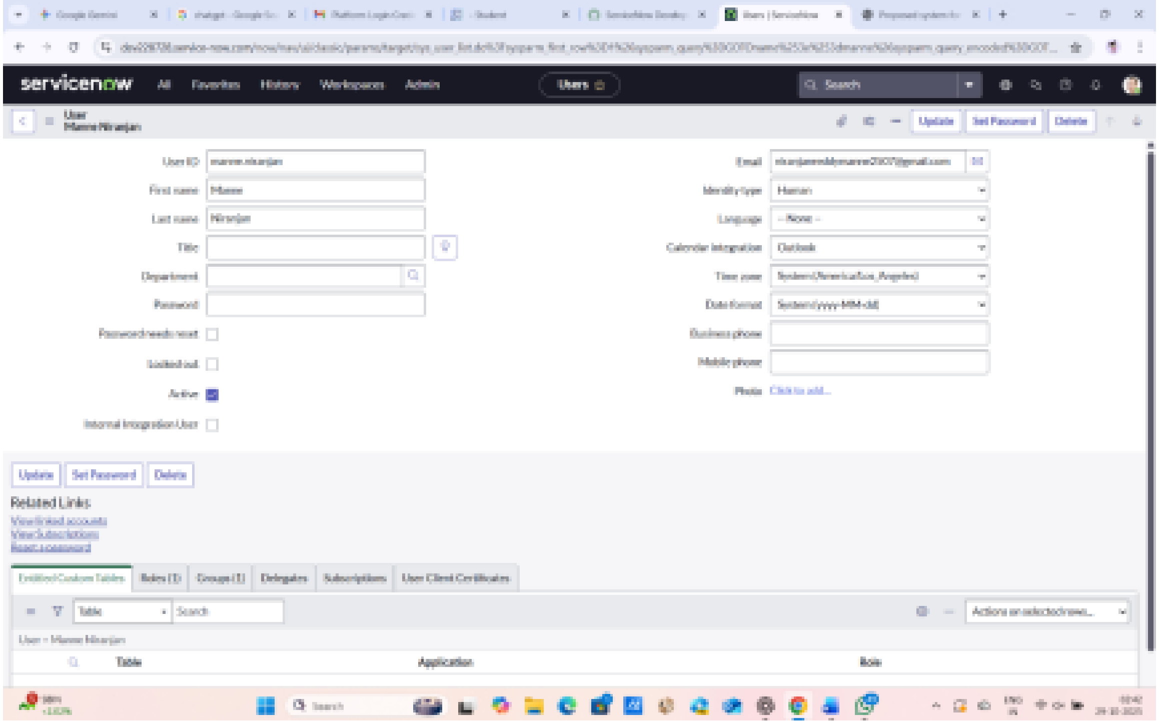
schema, and API requirements.

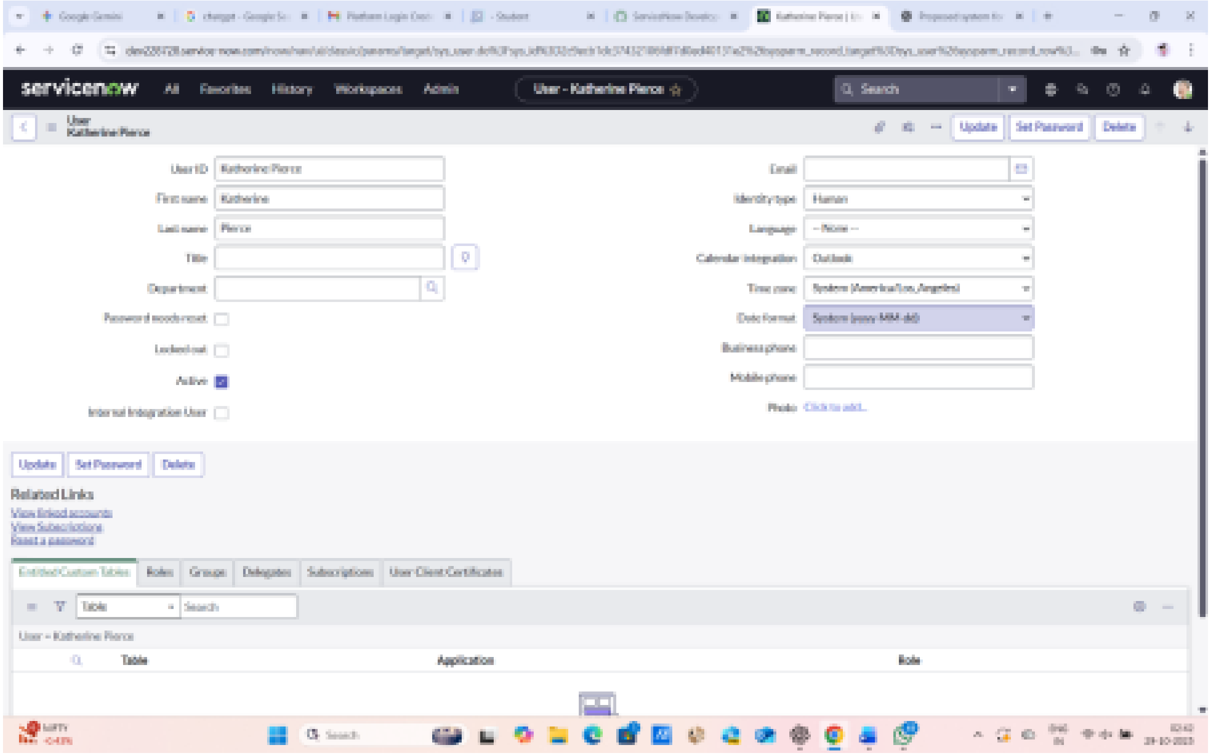
Develop Flow Designer actions, Business Rules, and Script Includes.

Validate logic and ensure correct assignment accuracy.

Move configuration to production using Update Sets.

7.IMPLEMENTATION


servicenow
Update
Set Password
Delete
Related Links



User - Katherine Pierce

User
Katherine Pierce

User ID: Katherine Pierce
First name: Katherine
Last name: Pierce
Title:
Department:
Password needs reset: ☐
Locked out: ☐
Active: ☑
Internal Integration User: ☐

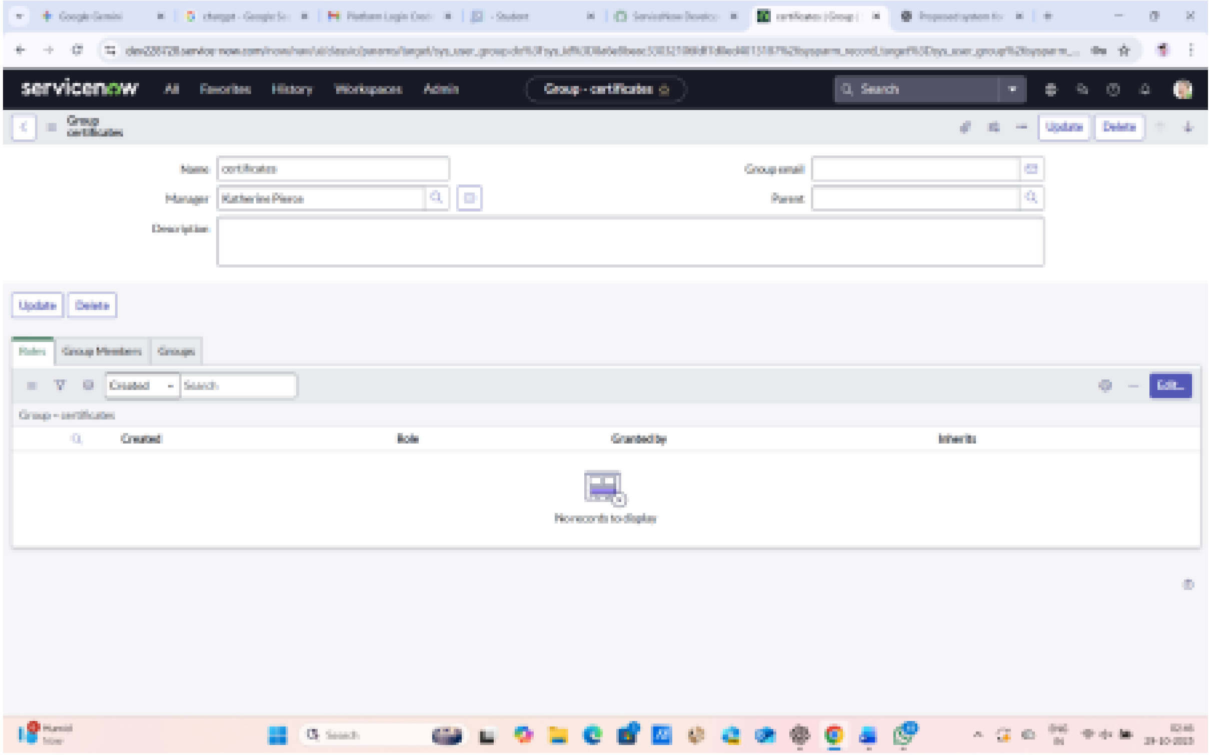
Email:
Identity type: Human
Language: -- None --
Calendar integration: Outlook
Time zone: System (America/Los_Angeles)
Date format: System (yyyy-MM-dd)
Business phone:
Mobile phone:
Photo: Click to add...

Related Links
View linked accounts
View Subscriptions
Reset a password

User = Katherine Pierce

Table	Application	Role

servicenow
All
Favorites
History
Workspaces
Admin
Search
Update
Set Password
Delete
Entitled Custom Tables
Roles
Groups
Delegates
Subscriptions
User Client Certificates



Group - certificates

Group
certificates

Name: certificates
Manager: Katherine Pierce
Description:

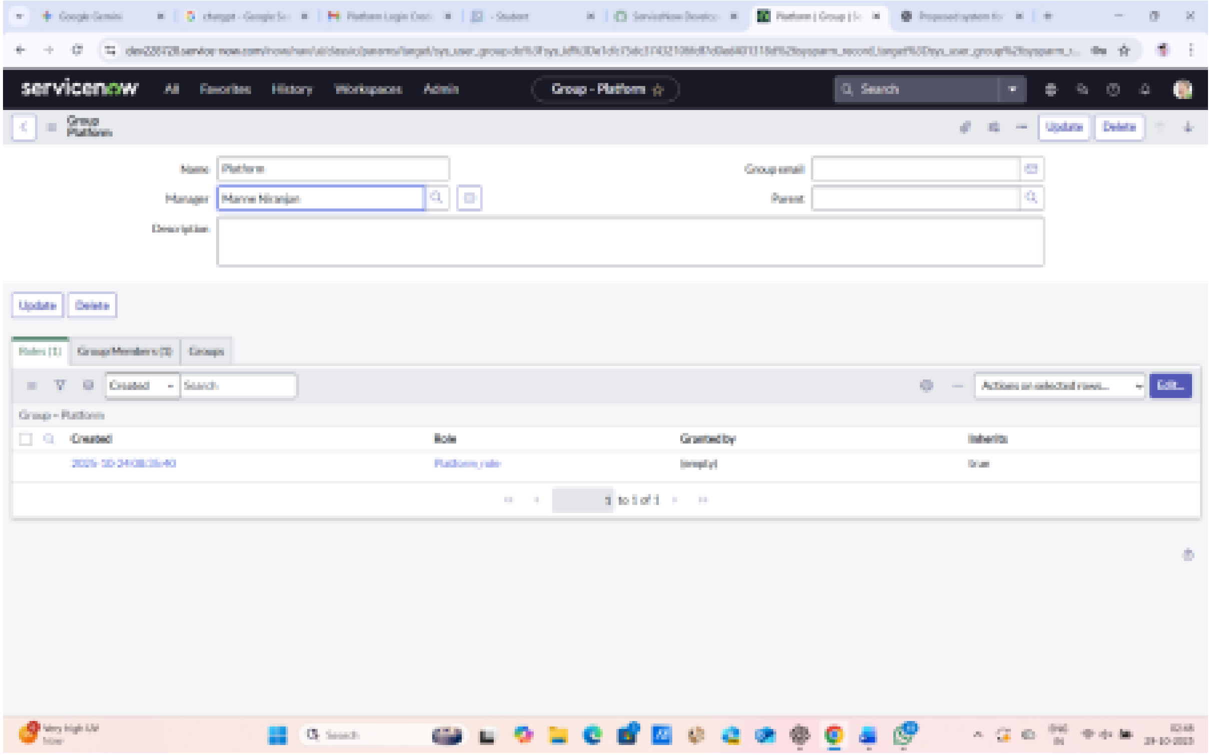
Group email:
Parent:

Group = certificates

Created	Role	Granted by	Inherits

No records to display

servicenow
All
Favorites
History
Workspaces
Admin
Search
Update
Delete
Roles
Group Members
Groups
Edit...


servicenow
All
Favorites
History
Workspaces
Admin
Group - Platform
Search
Group
Platform
Update
Delete
Roles (1)
Group Members (3)
Groups
Actions on selected rows...
Edit...

Name: Platform

Manager: Manne Niranjan

Group email:

Parent:

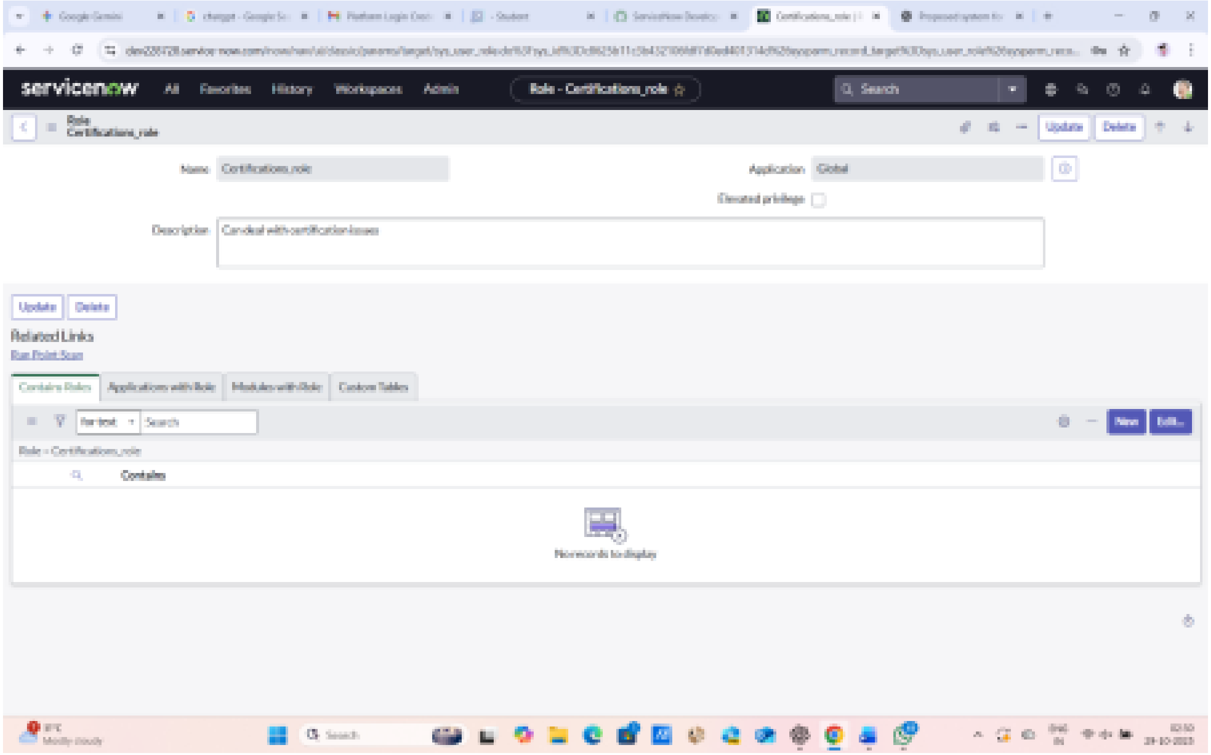
Description:

Group = Platform

Created	Role	Granted by	Inherits
2025-10-24 08:26:40	Platform_role	(empty)	true

1 to 1 of 1

12


servicenow
All
Favorites
History
Workspaces
Admin
Role - Certifications_role
Search
Role
Certifications_role
Update
Delete
Related Links
Run Point Scan
Contains Roles
Applications with Role
Modules with Role
Custom Tables
for text
Search
New
Edit...
Contains
No records to display

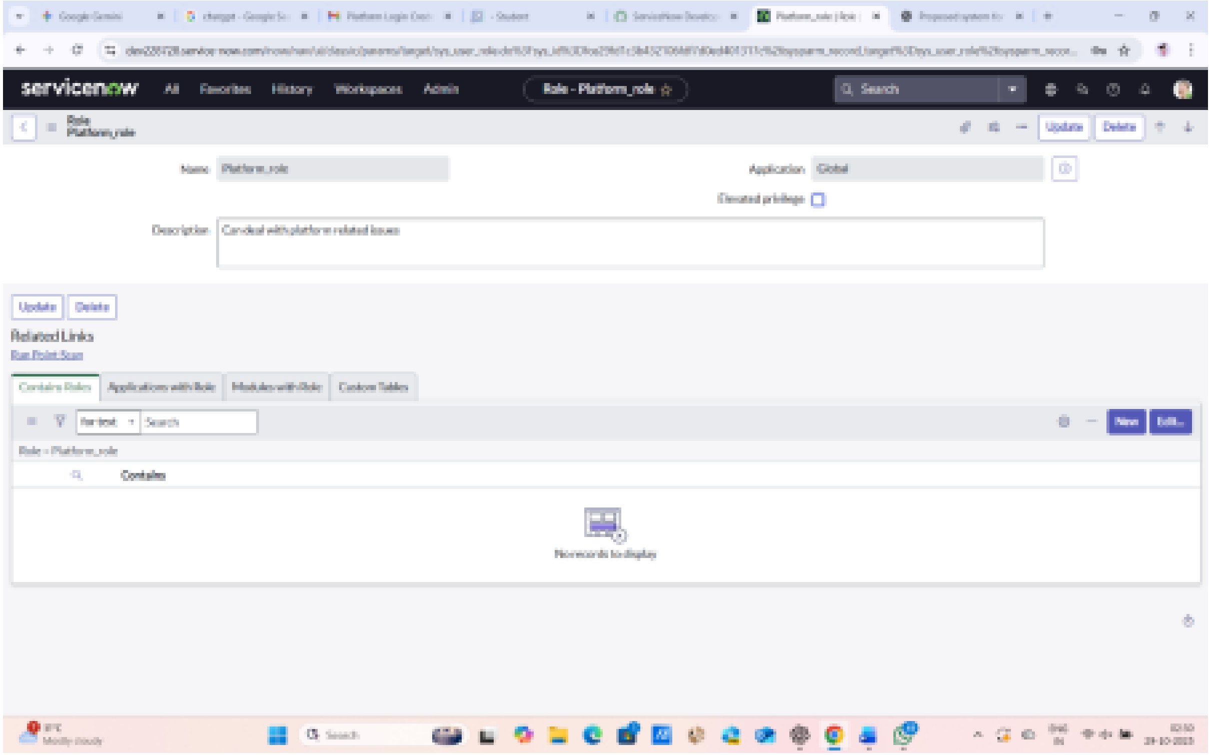
Name: Certifications_role

Application: Global

Elevated privilege: ☐

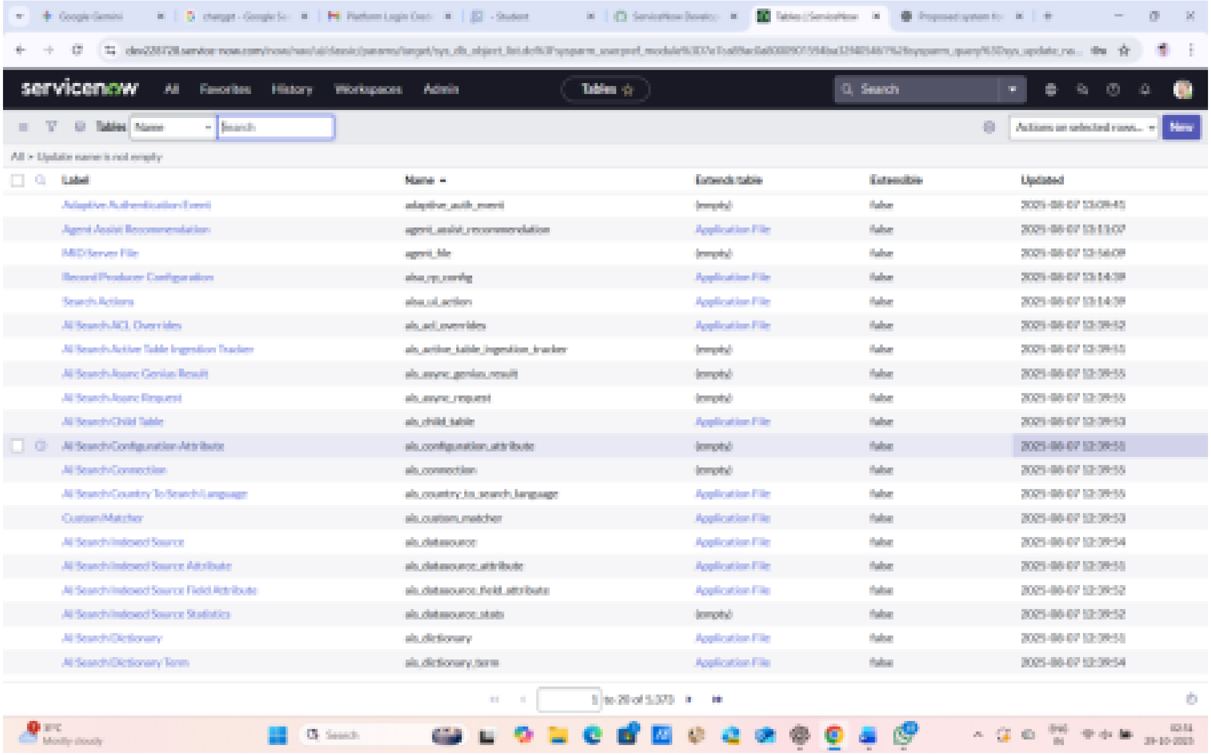
Description: Can deal with certification issues

Role = Certifications_role


servicenow
All
Favorites
History
Workspaces
Admin
Role - Platform_role
Search
Role
Platform_role
Update
Delete

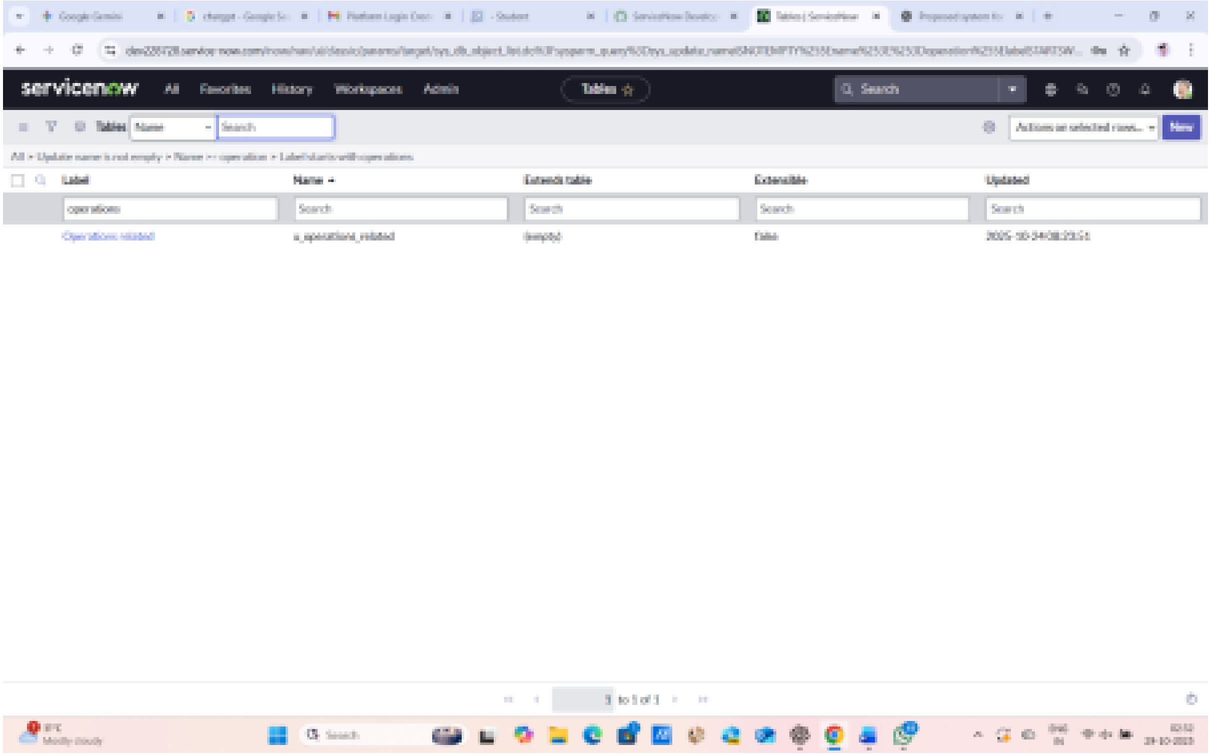
Name	Platform_role
Application	Global
Elevated privilege	☐
Description	Can deal with platform related issues

Update
Delete
Related Links
Run Point Scan
Contains Roles
Applications with Role
Modules with Role
Custom Tables
for text
Search
New
Edit...
Role = Platform_role
Contains
No records to display


servicenow
All
Favorites
History
Workspaces
Admin
Tables
Search
Tables
Name
Search
Actions on selected rows...
New
All > Update name is not empty

Label	Name	Extends table	Extensible	Updated
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-08-07 13:09:41
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-08-07 13:13:07
MID Server File	agent_file	(empty)	false	2025-08-07 13:56:09
Record Producer Configuration	aisa_rp_config	Application File	false	2025-08-07 13:14:39
Search Actions	aisa_ui_action	Application File	false	2025-08-07 13:14:39
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2025-08-07 12:39:52
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2025-08-07 12:39:51
AI Search Async Genius Result	ais_async_genius_result	(empty)	false	2025-08-07 12:39:55
AI Search Async Request	ais_async_request	(empty)	false	2025-08-07 12:39:55
AI Search Child Table	ais_child_table	Application File	false	2025-08-07 12:39:53
AI Search Configuration Attribute	ais_configuration_attribute	(empty)	false	2025-08-07 12:39:51
AI Search Connection	ais_connection	(empty)	false	2025-08-07 12:39:55
AI Search Country To Search Language	ais_country_to_search_language	Application File	false	2025-08-07 12:39:55
Custom Matcher	ais_custom_matcher	Application File	false	2025-08-07 12:39:53
AI Search Indexed Source	ais_datasource	Application File	false	2025-08-07 12:39:54
AI Search Indexed Source Attribute	ais_datasource_attribute	Application File	false	2025-08-07 12:39:51
AI Search Indexed Source Field Attribute	ais_datasource_field_attribute	Application File	false	2025-08-07 12:39:52
AI Search Indexed Source Statistics	ais_datasource_stats	(empty)	false	2025-08-07 12:39:52
AI Search Dictionary	ais_dictionary	Application File	false	2025-08-07 12:39:51
AI Search Dictionary Term	ais_dictionary_term	Application File	false	2025-08-07 12:39:54

1 to 20 of 5,373


servicenow
All
Favorites
History
Workspaces
Admin
Tables
Search
Actions on selected rows...
New

All > Update name is not empty > Name >= operation > Label starts with operations

Label	Name ▲	Extends table	Extensible	Updated
operations	Search	Search	Search	Search
Operations related	u_operations_related	(empty)	false	2025-10-24 08:23:51

1 to 1 of 1

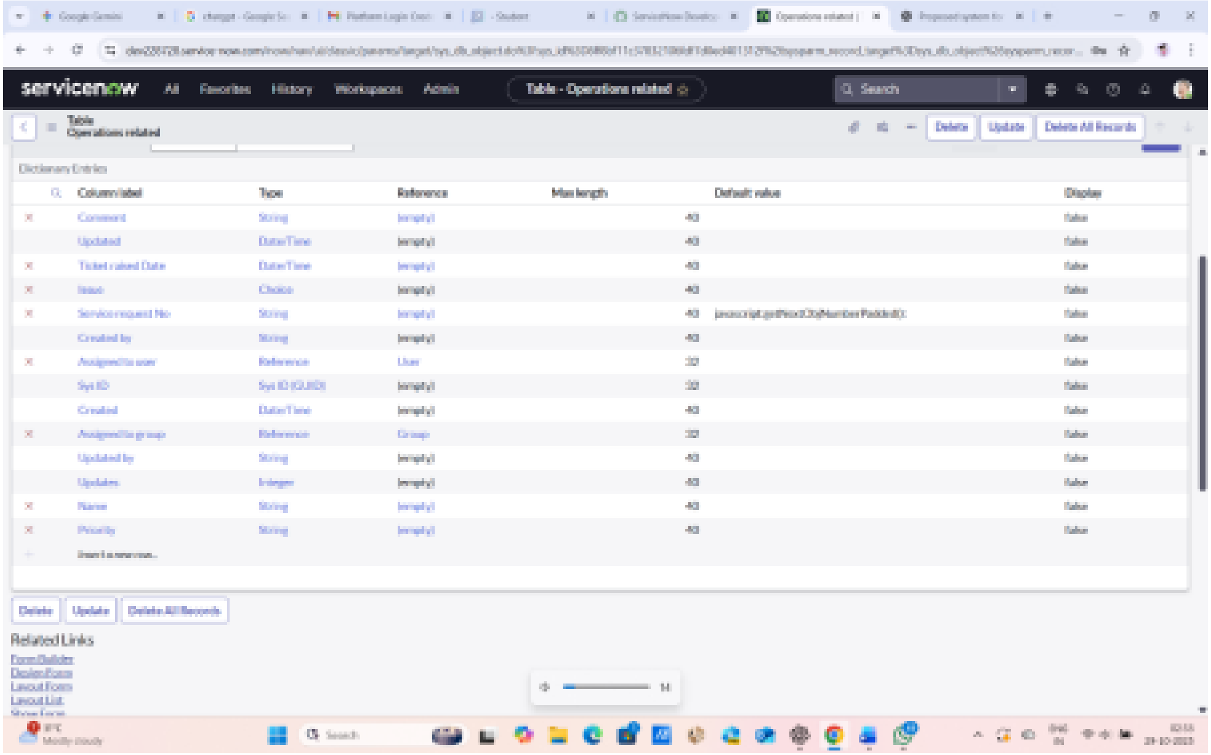

servicenow
All
Favorites
History
Workspaces
Admin
Table - Operations related
Search
Delete
Update
Delete All Records

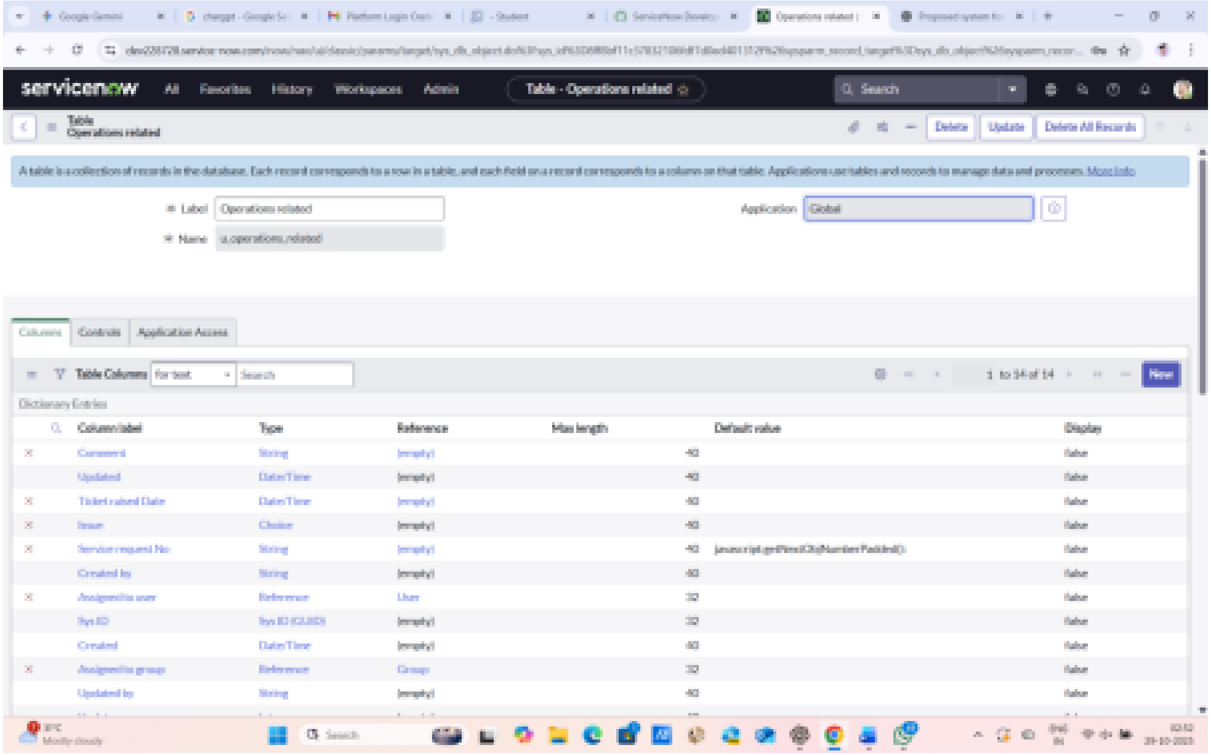
Table
Operations related

Dictionary Entries

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

Related Links

Form Builder
Design Form
Layout Form
Layout List
Show Form


servicenow
All
Favorites
History
Workspaces
Admin
Table - Operations related
Search
Table
Operations related
Delete
Update
Delete All Records
Columns
Controls
Application Access
Table Columns
for text
Search
1 to 14 of 14
New

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

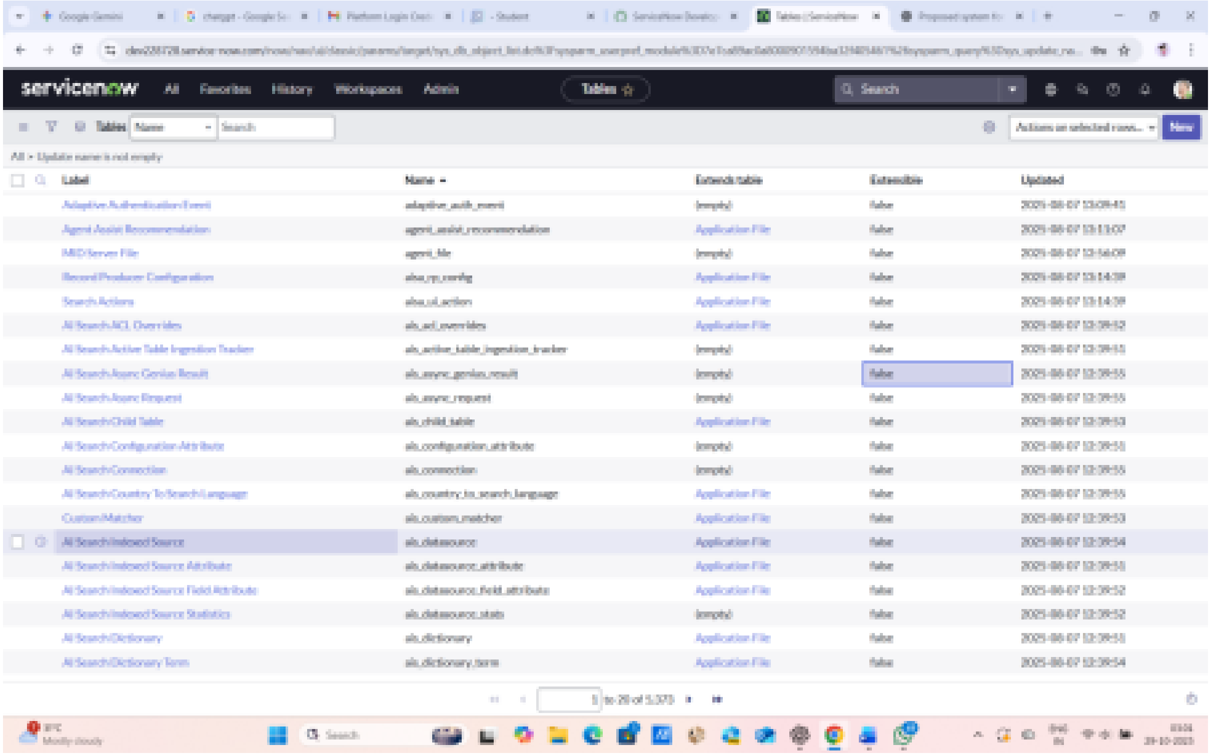
Label: Operations related

Name: u_operations_related

Application: Global

Dictionary Entries

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


servicenow
All
Favorites
History
Workspaces
Admin
Tables
Search
Tables
Name
Search
Actions on selected rows...
New
1 to 20 of 5,373

All > Update name is not empty

Label	Name	Extends table	Extensible	Updated
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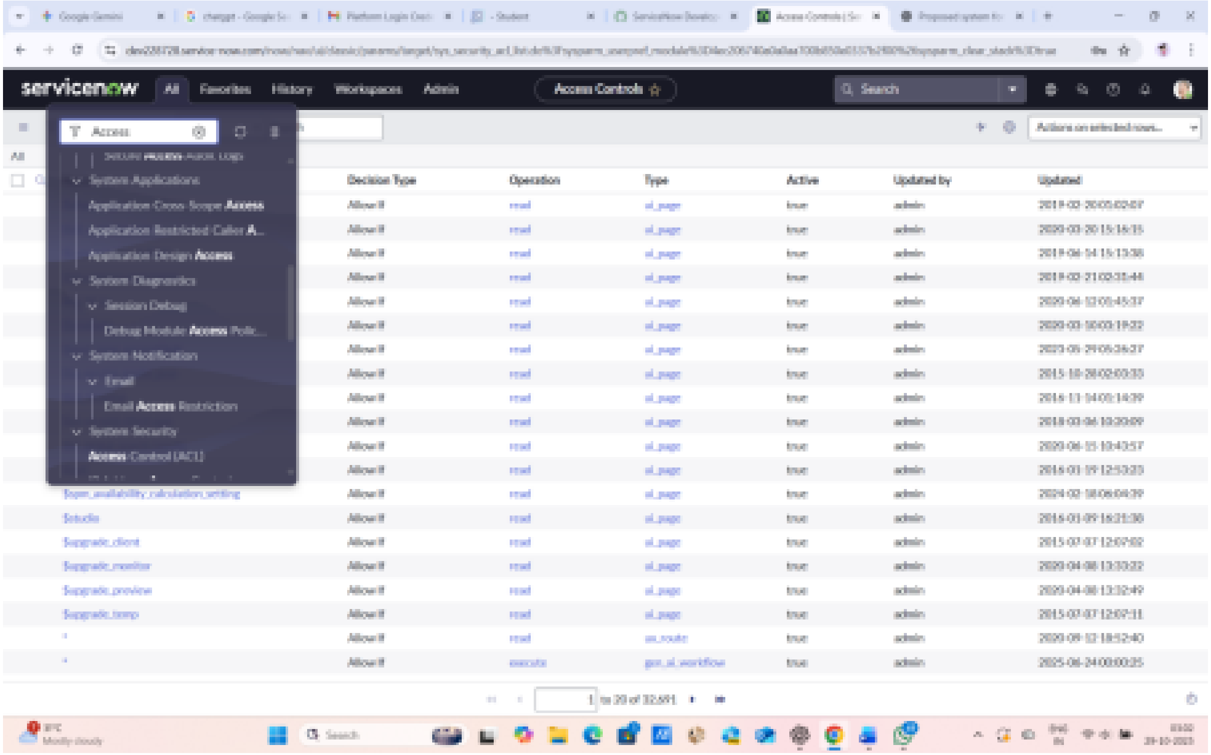
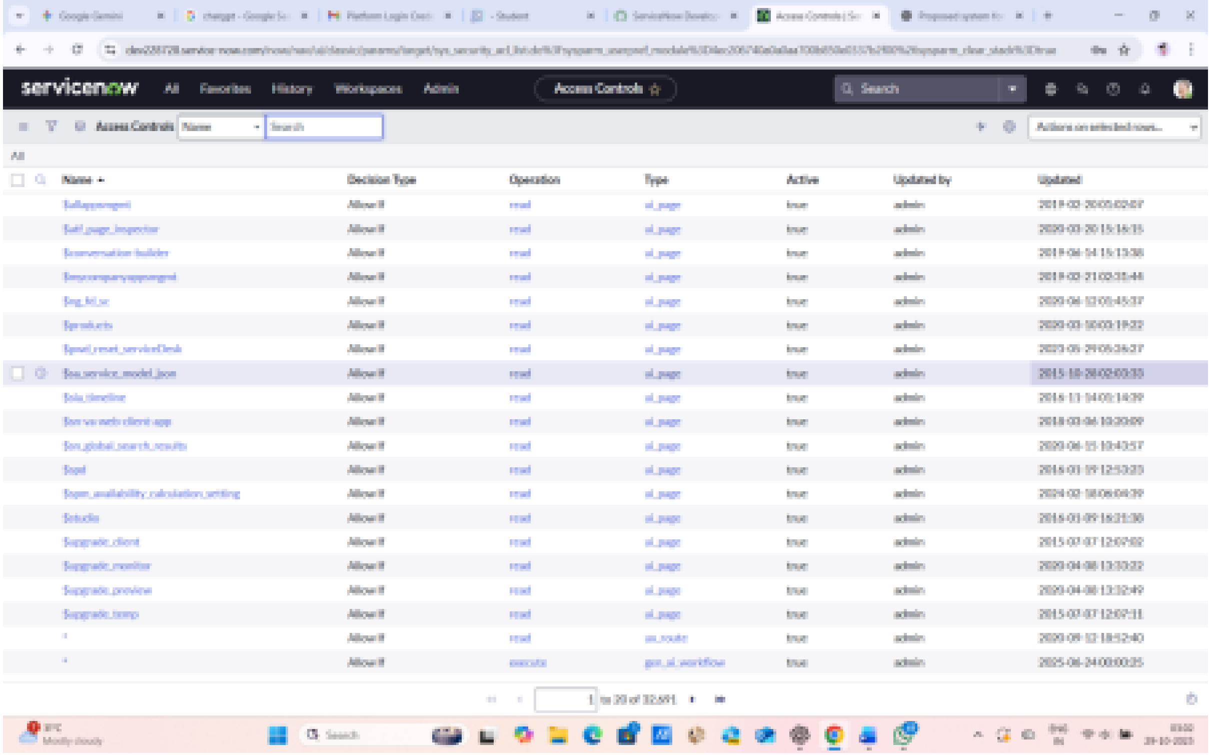
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-08-07 13:13:07
MID Server File	agent_file	(empty)	false	2025-08-07 13:56:09
Record Producer Configuration	aisa_rp_config	Application File	false	2025-08-07 13:14:39
Search Actions	aisa_ui_action	Application File	false	2025-08-07 13:14:39
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2025-08-07 12:39:52
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2025-08-07 12:39:51
AI Search Async Genius Result	ais_async_genius_result	(empty)	false	2025-08-07 12:39:55
AI Search Async Request	ais_async_request	(empty)	false	2025-08-07 12:39:55
AI Search Child Table	ais_child_table	Application File	false	2025-08-07 12:39:53
AI Search Configuration Attribute	ais_configuration_attribute	(empty)	false	2025-08-07 12:39:51
AI Search Connection	ais_connection	(empty)	false	2025-08-07 12:39:55
AI Search Country To Search Language	ais_country_to_search_language	Application File	false	2025-08-07 12:39:55
Custom Matcher	ais_custom_matcher	Application File	false	2025-08-07 12:39:53
AI Search Indexed Source	ais_datasource	Application File	false	2025-08-07 12:39:54
AI Search Indexed Source Attribute	ais_datasource_attribute	Application File	false	2025-08-07 12:39:51
AI Search Indexed Source Field Attribute	ais_datasource_field_attribute	Application File	false	2025-08-07 12:39:52
AI Search Indexed Source Statistics	ais_datasource_stats	(empty)	false	2025-08-07 12:39:52
AI Search Dictionary	ais_dictionary	Application File	false	2025-08-07 12:39:51
AI Search Dictionary Term	ais_dictionary_term	Application File	false	2025-08-07 12:39:54


servicenow
All
Favorites
History
Workspaces
Admin
Access Controls
Search
Access
System Applications
Application Cross Scope Access
Application Restricted Caller A...
Application Design Access
System Diagnostics
Session Debug
Debug Module Access Polic...
System Notification
Email
Email Access Restriction
System Security
Access Control (ACL)
Actions on selected rows...
All

Name	Decision Type	Operation	Type	Active	Updated by	Updated
	Allow If	read	ui_page	true	admin	2019-02-20 05:02:07
	Allow If	read	ui_page	true	admin	2020-03-20 15:16:15
	Allow If	read	ui_page	true	admin	2019-06-14 15:13:38
	Allow If	read	ui_page	true	admin	2019-02-21 02:33:44
	Allow If	read	ui_page	true	admin	2020-06-12 05:45:37
	Allow If	read	ui_page	true	admin	2020-03-10 03:19:22
	Allow If	read	ui_page	true	admin	2023-05-29 05:26:27
	Allow If	read	ui_page	true	admin	2015-10-28 02:03:33
	Allow If	read	ui_page	true	admin	2016-11-14 05:14:39
	Allow If	read	ui_page	true	admin	2018-03-06 10:20:09
	Allow If	read	ui_page	true	admin	2020-06-15 10:43:57
	Allow If	read	ui_page	true	admin	2016-01-19 12:53:23
$pm_availability_calculation_setting	Allow If	read	ui_page	true	admin	2024-02-18 06:04:39
$studio	Allow If	read	ui_page	true	admin	2016-01-09 16:21:38
$upgrade_client	Allow If	read	ui_page	true	admin	2015-07-07 12:07:02
$upgrade_monitor	Allow If	read	ui_page	true	admin	2020-04-08 13:33:22
$upgrade_preview	Allow If	read	ui_page	true	admin	2020-04-08 13:32:49
$upgrade_temp	Allow If	read	ui_page	true	admin	2015-07-07 12:07:11
*	Allow If	read	ux_route	true	admin	2020-09-12 18:52:40
*	Allow If	execute	gen_ai_workflow	true	admin	2025-06-24 00:00:25

1 to 20 of 32,691


servicenow
All
Favorites
History
Workspaces
Admin
Access Controls
Search
Access Controls
Name
Search
Actions on selected rows...
All

Name	Decision Type	Operation	Type	Active	Updated by	Updated
$allappmgmt	Allow If	read	ui_page	true	admin	2019-02-20 05:02:07
$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
$mycompanyappmgmt	Allow If	read	ui_page	true	admin	2019-02-21 02:33:44
$ng_fd_sc	Allow If	read	ui_page	true	admin	2020-06-12 05:45:37
$products	Allow If	read	ui_page	true	admin	2020-03-10 03:19:22
$pwd_reset_serviceDesk	Allow If	read	ui_page	true	admin	2023-05-29 05:26:27
$sa_service_model_json	Allow If	read	ui_page	true	admin	2015-10-28 02:03:33
$sla_timeline	Allow If	read	ui_page	true	admin	2016-11-14 05:14:39
$sn-va-web-client-app	Allow If	read	ui_page	true	admin	2018-03-06 10:20:09
$sn_global_search_results	Allow If	read	ui_page	true	admin	2020-06-15 10:43:57
$opd	Allow If	read	ui_page	true	admin	2016-01-19 12:53:23
$pm_availability_calculation_setting	Allow If	read	ui_page	true	admin	2024-02-18 06:04:39
$studio	Allow If	read	ui_page	true	admin	2016-01-09 16:21:38
$upgrade_client	Allow If	read	ui_page	true	admin	2015-07-07 12:07:02
$upgrade_monitor	Allow If	read	ui_page	true	admin	2020-04-08 13:33:22
$upgrade_preview	Allow If	read	ui_page	true	admin	2020-04-08 13:32:49
$upgrade_temp	Allow If	read	ui_page	true	admin	2015-07-07 12:07:11
*	Allow If	read	ux_route	true	admin	2020-09-12 18:52:40
*	Allow If	execute	gen_ai_workflow	true	admin	2025-06-24 00:00:25

1 to 20 of 32,691

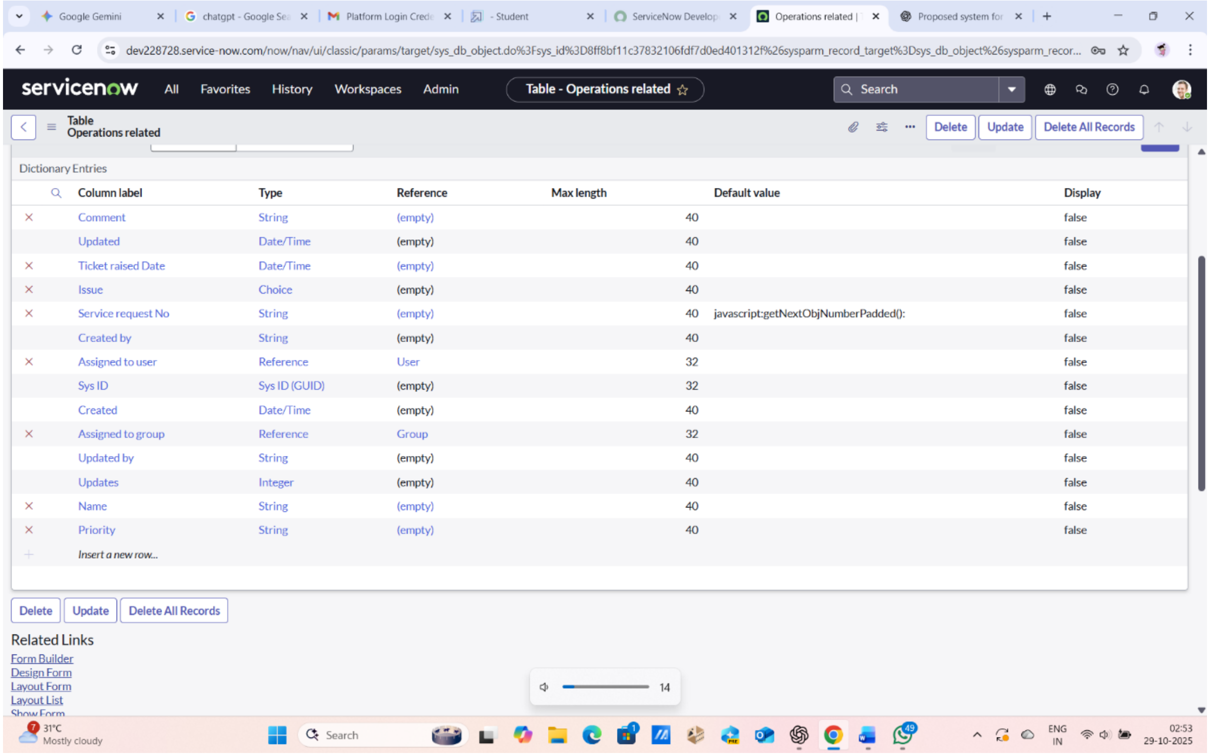

Google Gemini
chatgpt - Google Se
Platform Login Crede
- Student
ServiceNow Develop
Operations related |
Proposed system for
dev228728.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D8ff8bf11c37832106fdf7d0ed401312f%26sysparm_record_target%3Dsys_db_object%26sysparm_recor...
servicenow
All
Favorites
History
Workspaces
Admin
Table - Operations related
Search
Delete
Update
Delete All Records
Related Links
Form Builder
Design Form
Layout Form
Layout List
Show Form
14
31°C
Mostly cloudy
Search
ENG
IN
02:53
29-10-2025

Table
Operations related

Dictionary Entries

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

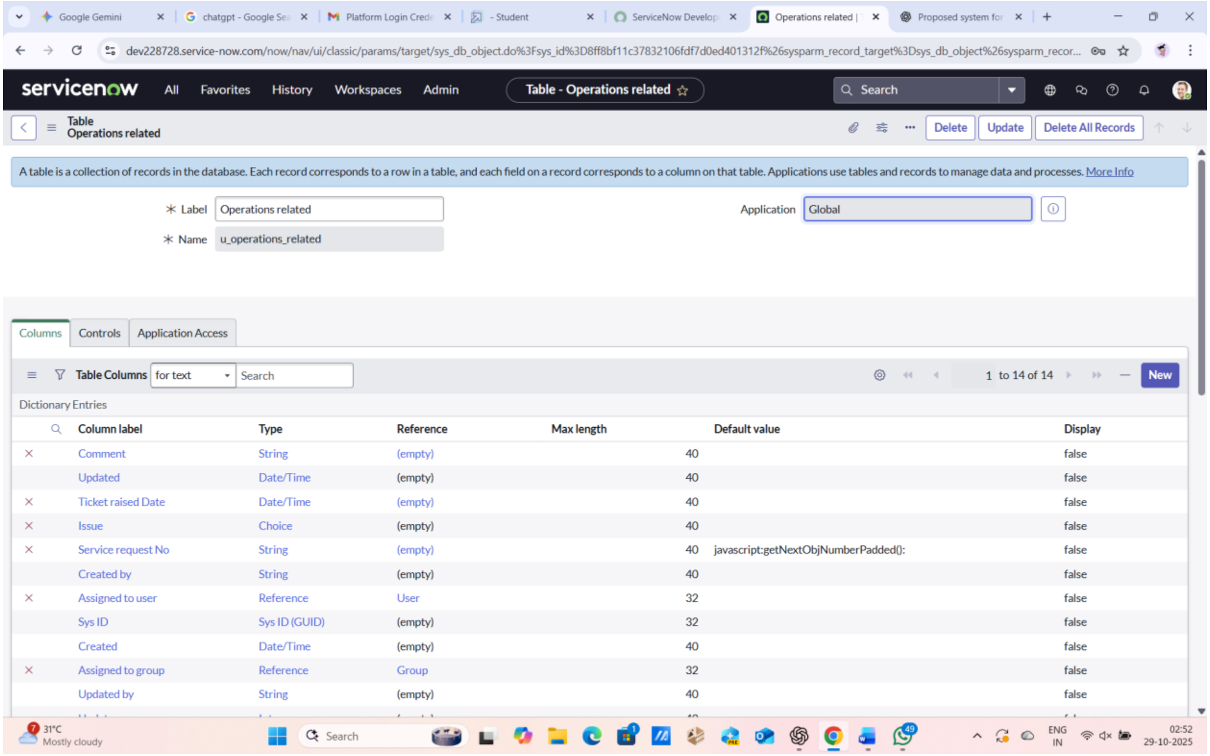

Google Gemini
chatgpt - Google Se
Platform Login Crede
- Student
ServiceNow Develop
Operations related |
Proposed system for
dev228728.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D8ff8bf11c37832106fdf7d0ed401312f%26sysparm_record_target%3Dsys_db_object%26sysparm_recor...
servicenow
All
Favorites
History
Workspaces
Admin
Table - Operations related
Search
Delete
Update
Delete All Records
Columns
Controls
Application Access
Table Columns
for text
Search
1 to 14 of 14
New
31°C
Mostly cloudy
Search
ENG
IN
02:52
29-10-2025

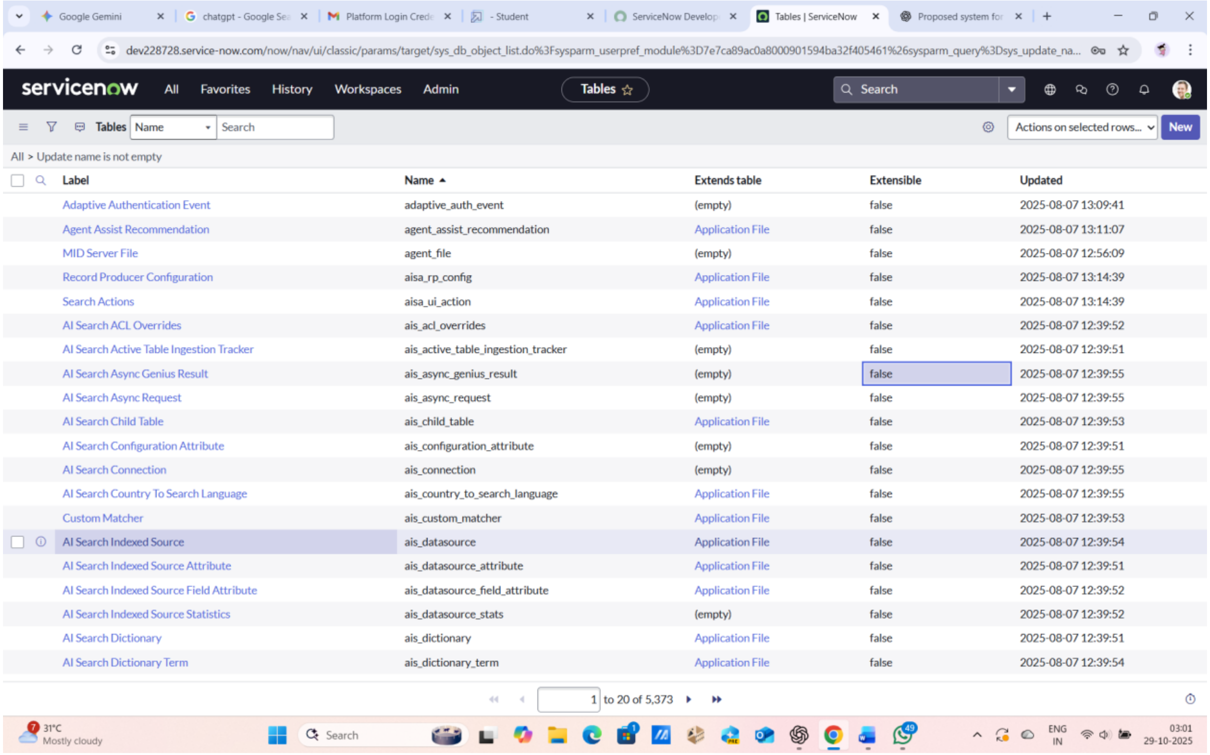
Table
Operations related

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		

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Comment	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Ticket raised Date	Date/Time	(empty)	40		false
Issue	Choice	(empty)	40		false
Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Created by	String	(empty)	40		false
Assigned to user	Reference	User	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created	Date/Time	(empty)	40		false
Assigned to group	Reference	Group	32		false
Updated by	String	(empty)	40		false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All > Update name is not empty

Label	Name ▲	Extends table	Extensible	Updated
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-08-07 13:09:41
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-08-07 13:11:07
MID Server File	agent_file	(empty)	false	2025-08-07 12:56:09
Record Producer Configuration	aisa_rp_config	Application File	false	2025-08-07 13:14:39
Search Actions	aisa_ui_action	Application File	false	2025-08-07 13:14:39
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2025-08-07 12:39:52
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2025-08-07 12:39:51
AI Search Async Genius Result	ais_async_genius_result	(empty)	false	2025-08-07 12:39:55
AI Search Async Request	ais_async_request	(empty)	false	2025-08-07 12:39:55
AI Search Child Table	ais_child_table	Application File	false	2025-08-07 12:39:53
AI Search Configuration Attribute	ais_configuration_attribute	(empty)	false	2025-08-07 12:39:51
AI Search Connection	ais_connection	(empty)	false	2025-08-07 12:39:55
AI Search Country To Search Language	ais_country_to_search_language	Application File	false	2025-08-07 12:39:55
Custom Matcher	ais_custom_matcher	Application File	false	2025-08-07 12:39:53
AI Search Indexed Source	ais_datasource	Application File	false	2025-08-07 12:39:54
AI Search Indexed Source Attribute	ais_datasource_attribute	Application File	false	2025-08-07 12:39:51
AI Search Indexed Source Field Attribute	ais_datasource_field_attribute	Application File	false	2025-08-07 12:39:52
AI Search Indexed Source Statistics	ais_datasource_stats	(empty)	false	2025-08-07 12:39:52
AI Search Dictionary	ais_dictionary	Application File	false	2025-08-07 12:39:51
AI Search Dictionary Term	ais_dictionary_term	Application File	false	2025-08-07 12:39:54

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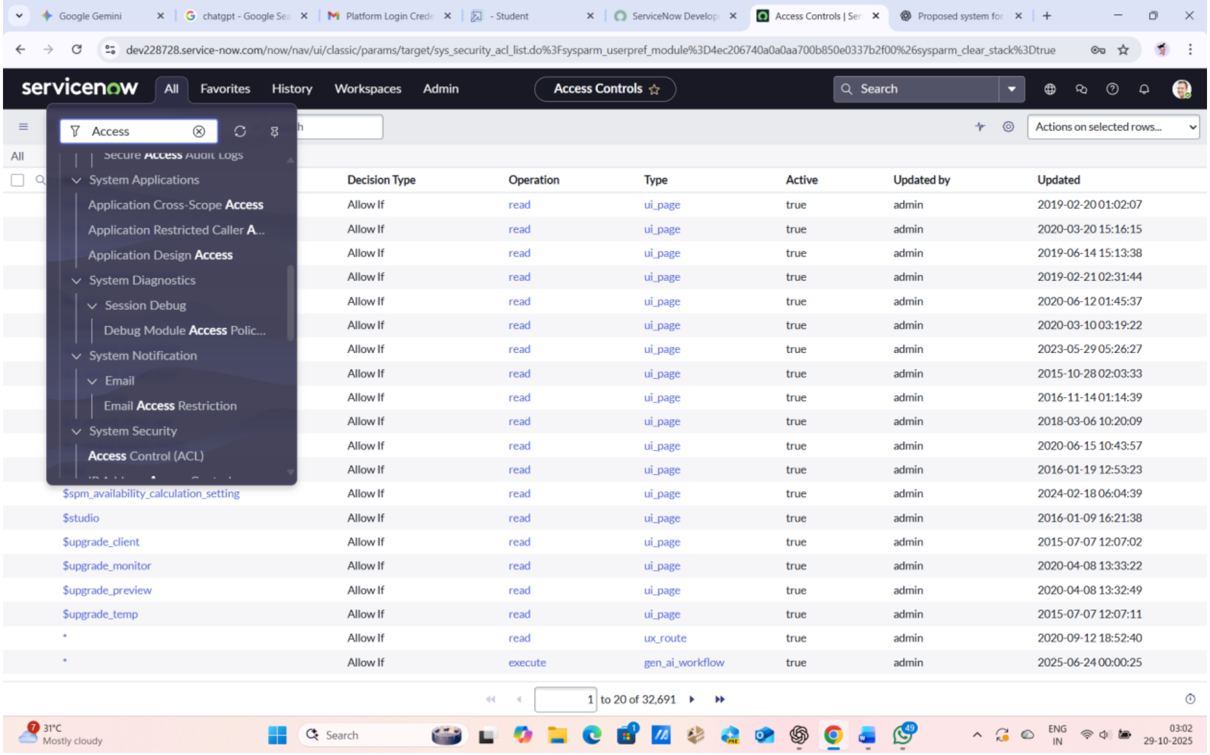
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Application Cross-Scope Access
Application Restricted Caller A...
Application Design Access
System Diagnostics
Session Debug
Debug Module Access Polic...
System Notification
Email
Email Access Restriction
System Security
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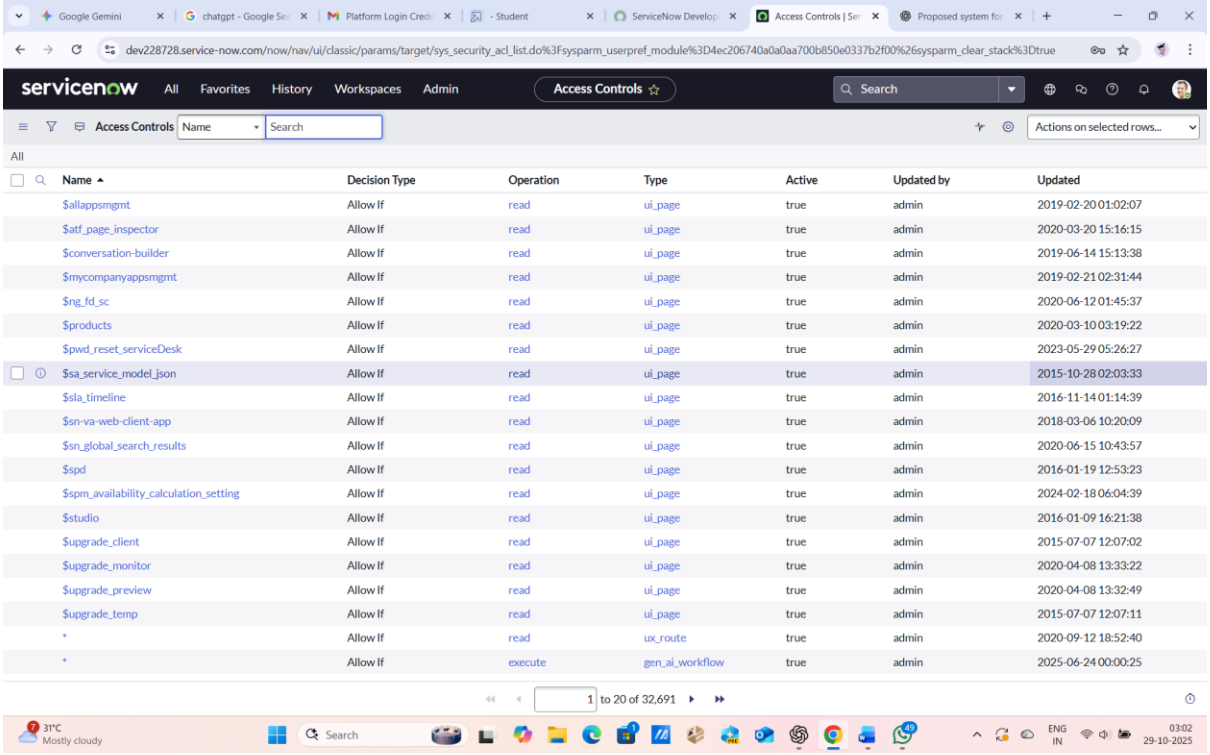
All

	Decision Type	Operation	Type	Active	Updated by	Updated
	Allow If	read	ui_page	true	admin	2019-02-20 01:02:07
	Allow If	read	ui_page	true	admin	2020-03-20 15:16:15
	Allow If	read	ui_page	true	admin	2019-06-14 15:13:38
	Allow If	read	ui_page	true	admin	2019-02-21 02:31:44
	Allow If	read	ui_page	true	admin	2020-06-12 01:45:37
	Allow If	read	ui_page	true	admin	2020-03-10 03:19:22
	Allow If	read	ui_page	true	admin	2023-05-29 05:26:27
	Allow If	read	ui_page	true	admin	2015-10-28 02:03:33
	Allow If	read	ui_page	true	admin	2016-11-14 01:14:39
	Allow If	read	ui_page	true	admin	2018-03-06 10:20:09
	Allow If	read	ui_page	true	admin	2020-06-15 10:43:57
	Allow If	read	ui_page	true	admin	2016-01-19 12:53:23
$spm_availability_calculation_setting	Allow If	read	ui_page	true	admin	2024-02-18 06:04:39
$studio	Allow If	read	ui_page	true	admin	2016-01-09 16:21:38
$upgrade_client	Allow If	read	ui_page	true	admin	2015-07-07 12:07:02
$upgrade_monitor	Allow If	read	ui_page	true	admin	2020-04-08 13:33:22
$upgrade_preview	Allow If	read	ui_page	true	admin	2020-04-08 13:32:49
$upgrade_temp	Allow If	read	ui_page	true	admin	2015-07-07 12:07:11
*	Allow If	read	ux_route	true	admin	2020-09-12 18:52:40
*	Allow If	execute	gen_ai_workflow	true	admin	2025-06-24 00:00:25

1 to 20 of 32,691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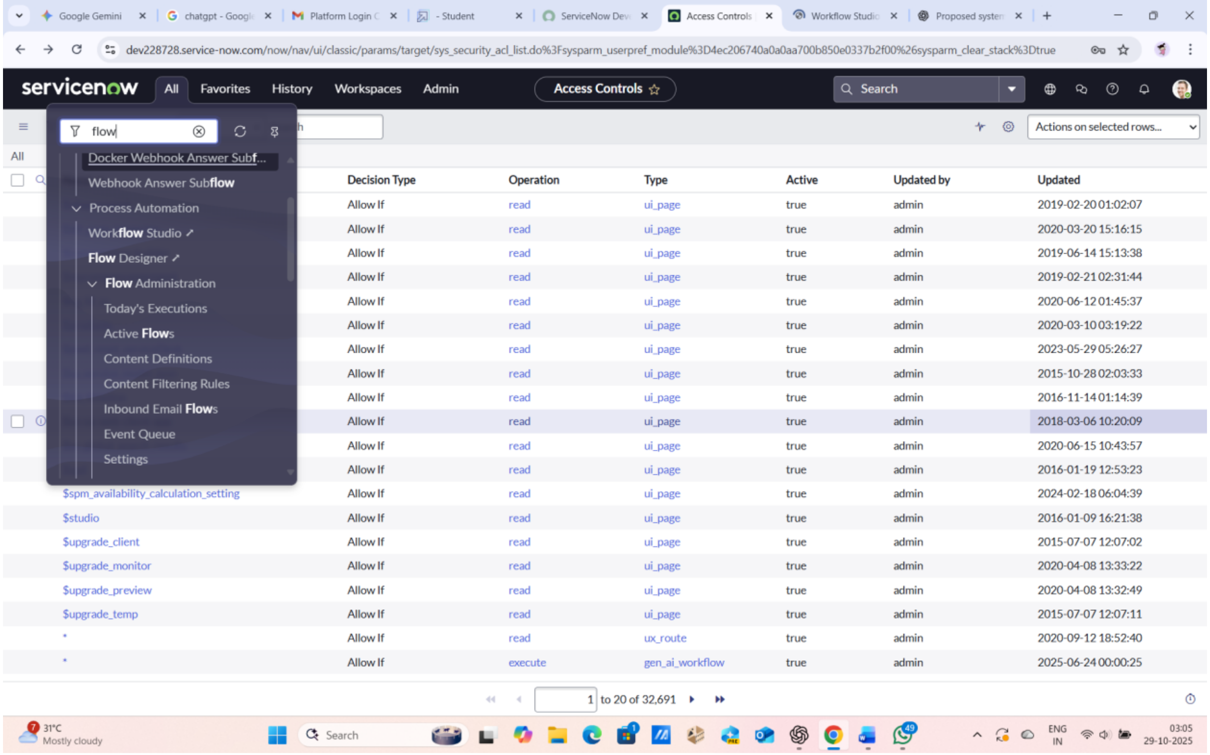
☐	Name ▲	Decision Type	Operation	Type	Active	Updated by	Updated
	$allappsmgmt	Allow If	read	ui_page	true	admin	2019-02-20 01:02:07
	$atf_page_inspector	Allow If	read	ui_page	true	admin	2020-03-20 15:16:15
	$conversation-builder	Allow If	read	ui_page	true	admin	2019-06-14 15:13:38
	$mycompanyappsmgmt	Allow If	read	ui_page	true	admin	2019-02-21 02:31:44
	$ng_fd_sc	Allow If	read	ui_page	true	admin	2020-06-12 01:45:37
	$products	Allow If	read	ui_page	true	admin	2020-03-10 03:19:22
	$pwd_reset_serviceDesk	Allow If	read	ui_page	true	admin	2023-05-29 05:26:27
☐	$sa_service_model_json	Allow If	read	ui_page	true	admin	2015-10-28 02:03:33
	$sla_timeline	Allow If	read	ui_page	true	admin	2016-11-14 01:14:39
	$sn-va-web-client-app	Allow If	read	ui_page	true	admin	2018-03-06 10:20:09
	$sn_global_search_results	Allow If	read	ui_page	true	admin	2020-06-15 10:43:57
	$spd	Allow If	read	ui_page	true	admin	2016-01-19 12:53:23
	$spm_availability_calculation_setting	Allow If	read	ui_page	true	admin	2024-02-18 06:04:39
	$studio	Allow If	read	ui_page	true	admin	2016-01-09 16:21:38
	$upgrade_client	Allow If	read	ui_page	true	admin	2015-07-07 12:07:02
	$upgrade_monitor	Allow If	read	ui_page	true	admin	2020-04-08 13:33:22
	$upgrade_preview	Allow If	read	ui_page	true	admin	2020-04-08 13:32:49
	$upgrade_temp	Allow If	read	ui_page	true	admin	2015-07-07 12:07:11
	*	Allow If	read	ux_route	true	admin	2020-09-12 18:52:40
	*	Allow If	execute	gen_ai_workflow	true	admin	2025-06-24 00:00:25

1 to 20 of 32,691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Content Definitions
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☐	Name	Decision Type	Operation	Type	Active	Updated by	Updated
		Allow If	read	ui_page	true	admin	2019-02-20 01:02:07
		Allow If	read	ui_page	true	admin	2020-03-20 15:16:15
		Allow If	read	ui_page	true	admin	2019-06-14 15:13:38
		Allow If	read	ui_page	true	admin	2019-02-21 02:31:44
		Allow If	read	ui_page	true	admin	2020-06-12 01:45:37
		Allow If	read	ui_page	true	admin	2020-03-10 03:19:22
		Allow If	read	ui_page	true	admin	2023-05-29 05:26:27
		Allow If	read	ui_page	true	admin	2015-10-28 02:03:33
		Allow If	read	ui_page	true	admin	2016-11-14 01:14:39
☐		Allow If	read	ui_page	true	admin	2018-03-06 10:20:09
		Allow If	read	ui_page	true	admin	2020-06-15 10:43:57
		Allow If	read	ui_page	true	admin	2016-01-19 12:53:23
	$spm_availability_calculation_setting	Allow If	read	ui_page	true	admin	2024-02-18 06:04:39
	$studio	Allow If	read	ui_page	true	admin	2016-01-09 16:21:38
	$upgrade_client	Allow If	read	ui_page	true	admin	2015-07-07 12:07:02
	$upgrade_monitor	Allow If	read	ui_page	true	admin	2020-04-08 13:33:22
	$upgrade_preview	Allow If	read	ui_page	true	admin	2020-04-08 13:32:49
	$upgrade_temp	Allow If	read	ui_page	true	admin	2015-07-07 12:07:11
	*	Allow If	read	ux_route	true	admin	2020-09-12 18:52:40
	*	Allow If	execute	gen_ai_workflow	true	admin	2025-06-24 00:00:25

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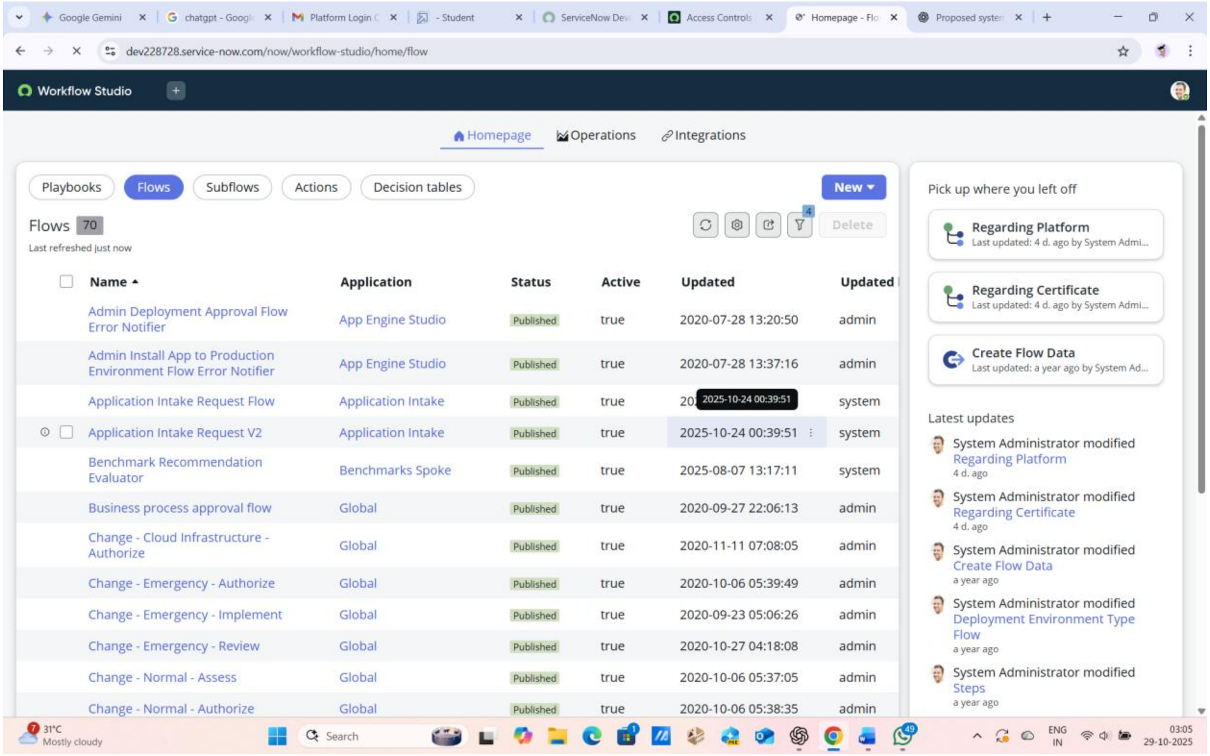
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Platform Login
- Student
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Workflow Studio
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Flows 70

Last refreshed just now

Name	Application	Status	Active	Updated	Updated
Admin Deployment Approval Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:20:50	admin
Admin Install App to Production Environment Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:37:16	admin
Application Intake Request Flow	Application Intake	Published	true	20	system
Application Intake Request V2	Application Intake	Published	true	2025-10-24 00:39:51	system
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2025-08-07 13:17:11	system
Business process approval flow	Global	Published	true	2020-09-27 22:06:13	admin
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05	admin
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49	admin
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26	admin
Change - Emergency - Review	Global	Published	true	2020-10-27 04:18:08	admin
Change - Normal - Assess	Global	Published	true	2020-10-06 05:37:05	admin
Change - Normal - Authorize	Global	Published	true	2020-10-06 05:38:35	admin

Pick up where you left off

Regarding Platform
Last updated: 4 d. ago by System Admi...

Regarding Certificate
Last updated: 4 d. ago by System Admi...

Create Flow Data
Last updated: a year ago by System Ad...

Latest updates

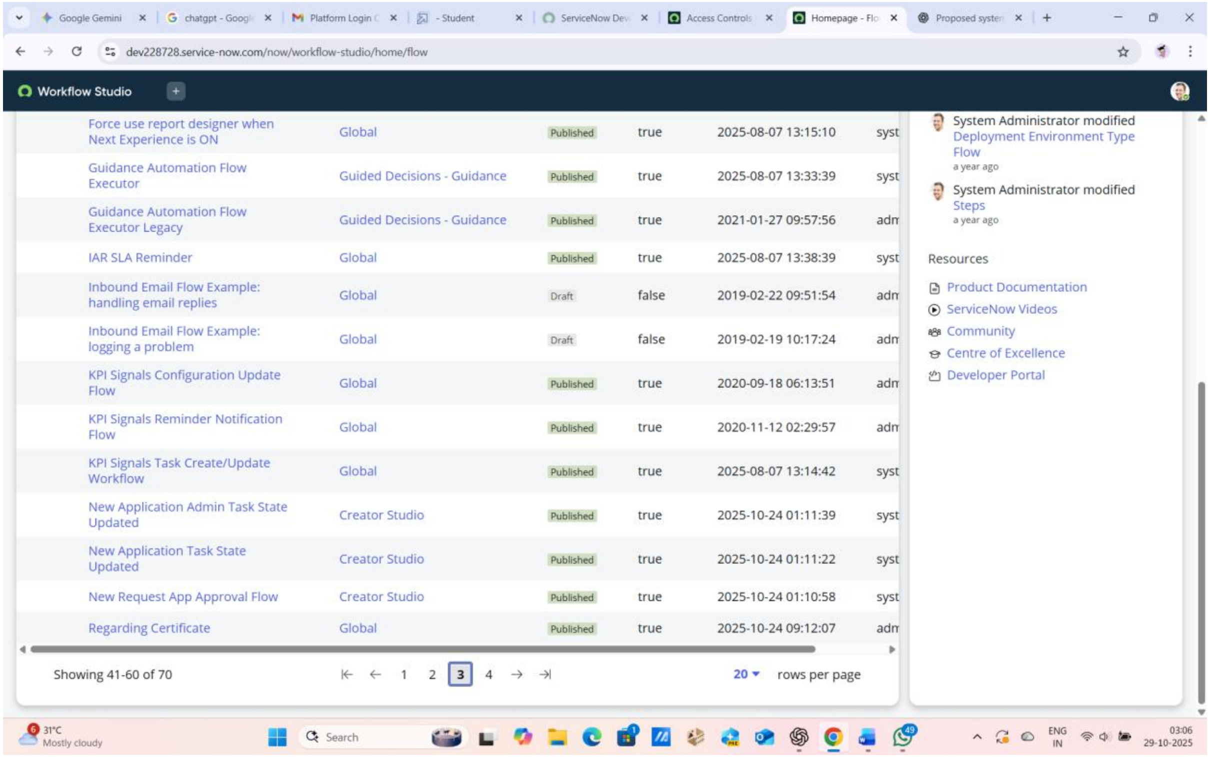
System Administrator modified Regarding Platform
4 d. ago

System Administrator modified Regarding Certificate
4 d. ago

System Administrator modified Create Flow Data
a year ago

System Administrator modified Deployment Environment Type Flow
a year ago

System Administrator modified Steps
a year ago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Force use report designer when Next Experience is ON	Global	Published	true	2025-08-07 13:15:10	syst
Guidance Automation Flow Executor	Guided Decisions - Guidance	Published	true	2025-08-07 13:33:39	syst
Guidance Automation Flow Executor Legacy	Guided Decisions - Guidance	Published	true	2021-01-27 09:57:56	adm
IAR SLA Reminder	Global	Published	true	2025-08-07 13:38:39	syst
Inbound Email Flow Example: handling email replies	Global	Draft	false	2019-02-22 09:51:54	adm
Inbound Email Flow Example: logging a problem	Global	Draft	false	2019-02-19 10:17:24	adm
KPI Signals Configuration Update Flow	Global	Published	true	2020-09-18 06:13:51	adm
KPI Signals Reminder Notification Flow	Global	Published	true	2020-11-12 02:29:57	adm
KPI Signals Task Create/Update Workflow	Global	Published	true	2025-08-07 13:14:42	syst
New Application Admin Task State Updated	Creator Studio	Published	true	2025-10-24 01:11:39	syst
New Application Task State Updated	Creator Studio	Published	true	2025-10-24 01:11:22	syst
New Request App Approval Flow	Creator Studio	Published	true	2025-10-24 01:10:58	syst
Regarding Certificate	Global	Published	true	2025-10-24 09:12:07	adm

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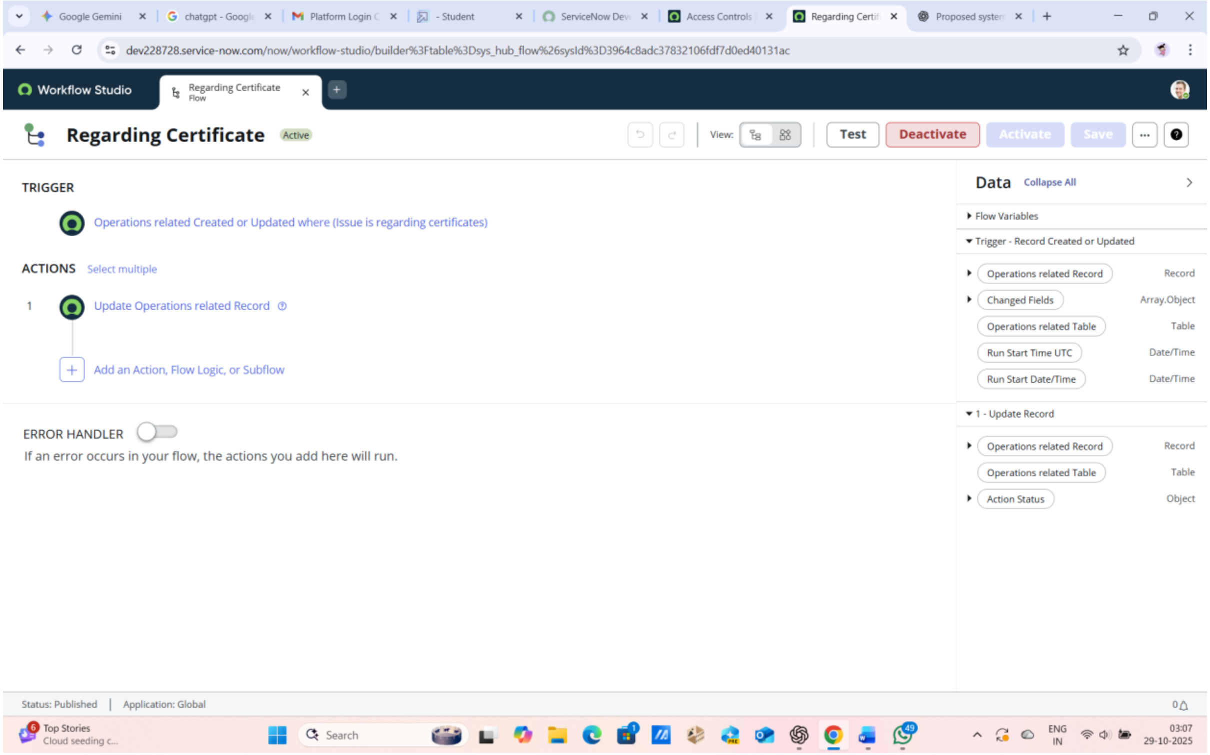
System Administrator modified Deployment Environment Type Flow
a year ago

System Administrator modified Steps
a year ago

Resources

- Product Documentation
- ServiceNow Videos
- Community
- Centre of Excellence
- Developer Portal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Regarding Certificate Active

TRIGGER

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

ACTIONS Select multiple

1 Update Operations related Record

Add an Action, Flow Logic, or Subflow

ERROR HANDLER

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

Data Collapse All

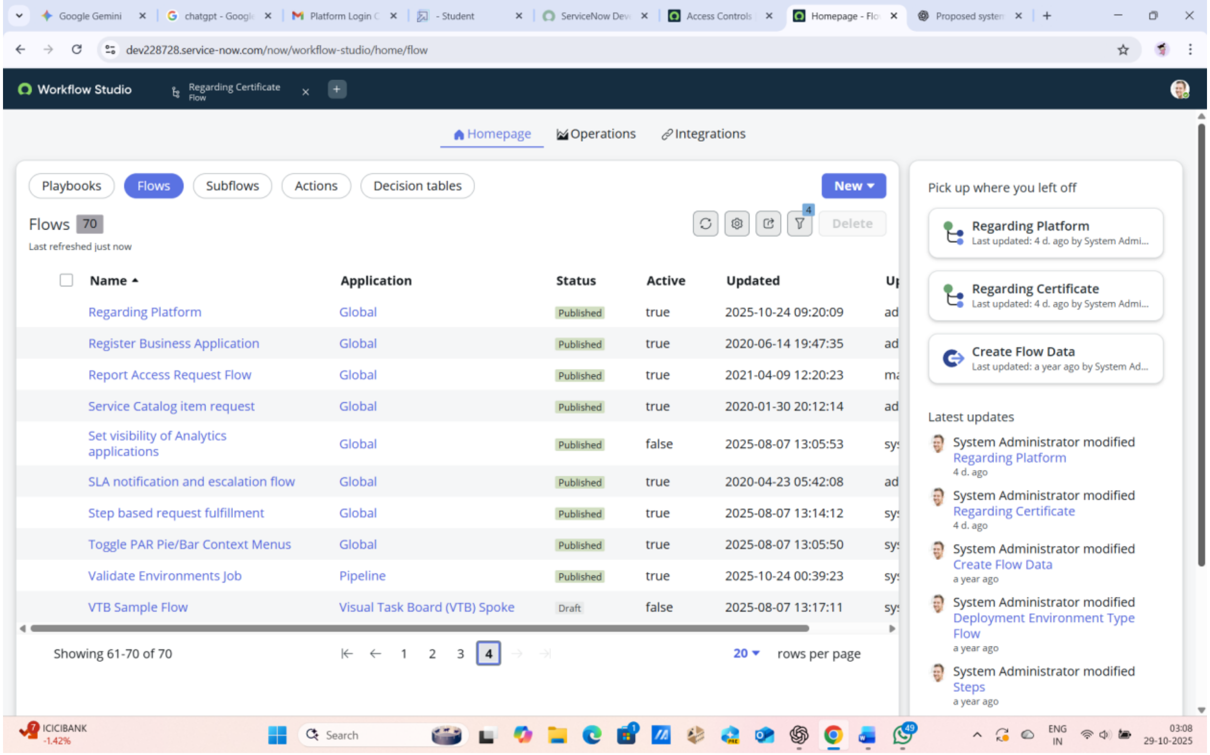
- Flow Variables
- Trigger - Record Created or Updated

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

Status: Published | Application: Global


Google Gemini
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Flows 70

Last refreshed just now

Name	Application	Status	Active	Updated	Up
Regarding Platform	Global	Published	true	2025-10-24 09:20:09	ad
Register Business Application	Global	Published	true	2020-06-14 19:47:35	ad
Report Access Request Flow	Global	Published	true	2021-04-09 12:20:23	ma
Service Catalog item request	Global	Published	true	2020-01-30 20:12:14	ad
Set visibility of Analytics applications	Global	Published	false	2025-08-07 13:05:53	sy
SLA notification and escalation flow	Global	Published	true	2020-04-23 05:42:08	ad
Step based request fulfillment	Global	Published	true	2025-08-07 13:14:12	sy
Toggle PAR Pie/Bar Context Menus	Global	Published	true	2025-08-07 13:05:50	sy
Validate Environments Job	Pipeline	Published	true	2025-10-24 00:39:23	sy
VTB Sample Flow	Visual Task Board (VTB) Spoke	Draft	false	2025-08-07 13:17:11	sy

Showing 61-70 of 70 1 2 3 4 20 rows per page

Pick up where you left off

Regarding Platform
Last updated: 4 d. ago by System Admi...

Regarding Certificate
Last updated: 4 d. ago by System Admi...

Create Flow Data
Last updated: a year ago by System Ad...

Latest updates

System Administrator modified Regarding Platform
4 d. ago

System Administrator modified Regarding Certificate
4 d. ago

System Administrator modified Create Flow Data
a year ago

System Administrator modified Deployment Environment Type Flow
a year ago

System Administrator modified Steps
a year ago

Platform ServiceNow (Developer Instance)

Modules Used Incident Management

Includes, Business Rules

Development Tools

Flow Designer, Script

Language JavaScript

Optional

Feature Predictive Intelligence

Component Details

Reporting Tool Performance Analytics

7.OUTPUTS

Functional Outputs

- Automatic assignment of incidents on creation.
- Skill-based and workload-aware routing. Notifications sent to assigned agents.
- SLA dashboards showing improved compliance.
- Reduced ticket reassignment rate. Sample Output Snapshot (Conceptually) Incident Category Assigned ToSLA Status INC001 Network John Doe In Progress INC002 Hardware Mary Smith Met
- INC003 Software Alice Lee Near Breach

8. ADVANTAGE

- .Eliminates manual routing and human error.
- .Improves SLA compliance by faster ticket assignment.
- .Balances workloads across agents.
- .Increases transparency and reporting visibility.
- .Fully configurable and scalable inside ServiceNow.

9.DISADVANTAGE

- Requires accurate skill and workload data.
- Complex scripting may affect performance if not optimized.
- Predictive Intelligence requires additional licensing.
- Maintenance needed when new categories or agents are added.

10.FUTURE ENHANCEMENT

1.NLP Integration: Analyze ticket descriptions to auto-detect category and urgency.

2.AI Learning Engine: Improve assignment accuracy using machine learning models trained on historical data.

3.Chatbot Integration: Allow Virtual Agent to handle pre-assignment triage.

4.Cross-Platform Integration: Sync ticket data with external tools (Slack, Jira, Microsoft Teams).

5.Predictive Workload Forecasting: Anticipate spikes in ticket volume using analytics.

11.CONCLUSION

- This project successfully demonstrates the development of a Smart Ticket Assignment System within ServiceNow using native developer tools. By leveraging Flow Designer, Business Rules, and Script Includes, tickets

- are automatically assigned to the right agents based on category, skill, and workload.
- The automation significantly improves SLA performance, reduces manual workload, and enhances visibility into team efficiency. From a developer perspective, this project highlights ServiceNow’s flexibility and extensibility for automating complex business processes.
- With future integration of AI and predictive analytics, this solution can evolve into a self learning intelligent ticket routing framework, redefining IT support efficiency and operational excellence.