

# **Streamlining Ticket Assignment for Efficient Support Operations**

**Team Id:** NM2025TMID16308

**Team Members:**4

**Team Leader:** Abdul Rahim N

**Team Member 1:** Sathish S

**Team Member 2:** Sathish L

**Team Member 3:** Dinesh S

**Problem Statement:** 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.

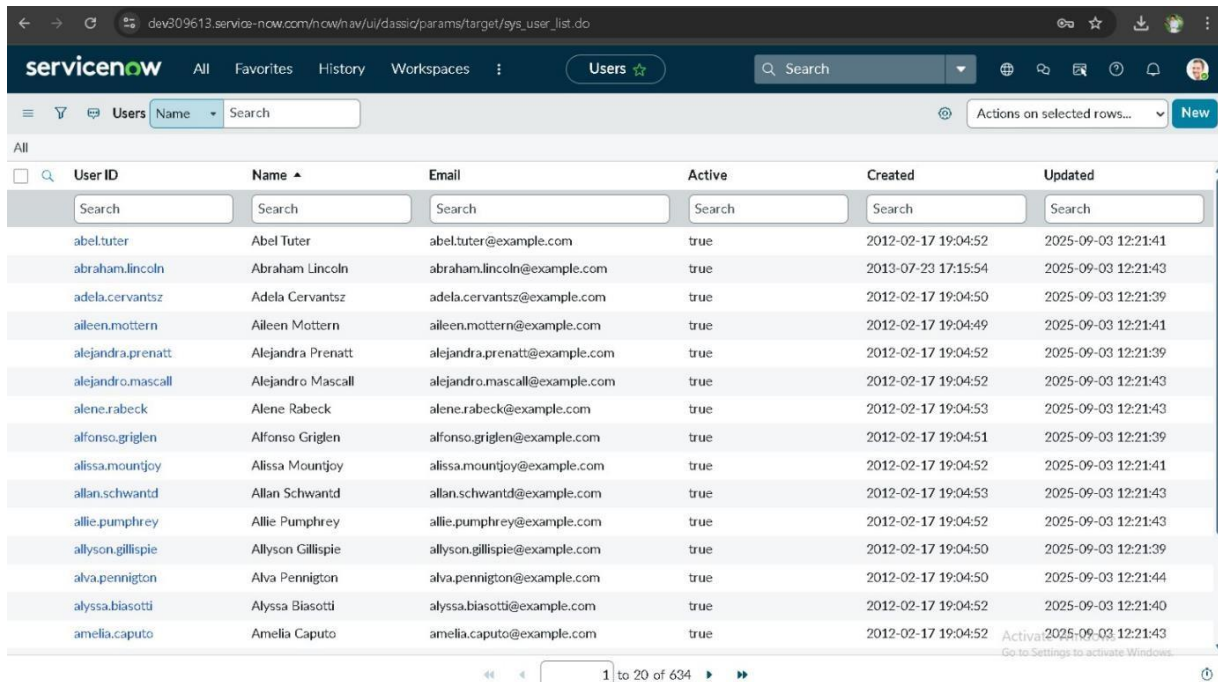
**Objective:** Aims to quickly and accurately route customer inquiries to the right agent, reducing response times, improving issue

**Skills:** Tensorflow, Spring

**TASK INITIATION**

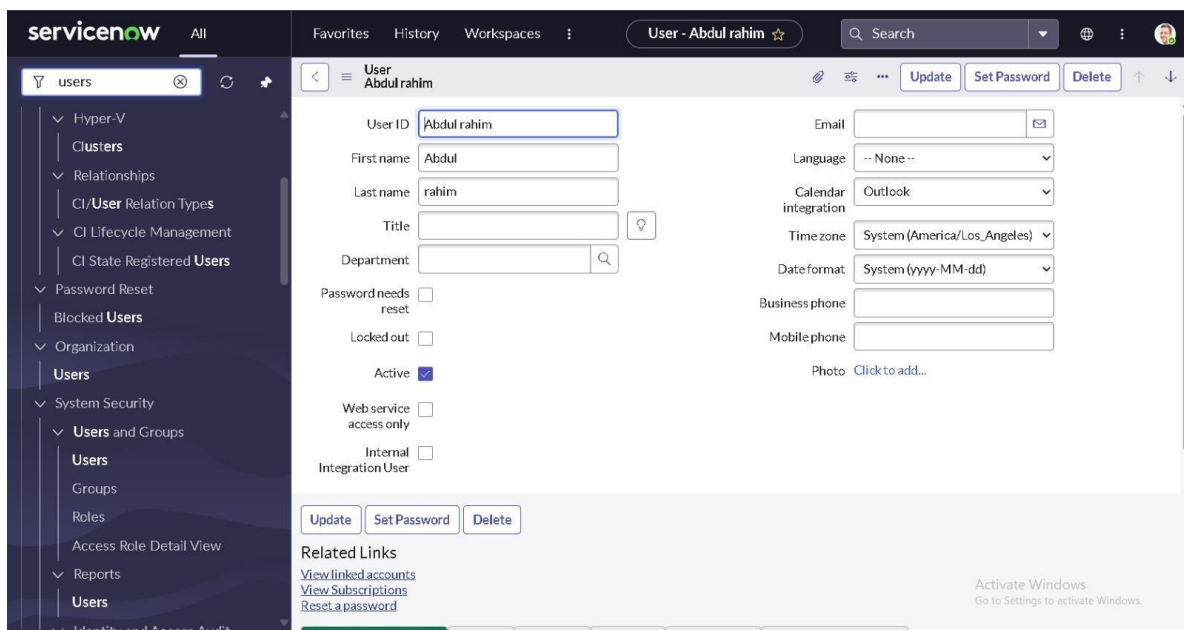
# Create Users

1. Open service now.
2. Click on All >> search for users
3. Select Users under system security



User ID	Name	Email	Active	Created	Updated
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-09-03 12:21:41
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-09-03 12:21:43
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-09-03 12:21:39
aileen.mottern	Aileen Mottern	aileen.mottern@example.com	true	2012-02-17 19:04:49	2025-09-03 12:21:41
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-09-03 12:21:39
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-09-03 12:21:43
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-09-03 12:21:43
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-09-03 12:21:39
alissamounjoy	Alissa Mountjoy	alissamounjoy@example.com	true	2012-02-17 19:04:52	2025-09-03 12:21:41
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-09-03 12:21:43
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-09-03 12:21:43
allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-09-03 12:21:39
alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-09-03 12:21:44
alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-09-03 12:21:40
amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-09-03 12:21:43

4. Click on new
5. Fill the following details to create a new user



User ID: Abdul rahim

First name: Abdul

Last name: rahim

Title:

Department:

Email:

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...

Active: ☒

Update Set Password Delete

6. Click on submit

7. Create one more user:

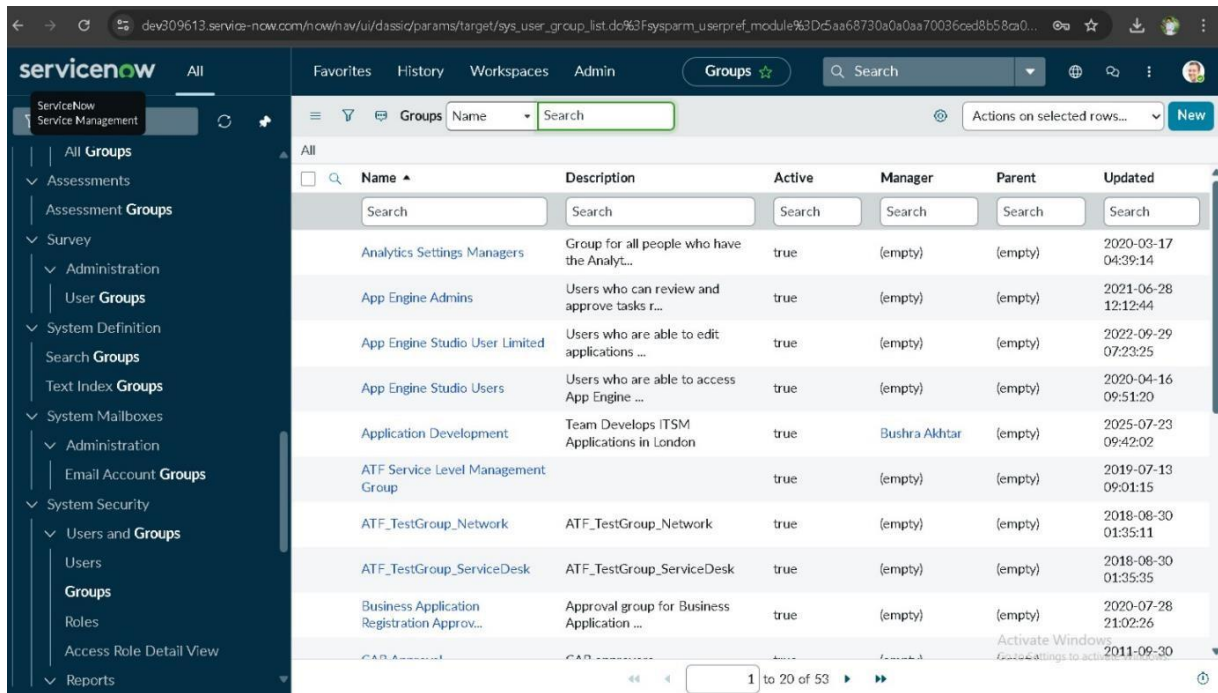
Create another user with the following details

The screenshot shows the ServiceNow 'User' form for a user named 'Saran raj'. The left sidebar contains a navigation menu with categories like Hyper-V, Clusters, Relationships, CI Lifecycle Management, Password Reset, Blocked Users, Organization, Users, System Security, and Users and Groups. The main form area is titled 'User - Saran raj' and includes a search bar and action buttons (Update, Set Password, Delete). The form fields are organized into two columns. The left column contains fields for User ID (Saran raj), First name (Saran), Last name (raja), Title (empty), Department (empty), Password needs reset (checkbox), Locked out (checkbox), Active (checkbox, checked), Web service access only (checkbox), and Internal Integration User (checkbox). The right column contains fields for Email (empty), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone (empty), and Mobile phone (empty). Below the form fields are buttons for Update, Set Password, and Delete. At the bottom, there are links for 'Related Links' (View linked accounts, View Subscriptions, Reset a password) and a footer with 'Activate Windows' and 'Go to Settings to activate Windows'.

8. Click on submit

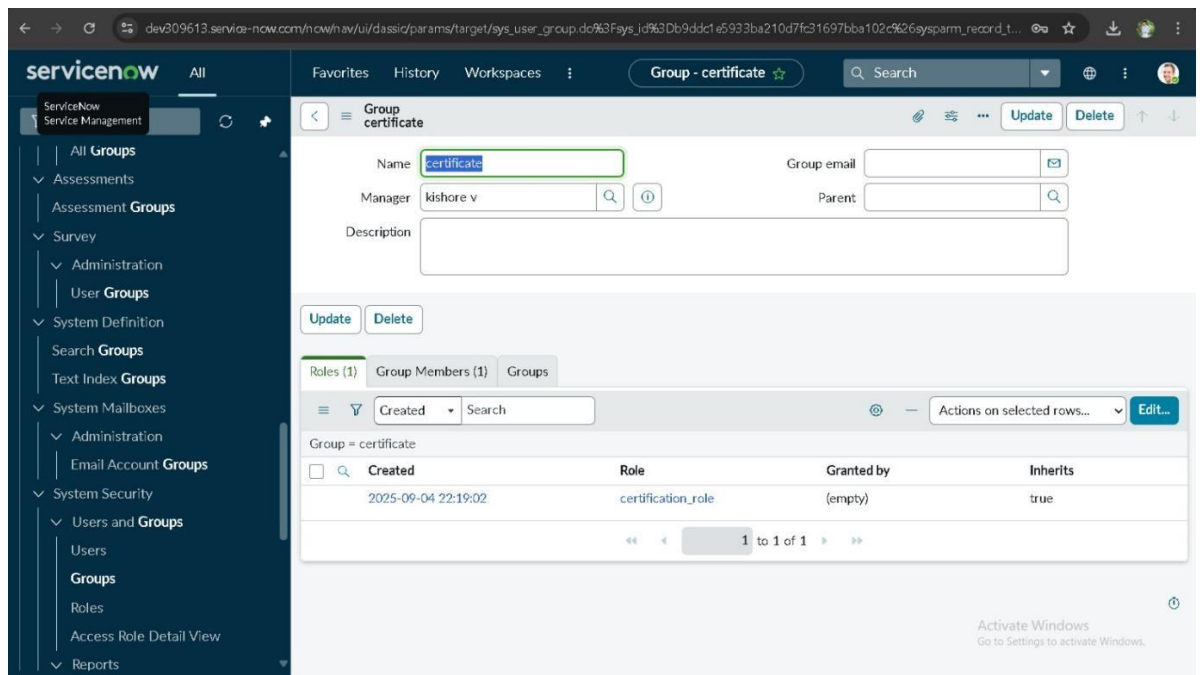
## Create Groups

1. Open service now.
2. Click on All >> search for groups
3. Select groups under system securit



4. Click on new

5. Fill the following details to create a new group



6. Click on submit

Create one more group:

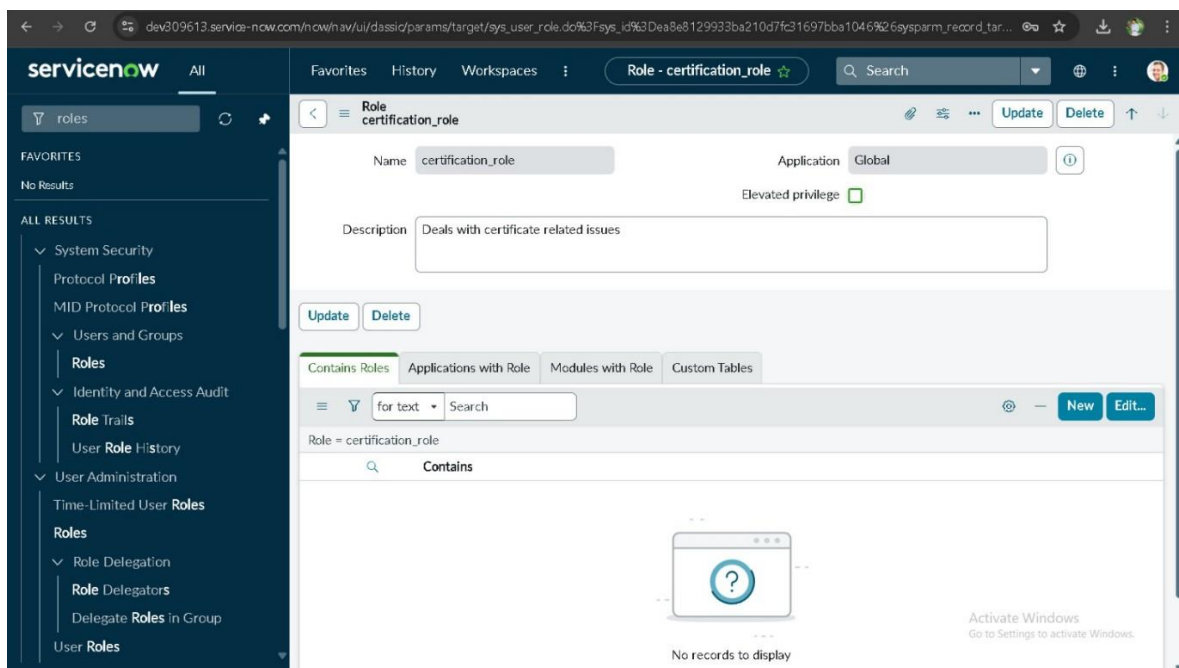
7. Create another group with the following details

8. Click on submit.

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## Create roles

1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role



6. Click on submit

Create one more role:

Create another role with the following details

7. Click on submit

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## Create Table

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new table  
Label : Operations related  
Check the boxes Create module & Create mobile module
6. Under new menu name : Operations related
7. Under table columns give the columns

Table - Operation 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: Operation related

\* Name: u\_operation\_related

Application: Global

Remote Table: ☐

Columns Controls Application Access

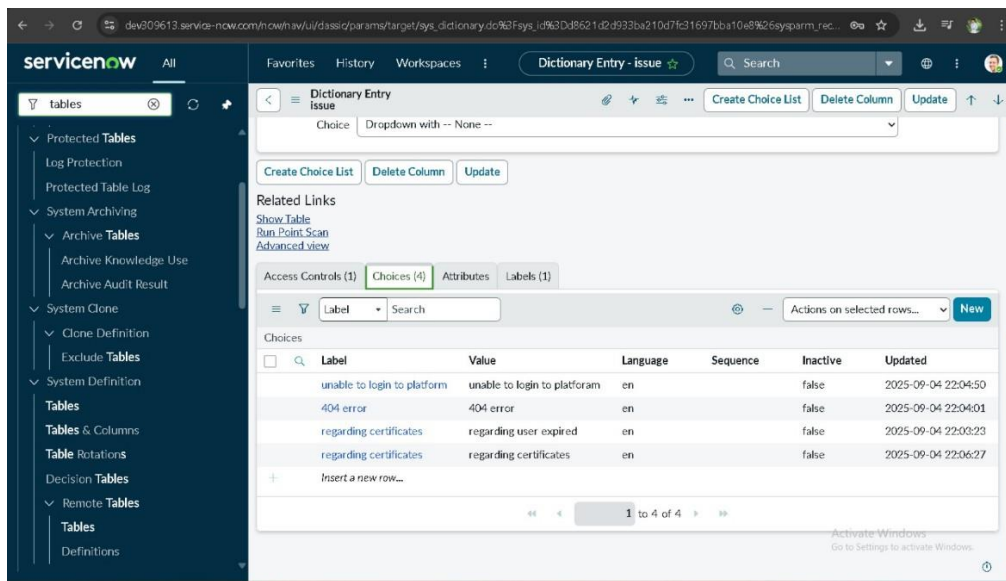
Table Columns Column label Search 1 to 14 of 14 New

Column label	Type	Reference	Max length	Default value	Display
Assigned to Groups	Reference	Group	32		false
Assigned to users	Reference	User	32		false
Comment	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
issue	Choice	(empty)	40		false
Name	String	(empty)	40		false

8. Click on submit

Create choices for the issue filed by using form design  
Choices are

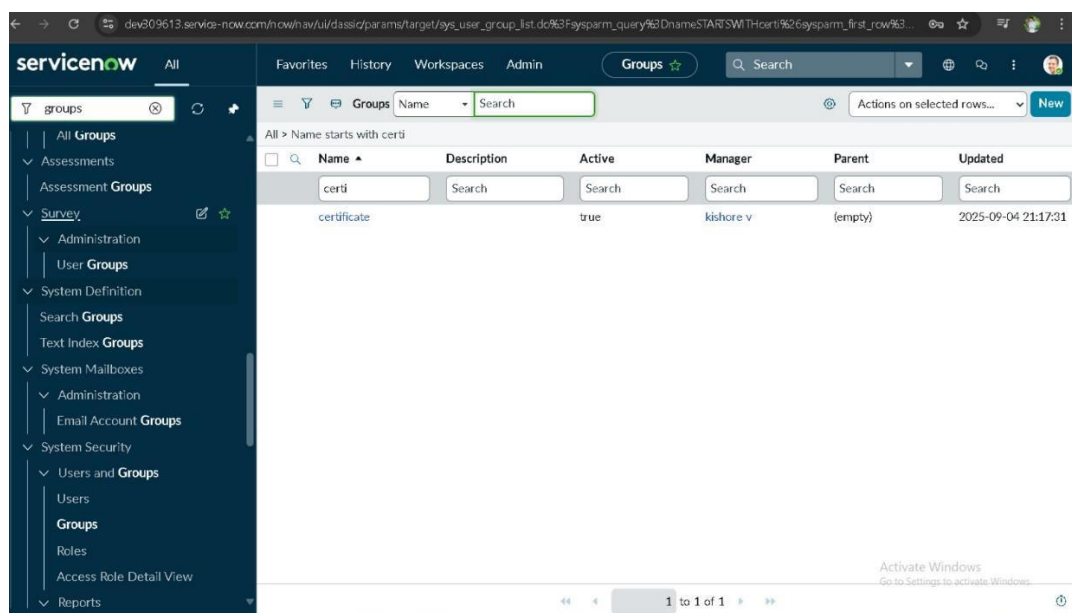
- o unable to login to platform
- o 404 error
- o regarding certificates
- o regarding user expired



8. submit.

## Assign roles & users to certificate group

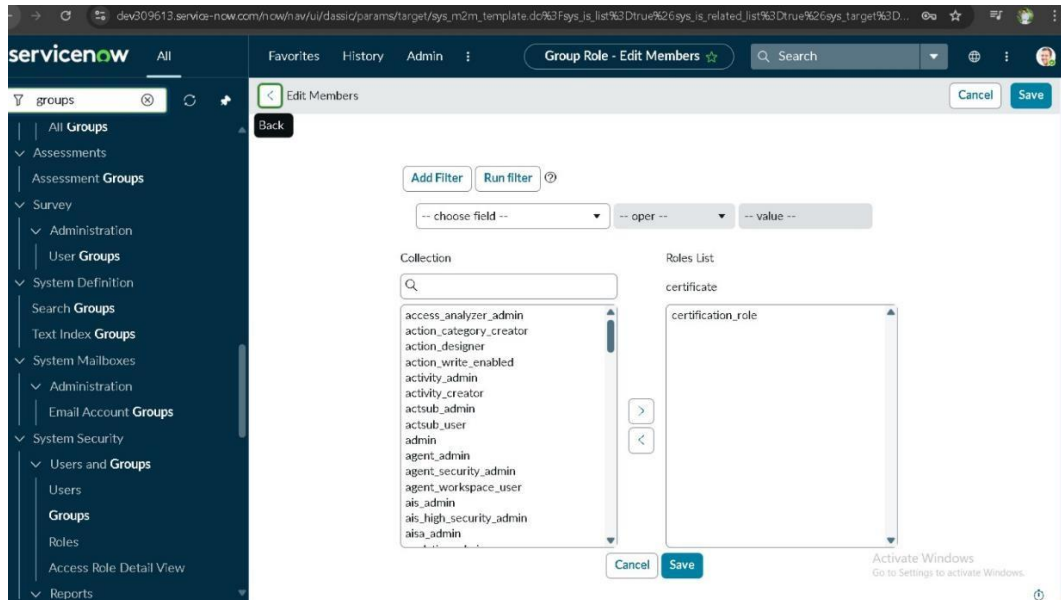
1. Open service now.
2. Click on All >> search for groups
3. Select tables under system definition
4. Select the certificate



1.



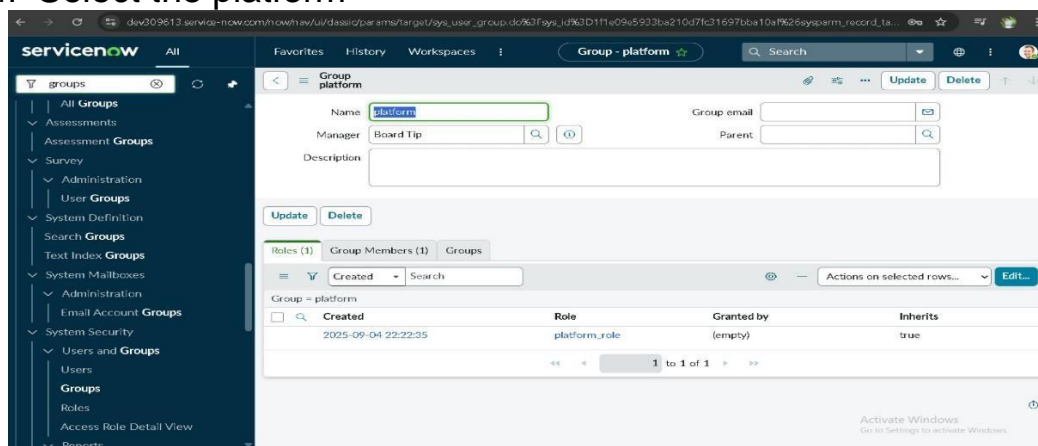
5. Under group members
6. Click on edit
7. Select admin and save
8. Click on roles



9. Select Certification\_role and save

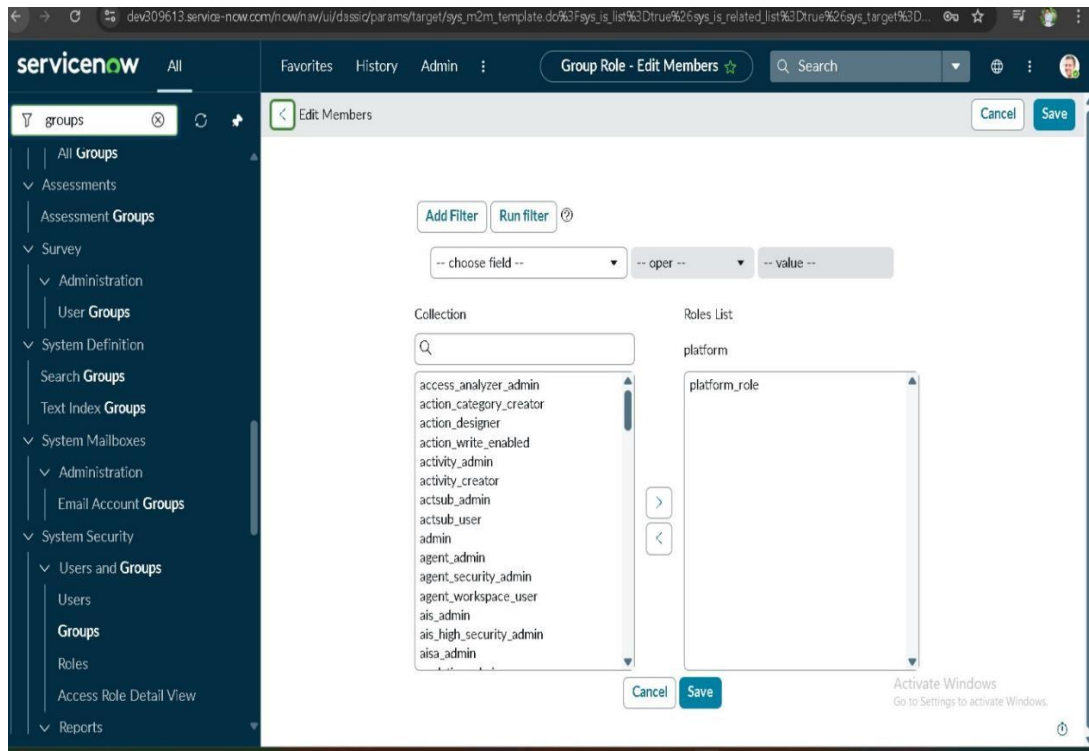
## Assign roles & users to platform group

1. Open service now.
2. Click on All >> search for groups
3. Select tables under system definition
4. Select the platform





5. Under group members
6. Click on edit
7. Select admin and save
8. Click on roles.

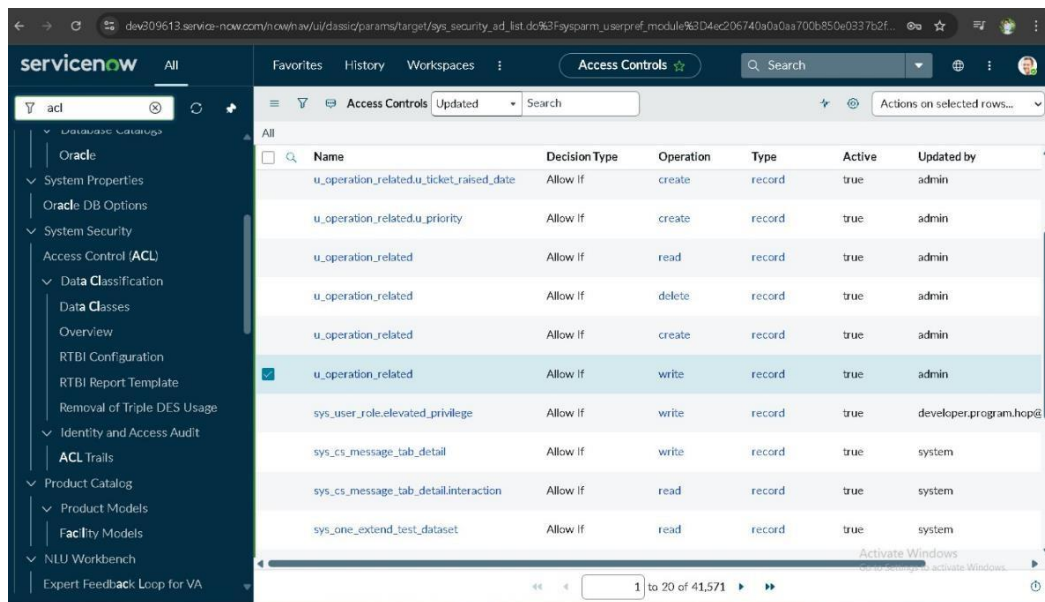


9. Select Certification\_role and save

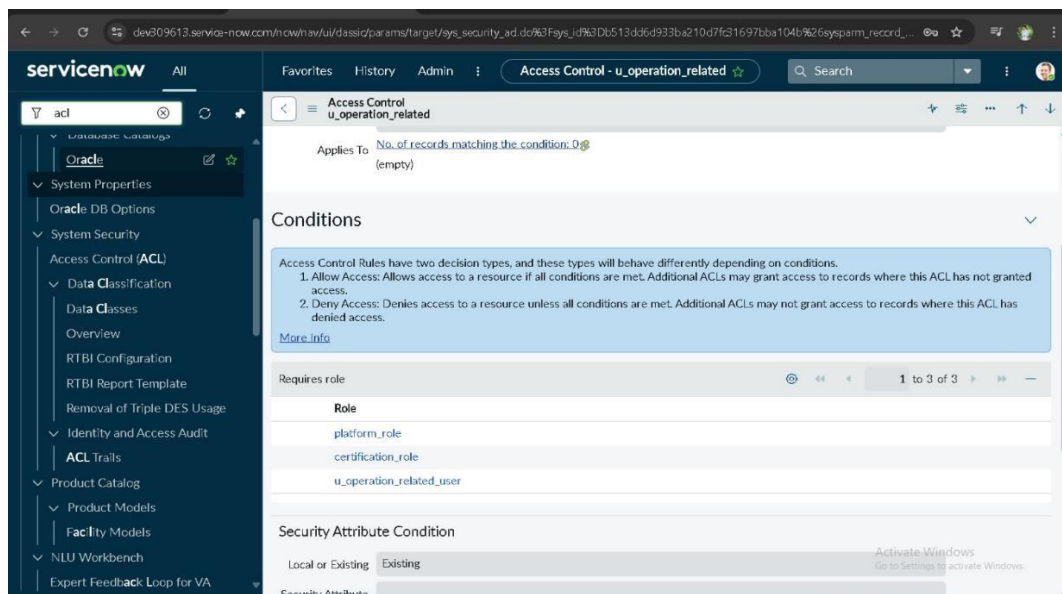
## Assign role to table

1. Open service now.
2. Click on All >> search for tables
3. Select operations related table
4. Click on the Application Access
5. Click on u\_operations\_related read operation
6. Click on the profile on top right side
7. Click on elevate role
8. Click on security admin and click on update
9. Under Requires role
10. Double click on insert a new row
11. Give platform role

12. And add certificate role
13. Click on update



14. Click on u\_operations\_related write operation
15. Under Requires role
16. Double click on insert a new row
17. Give platform role
18. And add certificate role



## Create ACL

1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on new
5. Fill the following details to create a new ACL

The screenshot shows the 'Access Control' form in ServiceNow for the record 'u\_operations\_related.u\_service\_request\_no'. The form includes the following fields and options:

- Type:** record
- Operation:** write
- Application:** Global
- Active:** ☒
- Admin overrides:** ☒
- Protection policy:** None
- Name:** Operations related [u\_operations\_related]
- Service request No:** [empty]
- Description:** [empty]
- Condition:** 4 records match condition. Below this are buttons for 'Add Filter Condition' and 'Add "OR" Clause', and a row with dropdowns for 'choose field --', 'oper --', and 'value --'.

6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 acl for the following fields

The screenshot shows the 'Access Control' form in ServiceNow for the record 'u\_operation\_related.u\_priority'. The form includes the following fields and options:

- Type:** record
- Operation:** create
- Application:** Global
- Active:** ☒
- Decision Type:** Allow If
- Admin overrides:** ☒
- Protection policy:** -- None --
- Name:** u\_operation\_related.u\_priority
- Description:** [empty]
- Applies To:** No. of records matching the condition: 0 (empty)

Below the form, there is a 'Conditions' section with a blue informational box:

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

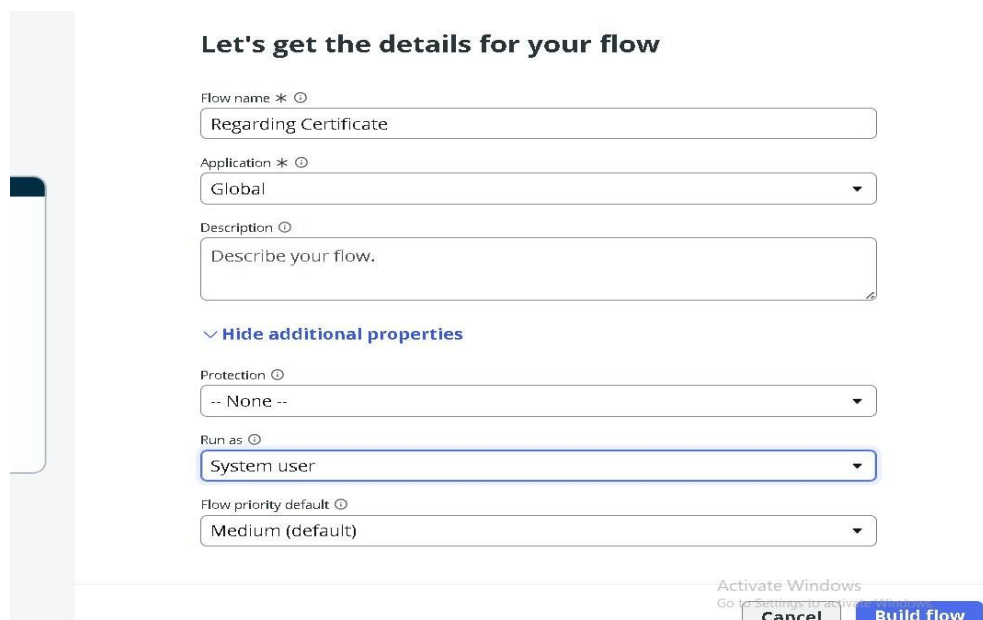
1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied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

[More Info](#)

At the bottom right, there is a 'Activate Windows' watermark: 'Activate Windows Go to Settings to activate Windows.'

## Create a Flow to Assign operations ticket to group

1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ Regarding Certificate”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.

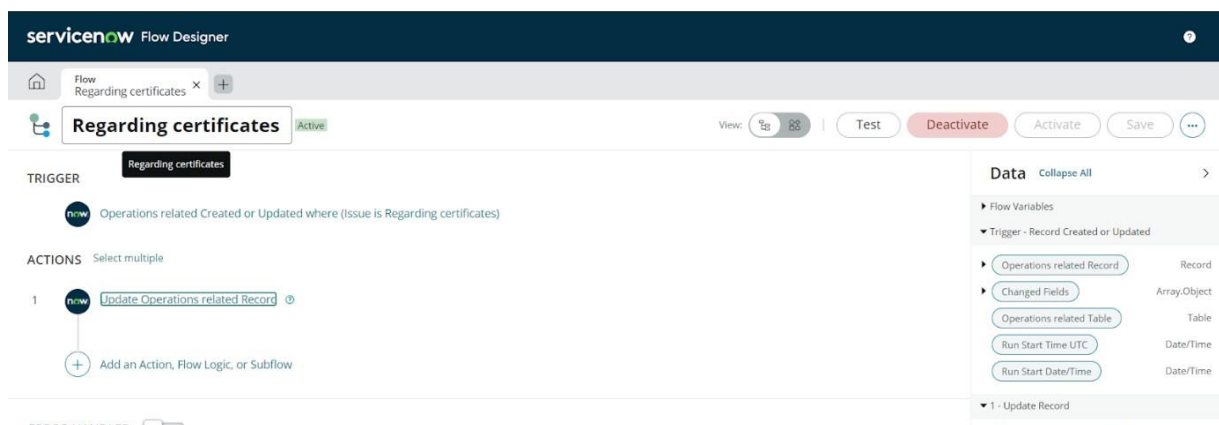
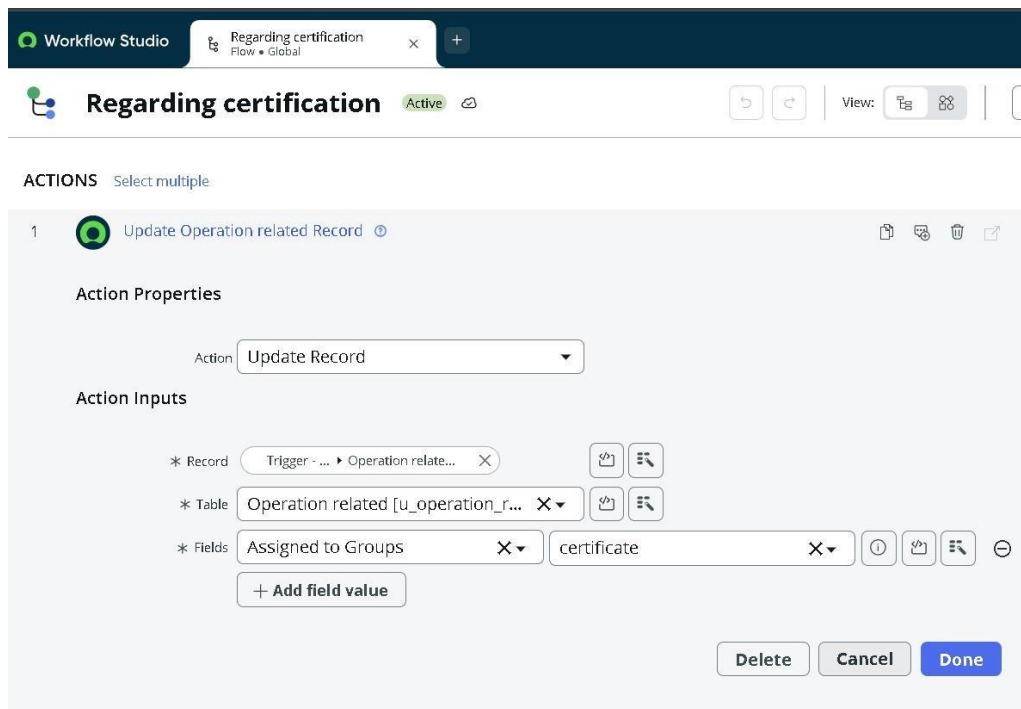


The screenshot shows the 'Let's get the details for your flow' form in ServiceNow Flow Designer. The form includes the following fields and options:

- Flow name \***: Text input field containing 'Regarding Certificate'.
- Application \***: Dropdown menu with 'Global' selected.
- Description**: Text area with the placeholder 'Describe your flow.'.
- Hide additional properties**: A link to expand or collapse additional settings.
- Protection**: Dropdown menu with '-- None --' selected.
- Run as**: Dropdown menu with 'System user' selected.
- Flow priority default**: Dropdown menu with 'Medium (default)' selected.

At the bottom right, there is a 'Cancel' button and a 'Build flow' button. A Windows watermark is visible in the background.

9. Click on Add a trigger
10. Select the trigger in that Search for “create or update a record” and Select that .
11. Give the table name as “ Operations related ”.
12. Give the Condition as  
Field : issue  
Operator : is  
Value : Regrading Certificates
13. After that click on Done.



## Create a Flow to Assign operations ticket to Platform group

1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as " Regarding Platform ".
6. Application should be Global.
7. Select Run user as " System user " from that choice.

8. Click on Submit.

**Let's get the details for your flow**

Flow name \* ⓘ  
Regarding Platform

Application \* ⓘ  
Global

Description ⓘ  
Describe your flow.

▼ Hide additional properties

Protection ⓘ  
-- None --

Run as ⓘ  
System user

Flow priority default ⓘ  
Medium (default)

Activate Windows  
Go to Settings to activate Windows.

Cancel Build flow

1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition as  
Field : issue  
Operator : is  
Value : Unable to login to platform

5. Click on New Criteria  
Field : issue  
Operator : is  
Value : 404 Error

6. Click on New Criteria  
Field : issue  
Operator : is  
Value : Regrading User expired

7. After that click on Done.
8. Now under Actions.
9. Click on Add an action.
10. Select action in that search for “ Update Record ”.
11. In Record field drag the fields from the data navigation from left side
12. Table will be auto assigned after that
13. Give the field as “ Assigned to group ”.
14. Give value as “ Platform ”.
15. Click on Done.
16. Click on Save to save the Flow.
17. Click on Activate.

The screenshot shows the Microsoft Power Automate interface for a flow named "Regarding Platform". The flow is currently in an "Inactive" state, as indicated by the green "Inactive" button and the "Deactivate" button in the top right. The flow is configured with a "TRIGGER" of "Created or Updated" for the "Operation related" table. The trigger condition is set to "All of these conditions must be met", with three criteria: "issue" is "unable to login to", "issue" is "404 error", and "issue" is "regarding". The flow is set to run "Once". The right sidebar shows the "Data" pane with variables like "Operation related Record", "Changed Fields", and "Operation related Table".



**Conclusion :** The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.