

# Streamlining Ticket Assignment for Efficient Support Operations

**Team Id:**

**Team Members:**

**Team Leader:** Abdul Rahim N

Sathish S

Sathish L

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.

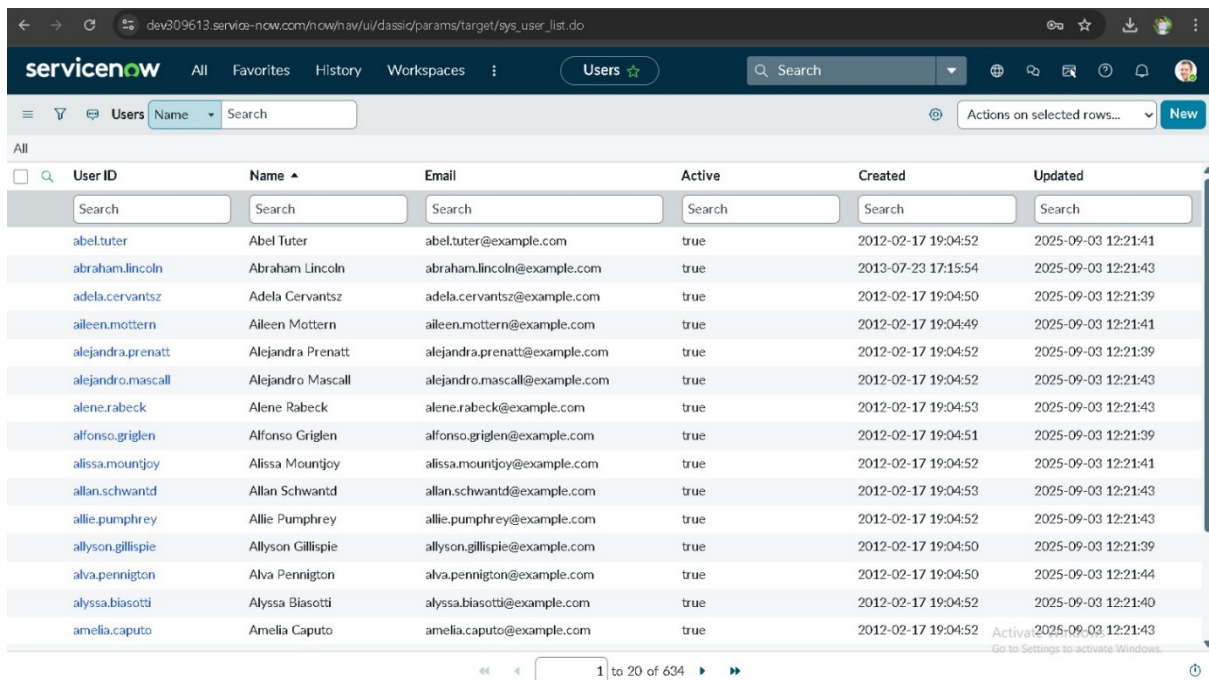
**Objective:** Aims to quickly and accurately route customer inquiries to the right agent, reducing response times, improving issue

**Skills:** Tensorflow, Spring

**TASK INITIATION**

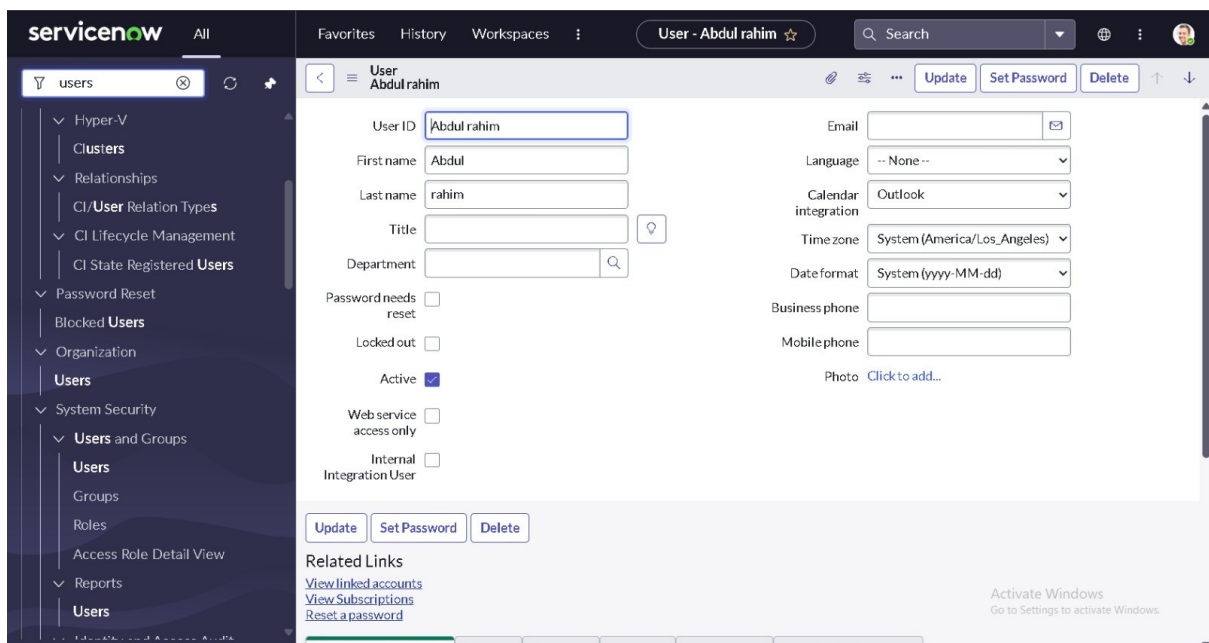
# Create Users

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
aielen.mottern	Aileen Mottern	aielen.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
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@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: ☒

Web service access only: ☐

Internal Integration User: ☐

Update Set Password Delete

Related Links

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)

6. Click on submit

7. Create one more user:

Create another user with the following details

The screenshot shows the ServiceNow user creation interface. On the left is a navigation menu with categories like Hyper-V, Clusters, Relationships, CI/User Relation Types, CI Lifecycle Management, CI State Registered Users, Password Reset, Blocked Users, Organization, Users, System Security, Users and Groups, Reports, and Users. The main area is titled 'User - Saran raj' and contains a form with the following fields: User ID (Saran raj), First name (Saran), Last name (raj), Title (empty), Department (empty), 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). There are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. At the bottom of the form are buttons for 'Update', 'Set Password', and 'Delete'. Below the form is a 'Related Links' section with links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. An 'Activate Windows' watermark is visible in the bottom right corner.

8. Click on submit

## Create Groups

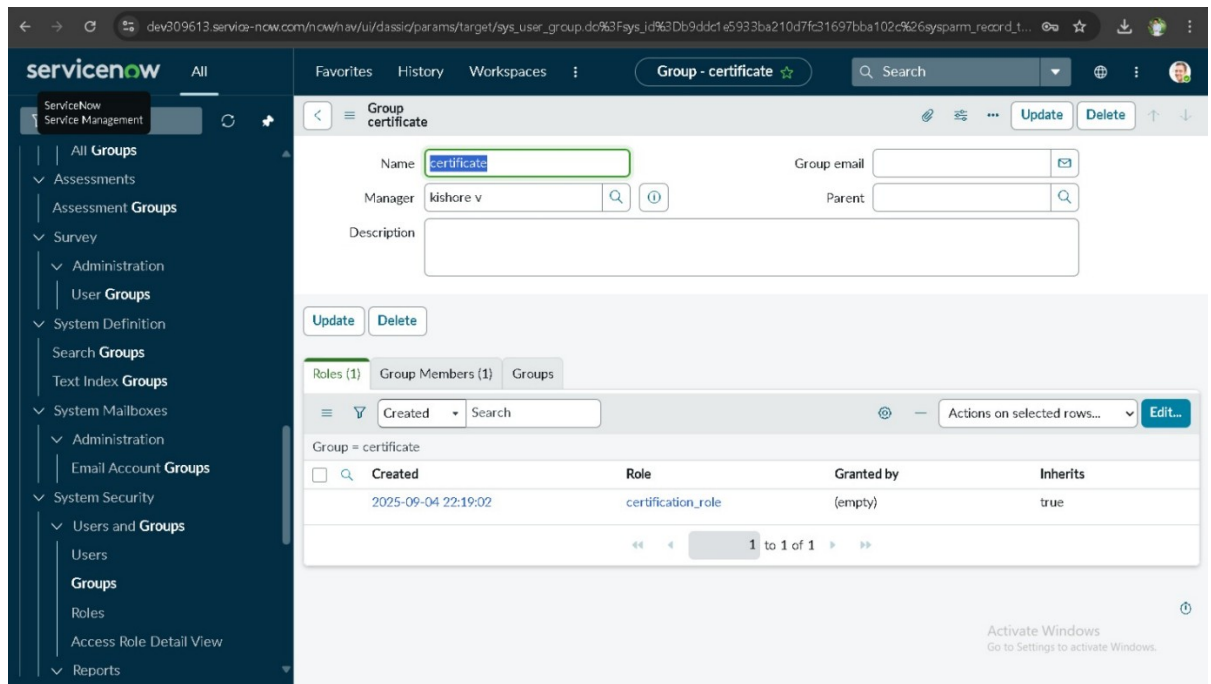
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system securit

The screenshot shows the ServiceNow Groups page. The left sidebar contains the navigation menu with the following items: ServiceNow, Service Management, All Groups, Assessments, Assessment Groups, Survey, Administration, User Groups, System Definition, Search Groups, Text Index Groups, System Mailboxes, Administration, Email Account Groups, System Security, Users and Groups, Users, Groups, Roles, Access Role Detail View, and Reports. The main area displays a table of existing groups with the following columns: Name, Description, Active, Manager, Parent, and Updated. The table contains 10 rows of data. A 'New' button is visible in the top right corner of the table area.

Name	Description	Active	Manager	Parent	Updated
Analytics Settings Managers	Group for all people who have the Analyt...	true	(empty)	(empty)	2020-03-17 04:39:14
App Engine Admins	Users who can review and approve tasks r...	true	(empty)	(empty)	2021-06-28 12:12:44
App Engine Studio User Limited	Users who are able to edit applications ...	true	(empty)	(empty)	2022-09-29 07:23:25
App Engine Studio Users	Users who are able to access App Engine ...	true	(empty)	(empty)	2020-04-16 09:51:20
Application Development	Team Develops ITSM Applications in London	true	Bushra Akhtar	(empty)	2025-07-23 09:42:02
ATF Service Level Management Group		true	(empty)	(empty)	2019-07-13 09:01:15
ATF_TestGroup_Network	ATF_TestGroup_Network	true	(empty)	(empty)	2018-08-30 01:35:11
ATF_TestGroup_ServiceDesk	ATF_TestGroup_ServiceDesk	true	(empty)	(empty)	2018-08-30 01:35:35
Business Application Registration Approv...	Approval group for Business Application ...	true	(empty)	(empty)	2020-07-28 21:02:26
CAR Approval	CAR Approval	true	(empty)	(empty)	2011-09-30

4.Click on new

5.Fill the following details to create a new group



6. Click on submit

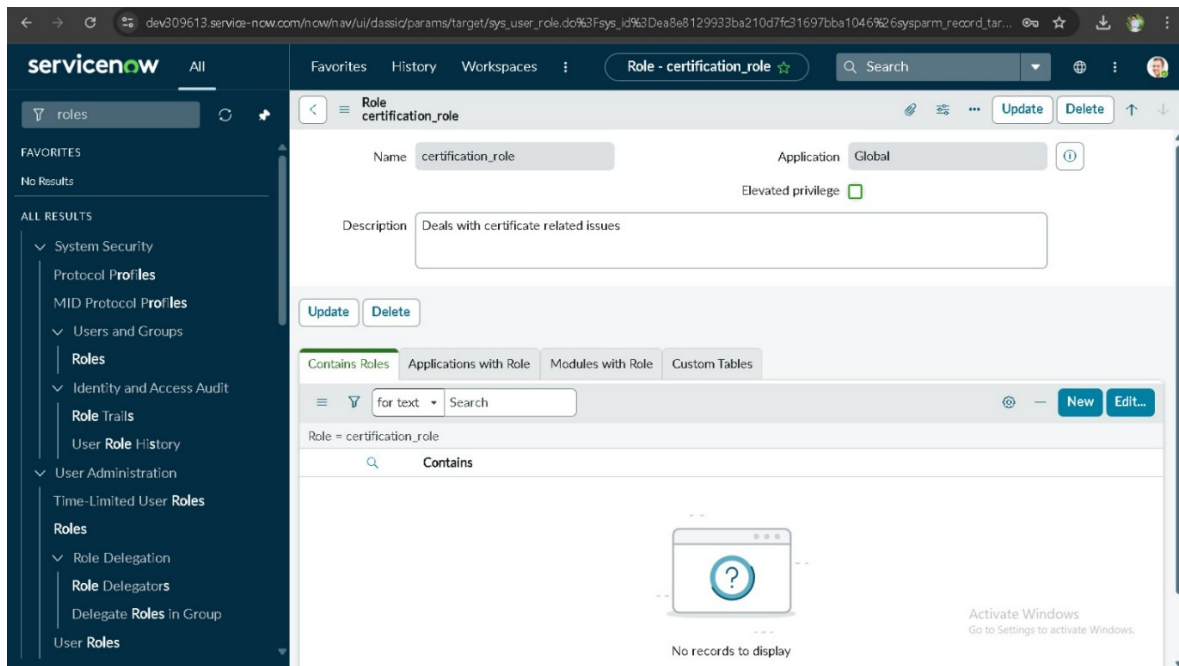
Create one more group:

7. Create another group with the following details

8. Click on submit.

## 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

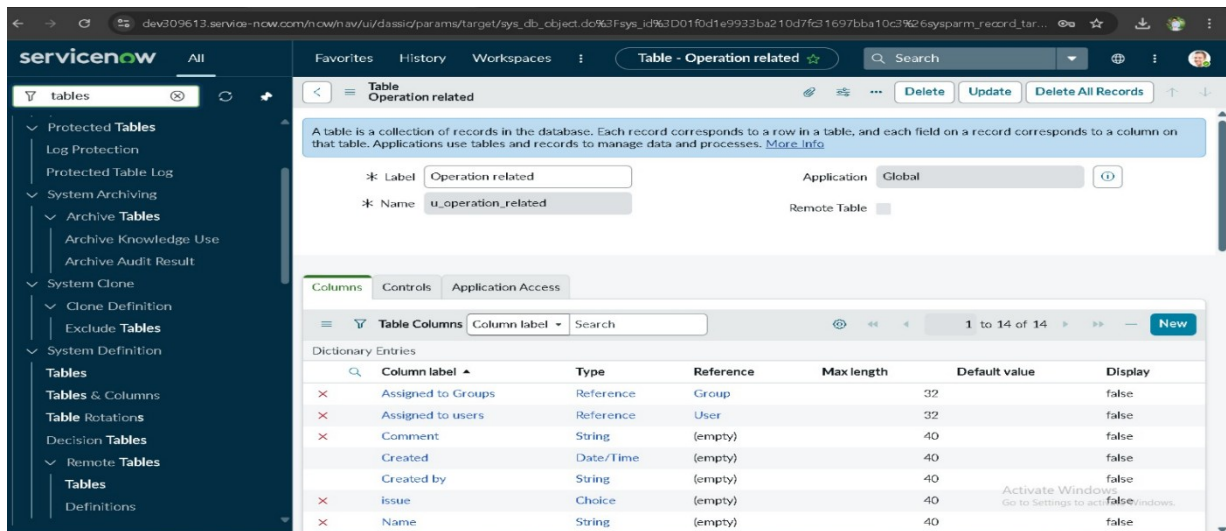
Create one more role:

Create another role with the following details

7. Click on submit

## Create Table

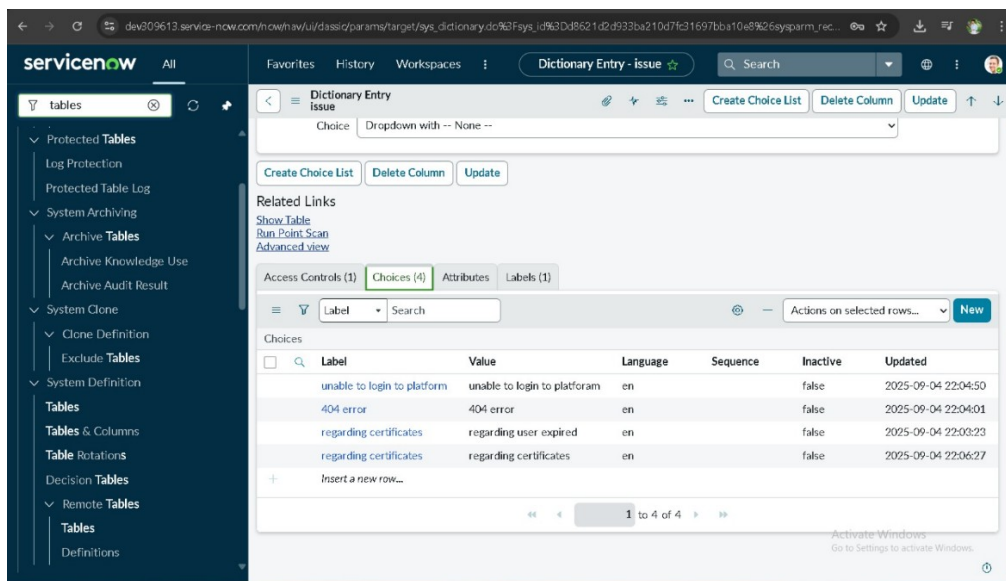
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new table  
Label : Operations related  
Check the boxes Create module & Create mobile module
6. Under new menu name : Operations related
7. Under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



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

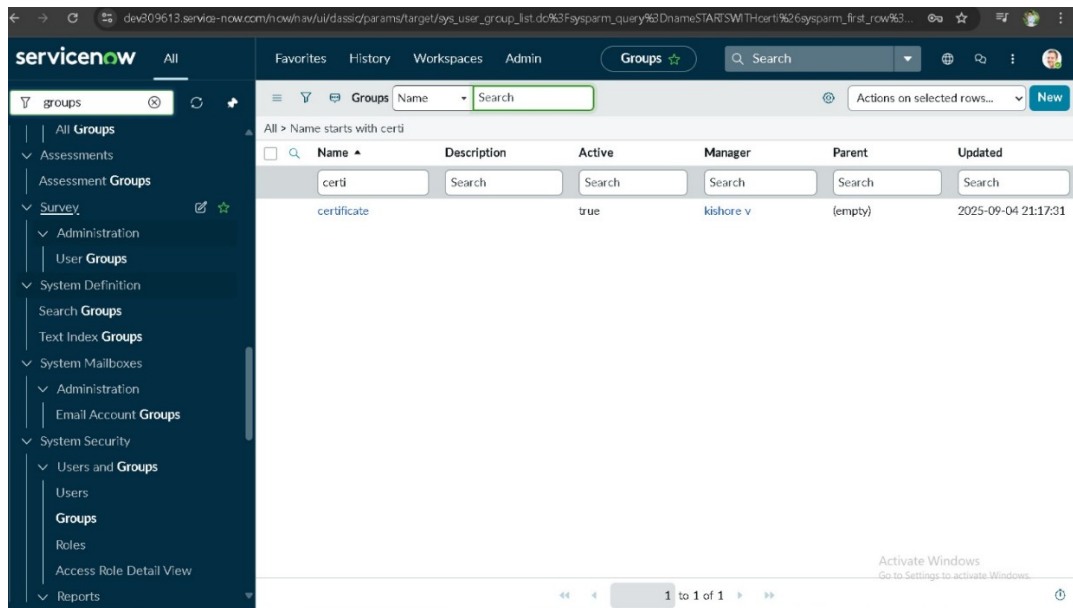


8. submit.

## **Assign roles & users to certificate group**

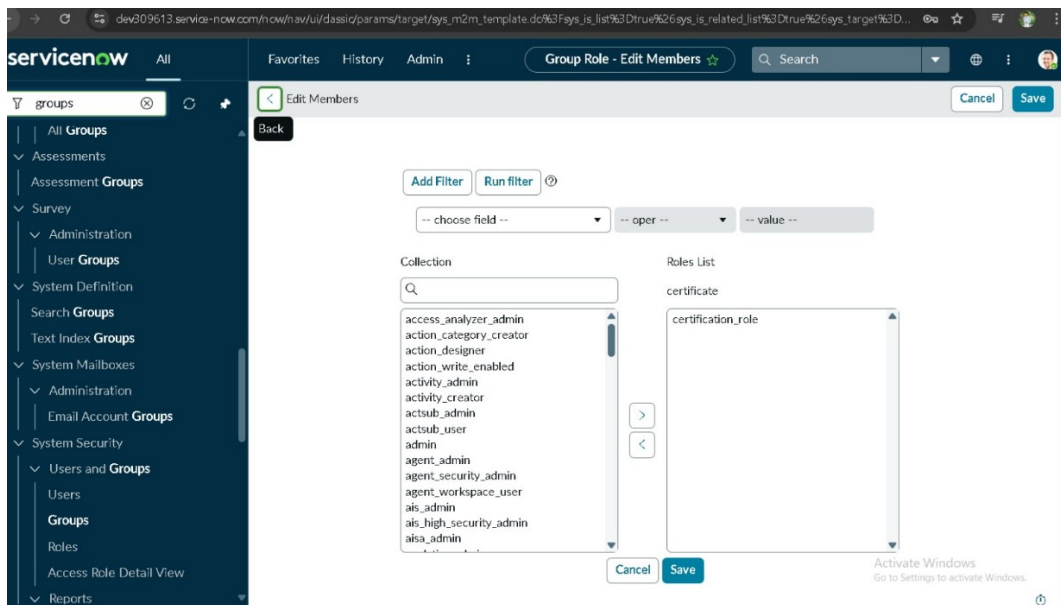
1. Open service now.
2. Click on All >> search for groups
3. Select tables under system definition
4. Select the certificate





1. 5.

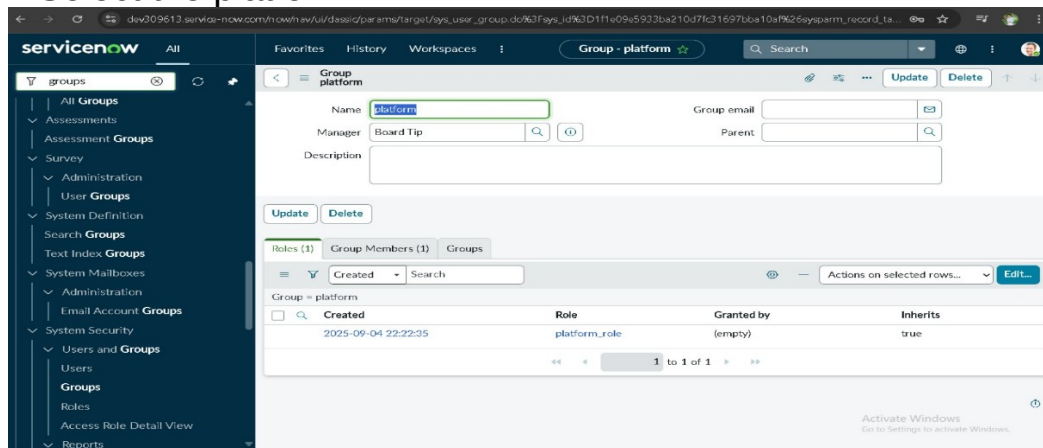
Under group members  
6. Click on edit  
7. Select admin and save  
8. Click on roles



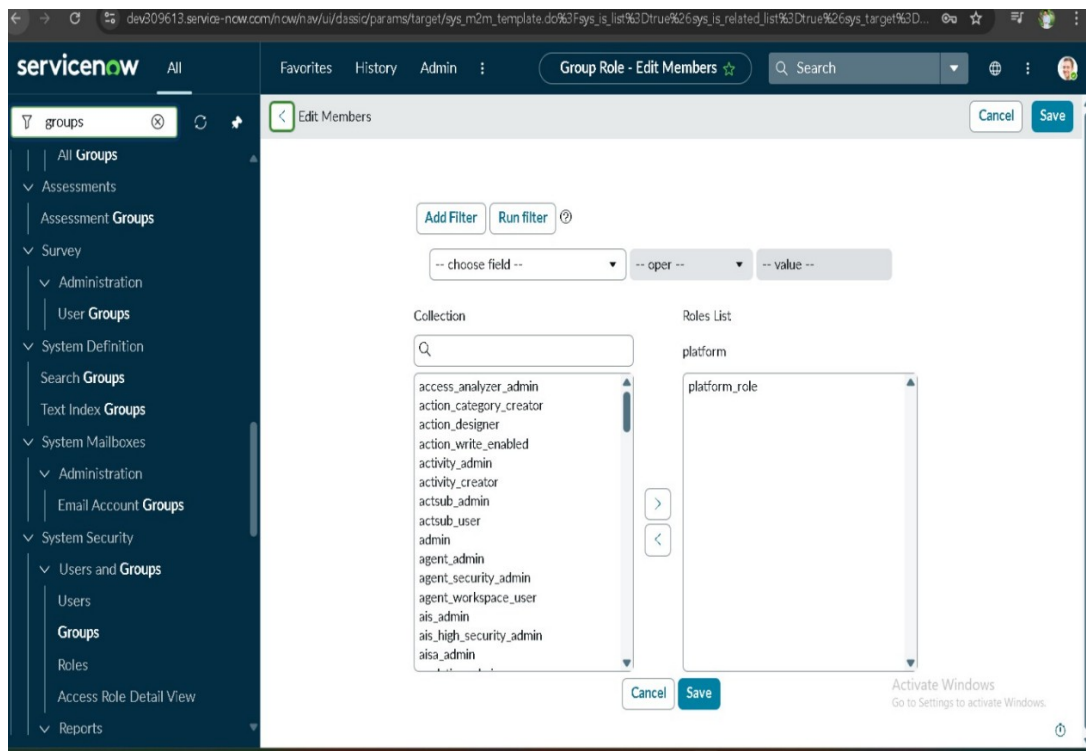
9. Select Certification\_role and save

**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



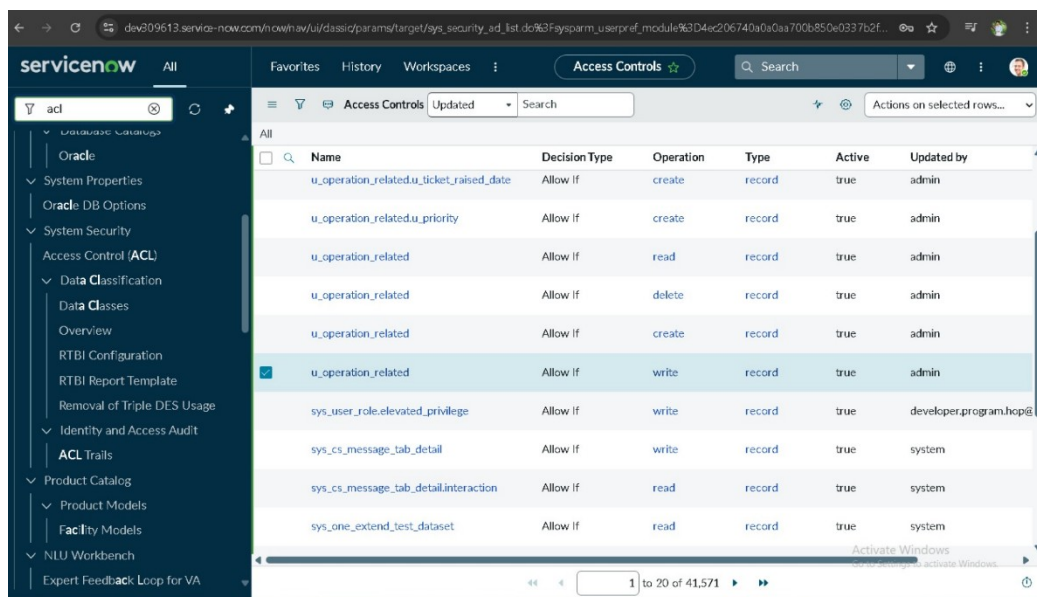
5. Under group members
6. Click on edit
7. Select admin and save
8. Click on roles.



9. Select Certification\_role and save

## Assign role to table

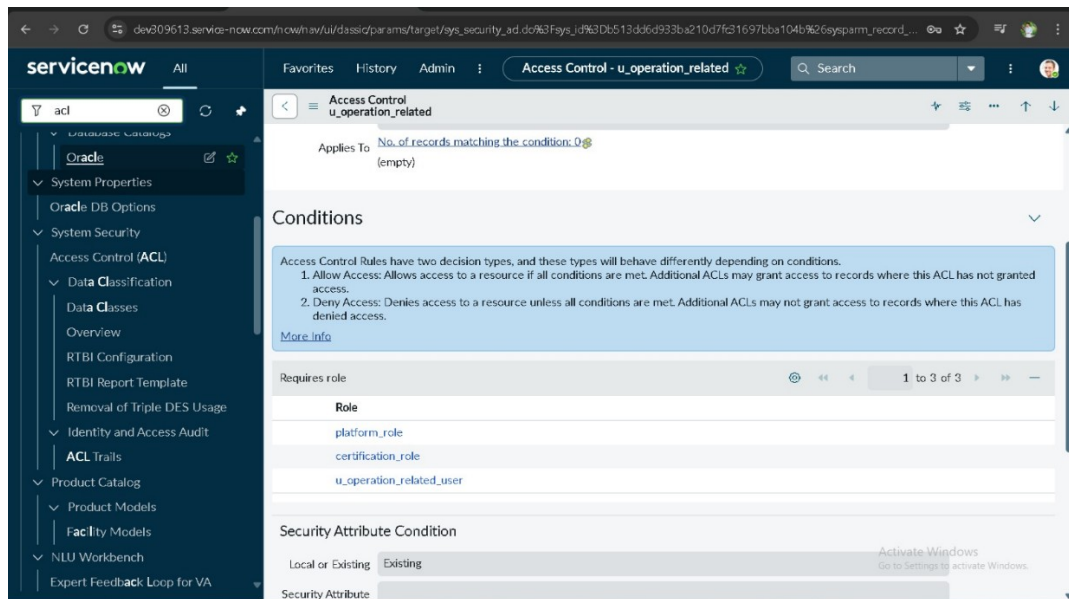
1. Open service now.
2. Click on All >> search for tables
3. Select operations related table
4. Click on the Application Access
5. Click on u\_operations\_related read operation
6. Click on the profile on top right side
7. Click on elevate role
8. Click on security admin and click on update
9. Under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



The screenshot shows the ServiceNow 'Access Controls' page. The left sidebar contains a navigation menu with categories like 'Database Catalog', 'System Properties', 'Oracle DB Options', 'System Security', 'Access Control (ACL)', 'Data Classification', 'Data Classes', 'Overview', 'RTBI Configuration', 'RTBI Report Template', 'Removal of Triple DES Usage', 'Identity and Access Audit', 'ACL Trails', 'Product Catalog', 'Product Models', 'Facility Models', 'NLU Workbench', and 'Expert Feedback Loop for VA'. The main content area displays a table of operations. The table has columns: Name, Decision Type, Operation, Type, Active, and Updated by. The row for 'u\_operation\_related' with 'write' operation is selected.

Name	Decision Type	Operation	Type	Active	Updated by
u_operation_related.u_ticket_raised_date	Allow If	create	record	true	admin
u_operation_related.u_priority	Allow If	create	record	true	admin
u_operation_related	Allow If	read	record	true	admin
u_operation_related	Allow If	delete	record	true	admin
u_operation_related	Allow If	create	record	true	admin
u_operation_related	Allow If	write	record	true	admin
sys_user_role.elevated_privilege	Allow If	write	record	true	developer.program.hop@
sys_cs_message_tab_detail	Allow If	write	record	true	system
sys_cs_message_tab_detail.interaction	Allow If	read	record	true	system
sys_one_extend_test_dataset	Allow If	read	record	true	system

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

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 ServiceNow interface for configuring an Access Control rule. The left sidebar contains a navigation menu with options like 'AQI checklists', 'Email Client', and 'Response Templates'. The main content area is titled 'Access Control - u\_operation\_related.u\_priority'. It includes fields for 'Type' (record), 'Operation' (create), 'Application' (Global), 'Active' (checked), 'Decision Type' (Allow If), 'Admin overrides' (checked), 'Protection policy' (None), 'Name' (u\_operation\_related.u\_priority), and 'Description'. Below these fields is a 'Conditions' section with a blue informational box explaining that Access Control Rules have two decision types: 'Allow Access' and 'Deny Access'. The 'Applies To' field shows 'No. of records matching the condition: 0'.

## 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.

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

Flow name \* ⓘ  
Regarding Certificate

Application \* ⓘ  
Global ▼

Description ⓘ  
Describe your flow.

▼ Hide additional properties

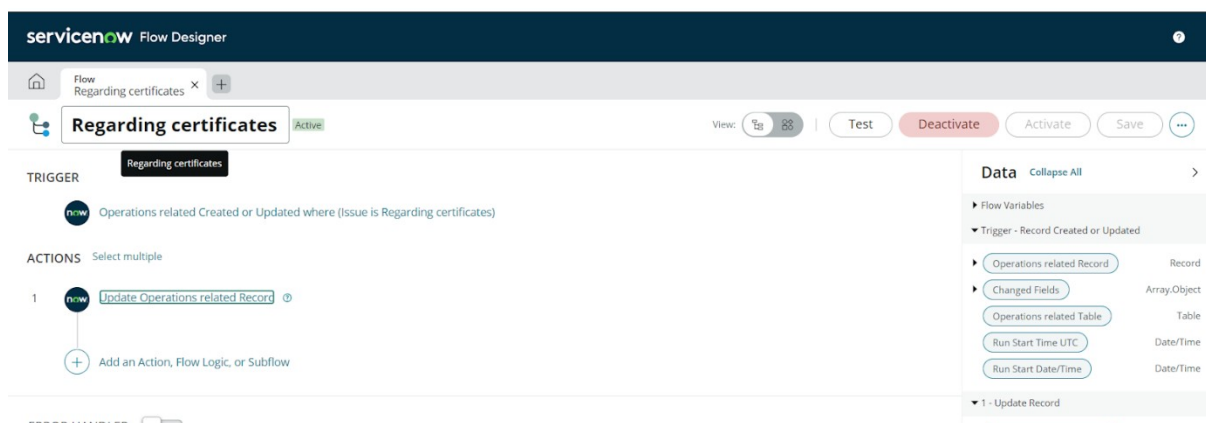
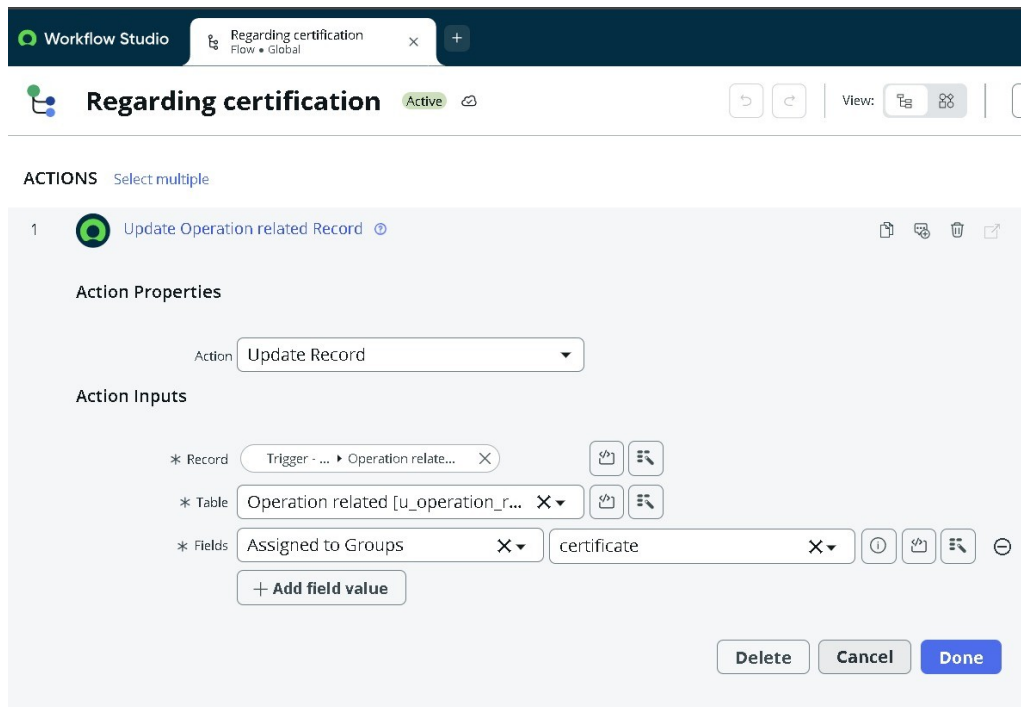
Protection ⓘ  
-- None -- ▼

Run as ⓘ  
System user ▼

Flow priority default ⓘ  
Medium (default) ▼

Activate Windows  
Go to Settings to activate Windows.  
Cancel Build flow

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.

CTIONS Select multiple


Update Operation related Record ⓘ










### Action Properties

Action Update Record ▼

### Action Inputs

\* Record Trigger - ... ▶ Operation relate... ✕  


\* Table Operation related [u\_operation\_r... ✕]  

\* Fields Assigned to Groups ✕ platform ✕ ⓘ   

+ Add field value

Delete
Cancel
Done


Workflow Studio
Regarding Platform
Flow • Global


**Regarding Platform**
Active ⓘ

View: TS
Test
Deactivate
Activate

### TRIGGER

Operation related Created or Updated where (issue is unable to login to platform; issue is 404 error; issue is...

Trigger Created or Updated 

\* Table Operation related [u\_operation\_r... ✕]

Condition All of these conditions must be met

issue is unable to login to

or

All of these conditions must be met

issue is 404 error

or

All of these conditions must be met

issue is regarding

or

New Criteria

Run Trigger Once

### Data

Collapse All

Flow Variables

Trigger - Record Created or Updated

- Operation related Record Record
- Changed Fields Array.Object
- Operation related Table Table
- Run Start Time UTC Date/Time
- Run Start Date/Time Date/Time

1 - Update Record

- Operation related Record Record
- Operation related Table Table
- Action Status Object

Activate Windows  
Go to Settings to activate Windows.

**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.