

# ServiceNow Ticket Assignment Automation

**Project Report:** Streamlining Ticket Assignment for Efficient Support Operations

**Team ID:** LTVIP2026TMIDS62277

**Category:** ServiceNow

## 1. Ideation Phase

The primary motivation behind this project is to eliminate inefficiencies in manual ticket routing processes at ABC Corporation. The manual method often leads to delayed resolutions, incorrect assignments, and underutilized support resources. The idea is to implement an automated, condition-based ticket assignment system using ServiceNow Flow Designer, minimizing delays and improving user satisfaction.

## 2. Requirement Analysis:

- Automate ticket routing in ServiceNow.
- Route based on issue type.
- Assign tickets to the right support group automatically.

Requirements:

- Create users and assign them roles.
- Create support groups.
- Define roles and ACL permissions.
- Design tables with specific columns and choice values.
- Implement logic-based flow automation.
- Maintain secure access and role-based data access.

### 3. Project planning phase

- User & Role Management
- Group Creation
- Table Creation with Column Design
- ACL Setup
- Flow Designer Automation

### Resources Used:

- ServiceNow Developer Instance
- Security Admin Role
- System User

### 4. Project Design phase:

#### User Creation

1. Open ServiceNow.
2. Go to All > Users (System Security)
3. Click New, enter required details, click Submit.

The screenshot shows the ServiceNow User creation interface. The top navigation bar includes tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The current page is 'User - Katherine Pierce'. The main form fields include:

User ID	Katherine Pierce	Email	
First name	Katherine	Language	-- None --
Last name	Pierce	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

Below the form are 'Related Links' for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'. The status bar at the bottom shows system information including weather (30°C, mostly cloudy), network connectivity, battery level, and the date/time (25-06-2025, 12:22).

ServiceNow Developers | Katherine Pierce | User | ServiceNow | Smartinternz Credentials for Sh... | Smartinternz

User - Katherine Pierce

User ID: Katherine Pierce

First name: Katherine

Last name: Pierce

Title:

Department:

Password needs reset:

Locked out:

Active:

Web service access only:

Internal Integration User:

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...

Update | Set Password | Delete

**Related Links**

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

Entitled Custom Tables | Roles | Groups | Delegates | Subscriptions | User Client Certificates

Table Search

30°C Mostly cloudy

Search

ENG IN 12:22 25-06-2025

#### 4. Repeat to create another user.

## Group Creation

1. Go to All > Groups (System Security)
2. Click New, fill details for each group (e.g., Certificates, Platform), click Submit.

ServiceNow Developers | certificates | Group | ServiceNow | Smartinternz Credentials for Sh... | Smartinternz

Group - certificates

Name: certificates

Manager: Katherine Pierce

Description:

Group email:

Parent:

Update | Delete

Roles | Group Members | Groups

Created | Search

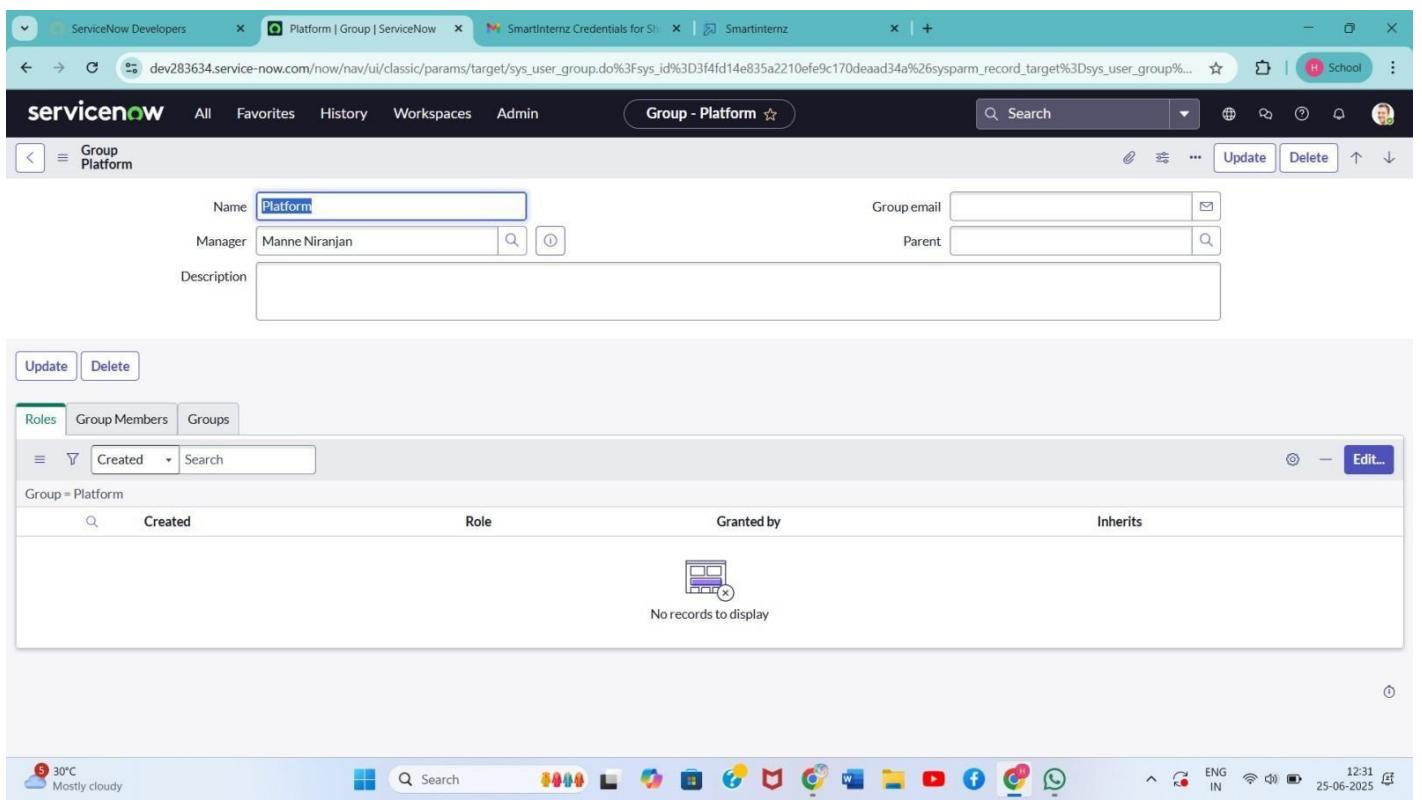
Group = certificates

Created	Role	Granted by	Inherits
No records to display			

30°C Mostly cloudy

Search

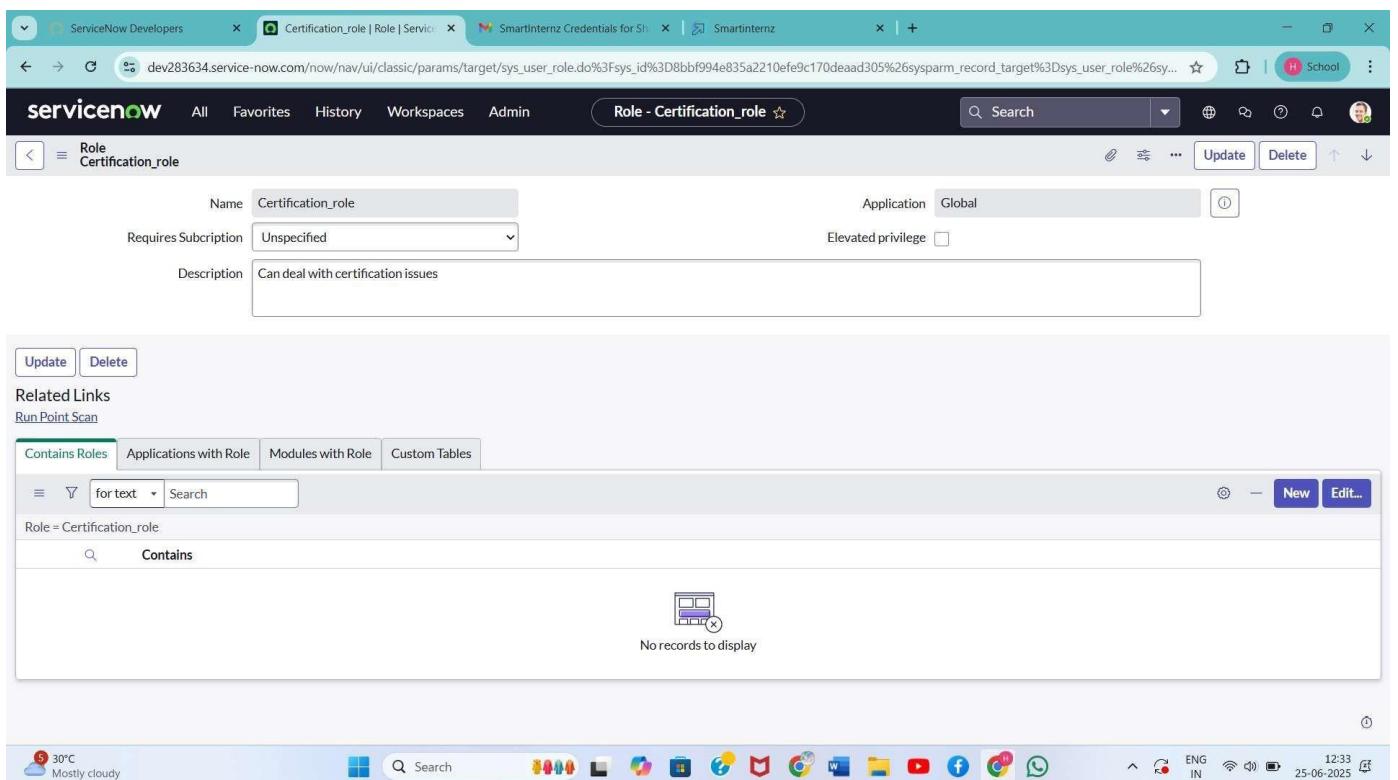
ENG IN 12:30 25-06-2025



The screenshot shows the ServiceNow interface for creating a new group. The title bar includes tabs for 'ServiceNow Developers', 'Platform | Group | ServiceNow', 'Smartinternz Credentials for S...', and 'Smartinternz'. The main navigation bar has links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The current page is 'Group - Platform' with a star icon. The top form fields include 'Name' (Platform), 'Manager' (Manne Nirjanan), 'Group email' (empty), and 'Parent' (empty). Below the form is a 'Description' field and a note indicating 'No records to display'. At the bottom are 'Update' and 'Delete' buttons.

## Role Creation

1. Go to All > Roles (System Security)
2. Click New, fill details for Certification\_role and Platform\_role, click Submit.



The screenshot shows the ServiceNow interface for creating a new role. The title bar includes tabs for 'ServiceNow Developers', 'Certification\_role | Role | ServiceNow', 'Smartinternz Credentials for S...', and 'Smartinternz'. The main navigation bar has links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The current page is 'Role - Certification\_role' with a star icon. The top form fields include 'Name' (Certification\_role), 'Requires Subscription' (Unspecified), 'Application' (Global), and 'Elevated privilege' (unchecked). Below the form is a 'Description' field containing 'Can deal with certification issues'. At the bottom are 'Update' and 'Delete' buttons. A 'Related Links' section includes a 'Run Point Scan' link. The 'Contains Roles' section shows 'No records to display'.

The screenshot shows the ServiceNow interface for creating a new role. The main form has the following details:

- Name:** Platform\_role
- Application:** Global
- Description:** Can deal with platform related issues

Below the form, there is a section titled "Related Links" with a search bar and a table header:

Contains Roles	Applications with Role	Modules with Role	Custom Tables
for text	Search		

The search results table is empty, displaying "No records to display".

## Table Creation

1. Go to All > Tables (System Definition)

2. Create a new table:

- Label: Operations related
- Check: Create module & Create mobile module
- Menu Name: Operations related
- Add Columns:
  - issue (Choice field)
  - assigned to group
  - other required fields

3. Use Form Designer to add choices to the issue field:

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

The screenshot shows the ServiceNow interface for managing the 'Operations related' table. The top navigation bar includes tabs for 'ServiceNow Developers', 'Operations related | Table | Serv...', 'Smartinternz Credentials for Sh...', and 'Smartinternz'. The main title is 'Table - Operations related'. The left sidebar shows 'Dictionary Entries' and the table structure. The table has columns for 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. Rows include 'Name' (String), 'Service request No' (String), 'Priority' (String), 'Created by' (String), 'Assigned to user' (Reference to User), 'Ticket raised Date' (Date/Time), 'Sys ID' (Sys ID (GUID)), 'Created' (Date/Time), 'Assigned to group' (Reference to Group), 'Issue' (String), 'Updated by' (String), 'Updates' (Integer), 'Comment' (String), and 'Updated' (Date/Time). Buttons at the bottom allow 'Update', 'Delete', and 'Delete All Records'. The status bar at the bottom shows weather (30°C, mostly cloudy), system icons, and the date/time (25-06-2025, 12:36).

## Assign Users to Groups

- Add Katherine Pierce to Certificates group with Certification\_role
- Add Manne Nirajanan to Platform group with Platform\_role

The screenshot shows the ServiceNow interface for managing access control rules. The top navigation bar includes tabs for 'ServiceNow Developers', 'u\_operations\_related | Access C...', 'Smartinternz Credentials for Sh...', and 'Smartinternz'. The main title is 'Access Control - u\_operations\_related'. The left sidebar shows 'Access Control' and 'u\_operations\_related'. The main content area has sections for 'Conditions' and 'Requires role'. The 'Conditions' section contains a note about Access Control Rules and a list of four evaluation criteria. The 'Requires role' section lists 'Role' with options: 'Certification\_role', 'Platform\_role', and 'u\_operations\_related\_user'. Below these are sections for 'Security Attribute Condition' (Local or Existing) and 'Data Condition' (Condition: 6 records match condition). The status bar at the bottom shows weather (SL - BAN Live), system icons, and the date/time (25-06-2025, 12:41).

## Access Control (ACL)

## 1. Go to All > Access Control (ACL)

## 2. Create ACLs for table Operations related:

- Read: Requires admin, Platform\_role, and Certificate\_role
- Write: Requires Platform\_role and Certificate\_role
- Application Access: Enable read/write access accordingly

## 3. Elevate role using Security Admin if needed

The screenshot shows the ServiceNow Access Control interface for creating a new ACL record. The page title is "Access Control - u\_operations\_related.u\_service\_request\_no". The form fields include:

- Type: record
- Operation: write
- Admin overrides: checked
- Protection policy: None
- Name: Operations related [u\_operations\_related]
- Description: (empty)
- Application: Global
- Active: checked
- Advanced: unchecked

Below the form, there is a section titled "Conditions" with the following text:

Access Control Rules allow access to the specified resource if **all four** of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Users that do not satisfy the Security Attributes or the Subject Conditions will be denied access to records matching this ACL.
3. Conditions in the **Condition** field evaluate to true, or conditions are empty.
4. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The four checks are evaluated independently in the order displayed above.

At the bottom of the screen, there is a Windows taskbar showing the date (25-06-2025), time (12:48), and weather (31°C, Mostly cloudy).

Name	Operation	Type	Active	Updated by	Updated
u_operations_related	create	record	true	admin	2025-06-23 22:41:52
u_operations_related	read	record	true	admin	2025-06-23 23:58:17
u_operations_related	write	record	true	admin	2025-06-24 00:00:05
u_operations_related	delete	record	true	admin	2025-06-23 22:41:52
u_operations_related.u_issue	write	record	true	admin	2025-06-24 01:34:57
u_operations_related.u_name	write	record	true	admin	2025-06-24 01:34:21
u_operations_related.u_priority	write	record	true	admin	2025-06-24 01:25:26
u_operations_related.u_service_request_no	write	record	true	admin	2025-06-24 01:21:29
u_operations_related.u_ticket_raised_date	write	record	true	admin	2025-06-24 01:33:13

## Flow Designer Regarding Certificate

1. Go to All > Flow Designer > New Flow
2. Name: Regarding Certificate
3. Application: Global, Run user: System user
4. Trigger:
  - Table: Operations related
  - Condition: issue is regarding certificates
5. Action:
  - Update Record: Assigned to group = Certificates
6. Click Save and Activate

The screenshot shows the ServiceNow Workflow Studio interface. At the top, there are several tabs: 'ServiceNow University Certified', 'Smartinternz', 'Operations related | ServiceNow', and 'Regarding Certificate | Workflow'. The main window title is 'Regarding Certificate' with the status 'Active'. Below the title, there's a 'TRIGGER' section showing a condition: 'Operations related Created or Updated where (Issue is regarding certificates)'. Under the 'ACTIONS' section, there is one step: 'Update Operations related Record'. This action is set to 'Update Record' and targets the 'Operations related' table. It has two fields assigned: 'Assigned to group' (set to 'certificates') and 'Assigned to user' (set to 'Katherine Pierce'). On the right side, a sidebar titled 'Data' lists various flow variables and actions, such as 'Trigger - Record Created or Updated', 'Operations related Record', 'Changed Fields', and 'Action Status'. At the bottom of the workflow editor, there are buttons for 'Delete', 'Cancel', and 'Done'.

## Flow Designer Regarding Platform

### 1. Create New Flow: Regarding Platform

#### 2. Trigger:

- Table: Operations related
- Conditions:
  - issue is Unable to login to platform
  - issue is 404 Error
  - issue is Regarding user expired

#### 3. Action:

- Update Record: Assigned to group = Platform

#### 4. Click Save and Activate

The screenshot shows the ServiceNow Workflow Studio interface. A flow titled "Regarding Platform" is active. The flow details are as follows:

- Trigger:** Created or Updated
- Table:** Operations related [u\_operations...]
- Condition:** All of these conditions must be met
  - Issue is unable to login to platform
  - Issue is 404 error
  - Issue is regarding user expired
- Run Trigger:** Once

The right side of the screen displays a sidebar titled "Data" with various flow variables and record types listed under categories like "Trigger - Record Created or Updated" and "1 - Update Record".

## 5. Performance

### Testing:

#### Test Scenarios:

- Create a record in Operations related with each issue type
- Verify assignment is correct based on issue
- Validate ACL enforcement by accessing table data with users in different roles

The screenshot shows the ServiceNow classic UI with a search bar at the top and a breadcrumb trail indicating the current page: "Operations related - Vega" under "Operations related". The main area displays a form for creating a new record:

Service request no	ticket0001014
Name	Vegeta
Issue	unable to login to platform
Ticket raised Date	2025-06-24 23:18:00
Priority	Low
Comment	40
Assigned to group	Platform
Assigned to user	Maane Niranjan

At the bottom of the form are "Update" and "Delete" buttons.

ServiceNow All Favorites History Workspaces : Operations related - Hinata ☆

Operations related

Hinata

Service request no ticket0001016

Name Hinata

Issue regarding certificates

Ticket raised Date 2025-06-25 02:37:04

Priority Medium

Comment Slove it ASAP

Assigned to group certificates

Assigned to user Katherine Pierce

Update Delete

## Results:

- All tickets assigned correctly based on issue
- Unauthorized users restricted from modifying sensitive data
- Groups receive only relevant tickets

## Conclusion:

This automation significantly improves the efficiency of ticket handling in ServiceNow. It ensures timely resolution by directing the tickets to appropriate groups based on predefined criteria. The use of Flow Designer and ACLs offers a secure and scalable foundation for managing enterprise-level support systems.