ServiceNow Virtual Internship

Streamlining Ticket Assignment for Efficient Support Operations

Category: ServiceNow System Administrator

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.

Steps:

- User
- Groups
- Roles
- Table
- Assign roles & users to groups
- Assign role to table
- Create ACL
- Flow

Conclusion:

Through this project, the ticket assignment process was successfully automated using ServiceNow, resulting in faster response times, improved accuracy in ticket routing, and greater efficiency within the support operations. The project demonstrates how ServiceNow's low-code capabilities can streamline IT service management tasks effectively.

Project Documentation Content (for Report or PDF)

Streamlining Ticket Assignment for Efficient Support Operations

ServiceNow Application Developer

Skills Used: User and Group Management, Flow Designer, ACLs

1. Abstract:

The project aims to automate ticket assignment in ServiceNow to improve the operational efficiency of support teams at ABC Corporation. By automatically routing tickets based on issue type, this solution minimizes delays, reduces manual intervention, and ensures that issues are directed to the right team promptly.

2. Objectives:

- To automate the ticket routing process in ServiceNow
- To reduce manual workload and human error in ticket assignment
- To improve customer satisfaction and reduce response time
- To manage roles, users, and groups effectively
- To implement security using ACLs

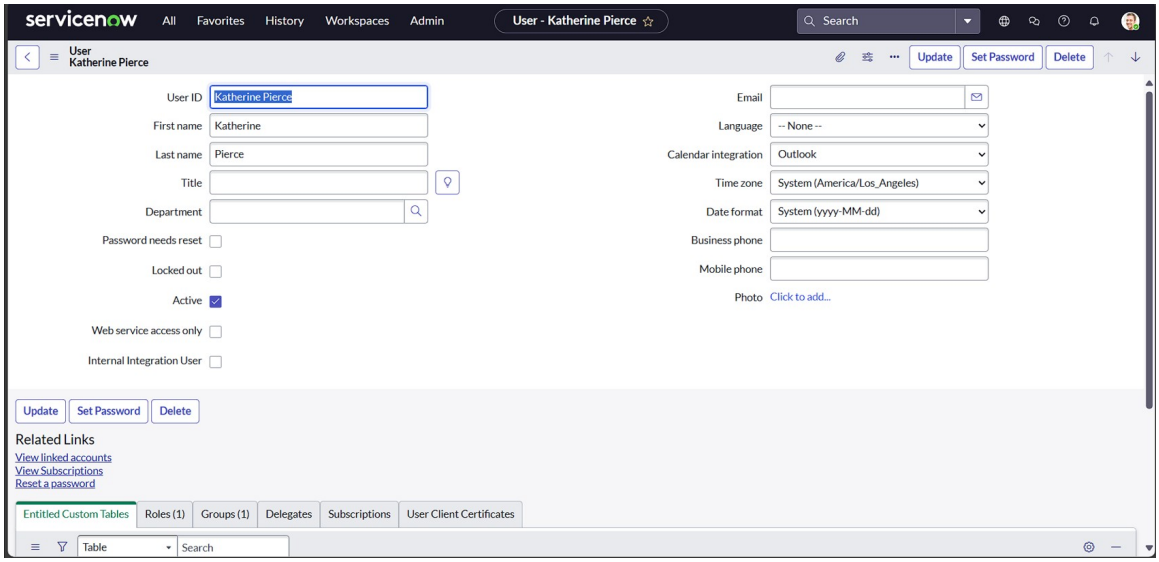
Step 1: User Creation

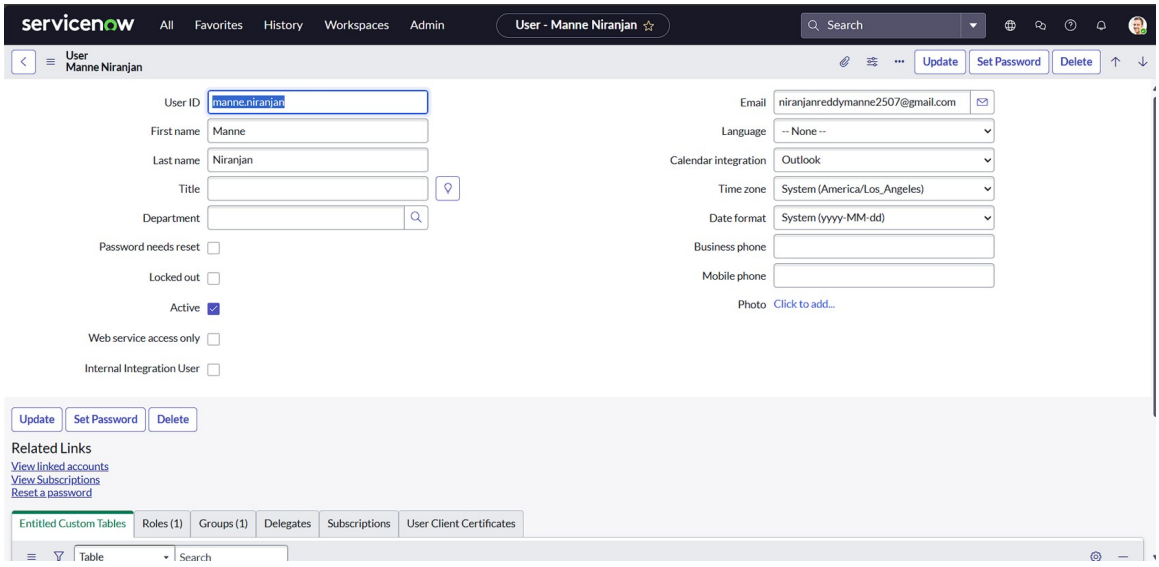
- Navigated to Users → System Security → New

- Create two users with necessary details and submitted them

1. Katherine Pierce, 2 Manne. Niranjan

Images (Screenshots):



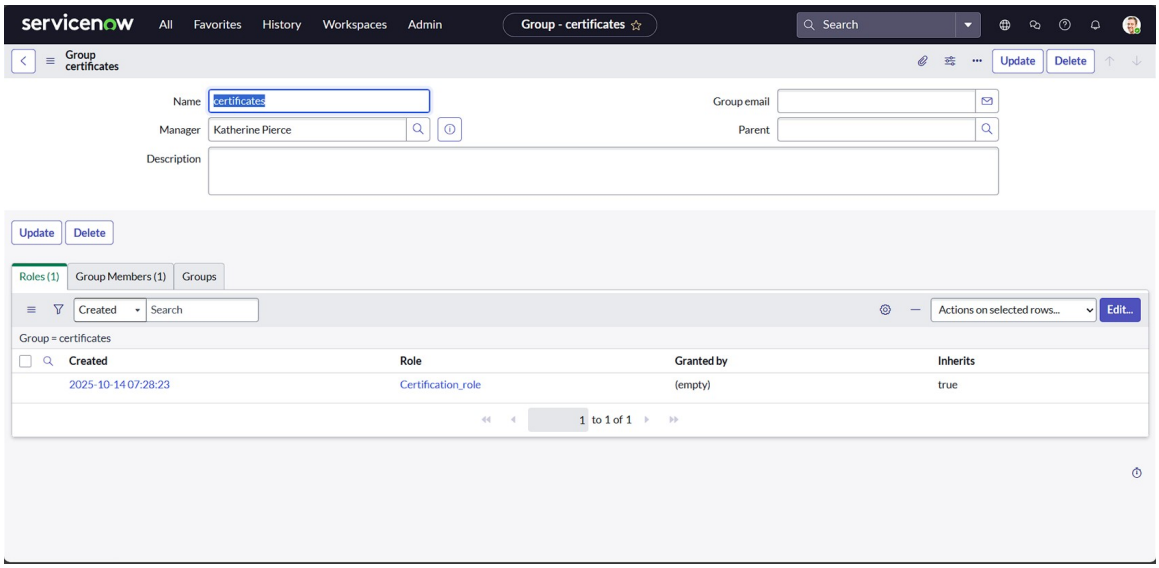


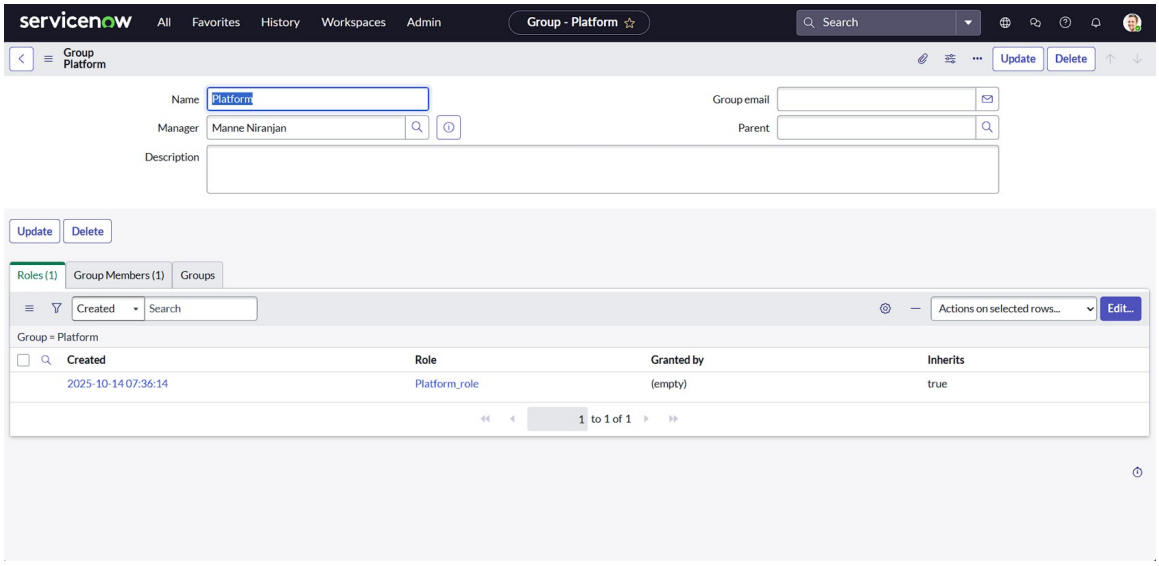
Step 2: Group Creation

- Navigated to Groups → System Security → New

- Created two groups: Certificates Group and Platform Group

Images (Screenshots):



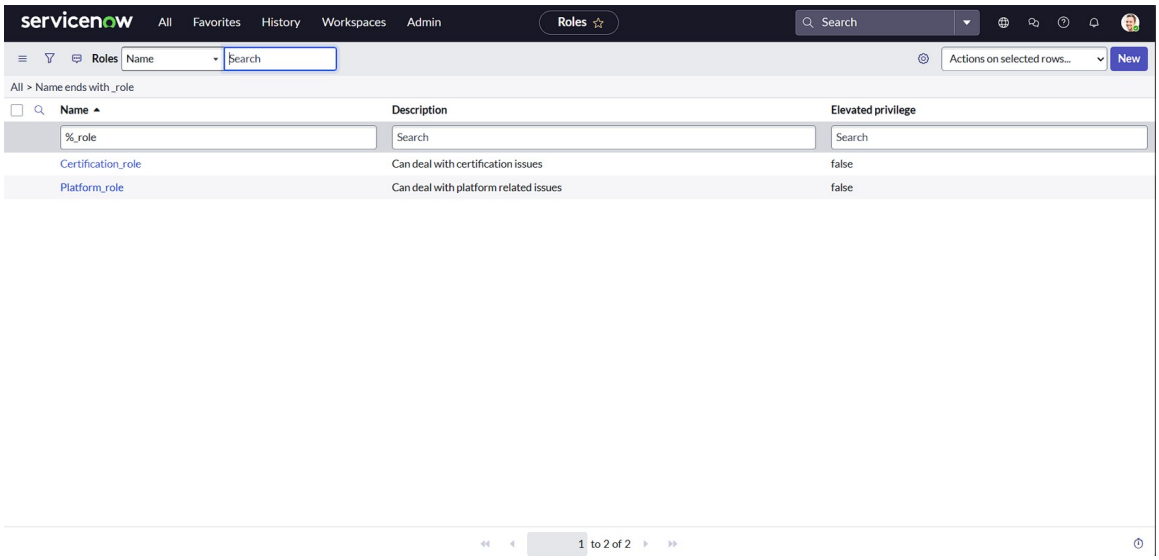


Step 3: Role Creation

- Navigated to Roles → System Security → New

- Created two roles: Certification_Role and Platform_Role

Images (Screenshots):



Step 4: Table Creation

- Create a new table named Operations Related

- Enabled “Create module” and “Create mobile module” options

- Added columns for user details and issue fields

- Defined issue choices such as:

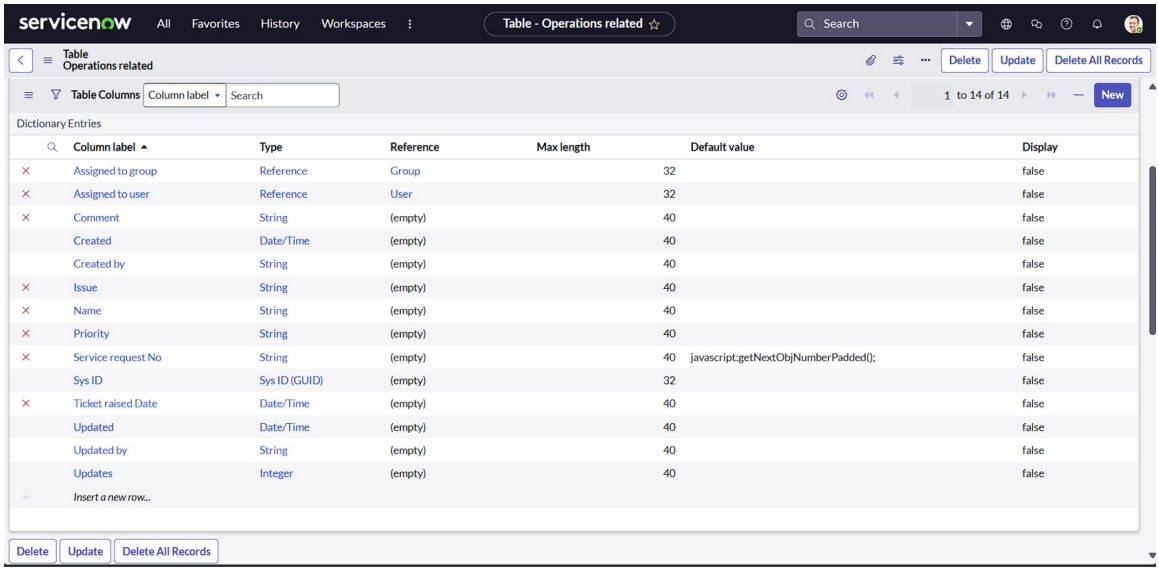
  • Unable to login to platform

  • 404 error

  • Regarding certificates

  • Regarding user expired

Images (Screenshots):

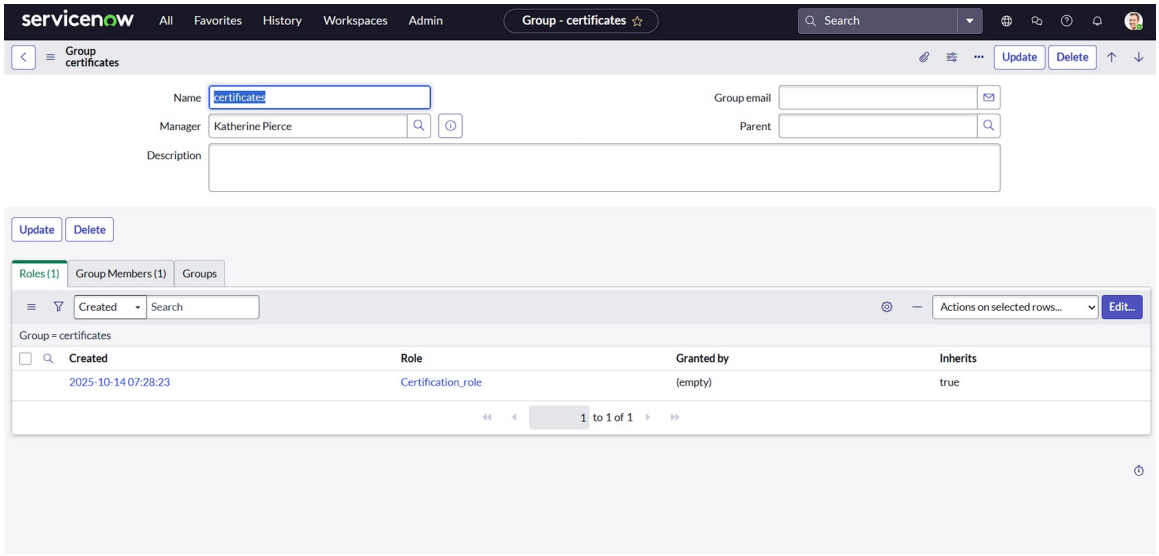


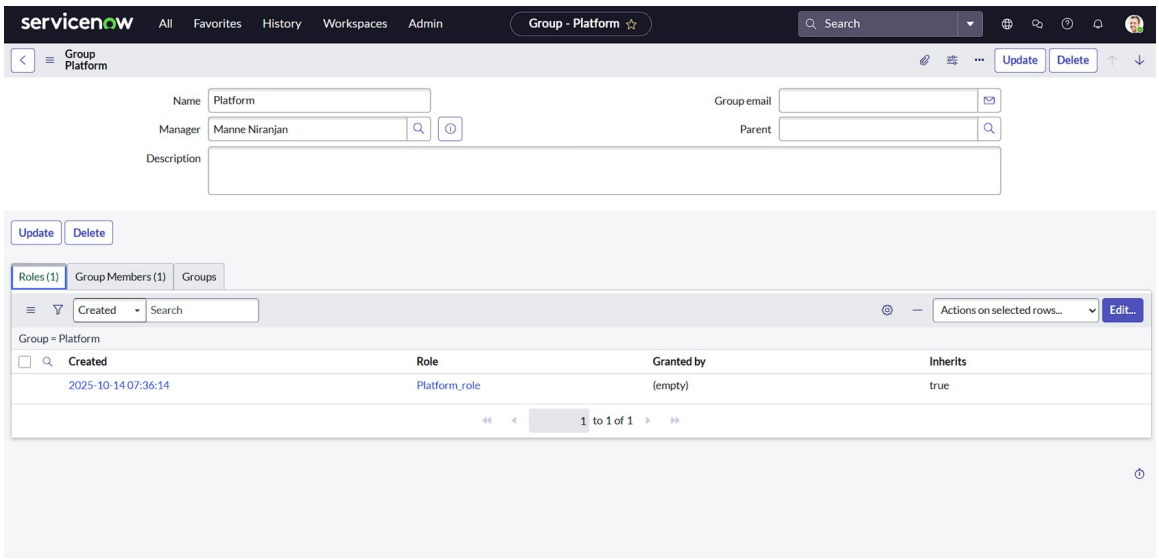
Step 5: Assigning Roles and Users to Groups

- Added Katherine Pierce to Certificates Group and assigned Certification_Role

- Added Manne Niranjan to Platform Group and assigned Platform_Role

Images (Screenshots):



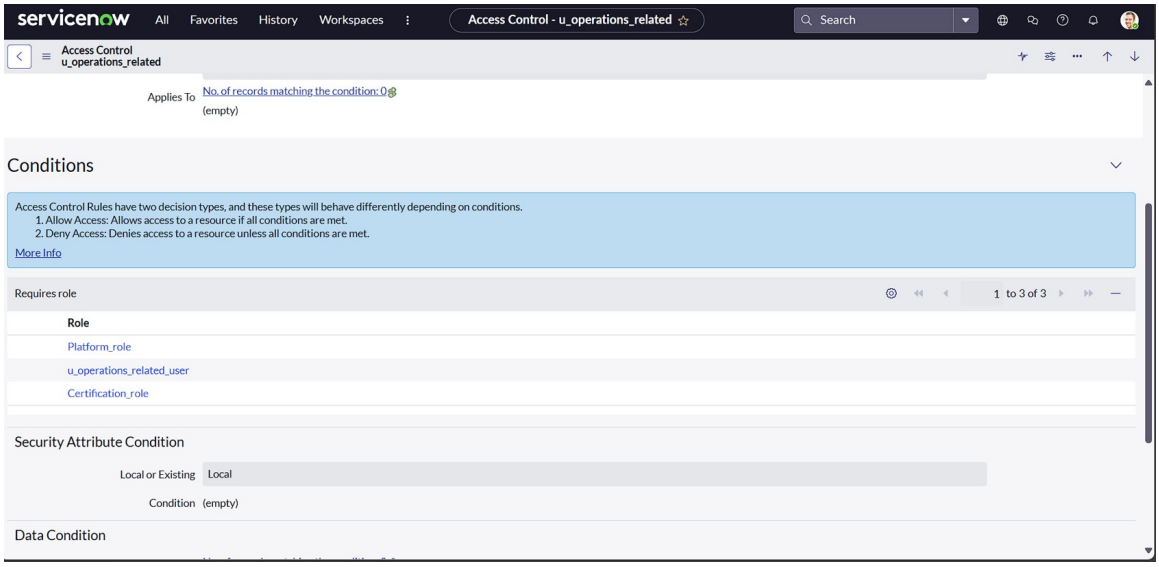


Step 6: Assign Role to Table

- For u_operations_related table, assigned Platform_Role and Certificate_Role under read and write access

- Elevated role to security_admin to perform these operations

Images (Screenshots):

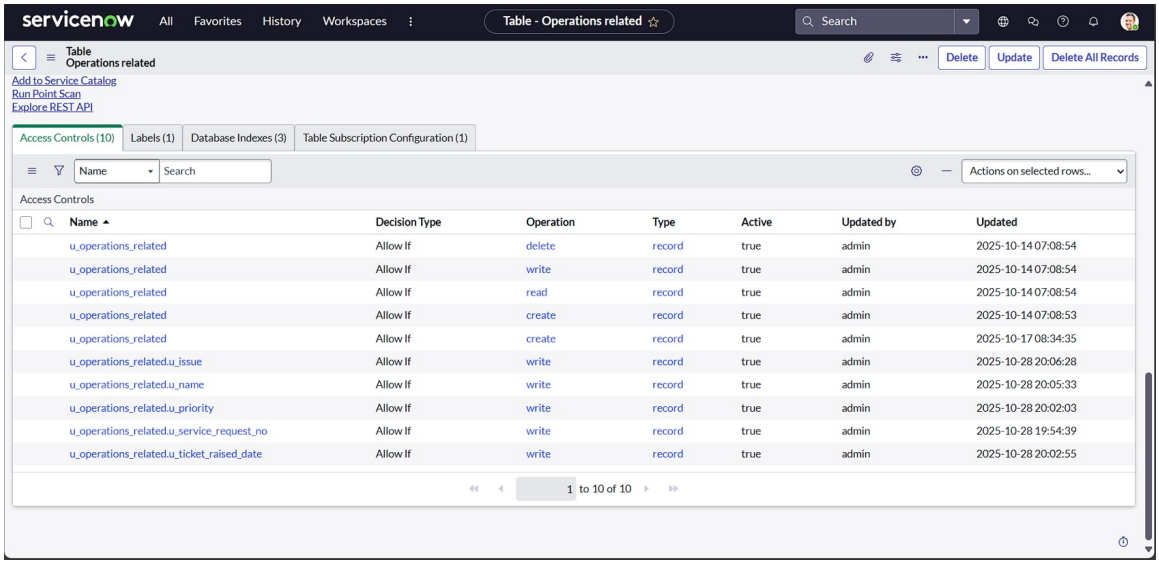


Step 7: Create ACLs (Access Control Lists)

- Created ACLs for restricting access to table fields

- Set admin role as a required role for security control

Images (Screenshots):



Step 8: Flow Designer Automation

Created two flows to automate ticket assignment:

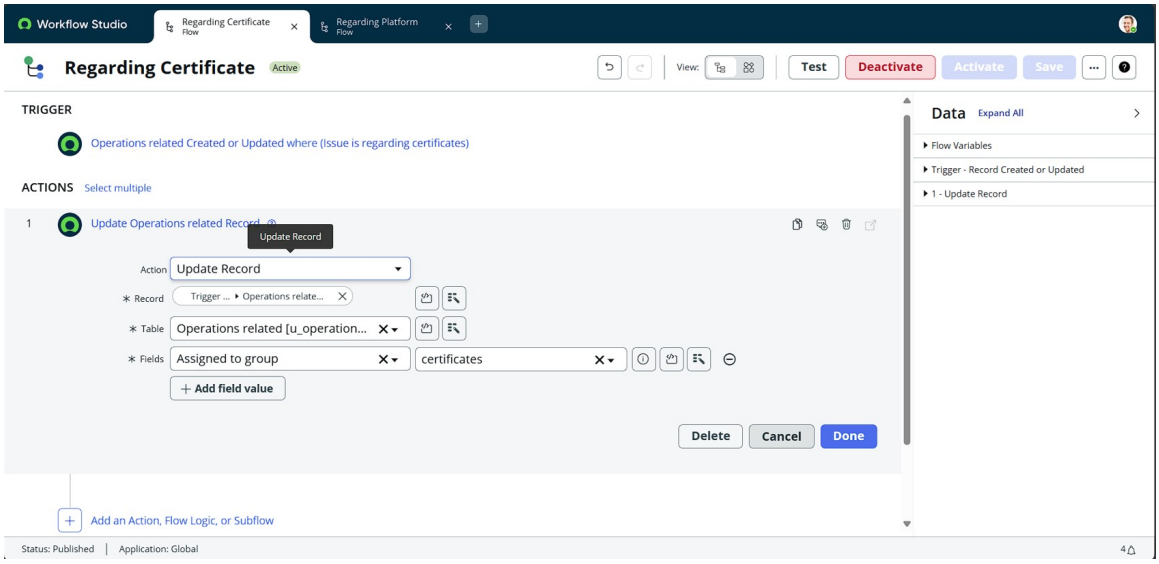
Flow 1: Regarding Certificate

- Trigger: “Create or update a record” in Operations Related table

- Condition: Issue is “Regarding Certificates”

- Action: Assign ticket to Certificates Group

Images (Screenshots):



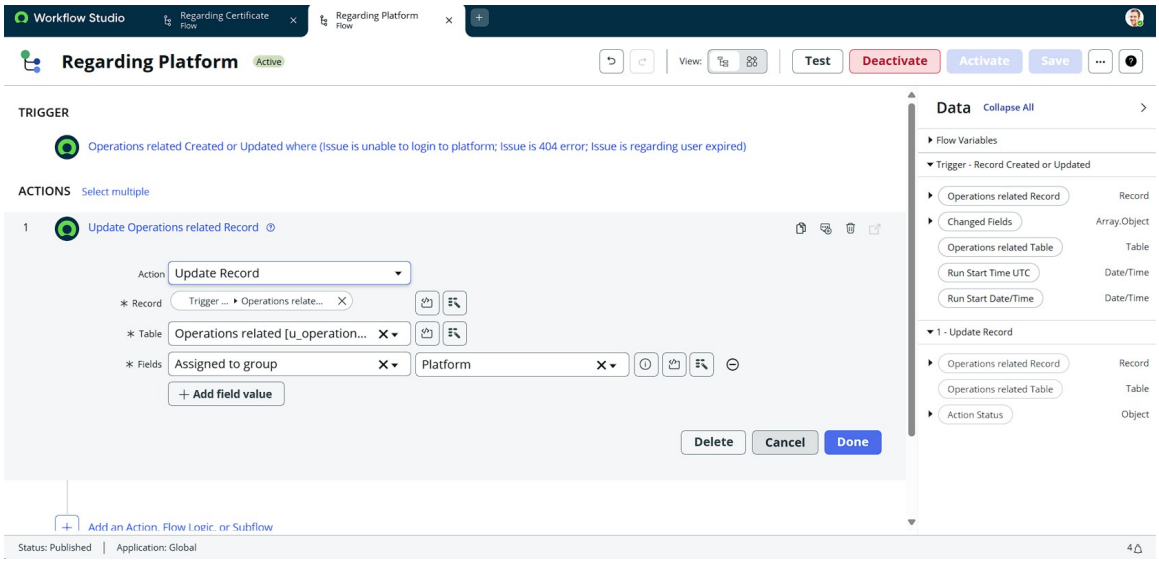
Flow 2: Regarding Platform

- Trigger: “Create or update a record” in Operations Related table

- Conditions: Issue is “Unable to login to platform” / “404 error” / “User expired”

- Action: Assign ticket to Platform Group

Images(Screenshots):



saved and activated both flows successfully.

. 4. Results and Discussion:

The automation successfully routed incoming support tickets to the correct groups based on issue type. Manual assignment time was eliminated, and all tickets were accurately categorized. The use of ACLs ensured secure data access, and Flow Designer provided a no-code automation solution that was easy to manage and modify.

5. Conclusion:

The ServiceNow automation efficiently streamlined ticket routing, improved accuracy, and optimized the performance of the support department. This implementation demonstrates how low-code automation in ServiceNow can enhance IT service management processes and operational productivity.

6. References:

- ServiceNow Documentation (developer.servicenow.com)

- Virtual Internship Materials Provided by ServiceNow