

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.

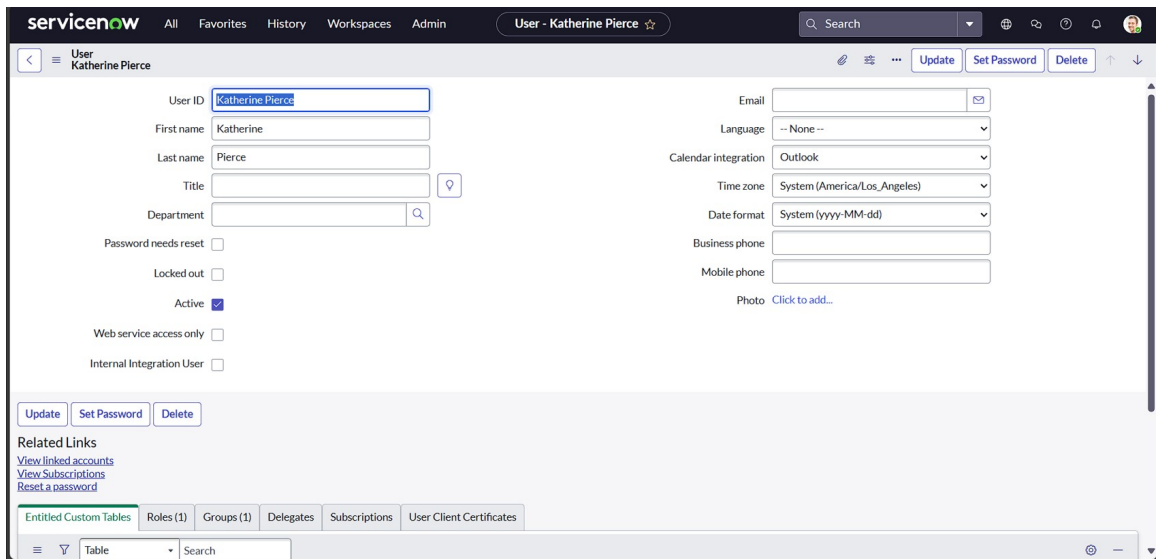
2. Objectives:

- 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

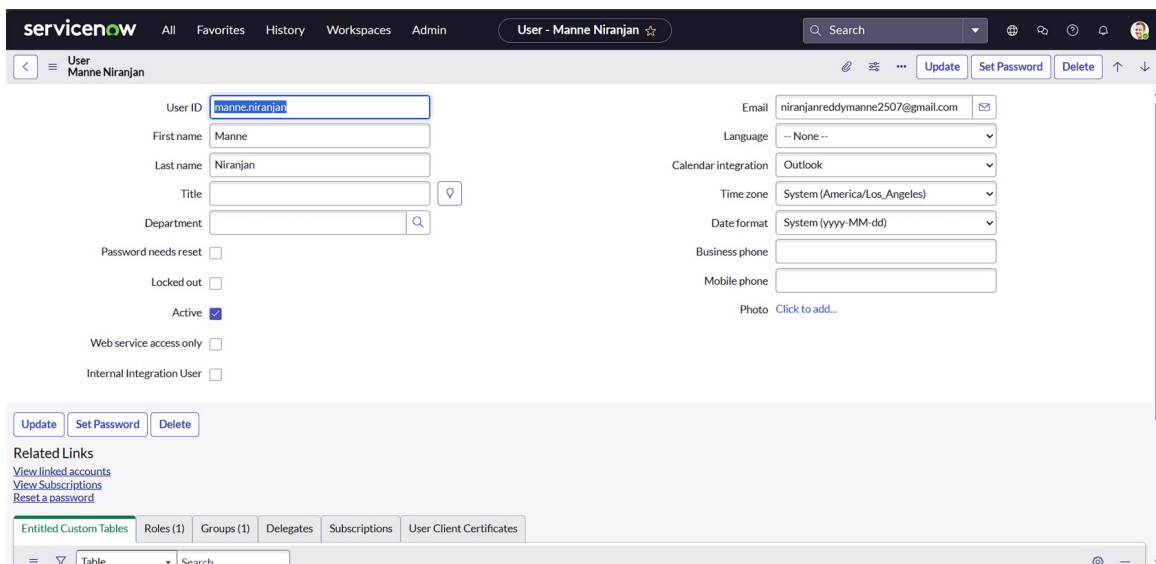
Step 1: User Creation

- Navigated to Users → System Security → New
 - Create two users with necessary details and submitted them
1. Katherine Pierce, 2 Manne. Niranjan

Images (Screenshots):



The screenshot shows the ServiceNow 'User - Katherine Pierce' form. The form is divided into two main sections: 'Basic Information' and 'Advanced Information'. The 'Basic Information' section includes fields for User ID (Katherine.Pierce), First name (Katherine), Last name (Pierce), Title, and Department. The 'Advanced Information' section includes fields for Email, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'. Below the form, there are 'Related Links' (View linked accounts, View Subscriptions, Reset a password) and a 'Table' section with tabs for 'Entitled Custom Tables', 'Roles (1)', 'Groups (1)', 'Delegates', 'Subscriptions', and 'User Client Certificates'.



The screenshot shows the ServiceNow 'User - Manne Niranjan' form. The form is divided into two main sections: 'Basic Information' and 'Advanced Information'. The 'Basic Information' section includes fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title, and Department. The 'Advanced Information' section includes fields for Email (niranjanreddymanne2507@gmail.com), Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'. Below the form, there are 'Related Links' (View linked accounts, View Subscriptions, Reset a password) and a 'Table' section with tabs for 'Entitled Custom Tables', 'Roles (1)', 'Groups (1)', 'Delegates', 'Subscriptions', and 'User Client Certificates'.

Step 2: Group Creation

- Navigated to Groups → System Security → New
- Created two groups: Certificates Group and Platform Group

Images (Screenshots):

servicenow All Favorites History Workspaces Admin Group - certificates

Name Group email

Manager Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

Created Search

Group - certificates

Created	Role	Granted by	Inherits
2025-10-14 07:28:23	Certification_role	(empty)	true

1 to 1 of 1

servicenow All Favorites History Workspaces Admin Group - Platform

Name Group email

Manager Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

Created Search

Group - Platform

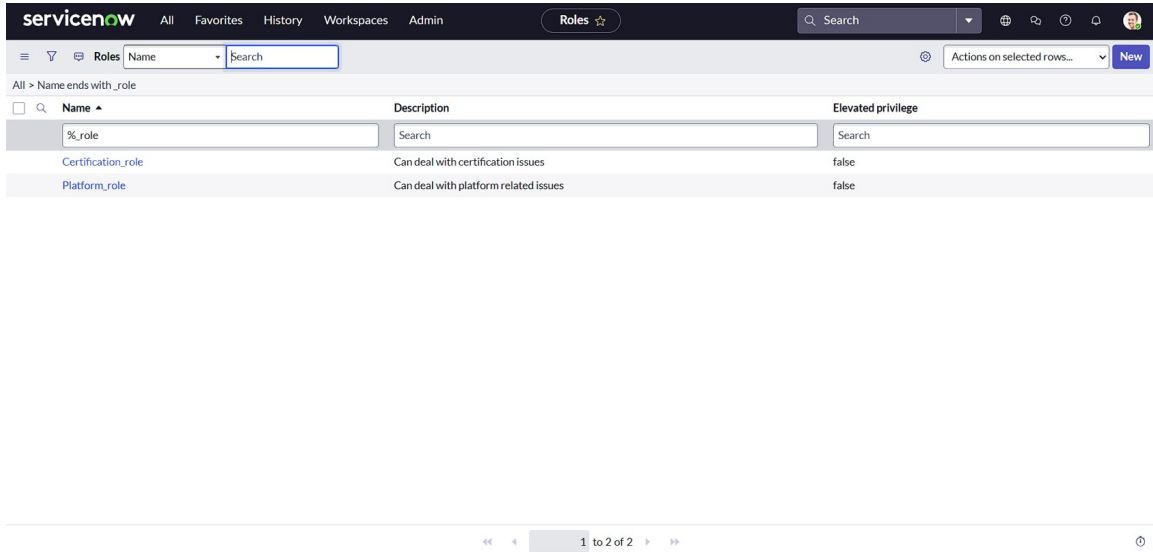
Created	Role	Granted by	Inherits
2025-10-14 07:36:14	Platform_role	(empty)	true

1 to 1 of 1

Step 3: Role Creation

- Navigated to Roles → System Security → New
- Created two roles: Certification_Role and Platform_Role

Images (Screenshots):



The screenshot shows the ServiceNow interface for the 'Roles' page. The header includes the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces, Admin, and Roles (selected). A search bar is present in the top right. Below the header, there is a filter bar with 'Name' and a search input. The main content area displays a table with the following data:

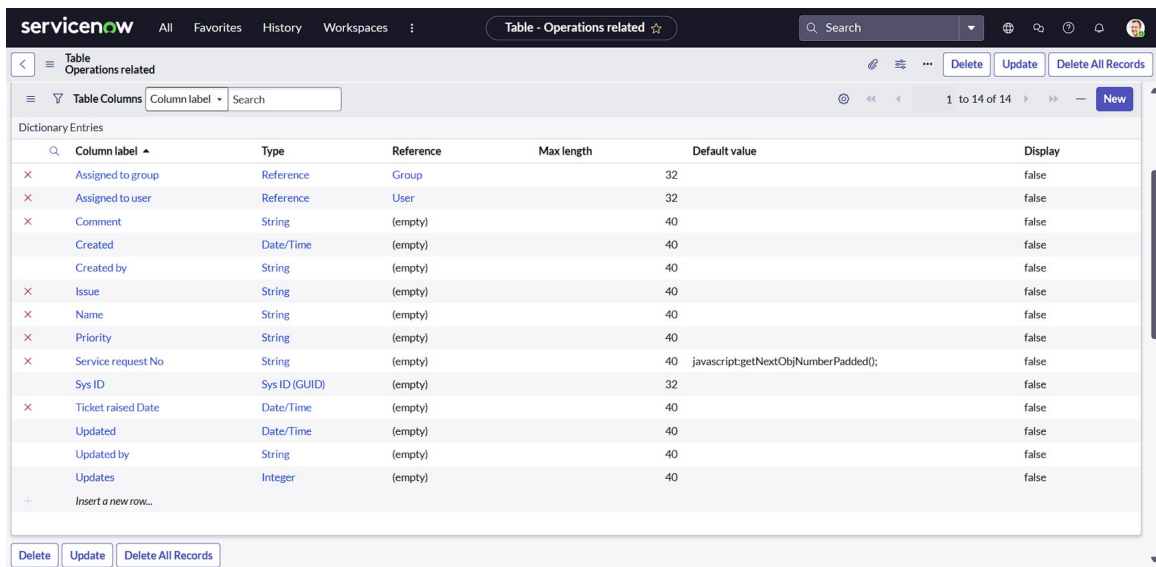
Name	Description	Elevated privilege
Certification_role	Can deal with certification issues	false
Platform_role	Can deal with platform related issues	false

The table is titled 'All > Name ends with _role'. At the bottom, there is a pagination bar showing '1 to 2 of 2'.

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):



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

Step 5: Assigning Roles and Users to Groups

- Added Katherine Pierce to Certificates Group and assigned Certification_Role
- Added Manne Niranjana to Platform Group and assigned Platform_Role

Images (Screenshots):

The screenshot shows the ServiceNow interface for the 'Group - certificates' configuration page. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The page title is 'Group - certificates'. Below the title, there are fields for 'Name' (set to 'certificate'), 'Manager' (set to 'Katherine Pierce'), 'Group email', and 'Parent'. A 'Description' field is also present. Below these fields are 'Update' and 'Delete' buttons. The main section is titled 'Roles (1)' and contains a table with the following data:

Created	Role	Granted by	Inherits
2025-10-14 07:28:23	Certification_role	(empty)	true

The table has a pagination bar at the bottom showing '1 to 1 of 1'.

The screenshot shows the ServiceNow interface for the 'Group - Platform' configuration page. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The page title is 'Group - Platform'. Below the title, there are fields for 'Name' (set to 'Platform'), 'Manager' (set to 'Manne Niranjana'), 'Group email', and 'Parent'. A 'Description' field is also present. Below these fields are 'Update' and 'Delete' buttons. The main section is titled 'Roles (1)' and contains a table with the following data:

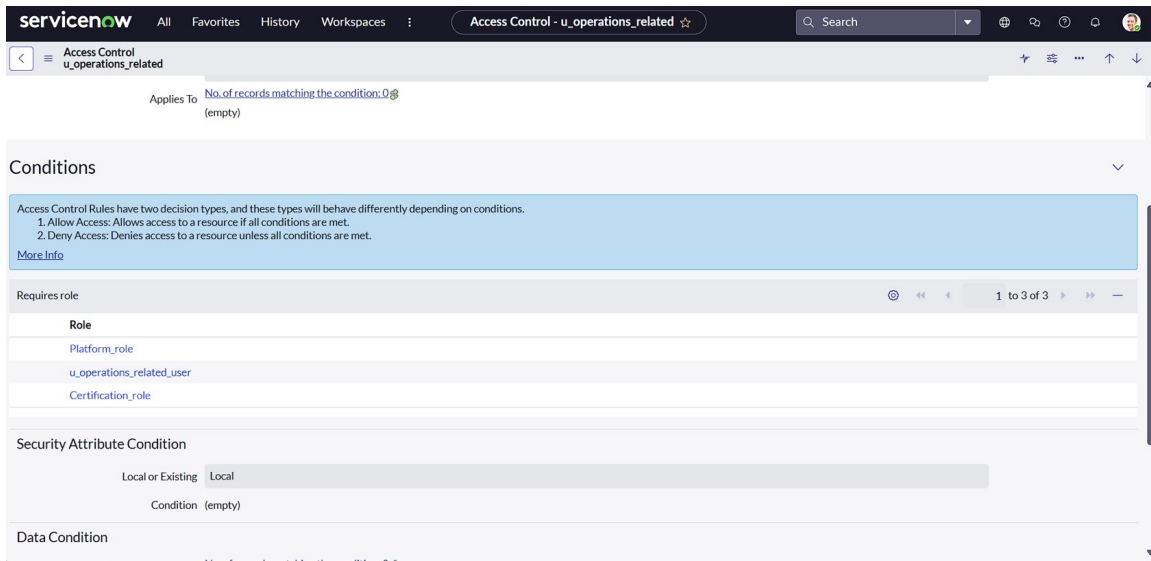
Created	Role	Granted by	Inherits
2025-10-14 07:36:14	Platform_role	(empty)	true

The table has a pagination bar at the bottom showing '1 to 1 of 1'.

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):

The screenshot displays the ServiceNow interface for configuring Access Control Lists (ACLs) for the 'Table - Operations related' table. The page includes a search bar, a list of tabs (Access Controls (10), Labels (1), Database Indexes (3), Table Subscription Configuration (1)), and a table of ACLs. The table has columns for Name, Decision Type, Operation, Type, Active, Updated by, and Updated. All ACLs are active and updated by 'admin'.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	delete	record	true	admin	2025-10-14 07:08:54
u_operations_related	Allow If	write	record	true	admin	2025-10-14 07:08:54
u_operations_related	Allow If	read	record	true	admin	2025-10-14 07:08:54
u_operations_related	Allow If	create	record	true	admin	2025-10-14 07:08:53
u_operations_related	Allow If	create	record	true	admin	2025-10-17 08:34:35
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-10-28 20:06:28
u_operations_related.u_name	Allow If	write	record	true	admin	2025-10-28 20:05:33
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-10-28 20:02:03
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-10-28 19:54:39
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-10-28 20:02:55

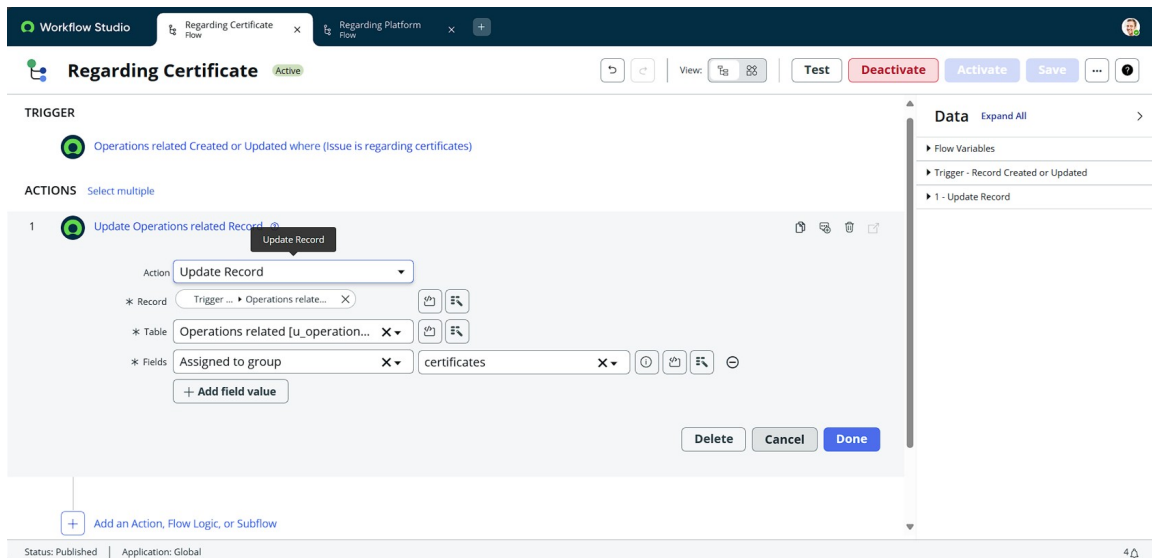
Step 8: Flow Designer Automation

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

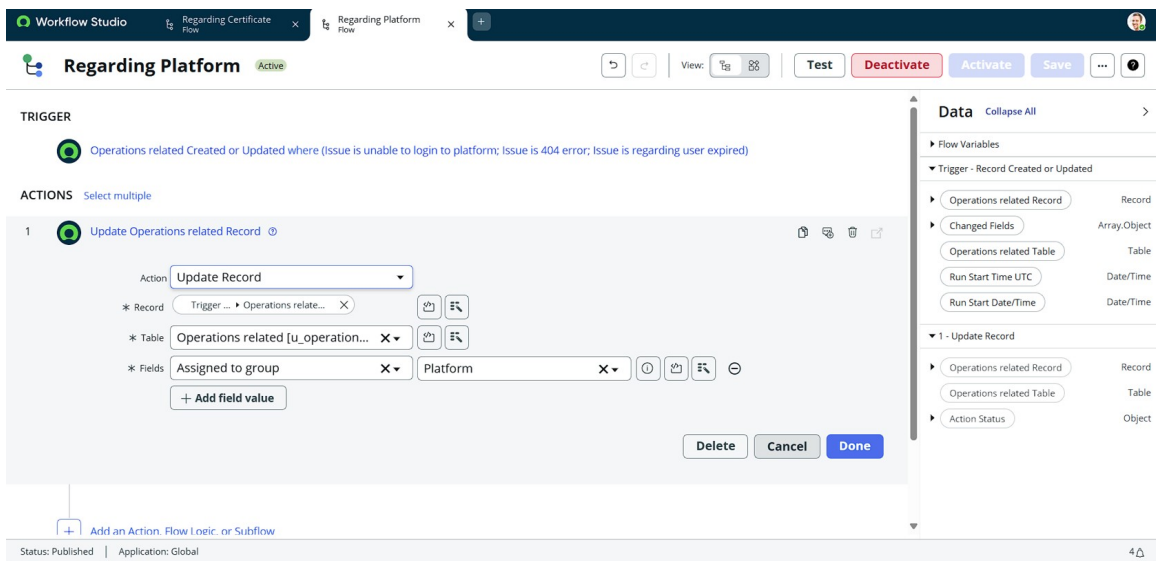
Images (Screenshots):



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