

# ServiceNow Virtual Internship

## Streamlining Ticket Assignment for Efficient Support Operations

Category: ServiceNow Application Developer

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. Nirajan

### Images (Screenshots):

The screenshot shows the ServiceNow User creation interface for 'User - Katherine Pierce'. The 'User ID' field is set to 'Katherine Pierce'. Other fields include 'First name' (Katherine), 'Last name' (Pierce), '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), 'Mobile phone' (empty), and 'Photo' (Click to add...). Active status is checked. Buttons at the bottom include 'Update', 'Set Password', and 'Delete'.

The screenshot shows the ServiceNow User creation interface for 'User - Manne Nirajan'. The 'User ID' field is set to 'manne.niranjan'. Other fields include 'First name' (Manne), 'Last name' (Niranjan), 'Title' (empty), 'Department' (empty), 'Email' (niranjanreddymanne2507@gmail.com), 'Language' ('-- None --'), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los\_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), 'Mobile phone' (empty), and 'Photo' (Click to add...). Active status is checked. Buttons at the bottom include 'Update', 'Set Password', and 'Delete'.

## Step 2: Group Creation

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

### Images (Screenshots):

The screenshots show the ServiceNow interface for creating groups. Both screenshots have a similar layout: a header with 'servicenow' and navigation links (All, Favorites, History, Workspaces, Admin), a search bar, and a toolbar with 'Update' and 'Delete' buttons. Below the header is a breadcrumb trail showing the current location: 'Group - certificates' or 'Group - Platform'. The main area contains form fields for 'Name' (Certificates or Platform), 'Manager' (Katherine Pierce or Manne Niranjan), 'Group email' (empty), 'Parent' (empty), and 'Description' (empty). Below the form is a section for 'Roles (1)' or 'Group Members (1)'. This section includes a table with one row:

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

The bottom of each screenshot shows a footer with navigation icons.

## 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 Roles list page. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and Roles. A search bar and a 'New' button are also present. The main table displays two rows of role information:

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

## 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):

The screenshot shows the ServiceNow interface for creating a new table named "Operations related". The table has 14 columns defined:

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 Niranjan to Platform Group and assigned Platform\_Role

### Images (Screenshots):

The screenshot shows the ServiceNow interface for managing groups. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and the current view 'Group - certificates'. The main content area displays the 'certificates' group details. The 'Name' field is set to 'certificates', 'Manager' is 'Katherine Pierce', and there is a 'Description' field. Below this, a table lists one role assigned to the group:

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

The screenshot shows the ServiceNow interface for managing groups. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and the current view 'Group - Platform'. The main content area displays the 'Platform' group details. The 'Name' field is set to 'Platform', 'Manager' is 'Manne Niranjan', and there is a 'Description' field. Below this, a table lists one role assigned to the group:

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

## 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):

The screenshot shows the ServiceNow Access Control interface for the 'u\_operations\_related' table. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main title is 'Access Control - u\_operations\_related'. The 'Applies To' section shows 'No. of records matching the condition: 0 (empty)'. Below this is a 'Conditions' section with a detailed description of decision types: 'Allow Access' (if all conditions are met) and 'Deny Access' (unless all conditions are met). A 'More Info' link is present. The 'Requires role' section lists three roles: 'Platform\_role', 'u\_operations\_related\_user', and 'Certification\_role'. Under 'Security Attribute Condition', there are tabs for 'Local or Existing' and 'Local', with a note 'Condition (empty)'. The 'Data Condition' section is partially visible at the bottom.

## 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 shows the ServiceNow interface with the title 'Table - Operations related'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and a search bar. Below the title, there are links for 'Add to Service Catalog', 'Run Point Scan', and 'Explore REST API'. The main content area displays a table titled 'Access Controls' with 10 rows. The table has columns for 'Name', 'Decision Type', 'Operation', 'Type', 'Active', 'Updated by', and 'Updated'. The data in the table is as follows:

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

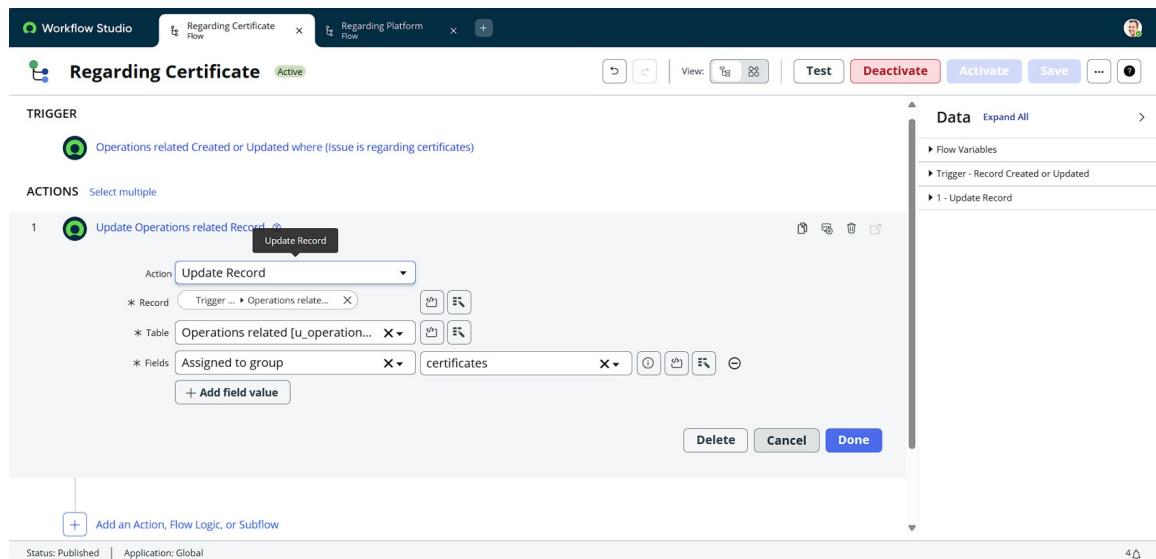
## Step 8: Flow Designer Automation

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

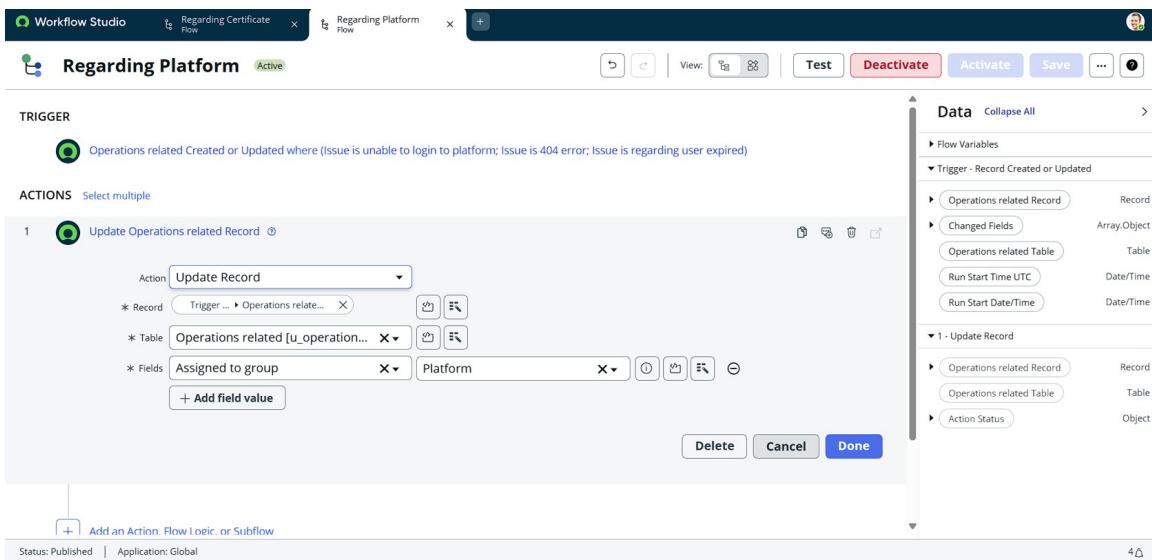
### Images (Screenshots):



## 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](http://developer.servicenow.com))
- Virtual Internship Materials Provided by ServiceNow