

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. 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 Group - certificates page. The group details section includes:

- Name: certificates
- Manager: Katherine Pierce
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

The Roles tab shows one role assigned:

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

The screenshot shows the ServiceNow Group - Platform page. The group details section includes:

- Name: Platform
- Manager: Manne Niranjan
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

The Roles tab shows one role assigned:

| 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 columns are: 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 |

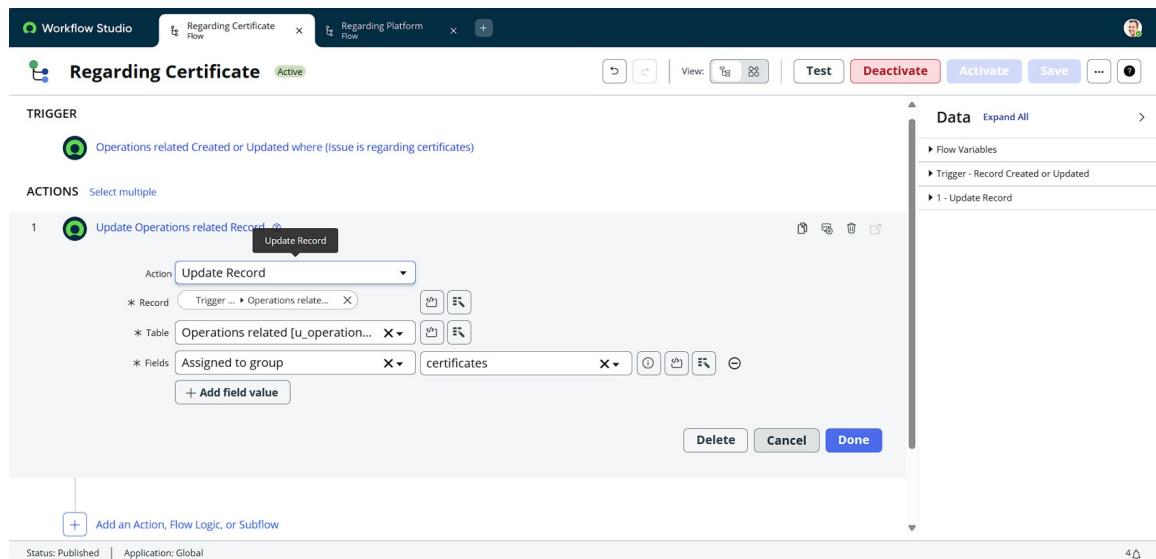
Step 8: Flow Designer Automation

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

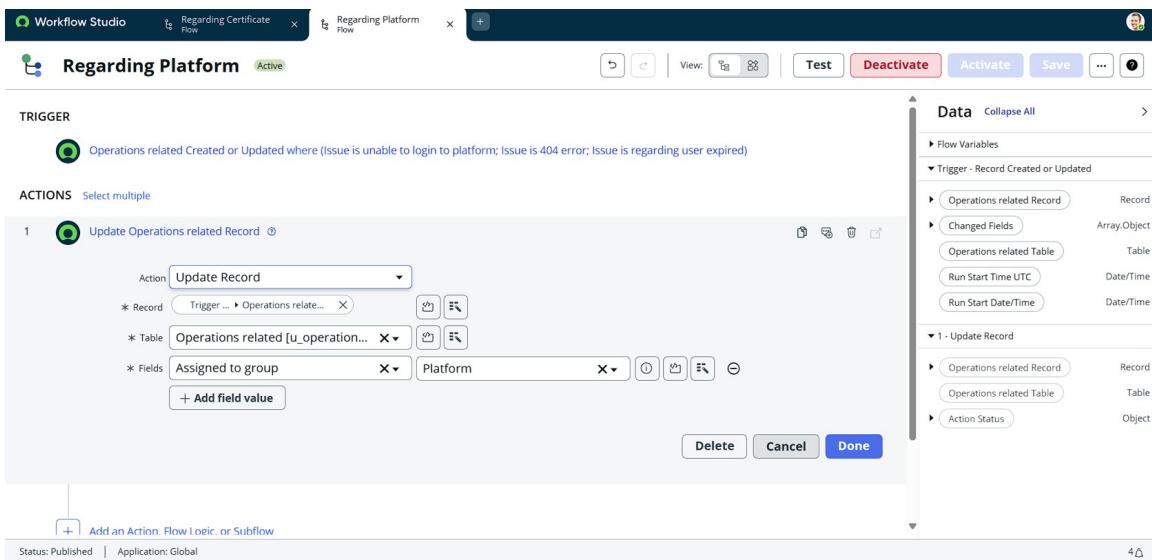
Images (Screenshots):



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)
- Virtual Internship Materials Provided by ServiceNow