

Streamlining Ticket Assignment for Efficient Support Operations

1. Introduction

- Project Title: Streamlining Ticket Assignment for Efficient Support Operations
- Team Members: 1. Yerriboina Sri Bhargav(Leader)
 2. Kappaguntula P V L G Saraswathi
 3. Kondamuri Pavan Kumar
 4. Nagesh Terlapu

2. Project Overview

- Purpose: This project focuses on automating ticket assignment in ServiceNow to eliminate manual routing, reduce human error, and improve service efficiency.
- Features: Automated routing, ACL-based security, user/group management, custom tables, and flow-based logic.

3. Architecture

- Platform: ServiceNow cloud platform
- Components: Users, Roles, Groups, Tables, Flows, ACLs

4. Implementation Steps

4.1 Create Users

- • Open ServiceNow.
- • Click on All >> search for Users.
- • Select Users under System Security.
- • Click on New.
- • Fill in the user details (User ID, Name, Email, etc.).
- • Click Submit.
- • Repeat to create additional users

4.2 Create Groups

- • Navigate to All >> Groups.
- • Click New to create a new group.
- • Provide group name and description.
- • Click Submit.

4.3 Assign Roles

- • Navigate to Users or Groups.
- • Open a record and scroll to Roles tab.
- • Click Edit, select roles to assign (e.g., admin, itil).
- • Click Save.

4.4 Create Tables

- • Navigate to Tables under System Definition.
- • Click New to define a custom table (e.g., Operations Related).
- • Set fields and properties.
- • Click Submit.

4.5 Assign Users to Groups

- • Open a group record.
- • Scroll to Users related list and click Edit.
- • Add users and click Save.

4.6 Assign Roles to Tables

- • Open table settings.
- • Use Access Control or directly assign roles in table permissions.

4.7 Create Access Control Rules (ACLs)

- • Navigate to System Security >> Access Control (ACL).
- • Click New to define a rule for the table or field.
- • Specify conditions and required roles.
- • Click Submit.

4.8 Create Flow for Ticket Routing

- • Open Flow Designer.
- • Create a new flow triggered on ticket creation.
- • Add logic to assign tickets based on category or user input.
- • Activate the flow.

5. Conclusion

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.

4.1 Create Users

All

Favorites

History

Workspaces

PB- Manne Niranjana | User

Search

User

Manne Niranjana

Update

Set Password

Delete

User ID

manne.niranjana

First name

Manne

Last name

Niranjana

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

niranjanareddymanne2507@gmail.com

Language

-- None --

Calendar integration

Outlook

Time zone

System (GMT)

Date format

System (dd/MM/yyyy)

Business phone

Mobile phone

Photo

Click to add...

Update

Set Password

Delete

Related Links

All

Favorites

History

Workspaces

PB- Katherine Pierce | User

Search

User

Katherine Pierce

Update

Set Password

Delete

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 (GMT)

Date format

System (dd/MM/yyyy)

Business phone

Mobile phone

Photo

Click to add...

Update

Set Password

Delete

4.2 Create Groups

All

Favorites

History

Workspaces

Admin

PB- certificates | Group

Search

Group certificates

Update

Delete

Name

certificates

Group email

Manager

Katherine Pierce

Parent

Description

Update

Delete

Roles (1)

Group Members (1)

Groups

User

Search

Actions on selected rows...

New

Edit...

Group = certificates

User

Katherine Pierce

1 to 1 of 1

All

Favorites

History

Workspaces

Admin

PB- Platform | Group

Search

Group Platform

Update

Delete

Name

Platform

Group email

Manager

Manne Niranjana

Parent

Description

Update

Delete

Roles (1)

Group Members (1)

Groups

Created

Search

Actions on selected rows...

Edit...

Group = Platform

Created

17/06/2025 09:54:47 PM

Platform_role

(empty)

true

1 to 1 of 1

4.3 Assign Roles

All Favorites History Workspaces Admin

PB- certificates | Group ☆

Search

🌐 🔍 ? 🔔 👤

< ≡ Group certificates

🔗 ⚙️ ⋮ Update Delete ↑ ↓

Name certificates

Group email

Manager Katherine Pierce 🔍 ⓘ

Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

≡ 🔍 Created ▾ Search

⚙️ — Actions on selected rows... ▾ Edit...

Group = certificates

<input type="checkbox"/>	Created	Role	Granted by	Inherits
<input type="checkbox"/>	17/06/2025 09:51:30 PM	Certification_role	(empty)	true

1 to 1 of 1

All Favorites History Workspaces Admin

PB- Platform | Group ☆

Search

🌐 🔍 ? 🔔 👤

< ≡ Group Platform

🔗 ⚙️ ⋮ Update Delete ↑ ↓

Name Platform

Group email

Manager Manne Niranjana 🔍 ⓘ

Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

≡ 🔍 User ▾ Search

⚙️ — Actions on selected rows... ▾ New Edit...

Group = Platform

<input type="checkbox"/>	User
<input type="checkbox"/>	Manne Niranjana

1 to 1 of 1

4.4 Create Tables

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More info](#)

* Label: Operations related
* Name: u_operations_related
Application: Global
Remote table: [Remote table](#)

Columns Controls Application Access

Table Columns for text Search 1 to 15 of 15 New

Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
x	Priority	String	temphol	40		false
x	Name	String	temphol	40		false
x	AssignedToGroup	Reference	Group	33		false
x	Issue	String	temphol	40		false
x	Ticket related Date	Date/Time	temphol	40		false
x	Comment	String	temphol	40		false
x	AssignedTo user	Reference	User	32		false
x	Service request No	String	temphol	40	{javascript: getnextId(NumberOf)}	false
x	UpdatedBy	String	temphol	40		false
x	Updated	Integer	temphol	40		false
x	Updated	Date/Time	temphol	40		false
x	CreatedBy	String	temphol	40		false
x	Sys ID	Sys ID (OUQ)	temphol	32		false
x	Created	Date/Time	temphol	40		false
x	Issue Filed	Choice	temphol	40		false
x	Insert Line Item...					false

Related Links
Form Builder
Data Entry
Data Entry
Data Entry

4.5 Create Access Control Rules (ACLs)

Access Control u_operations_related

Type: record
Operation: write
Decision Type: Allow If
Admin overrides: ☒
Protection policy: -- None --
Name: u_operations_related
Description: Default access control on u_operations_related
Applies To: (empty)

Application: Global
Active: ☒
Advanced: ☐

Conditions

Requires role

Role
Certification_role
Platform_role
u_operations_related_user

All Favorites History Workspaces Admin
PB- u_operations_related | Access Control
Search

Access Control
u_operations_related

Type: record
Operation: read
Decision Type: Allow If
Admin overrides: ☒
Protection policy: -- None --
Name: u_operations_related
Description: Default access control on u_operations_related
Applies To: No. of records matching the condition 0 @ (empty)
Application: Global
Active: ☒
Advanced: ☐

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

[More Info](#)

Requires role
1 to 3 of 3

Role
u_operations_related_user
Platform_role
Certification_role

4.8 Create Flow for Ticket Routing

Workflow Studio
Regarding Certificate
Flow # 00000

Regarding Certificate
Active
Test Debug Deactivate Activate Save

TRIGGER
Operations related Created or Updated where (Issue Filed is regarding certificates)

ACTIONS
Select multiple
1 Update Operations related Record
Add an Action, Flow Logic, or Subflow

ERROR HANDLER
If an error occurs in your flow, the actions you add here will run.

Data
Collapse All

Flow Variables
Trigger- Record Created or Updated
Operations related Record
Changed Fields
Operations related Table
Run Start Time UTC
Run Start Date/Time
1 - Update Record
Operations related Record
Operations related Table
Action Status

Status: Published Application: Global

Workflow Studio

Regarding Platform
Flow • Global

Return home

Regarding Platform Active

View

7a

88

Test

Debug

Deactivate

Activate

Save

TRIGGER

Operations related Created or Updated where (Issue Filed is unable to login to platform: Issue Filed is 404 error: Issue Filed is regarding user expired)

ACTIONS

Select multiple

1

Update Operations related Record @

+

Add an Action, Flow Logic, or Subflow

ERROR HANDLER

☐

If an error occurs in your flow, the actions you add here will run.

Data

Collapse All

Flow Variables

Trigger - Record Created or Updated

Operations related Record

Record

Changed Fields

Array/Object

Operations related Table

Table

Run Start Time UTC

Date/Time

Run Start Date/Time

Date/Time

1 - Update Record

Operations related Record

Record

Operations related Table

Table

Action Status

Object

Status: Published

Application: Global

0/1

----- THE END -----