

Streamlining Ticket Assignment for Efficient Support Operations

1. Introduction

- Project Title: Streamlining Ticket Assignment for Efficient Support Operations
- Team Members:
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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

AllFavoritesHistoryWorkspacesPB- Manne Niranjana User

Search

User
Manne Niranjana

UpdateSet PasswordDelete

User IDmanne.niranjana

First nameManne

Last nameNiranjana

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Emailniranjanreddymanne2507@gma

Language-- None --

Calendar integrationOutlook

Time zoneSystem (GMT)

Date formatSystem (dd/MM/yyyy)

Business phone

Mobile phone

PhotoClick to add...

UpdateSet PasswordDelete

Related Links

AllFavoritesHistoryWorkspacesPB- Katherine Piercea User

Search

User
Katherine Pierce

UpdateSet PasswordDelete

User IDKatherine Pierce

First nameKatherine

Last namePierce

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

Language-- None --

Calendar integrationOutlook

Time zoneSystem (GMT)

Date formatSystem (dd/MM/yyyy)

Business phone

Mobile phone

PhotoClick to add...

UpdateSet PasswordDelete

4.2 Create Groups

AllFavoritesHistoryWorkspacesAdminPB - certificates | Group

Search

<≡GroupcertificatesUpdateDelete↑↓

NamecertificatesGroup email

ManagerKatherine PierceParent

Description

UpdateDelete

Roles [1]Group Members (1)Groups

≡🔍User Search⚙️ — Actions on selected rows...NewEdit...

Group = certificates

☐ 🔍 User ▼

Katherine Pierce

1 to 1 of 1

All

Favorites






History

Workspaces

Admin

PB- Platform | Group ☆




Q Search



<



≡

Group Platform




Update

Delete





Name


Group email



Manager



Parent



Description

Update

Delete

Roles (1)

Group Members (1)

Groups



≡

▼

Created

▼

Search



Actions on selected rows...

▼

Edit...

Group = Platform

<input type="checkbox"/>	Q	Created	Role	Granted by	Inherits
<input type="checkbox"/>		17/06/2025 09:54:47 PM	Platform_role	(empty)	true

<<

<

1

>

>>

to 1 of 1

4.3 Assign Roles

AllFavoritesHistoryWorkspacesAdminPB-certificates | Group

Search

<Groupcertificates

UpdateDelete

Namecertificates

Group email

ManagerKatherine Pierce

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

Created

Search

Actions on selected rows...Edit...

Group = certificates

Created	Role	Granted by	Inherits
17/06/2025 09:51:30 PM	Certification_role	(empty)	true

1 to 1 of 1

AllFavoritesHistoryWorkspacesAdminPB-Platform | Group

Search

<GroupPlatform

UpdateDelete

NamePlatform

Group email

ManagerManne Niranjan

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

User

Search

Actions on selected rows...NewEdit...

Group = Platform

User
Manne Niranjan

1 to 1 of 1

4.4 Create Tables

Table: Operations related | View 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: ☐

Columns | Controls | Application Access

Table Columns for test

Column label	Type	Reference	Max length	Default value	Display
X Priority	String	len(50)	40		False
X Name	String	len(50)	40		False
X Assigned to group	Reference	Group	32		False
X Issue	String	len(50)	40		False
X Ticket raised Date	Date/Time	len(50)	40		False
X Comment	String	len(50)	40		False
X Assigned to user	Reference	User	32		False
X Service request No	String	len(50)	40	{u.username}@number(1000000)}	False
X Updated by	String	len(50)	40		False
X Updated	Integer	len(50)	40		False
X Updated	Date/Time	len(50)	40		False
X Created by	String	len(50)	40		False
X Sys ID	Sys ID (GUID)	len(50)	32		False
X Created	Date/Time	len(50)	40		False
X Issue Picked	Choice	len(50)	40		False
Insert a new row...					

Related Links

- Form Builder
- Admin Tools
- Layout Editor
- Admin Site

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

Access Control 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 - Global

Regarding Certificate Active

View 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 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

Workflow Studio

Regarding Platform
Flow • Global

Return home

Regarding Platform Active

View:

ts

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 -----