

**Project Title : Streamlining Ticket Assignment for Efficient Support Operations**

**Team Id: NM2025TMID19141**

**Team Members:**

**Team Leader: Sugasri S**

**Team Member 1 : Sarancey V**

**Team Member 2 : Sujitha A**

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**Problem Statement:**

At ABC Corporation, support tickets were previously routed manually, leading to delays, misassignments, and inefficiencies in issue resolution. This manual process not only consumed valuable operator time but also impacted service quality and customer satisfaction. There was a clear need for an automated solution to streamline ticket routing, reduce errors, and improve overall support efficiency.

**Objective:**

The objective of this project is to design and implement an automated ticket routing system in ServiceNow that ensures support tickets are intelligently assigned to the correct teams based on predefined rules. This aims to reduce manual intervention, improve efficiency of support operations, accelerate issue resolution, and enhance customer satisfaction.

## Skills:

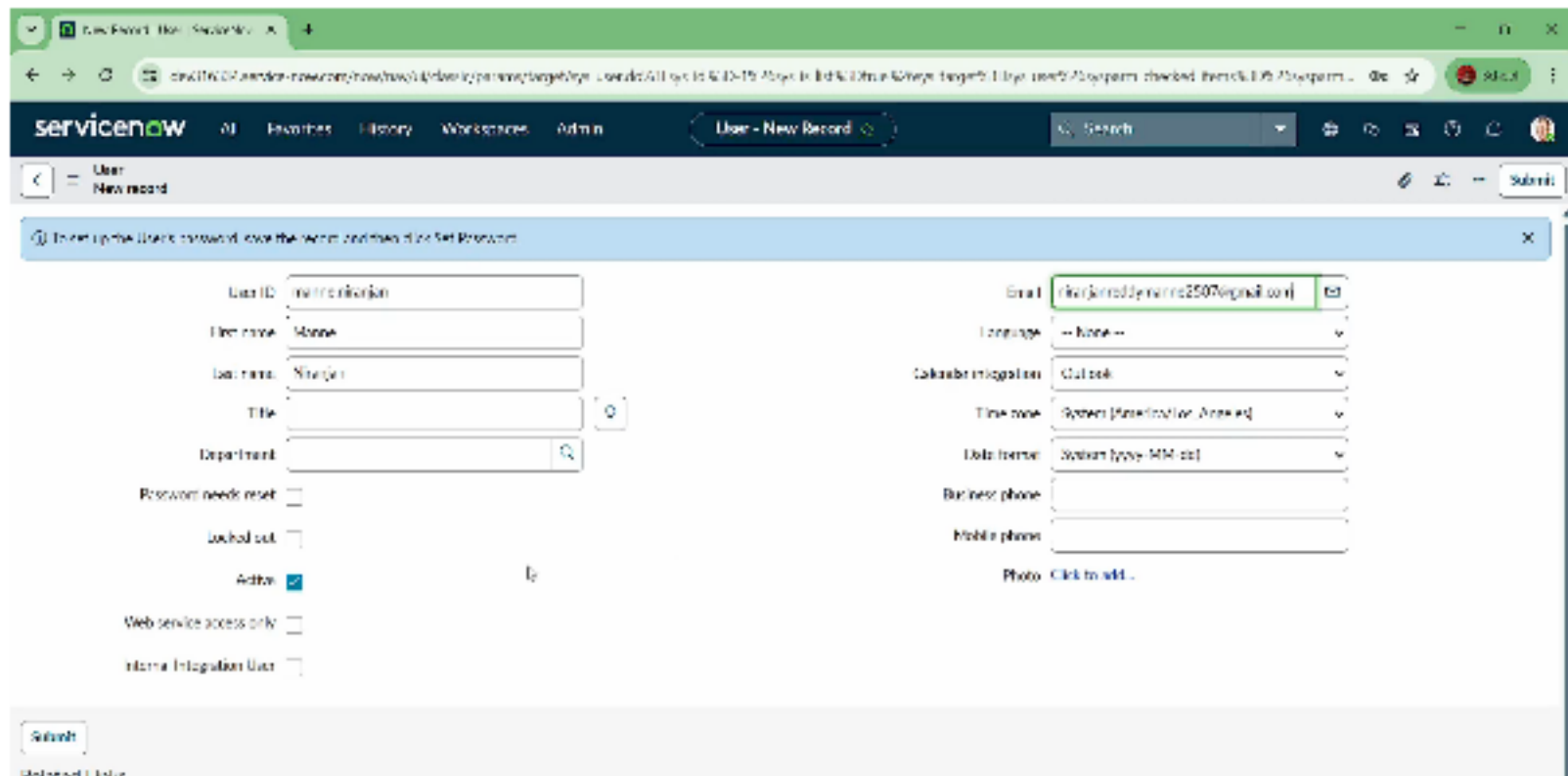
- **Platform Administration:** Managing settings, properties, and application stability.
- **Table & Form Configuration:** Building the custom *Operations related* table with proper fields and layouts.
- **Security Management:** Implementing ACLs to control access and ensure data integrity.
- **Flow Designer Automation:** Creating trigger-based workflows to automatically assign tickets to the right group.

## TASK INITIATION

### Milestone 1 : Users

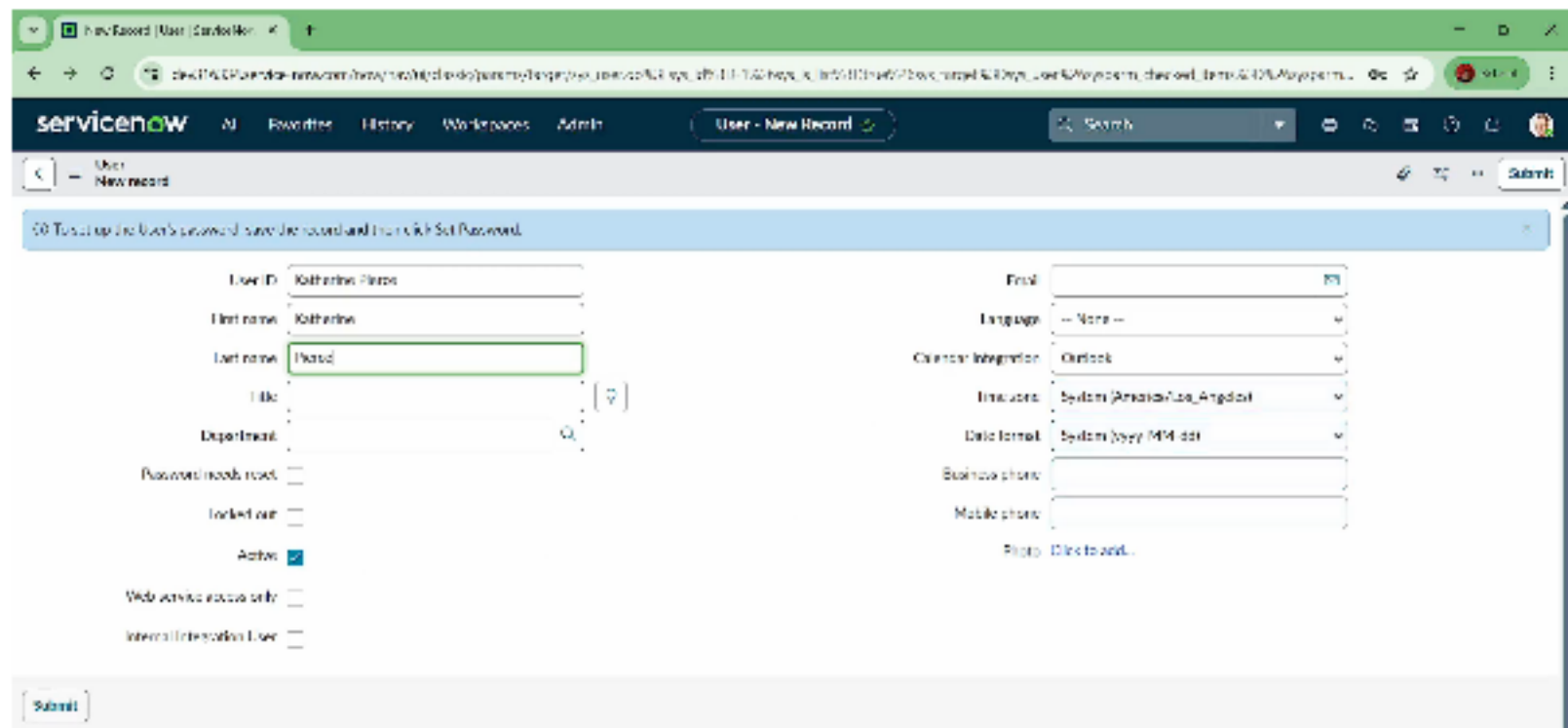
#### Activity 1: Create Users

1. Open **ServiceNow**.
2. Click on **All** in the left menu.
3. Type "**Users**" in the search bar.
4. Click on **Users** under **System Security**.
5. Click the **New** button to create a user.
6. Fill in the user details.
7. Click **Submit** to save the user.



ServiceNow User - New Record form. Fields include: User ID, First name, Last name, Title, Department, Password needs reset, Locked out, Active, Web service access only, Internal Integration User, Email, Language, Calendar integration, Time zone, Date format, Business phone, Mobile phone, and Photo.

8. To create another user, click **New** again.
9. Enter the details for the second user.
10. Click **Submit** to finish.

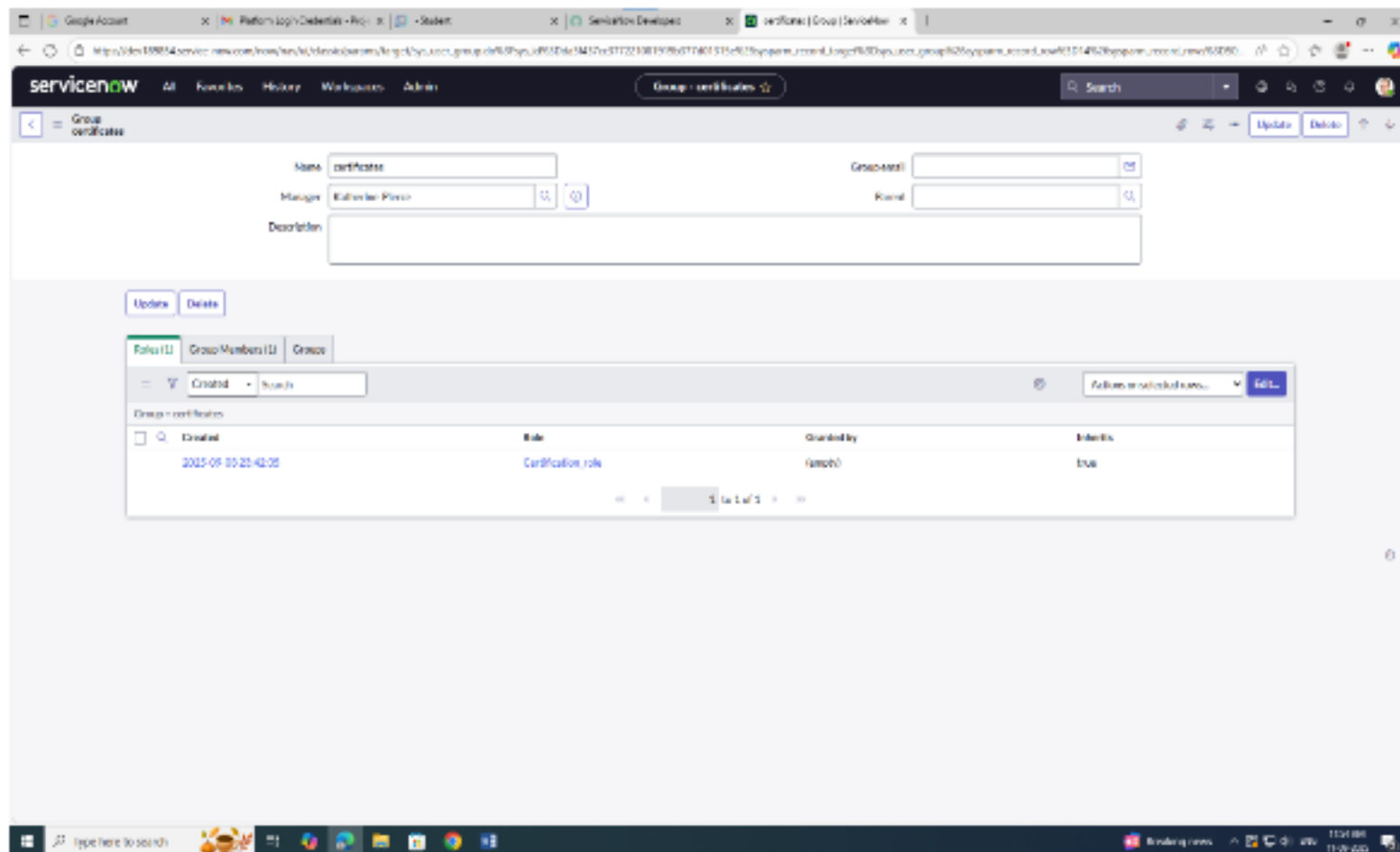


ServiceNow User - New Record form. Fields include: User ID, First name, Last name, Title, Department, Password needs reset, Locked out, Active, Web service access only, Internal Integration User, Email, Language, Calendar integration, Time zone, Date format, Business phone, Mobile phone, and Photo.

## Milestone 2 : Groups

### Activity 1: Create Groups

1. Open ServiceNow.
2. Click on "All" from the left-hand menu.
3. In the search bar, type "Groups".
4. Under **System Security**, click on "Groups".
5. Click the "New" button to create a new group.
6. Fill in the group details in the form.
7. Click "Submit" to save the group.



ServiceNow Group - certificates

Name: certificates Group name: Group name Manager: Kallan Patel Role: Role Description: Description

Update Delete

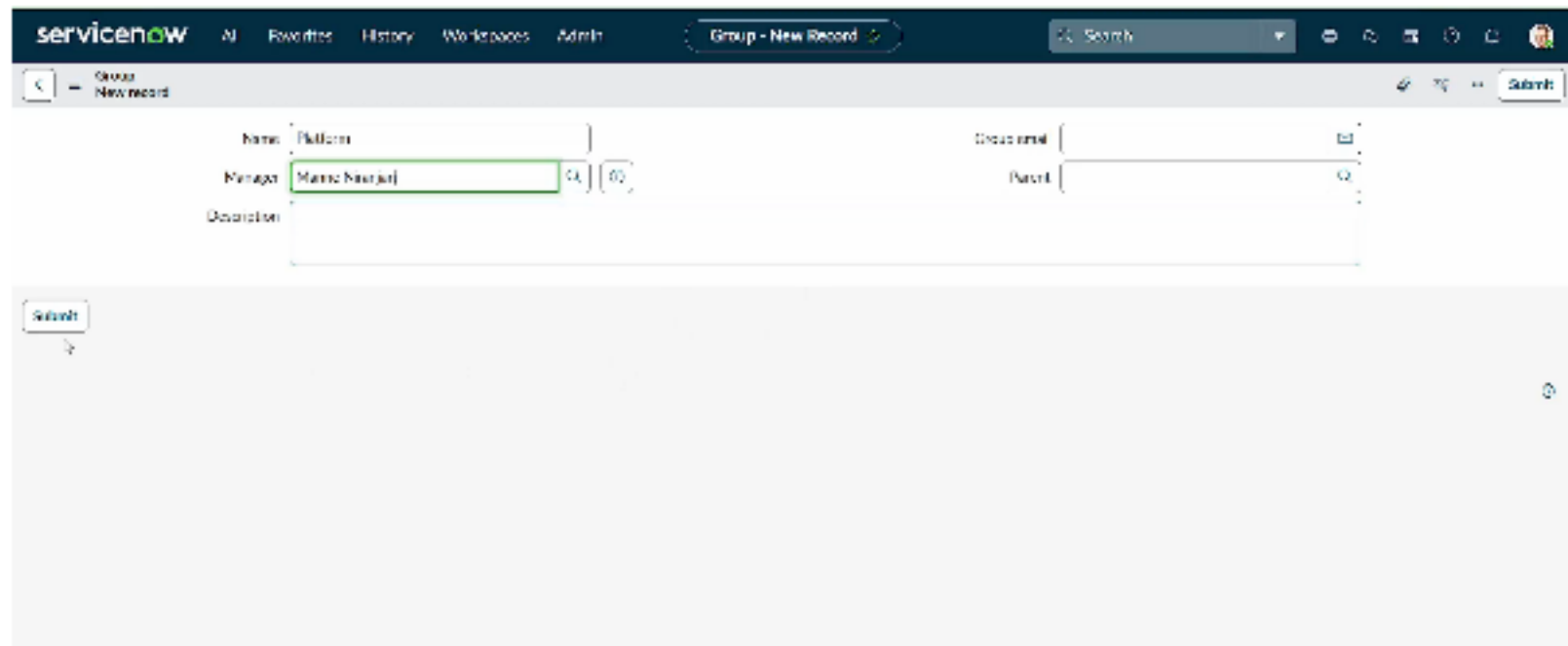
Policy (1) Group Members (1) Groups

Created: 2023-09-20 10:42:05

Created	Role	Granted by	Inherits
2023-09-20 10:42:05	Certification role	System	true

1 to 1 of 1

8. To create another group, click "New" again.
9. Enter the details for the second group.
10. Click "Submit" to save.



The screenshot shows the ServiceNow 'Group - New Record' form. The form is titled 'Group - New Record' and has a 'Submit' button in the top right corner. The form fields are as follows:

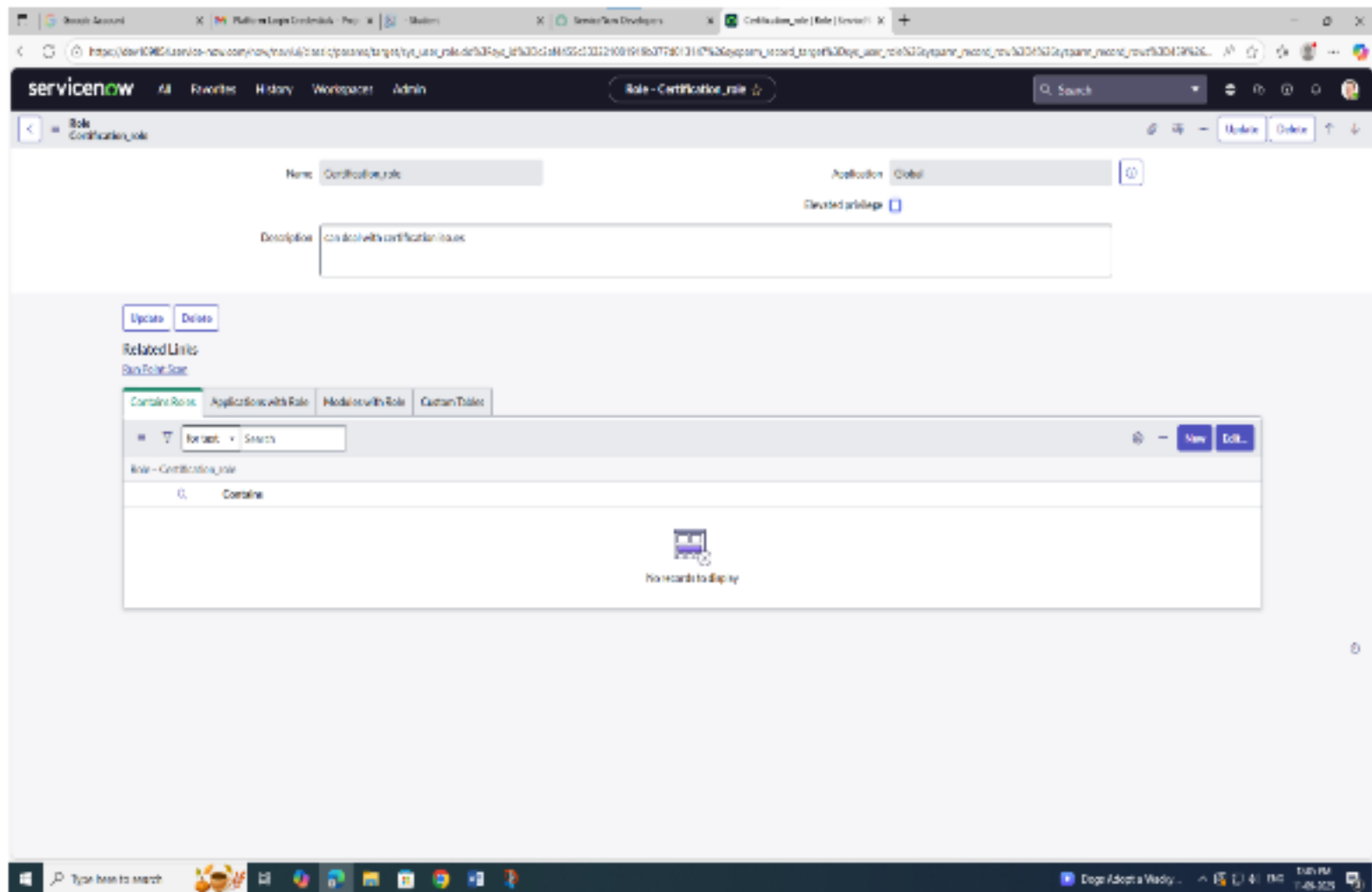
- Name:** Platform
- Manager:** Manoj Kumar
- Description:** (Empty text area)
- Group name:** (Empty text field)
- Parent:** (Empty text field)

A 'Submit' button is located at the bottom left of the form.

## Milestone 3 : Roles

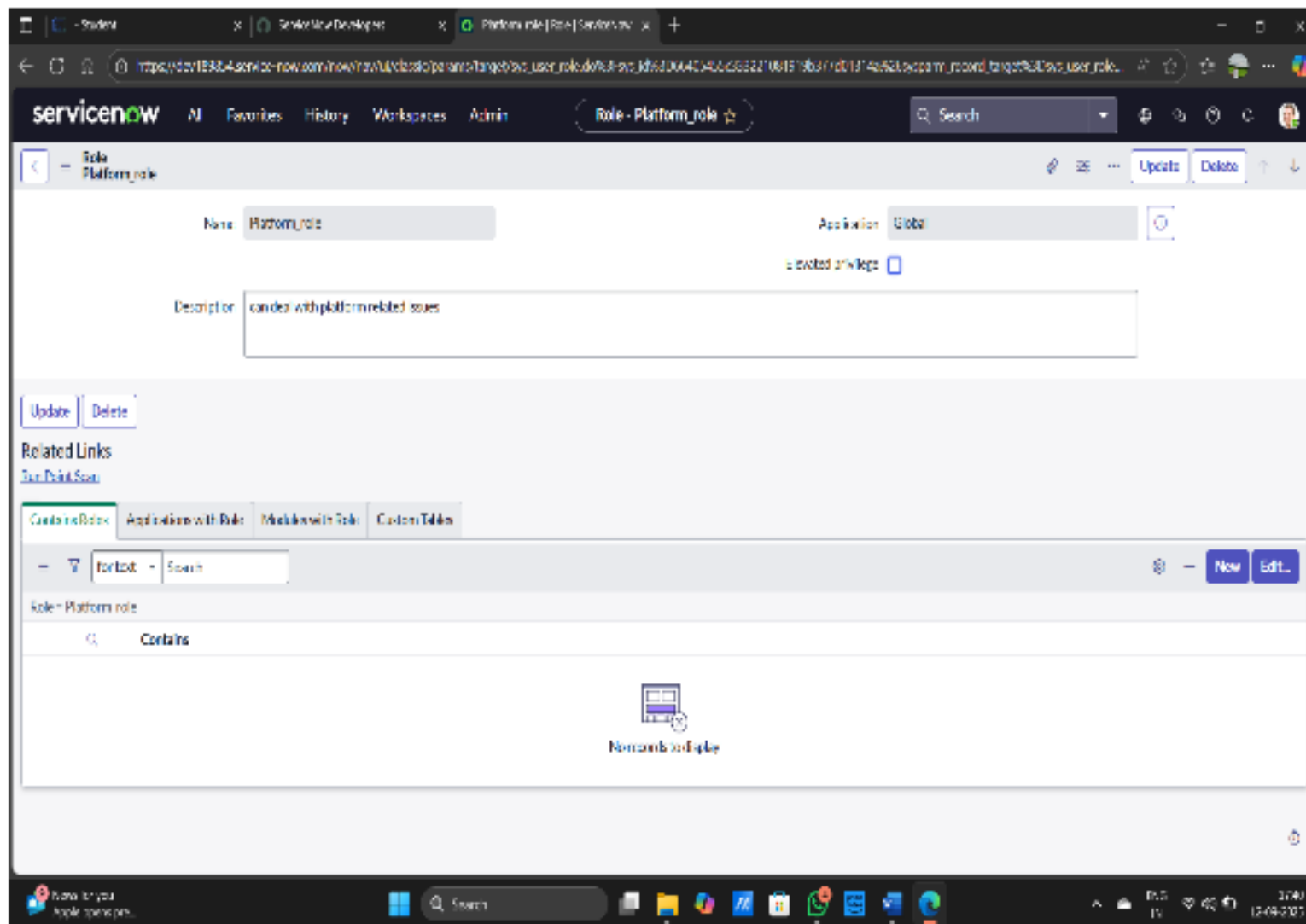
### Activity 1: Create roles

1. Open **ServiceNow**.
2. Click on **"All"** from the left-hand side menu.
3. In the search bar, type **"Roles"**.
4. Under **System Security**, click on **"Roles"**.
5. Click the **"New"** button to create a new role.
6. Fill in the role details in the form.
7. Click **"Submit"** to save the role.



The screenshot shows the ServiceNow interface for configuring a role named 'Certification\_role'. The page includes a header with navigation links (All, Favorites, History, Workspace, Admin) and a search bar. The main content area displays the role details: Name (Certification\_role), Application (Global), and a description (certification role). Below this, there are 'Update' and 'Delete' buttons. A 'Related Links' section is also present. The 'Contains Role' tab is selected, showing a table with one entry: 'Certification\_role' under the 'Role' column and 'Certification' under the 'Contains' column. A 'New' button is visible in the top right of the table. The bottom of the page shows a Windows taskbar with various application icons and the system clock.

8. To create another role, click **"New"** again.
9. Enter the details for the second role.
10. Click **"Submit"** to save.



## Milestone 4 : Table

### Activity 1: Create Table

1. Open ServiceNow.
2. Click on **All** and search for **Tables**.
3. Select **Tables** under **System Definition**.
4. Click on **New**.
5. Fill in the following details to create a new table:  
**Label:** Operations related
6. Check the boxes **Create module** and **Create mobile module**.
7. Under **New menu name**, enter: Operations related
8. In the **Table Columns** section, add the required columns.
9. Click on **Submit**.

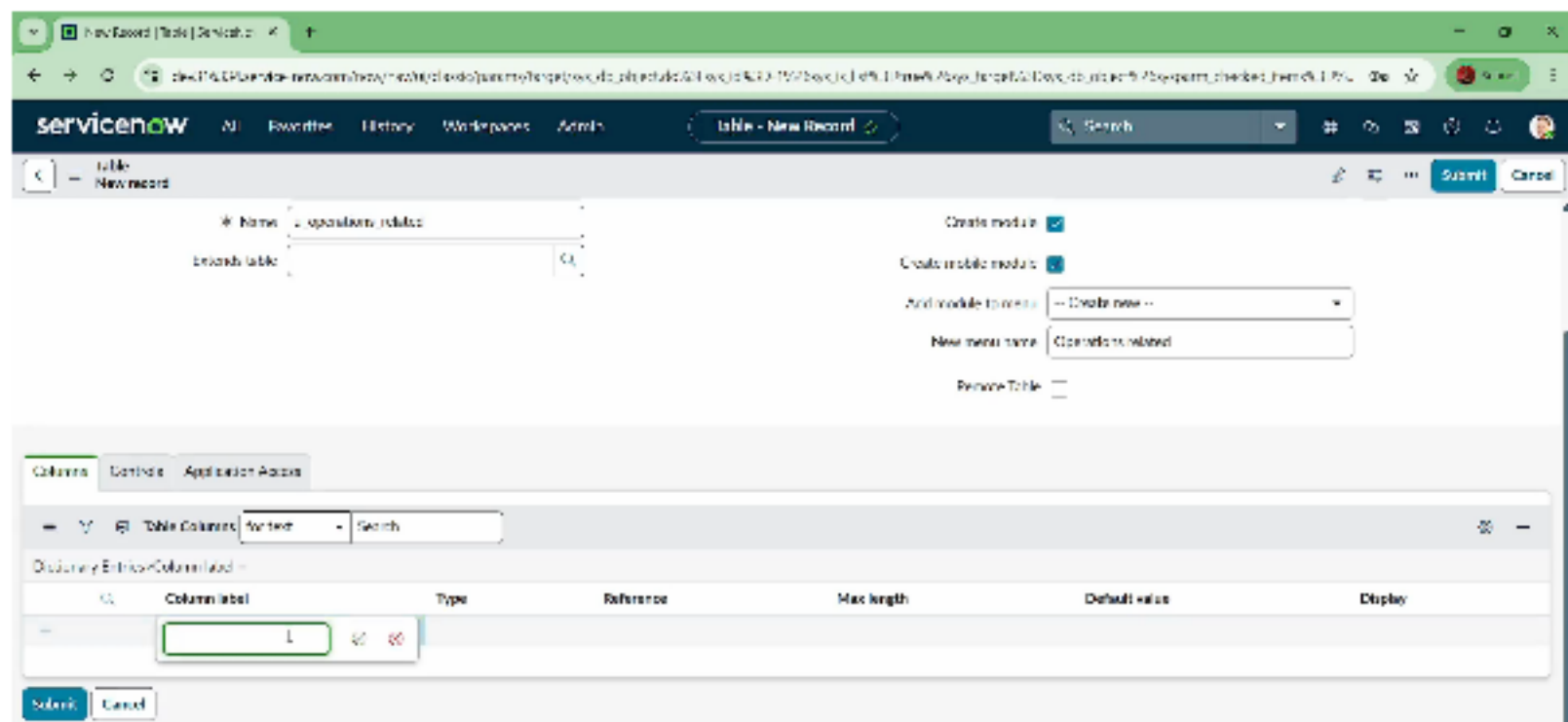


10. Create choices for the **Issue** field using **Form Design**.

11. The choices are:

- unable to login to platform
- 404 error
- regarding certificates
- regarding user expired

1. Click on submit



The screenshot shows the ServiceNow Form Designer interface for a 'Table - New Record' form. The top navigation bar includes 'Home', 'Form Designer', 'Library', 'Workspaces', and 'Admin'. The main form area shows a 'Name' field with the value 'operations related' and a 'Create module' checkbox that is checked. Below the form, the 'Columns' configuration panel is open, showing a table with columns: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The table contains one row with the value 'L' in the 'Column label' column. The 'Submit' button is visible at the bottom left of the panel.



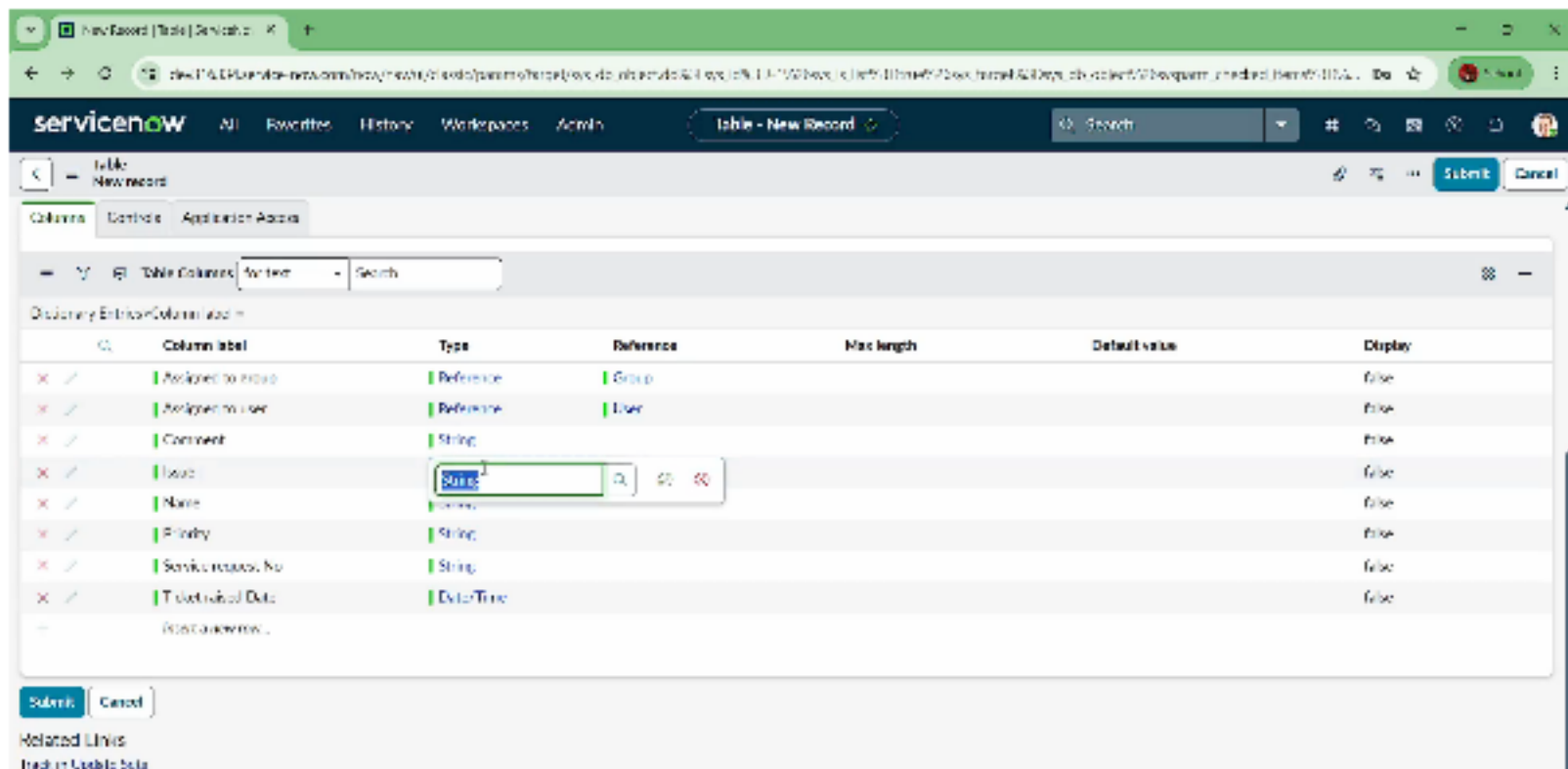


Table - New Record

Columns: Column label, Type, Reference, Max length, Default value, Display

Column label	Type	Reference	Max length	Default value	Display
Assigned to group	Reference	Group			false
Assigned to user	Reference	User			false
Comment	String				false
Is active	Boolean				false
Name	String				false
Priority	String				false
Service request no	String				false
Updated Date	DateTime				false

Submit Cancel

Related Links  
Back to Table

## Milestone 5 : Assign roles and users to groups

### Activity 1: Assign roles & users to certificate group

1. Open ServiceNow.
2. Click on All >> search for Tables.
3. Select Tables under System Definition.
4. Select the Certificates group.
5. Under Group Members, click on Edit.
6. Select Katherine Pierce and click Save.
7. Click on Roles.
8. Select Certification\_role and click Save.

The screenshot displays the ServiceNow 'Group Role - Edit Members' interface. At the top, the breadcrumb navigation shows 'Groups > Group Role - Edit Members'. The main header includes the ServiceNow logo and navigation tabs: 'All', 'Favorites', 'Library', and 'Workspaces'. The current page title is 'Group Role - Edit Members'. Below the header, there is a search bar and a 'Search' button. The main content area features a form for editing group members. The form has the following fields: 'Name' (with a dropdown menu), 'Manager' (with a dropdown menu and a 'CA' button), 'Organization' (with a dropdown menu), 'Group name' (with a dropdown menu), and 'Parent' (with a dropdown menu). Below the form, there are 'Update' and 'Delete' buttons. At the bottom of the page, there is a table with the following columns: 'Created', 'Role', 'Created by', and 'Inherits'. The table contains one row with the following data: 'Created': 2025-09-10 09:26:57, 'Role': Certification role, 'Created by': Tompat, 'Inherits': true.

Created	Role	Created by	Inherits
2025-09-10 09:26:57	Certification role	Tompat	true

## Activity 2: Assign roles & users to platform group

1. Open ServiceNow.
2. Click on **All** and search for **Tables**.
3. Select **Tables** under **System Definition**.
4. Choose the **Platform** group.
5. Under **Group Members**, click **Edit**.
6. Select **Manne Niranjan** and save your changes.
7. Go to the **Roles** tab.
8. Select **Platform\_role** and save.

**servicenow** All Favorites **Group - Platform** ☆

< Group Platform Update Delete

Name Platform Group email

Manager Manne Niranjan Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit...

Group = Platform

Created	Role	Granted by	Inherits
2025-09-03 23:45:34	Platform_role	(empty)	true

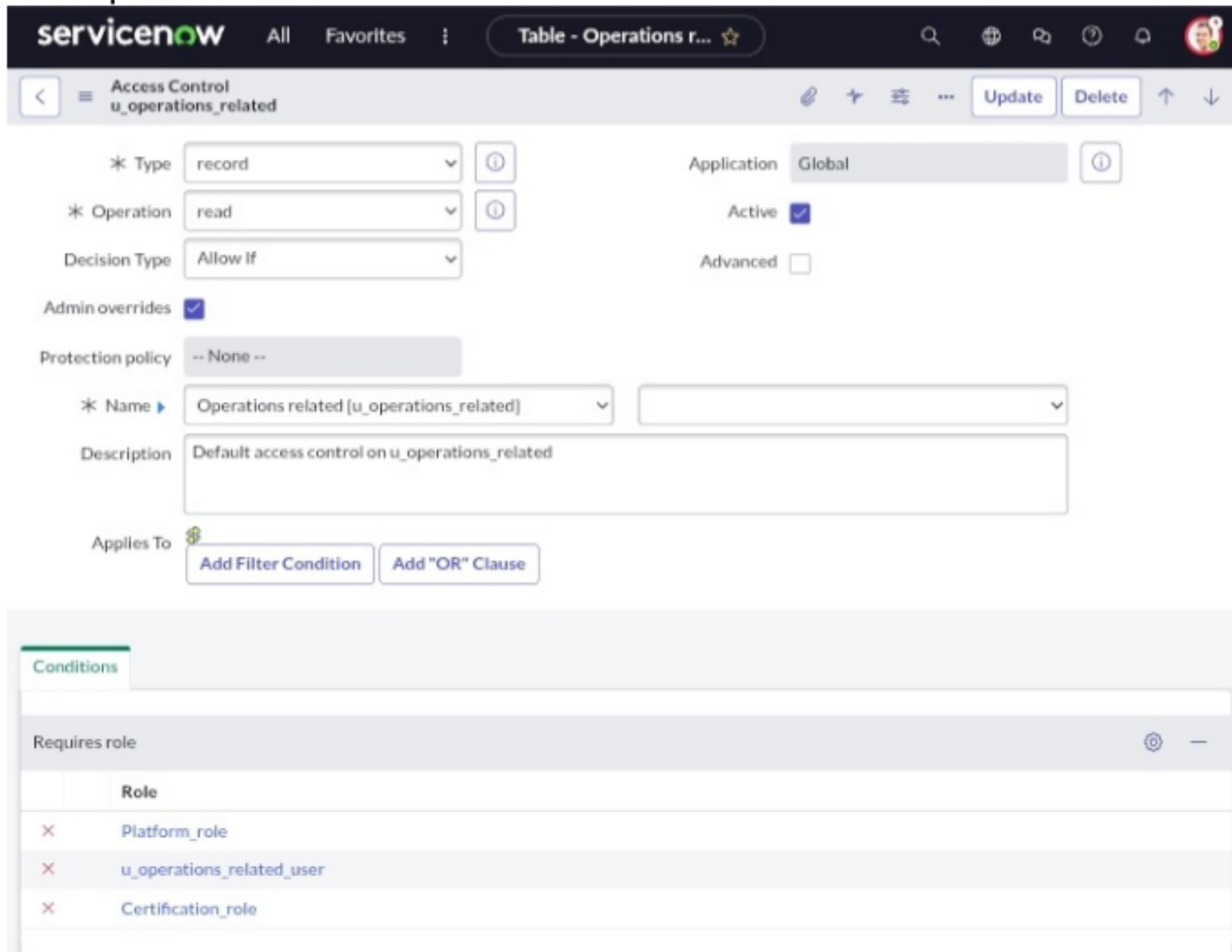
<< 1 to 1 of 1 >>

## Milestone 6 : Assign role to table

### Activity 1: Assign roles to table

1. Open ServiceNow.
2. Click on **All** and search for **Tables**.
3. Select the **Operations Related** table.
4. Click on **Application Access**.
5. Click on **u\_operations\_related read operation**.
6. Click on your profile icon in the top right corner.
7. Select **Elevate Role**.
8. Choose **Security Admin** and click **Update**.

9. Under **Requires Role**, double-click to insert a new row.
10. Add **Platform Role** and **Certificate Role**.
11. Click **Update**.



**servicenow** All Favorites Table - Operations r... ☆

Access Control u\_operations\_related Update Delete

\* Type record ⓘ

\* Operation read ⓘ

Decision Type Allow If

Application Global ⓘ

Active ☒


Advanced ☐

Admin overrides ☒

Protection policy -- None --

\* Name ▶ Operations related [u\_operations\_related] ⓘ

Description Default access control on u\_operations\_related

Applies To  Add Filter Condition Add "OR" Clause

**Conditions**

Requires role ⓘ

	Role
✗	Platform_role
✗	u_operations_related_user
✗	Certification_role

12. Click on **u\_operations\_related** write operation.
13. Under **Requires Role**, double-click to insert a new row.
14. Add **Platform Role** and **Certificate Role**.

**servicenow** All Favorites Table - Operations r... ★

Access Control u\_operations\_related Update Delete ↑ ↓

\* Type record ⓘ Application Global ⓘ

\* Operation write ⓘ Active ☒

Decision Type Allow If Advanced ☐

Admin overrides ☒

Protection policy -- None --

\* Name Operations related [u\_operations\_related] ⓘ

Description Default access control on u\_operations\_related

Applies To ⓘ Add Filter Condition Add "OR" Clause

**Conditions**

Requires role ⓘ

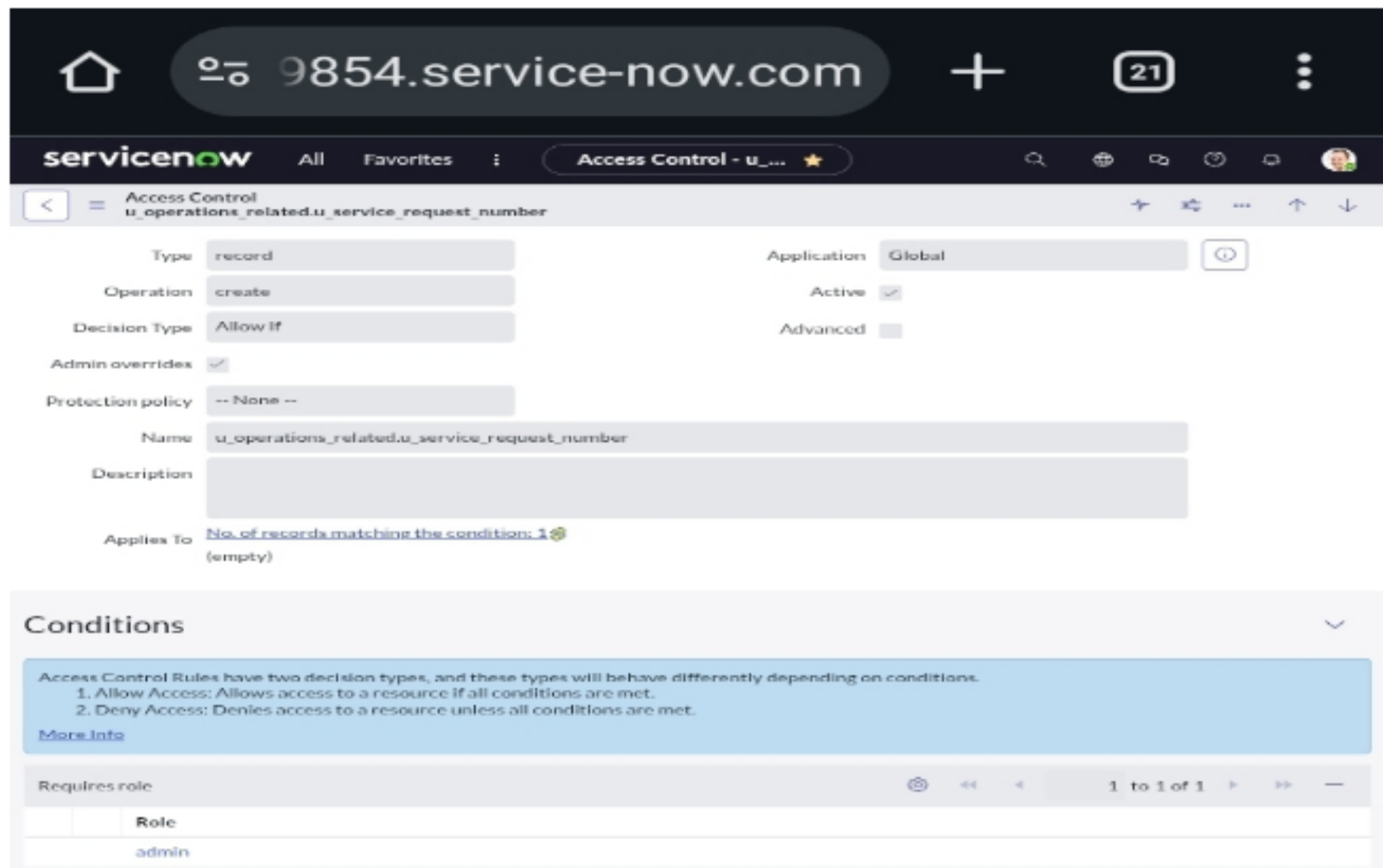
	Role
✗	Certification_role
✗	Platform_role
✗	u_operations_related_user

## Milestone 7 : Create ACL

### Activity 1: Create ACL

1. Open ServiceNow.
2. Click on **All** and search for **ACL**.
3. Select **Access Control (ACL)** under **System Security**.
4. Click **New** to create a new ACL.

5. Fill in the required details for the new ACL.
6. Scroll down to **Requires Role**.
7. Double-click to insert a new row.
8. Add the **admin** role.
9. Click **Submit**.
10. Repeat the above steps to create 4 ACLs for the following fields



The screenshot shows the ServiceNow Access Control configuration page for the resource `u_operations_related.u_service_request_number`. The configuration includes the following fields:

- Type:** record
- Operation:** create
- Decision Type:** Allow If
- Application:** Global
- Active:** ☒
- Advanced:** ☐
- Admin overrides:** ☒
- Protection policy:** -- None --
- Name:** u\_operations\_related.u\_service\_request\_number
- Description:** (empty)
- Applies To:** No. of records matching the condition: 1 (empty)

Below the configuration fields is the **Conditions** section, which contains a blue box with the following text:

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.
2. Deny Access: Denies access to a resource unless all conditions are met.

More info

Below the conditions section is the **Requires role** section, which contains a table with the following data:

Role
admin

## Milestone 8 :Flow

### Activity 1: Create a Flow to Assign operations ticket to group

1. Open ServiceNow.
2. Click on **All** and search for **Flow Designer**.



3. Select **Flow Designer** under **Process Automation**.
4. Click **New** and select **Flow**.
5. Under **Flow Properties**, enter the Flow Name as **"Regarding Certificate"**.
6. Set **Application** to **Global**.
7. Select **Run user** as **System user** from the dropdown.
8. Click **Submit**
9. Click **Add a trigger**.
10. Search for and select **Create or update a record** as the trigger.
11. Set the **Table Name** to **Operations related**.
12. Define the condition as:
  - o Field: **issue**
  - o Operator: **is**
  - o Value: **Regrading Certificates**
13. Click **Done**.
14. Under **Actions**, click **Add an action**.
15. Search for and select **Update Record**.
16. In the **Record** field, drag the fields from the data navigation panel on the left (the table will be assigned automatically).
17. Set the field **Assigned to group** to the value **Certificates**.
18. Click **Done**.
19. Click **Save** to save the Flow.
20. Click **Activate** to activate the Flow.



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Workflow Studio

Homepage Operations Integrations

Playbooks Flows Subflows Actions New

Flows 70  
Last refreshed just now

Name	Application
Admin Deployment Approval Flow Error Notifier	App Engine Studio
Admin Install App to Production Environment Flow Error Notifier	App Engine Studio
Application Intake Request Flow	Application Intake
Application Intake Request V2	Application Intake
Benchmark Recommendation Evaluator	Benchmarks Spoke
Business process approval flow	Global
Change - Cloud Infrastructure - Authorize	Global
Change - Emergency - Authorize	Global
Change - Emergency - Implement	Global
Change - Emergency - Review	Global
Change - Normal - Assess	Global
Change - Normal - Authorize	Global
Change - Normal - Implement	Global
Change - Standard	Global
Change - Standard - Implement	Global
Change - Unauthorized - Authorize	Global
Change - Unauthorized - Review	Global
Collaboration Request Flow	Collaboration Request
Default SLA flow	Global
Deprecate Homepages when Polaris is ON	Global

Showing 1-20 of 70  
20 rows per page

Pick up where you left off

- Regarding Platform  
Last updated: 4 d. ago by System ...
- Regarding Certificate  
Last updated: 1 d. ago by System ...
- Create Flow Data  
Last updated: a year ago by System ...

Latest updates

- System Administrator modified Regarding Platform  
4 d. ago
- System Administrator modified Regarding Certificate  
4 d. ago
- System Administrator modified Create Flow Data  
a year ago
- System Administrator modified Deployment Environment Type Flow  
a year ago
- System Administrator modified Steps  
a year ago

Resources

- Product Documentation
- ServiceNow Videos
- Community
- Centre of Excellence
- Developer Portal

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Regarding Platform studio Regarding Certificate Flow Regarding Platform Flow

Reg... Active View: Test Deactivate Activate Save

TRIGGER

Operations related Created or Updated where (Issue is Unable to i...

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

## Activity 2: Create a Flow to Assign operations ticket to Platform group

### 1. Open ServiceNow and navigate to:

- All → Flow Designer (use the search bar for quick access).

### 2. In the Flow Designer window:

- Click New, then select Flow.

### 3. Configure Flow Properties:

- Name: Regarding Platform
- Application: Global
- Run As: Select System User
- Click Submit

### 4. Add a Trigger:

- Click Add a Trigger
- In the trigger selection window, search and select Create or Update Record
- Table: Operations related
- Condition:
  - o Field: issue
  - o Operator: is
  - o Value: Unable to login to platform

### 5. Add Additional Trigger Conditions:

- Click New Criteria
  - o Field: issue
  - o Operator: is
  - o Value: 404 Error
- Click New Criteria
  - o Field: issue

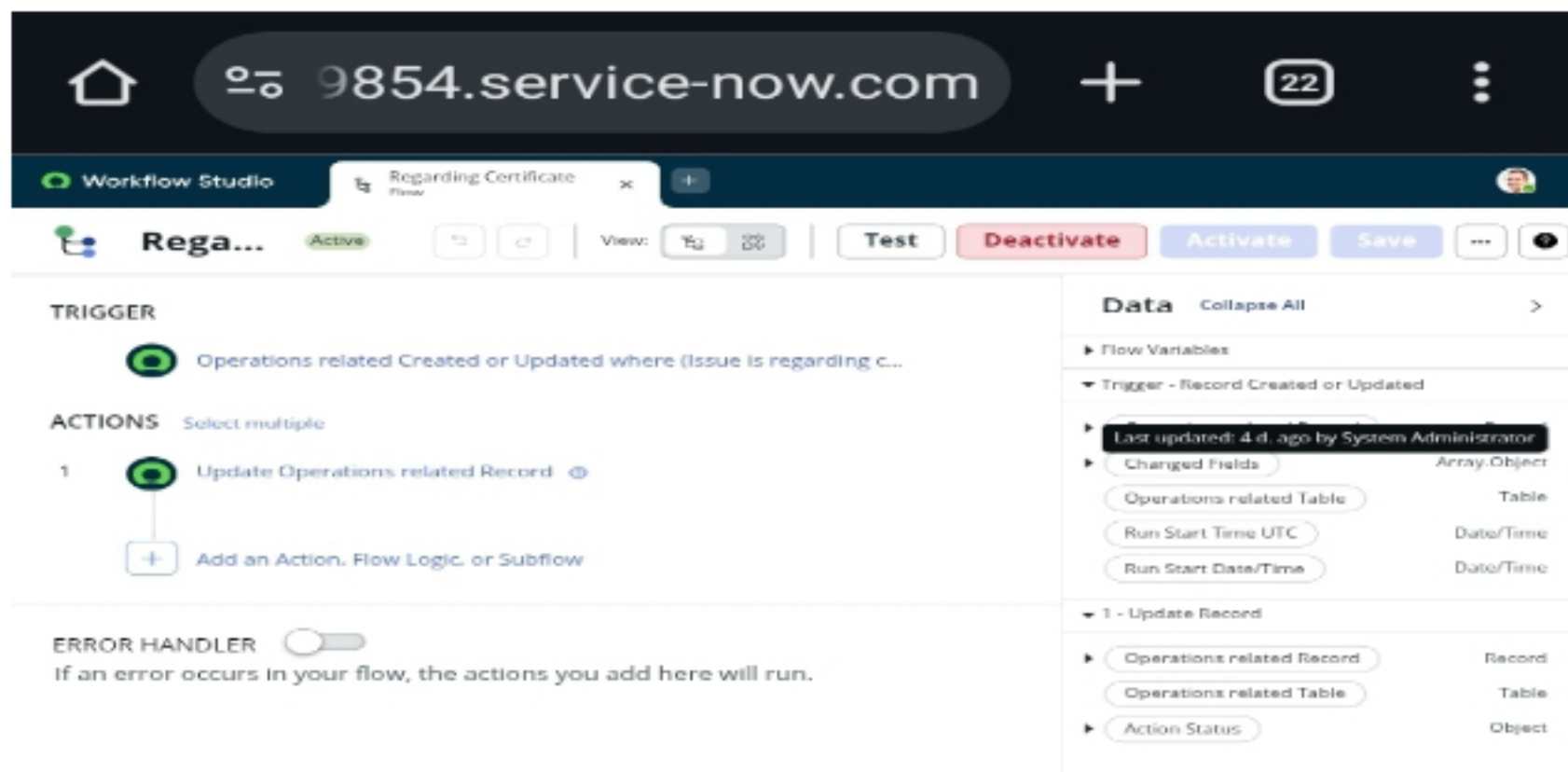
- o Operator: is
- o Value: Regrading User expired
- Click Done

## 6. Add an Action:

- Click Add an Action
- Search for and select **Update Record**
- In the **Record** field, drag the appropriate data pill from the Data Panel on the left
- **Table:** auto-populated
- **Field to Update:** Assigned to group
- **Value:** Platform
- Click Done

## 7. Finalize the Flow:

- Click **Save** to save the flow
- Click **Activate** to enable it



The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes a home icon, the URL '9854.service-now.com', and a user profile icon. The main workspace is titled 'Workflow Studio' and shows a flow named 'Regarding Certificate'. The flow is currently in 'Active' status. The left sidebar contains a 'TRIGGER' section with 'Operations related Created or Updated where (Issue is regarding c...' and an 'ACTIONS' section with 'Update Operations related Record'. The right sidebar, titled 'Data', shows a list of variables including 'Flow Variables', 'Trigger - Record Created or Updated', and '1 - Update Record'. The '1 - Update Record' section lists variables like 'Operations related Record', 'Operations related Table', and 'Action Status'.

Conclusion :

The implementation of the automated ticket routing system has successfully streamlined the support process by reducing manual effort and ensuring that tickets are directed to the right teams without delay. This has improved response times, enhanced operator efficiency, and increased overall customer satisfaction. By leveraging ServiceNow's automation and access control capabilities, the organization now has a more reliable, secure, and efficient support framework that can scale with future business needs