

# Streamlining Ticket Assignment for Efficient Support Operations

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.

## 1. Create Users

1. Open service now.
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user

Email	Active	Created	Updated
abeli.tuter@example.com	true	2012-02-17 19:04:52	2025-06-25 19:55:49
abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-06-25 19:55:52
adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-06-25 19:55:46
ailleen.mottern@example.com	true	2012-02-17 19:04:49	2025-06-25 19:55:50
alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-06-25 19:55:46
alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-06-25 19:55:52
aleneh.rabeck@example.com	true	2012-02-17 19:04:53	2025-06-25 19:55:53
alfonso.grilgen@example.com	true	2012-02-17 19:04:51	2025-06-25 19:55:46
alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-06-25 19:55:50
allan.schwantd@example.com	true	2012-02-17 19:04:53	2025-06-25 19:55:52
allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-06-25 19:55:52
allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-06-25 19:55:46
alva.pennington@example.com	true	2012-02-17 19:04:50	2025-06-25 19:55:54
alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-06-25 19:55:47
amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-06-25 19:55:52
amos.linnan@example.com	true	2012-02-17 19:04:51	2025-06-25 19:55:49
andrew.jackson@example.com	true	2013-07-23 17:34:44	2025-06-25 19:55:49

User = User  
Manne Nirajan

User ID	manne.niranjan	Email	niranjanreddymanne2507@gr
First name	Manne	Language	-- None --
Last name	Niranjan	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	<a href="#">Click to add...</a>
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

6. Click on submit

Create one more user:

7. Create another user with the following details

Favorites History Workspaces Admin User - Katherine Pierce

User ID	Katherine Pierce	Email	
First name	Katherine	Language	-- None --
Last name	Pierce	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	<a href="#">Click to add...</a>
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

8. Click on submit.

## 2.Create Groups

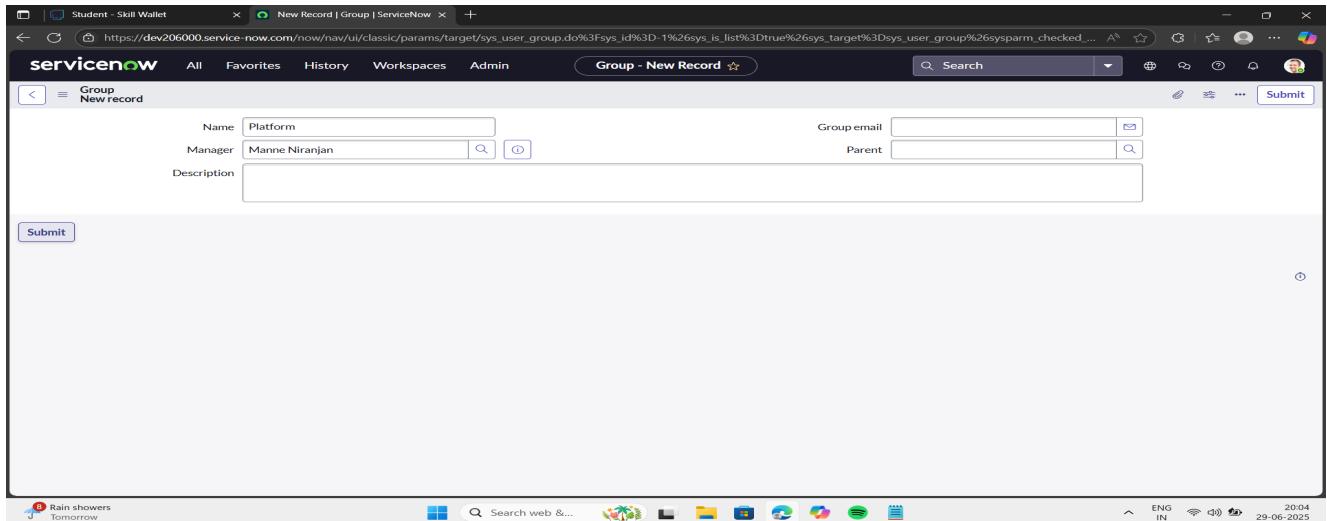
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group

The screenshot shows two ServiceNow browser windows. The top window displays the navigation bar with 'Student - Skill Wallet' and 'ServiceNow'. The left sidebar has a search bar with 'groups' typed in. Under 'System Security', the 'Groups' item is selected. The main content area features a 'Creator Studio' banner with the text 'Create request-based apps quickly' and a 'Open Creator Studio' button. Below it is a 'GO FURTHER' section with the text 'Power your workflow applications'. The bottom window shows a 'Group - New Record' form. The 'Name' field contains 'certificates', 'Manager' is listed as 'Katherine Pierce', and there are fields for 'Group email' and 'Parent'. A 'Description' field is empty. At the bottom right of the form is a 'Submit' button. The status bar at the bottom of the screen shows 'Rain showers Tomorrow', 'ENG IN', '20:04', and the date '29-06-2025'.

6. Click on submit

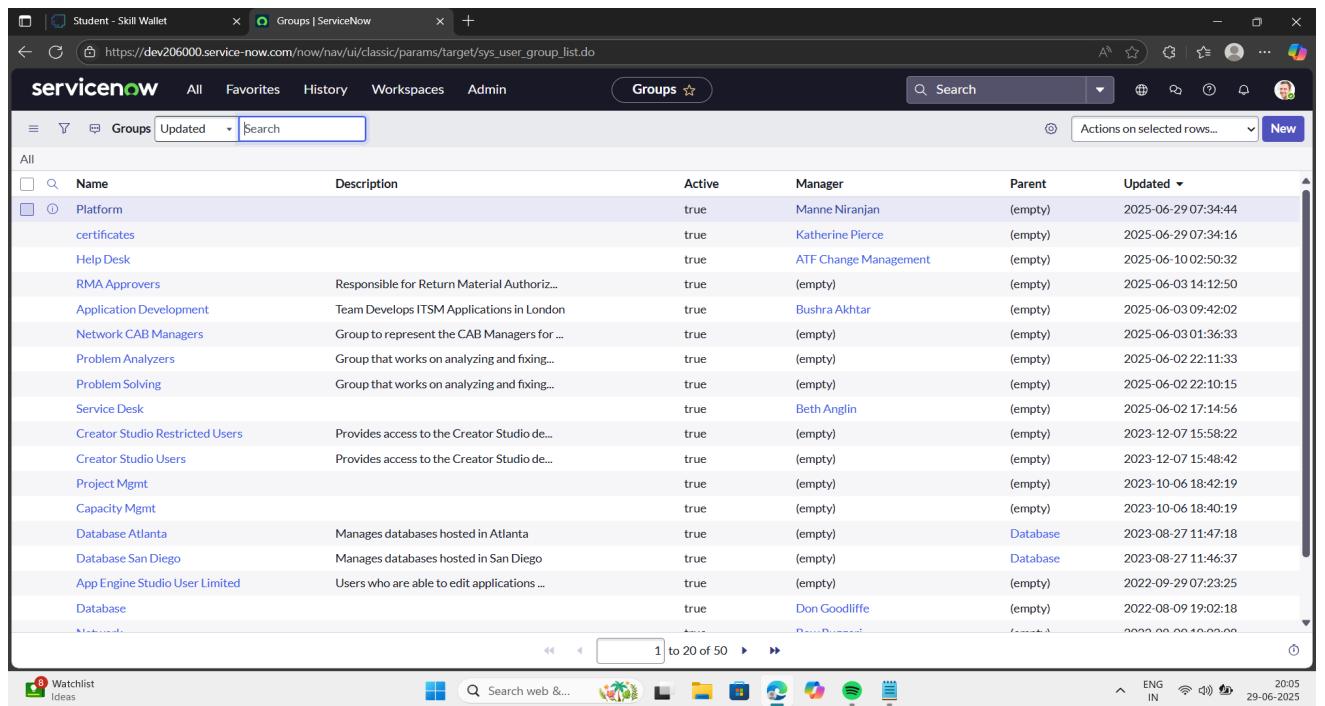
Create one more group:

1. Create another group with the following details



The screenshot shows the 'Group - New Record' page in ServiceNow. The 'Name' field contains 'Platform', 'Manager' is listed as 'Manne Niranjan', and there is a large empty 'Description' field. At the bottom is a 'Submit' button.

2. Click on submit.



The screenshot shows the 'Groups' list page in ServiceNow. The table displays various groups with their names, descriptions, active status, managers, parents, and update times. Some rows are collapsed.

All	Name	Description	Active	Manager	Parent	Updated
	Platform		true	Manne Niranjan	(empty)	2025-06-29 07:34:44
	certificates		true	Katherine Pierce	(empty)	2025-06-29 07:34:16
	Help Desk		true	ATF Change Management	(empty)	2025-06-10 02:50:32
	RMA Approvers	Responsible for Return Material Authoriz...	true	(empty)	(empty)	2025-06-03 14:12:50
	Application Development	Team Develops ITSM Applications in London	true	Bushra Akhtar	(empty)	2025-06-03 09:42:02
	Network CAB Managers	Group to represent the CAB Managers for ...	true	(empty)	(empty)	2025-06-03 01:36:33
	Problem Analyzers	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-06-02 22:11:33
	Problem Solving	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-06-02 22:10:15
	Service Desk		true	Beth Anglin	(empty)	2025-06-02 17:14:56
	Creator Studio Restricted Users	Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:58:22
	Creator Studio Users	Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:48:42
	Project Mgmt		true	(empty)	(empty)	2023-10-06 18:42:19
	Capacity Mgmt		true	(empty)	(empty)	2023-10-06 18:40:19
	Database Atlanta	Manages databases hosted in Atlanta	true	(empty)	Database	2023-08-27 11:47:18
	Database San Diego	Manages databases hosted in San Diego	true	(empty)	Database	2023-08-27 11:46:37
	App Engine Studio User Limited	Users who are able to edit applications ...	true	(empty)	(empty)	2022-09-29 07:23:25
	Database		true	Don Goodliffe	(empty)	2022-08-09 19:02:18

### 3.Create roles

1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role

The screenshot shows the ServiceNow homepage. At the top, there is a search bar with the placeholder "roles". Below the search bar is a navigation menu with options like "All", "Favorites", "History", "Workspaces", and "Admin". A "ServiceNow" logo is also present. To the right of the search bar is a "Search" button and a magnifying glass icon. The main content area features a dark blue background with abstract shapes and text. It says "Creator Studio" and "Create request-based apps quickly. A guided and curated environment for creating forms and assigning automations to them. No-code required." There is a "Open Creator Studio" button. Below this, there is a section titled "GO FURTHER Power your workflow applications". At the bottom of the screen, there is a taskbar with various icons and a status bar showing "28°C Cloudy", "ENG IN", "29-06-2025", and "20:06".

The screenshot shows a "Role - New Record" form. At the top left, it says "Role New record". On the right, there are buttons for "Submit" and "Cancel". The form has fields for "Name" (set to "Certification\_role"), "Application" (set to "Global"), and "Elevated privilege" (unchecked). There is also a "Description" field containing the text "Can deal with certification issues". At the bottom left is a "Submit" button. The bottom of the screen shows a taskbar with various icons and a status bar showing "28°C Cloudy", "ENG IN", "29-06-2025", and "20:06".

6. Click on submit

Create one more role:

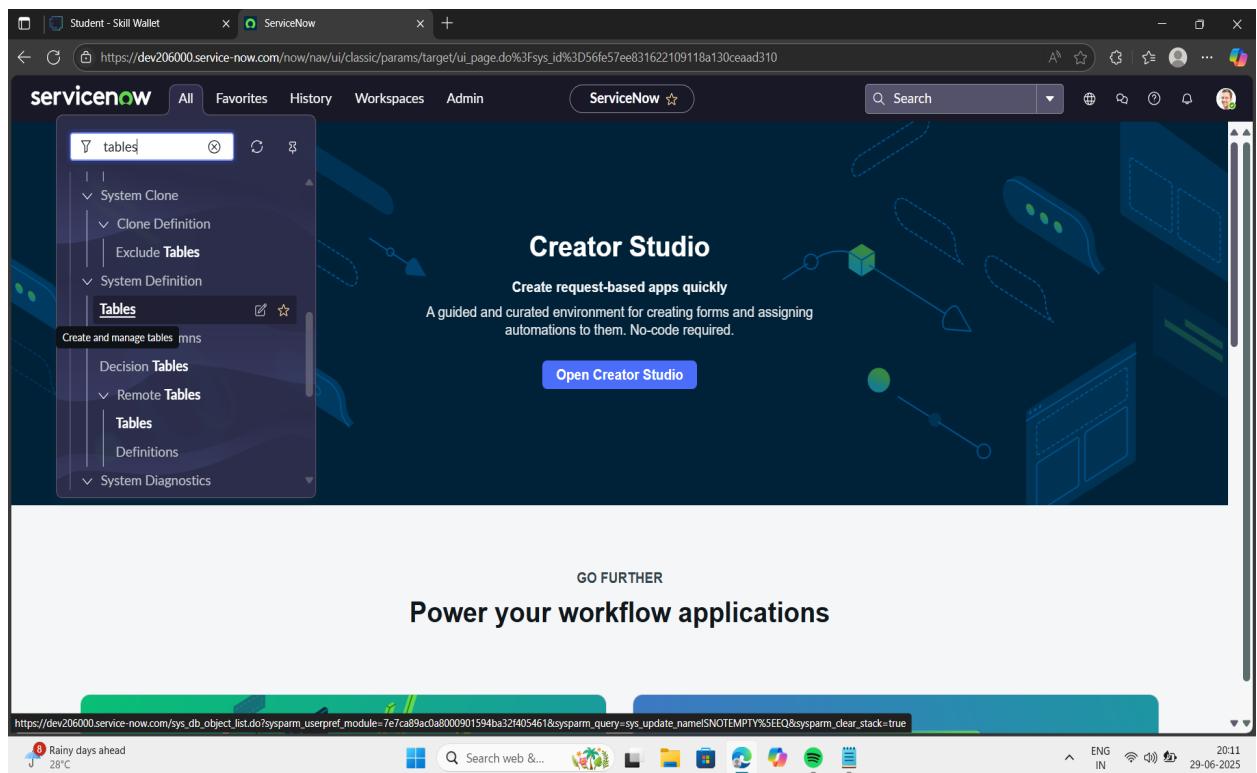
Create another role with the following details

The screenshot shows a ServiceNow interface for creating a new role. The browser title is "Student - Skill Wallet" and the tab is "New Record | Role | ServiceNow". The URL is https://dev206000.service-now.com/nav/nav/uiclassic/params/target/sys\_user\_role.do?sys\_id=1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_user\_role%26sysparm\_checked\_item...". The main title is "Role - New Record". The "Name" field contains "Platform\_role". The "Application" dropdown is set to "Global". The "Elevated privilege" checkbox is unchecked. The "Description" field contains "Can deal with platform related issues". A "Submit" button is visible at the bottom left. The bottom of the screen shows a Windows taskbar with various pinned icons and system status.

Click on submit

## 4.Create Table

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new table  
Label : Operations related  
Check the boxes Create module & Create mobile module
6. Under new menu name : Operations related
7. Under table columns give the columns



The screenshot shows the ServiceNow Table - New Record interface for creating a new table named 'Operations related'. The top section includes fields for Label ('Operations related'), Name ('u\_operations\_related'), and Extends table (''). Configuration options like Application (Global), Create module (checked), Create mobile module (checked), and Add module to menu ('-- Create new --') are also visible.

Column label	Type	Reference	Max length	Default value	Display
Created by	String		40		false
Created	Date/Time		40		false
Sys ID			32		false
Updates	Integer		40		false
Updated by	String		40		false
Updated	Date/Time		40		false
Assigned to group	Reference	Group	40		false

The second screenshot shows the same interface for a different table with many more columns. The columns include: Created by, Created, Sys ID, Updates, Updated by, Updated, Assigned to group, Assigned to user, Comment, Issue, Name, Priority, Service request No, and Ticket raised Date. The 'Ticket raised Date' column has a default value of 'javascript:getNextObjNumberPadded();'.

Column label	Type	Reference	Max length	Default value	Display
Created by	String		40		false
Created	Date/Time		40		false
Sys ID			32		false
Updates	Integer		40		false
Updated by	String		40		false
Updated	Date/Time		40		false
Assigned to group	Reference	Group	40		false
Assigned to user	Reference	User	32		false
Comment	String		40		false
Issue	String		40		false
Name	String		40		false
Priority	String		40		false
Service request No	String		40	javascript:getNextObjNumberPadded();	false
Ticket raised Date	Date/Time		40		false

## 8. Click on submit

Create choices for the issue filed by using form design

Choices are

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

Student - Skill Wallet

Operations related | Table | Service

Form Design

https://dev206000.service-now.com/\$ng\_fd.do?sysparm\_attributes=startTable:"u\_operations\_related"&startView:"Default%20view"&sysparm\_domain\_restore=false&sysparm\_stack=no

Operations related [u\_operations\_related]

Form Design

Fields Field Types

Filter

Fields

Created

Created by

Updated

Updated by

Updates

Formatters

Activities (filtered)

Contextual Search Results

Ratings

Service request No

Name

Sys ID

Updated

Created by

Created

Updated by

Updates

Ticket raised Date

Priority

Assigned to user

Issue

Properties

Label Issue

Name u\_issue

Type String

Default

Max length 40

Mandatory

Read Only

Dependent

Choices

27°C Cloudy

ENG IN 20:35 29-06-2025

This screenshot shows the ServiceNow Form Design interface. On the left, there's a sidebar with categories like Fields, Formatters, and Activities. The main area displays the 'Operations related' form with various fields: Service request No, Name, Sys ID, Updated, Created by, Created, Updated by, Updates, Ticket raised Date, Priority, and Assigned to user. A modal window titled 'Properties' is open over the form, specifically for the 'Issue' field. It shows the field's label ('Issue'), name ('u\_issue'), type ('String'), and other properties like max length (40) and mandatory status. Below the properties are sections for 'Default', 'Choices', and a dropdown menu for 'Dependent'. At the bottom of the modal is a 'Choices' section with several options listed.

Student - Skill Wallet

New Record | Operations related

Operations related - New Record

https://dev206000.service-now.com/nav/ui/classic/params/target/u\_operations\_related.do?sys\_id=3D-1

Operations related

New record

Submit

Service request No

Name

Sys ID

Updated

Created by

Created

Updated by

Updates

Ticket raised Date

Priority

Assigned to user

Assigned to group

Comment

Issue

regarding user expired

unable to login to platform

404 error

regarding certificates

regarding user expired

Submit

27°C Cloudy

ENG IN 20:40 29-06-2025

This screenshot shows the ServiceNow New Record interface for the 'Operations related' form. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and the current page title 'Operations related - New Record'. The main area contains input fields for Service request No, Name, Sys ID, Updated, Created by, Created, and Updated by. To the right, there are fields for Updates, Ticket raised Date, Priority, Assigned to user, Assigned to group, and Comment. The 'Issue' field is currently set to 'regarding user expired'. A dropdown menu for 'Issue' is open, showing several other options: 'unable to login to platform', '404 error', 'regarding certificates', and 'regarding user expired'. At the bottom left is a 'Submit' button, and at the bottom right is a small circular icon.

## 5. Assign roles & users to certificate group

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification\_role and save

The image contains two screenshots of the ServiceNow web interface, both titled "Group - certificates".

**Screenshot 1:** This screenshot shows the "Group Members" tab selected. A modal dialog at the top indicates a job has been queued. The group details shown are:

- Name: certificates
- Manager: Katherine Pierce
- Description: (empty)

The "Group Members" table lists one user:

User
Katherine Pierce

**Screenshot 2:** This screenshot shows the "Roles" tab selected. A modal dialog at the top indicates a job has been queued. The group details are identical to Screenshot 1. The "Roles" table lists one role:

Role	Granted by	Inherits
Certification_role	(empty)	true

## **6. Assign roles & users to platform group**

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the platform group
5. Under group members
6. Click on edit
7. Select Manne Niranjan and save

The screenshot shows the ServiceNow web interface with the URL [https://dev206000.service-now.com/nav/ui/classic/params/target/sys\\_user\\_group.do?sys\\_id%3D5a2f05b7831222109118a130cead357%26sysparm\\_record\\_rows%3D50%26syspa...](https://dev206000.service-now.com/nav/ui/classic/params/target/sys_user_group.do?sys_id%3D5a2f05b7831222109118a130cead357%26sysparm_record_rows%3D50%26syspa...). The page title is "Group - Platform". The group details shown are:

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

The "Group Members" tab is selected, showing one user member: Manne Niranjan. There are "Update" and "Delete" buttons at the top of the list.

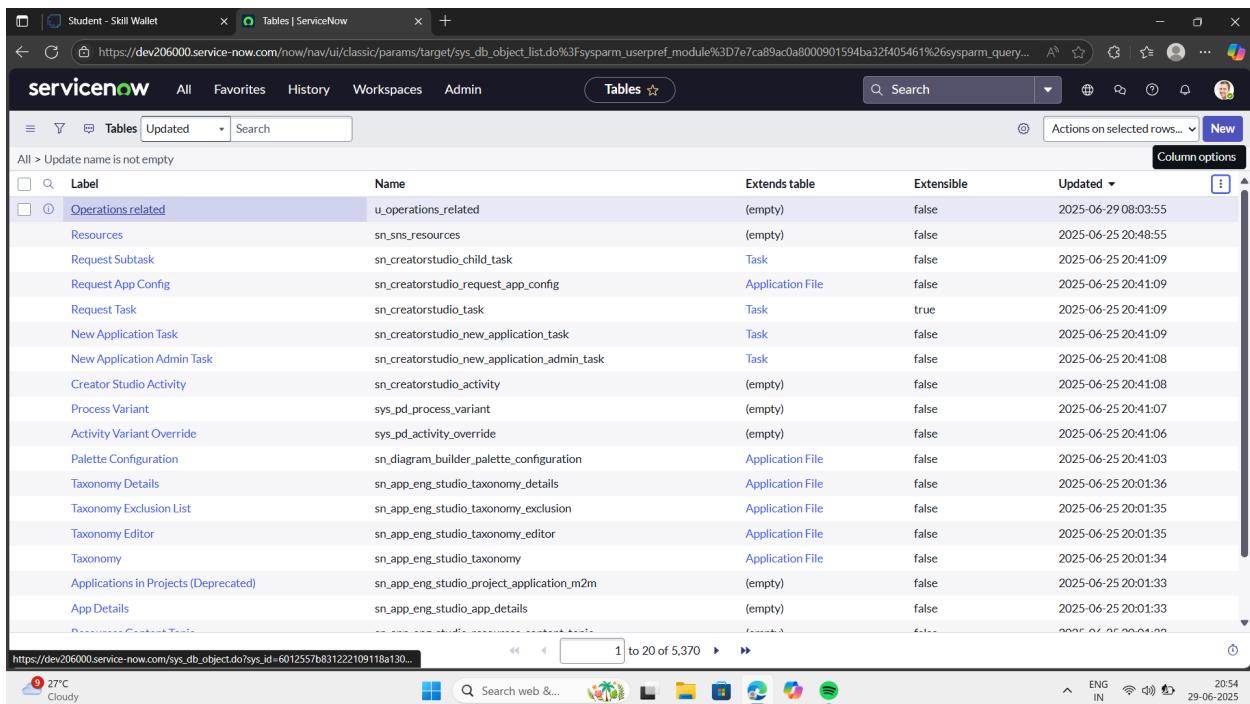
8. Click on roles
9. Select Platform\_role and save

The screenshot shows the ServiceNow web interface with the same URL and page title. A blue header message says "Job to add or remove role(s) from user(s) of group has been queued". The group details are identical to the previous screenshot. The "Roles" tab is selected, showing one role entry:

Created	Role	Granted by	Inherits
2025-06-29 08:23:32	Platform_role	(empty)	true

## 7. Assign role to table

1. Open service now.
2. Click on All >> search for tables
3. Select operations related table



The screenshot shows the ServiceNow 'Tables' page. The URL is https://dev206000.service-now.com/nav/uui/classic/params/target/sys\_db.object\_list.do?sysparm\_userpref\_module%3D7e7ca89ac0a8000901594ba32f405461%26sysparm\_query... . The page title is 'Tables | ServiceNow'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Tables', 'Search', and 'Actions on selected rows...'. A 'New' button is also present. The main content area displays a table with columns: 'Label', 'Name', 'Extends table', 'Extensible', and 'Updated'. The 'Label' column contains labels like 'Operations related', 'Resources', 'Request Subtask', etc. The 'Name' column lists corresponding table names such as 'u\_operations\_related', 'sn\_sns\_resources', 'sn\_creatorstudio\_child\_task', etc. The 'Extends table' column shows values like '(empty)', 'Task', 'Application File', etc. The 'Extensible' column has values like 'false', 'false', 'true', etc. The 'Updated' column shows dates like '2025-06-29 08:03:55', '2025-06-25 20:48:55', '2025-06-25 20:41:09', etc. The 'Operations related' row is highlighted with a blue background. The bottom of the page shows a footer with weather information (27°C Cloudy), a search bar, and system status icons.

Label	Name	Extends table	Extensible	Updated
Operations related	u_operations_related	(empty)	false	2025-06-29 08:03:55
Resources	sn_sns_resources	(empty)	false	2025-06-25 20:48:55
Request Subtask	sn_creatorstudio_child_task	Task	false	2025-06-25 20:41:09
Request App Config	sn_creatorstudio_request_app_config	Application File	false	2025-06-25 20:41:09
Request Task	sn_creatorstudio_task	Task	true	2025-06-25 20:41:09
New Application Task	sn_creatorstudio_new_application_task	Task	false	2025-06-25 20:41:09
New Application Admin Task	sn_creatorstudio_new_application_admin_task	Task	false	2025-06-25 20:41:08
Creator Studio Activity	sn_creatorstudio_activity	(empty)	false	2025-06-25 20:41:08
Process Variant	sys_pd_process_variant	(empty)	false	2025-06-25 20:41:07
Activity Variant Override	sys_pd_activity_override	(empty)	false	2025-06-25 20:41:06
Palette Configuration	sn_diagram_builder_palette_configuration	Application File	false	2025-06-25 20:41:03
Taxonomy Details	sn_app_eng_studio_taxonomy_details	Application File	false	2025-06-25 20:01:36
Taxonomy Exclusion List	sn_app_eng_studio_taxonomy_exclusion	Application File	false	2025-06-25 20:01:35
Taxonomy Editor	sn_app_eng_studio_taxonomy_editor	Application File	false	2025-06-25 20:01:35
Taxonomy	sn_app_eng_studio_taxonomy	Application File	false	2025-06-25 20:01:34
Applications in Projects (Deprecated)	sn_app_eng_studio_project_application_m2m	(empty)	false	2025-06-25 20:01:33
App Details	sn_app_eng_studio_app_details	(empty)	false	2025-06-25 20:01:33

4. Click on the Application Access
5. Click on u\_operations\_related read operation
6. Click on the profile on top right side
7. Click on elevate role

8. Click on security admin and click on update
9. Under Requires role
10. Double click on insert a new row
11. Give platform role
12. And add certificate role
13. Click on update

14. Click on u\_operations\_related write operation
15. Under Requires role
16. Double click on insert a new row
17. Give platform role
18. And add certificate role

## 8.Create ACL

1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on new
5. Fill the following details to create a new ACL

The screenshot shows the 'Access Control - New Record' page in ServiceNow. The main form fields are filled as follows:

- Type: record
- Operation: write
- Decision Type: Allow If
- Application: Global
- Active: checked
- Protection policy: None
- Name: Operations related [u\_operations\_related]
- Description: (empty)
- Applies To: No. of records matching the condition: 0

The 'Conditions' section is collapsed at the bottom of the form.

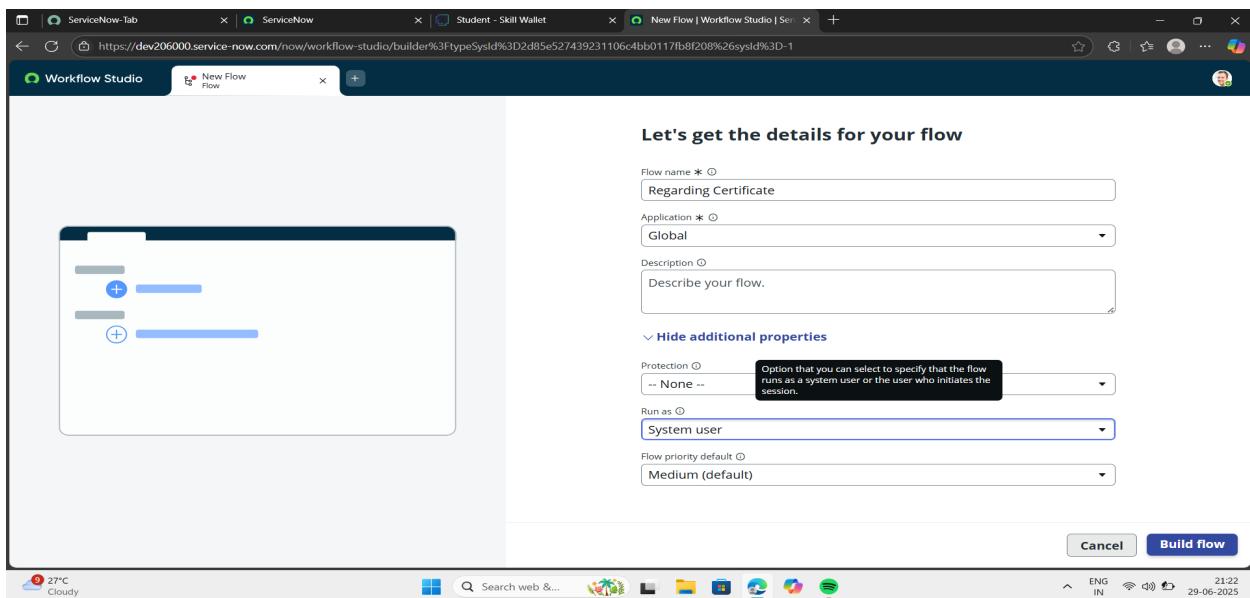
6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 acl for the following fields

All	Name	Decision Type	Operation	Type	Active	Updated by	Updated
	u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-06-29 08:42:56
	u_operations_related.u_priority	Allow If	write	record	true	admin	2025-06-29 08:41:49
	u_operations_related.u_name	Allow If	write	record	true	admin	2025-06-29 08:41:09
	u_operations_related.u_issue	Allow If	write	record	true	admin	2025-06-29 08:39:59
	u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-29 08:39:58
	u_operations_related	Allow If	delete	record	true	admin	2025-06-29 08:03:56
	u_operations_related	Allow If	create	record	true	admin	2025-06-29 08:03:56
	u_operations_related	Allow If	read	record	true	admin	2025-06-29 08:03:56
	u_operations_related	Allow If	write	record	true	admin	2025-06-29 08:03:56
	now.decisioninlinematcher*	Allow If	read	ux_route	true	system	2025-06-25 20:48:25
	sys_user_role.elevated_privilege	Allow If	write	record	true	developer.programhop@snc	2025-06-25 19:55:25
	sys_one_extend_dataset_skill_mapping	Allow If	read	record	true	system	2025-06-04 09:33:41
	sys_one_extend_eval_strategy	Allow If	create	record	true	system	2025-06-04 09:33:41
	sys_one_extend_dataset_attribute_value	Allow If	create	record	true	system	2025-06-04 09:33:41
	sys_one_extend_test_dataset	Allow If	read	record	true	system	2025-06-04 09:33:41
	sys_one_extend_eval_strategy_metric	Allow If	create	record	true	system	2025-06-04 09:33:40
	sys_one_extend_eval_suggestion	Allow If	read	record	true	system	2025-06-04 09:33:40

## 9.Create a Flow to Assign operations ticket to group

1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ Regarding Certificate”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.

The top screenshot shows the ServiceNow search results for "flow designer". The results are filtered under "Process Automation" and show "Flow Designer" as the top result. The "Creator Studio" section is visible below the search results, featuring a "Create request-based apps quickly" message and a "Open Creator Studio" button. The bottom screenshot shows the "Workflow Studio" homepage with a list of 68 flows. A "New" dropdown menu is open, showing options like "Playbook", "Flow", "Subflow", "Action", and "Decision table". A sidebar on the right shows "Latest updates" with entries from "System Administrator".



1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition as  
Field : issue  
Operator : is  
Value : Regarding Certificates
5. After that click on Done.

**Trigger**

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

Trigger: Created or Updated

\* Table: Operations related [u\_operation...]

Condition All of these conditions must be met:

- Issue is regarding certificates
- or
- New Criteria

Run Trigger: Once

**ACTIONS** Select multiple

Status: Modified | Application: Global

6. Now under Actions.
7. Click on Add an action.
8. Select action in that search for “ Update Record ”.
9. In Record field drag the fields from the data navigation from left side
10. Table will be auto assigned after that
11. Give the field as “ Assigned to group ”
12. Give value as “ Certificates ”
13. Click on Done.
14. Click on Save to save the Flow.
15. Click on Activate.

The screenshot shows the ServiceNow Workflow Studio interface. The flow is titled "Regarding Certificate" and is currently inactive. It has one trigger: "Operations related Created or Updated where (Issue is regarding certificates)". There is one action: "Update Operations related Record". The action configuration shows the following settings:

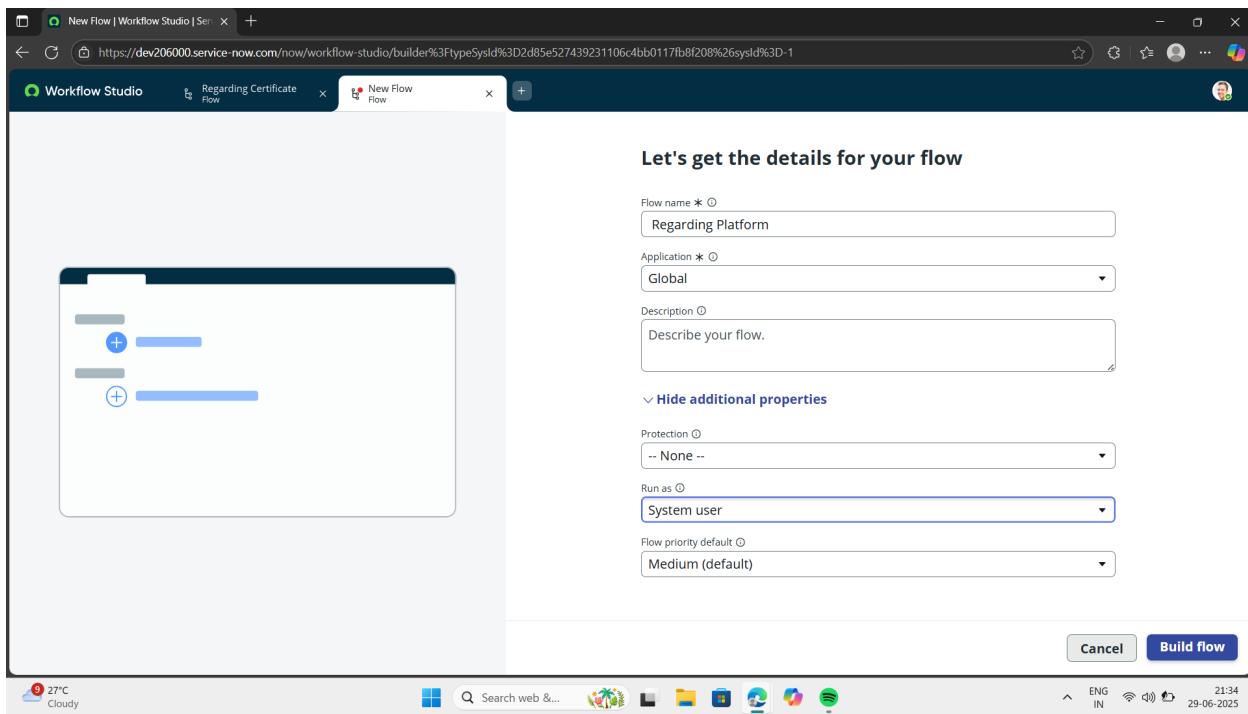
- Action: Update Record
- Record: Trigger ... (Operations related)
- Table: Operations related [u\_operation...]
- Fields: Assigned to group (certificates)

The sidebar on the right lists various data objects and their descriptions, such as Flow Variables, Trigger - Record Created or Updated, and 1 - Update Record.

The screenshot shows the ServiceNow Workflow Studio interface again, but this time the flow is active. The status at the bottom is "Published". The flow structure remains the same: one trigger and one action. The sidebar on the right is also the same, listing various data objects.

## 10.Create a Flow to Assign operations ticket to Platform group

1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ Regarding Platform ”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.



1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition as  
Field : issue  
Operator : is

Value : Unable to login to platform

5. Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

6. Click on New Criteria

Field : issue

Operator : is

Value : Regarding User expired

7. After that click on Done.

The screenshot shows the ServiceNow Workflow Studio interface. A flow titled "Regarding Platform" is being configured. The trigger is set to "Created or Updated" on the "Operations related" table. There are three parallel conditions defined using the "New Criteria" button:

- Condition 1: Issue is unable to login to platform
- Condition 2: Issue is 404 error
- Condition 3: Issue is regarding user expired

Each condition is connected by an OR operator. The flow runs once. The right side of the screen shows a sidebar with various data types and their descriptions.

8. Now under Actions.

9. Click on Add an action.

10. Select action in that search for "Update Record".

11. In Record field drag the fields from the data navigation from left side

12. Table will be auto assigned after that

13. Give the field as "Assigned to group".

14. Give value as "Platform".

15. Click on Done.

16. Click on Save to save the Flow.

17. Click on Activate.

The screenshot shows the ServiceNow Workflow Studio interface. The title bar indicates the URL is [https://dev206000.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys\\_hub\\_flow%26sysId%3D46c3e53f835222109118a130cead3fb](https://dev206000.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysId%3D46c3e53f835222109118a130cead3fb). The main window displays a flow titled "Regarding Platform" which is currently "Active". The flow consists of a single trigger and one action:

- TRIGGER:** Operations related Created or Updated where (issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)
- ACTIONS:** Select multiple
  - 1 Update Operations related Record
  - + Add an Action, Flow Logic, or Subflow

On the right side, there is a sidebar titled "Data" with sections for "Flow Variables", "Trigger - Record Created or Updated", "1 - Update Record", and "Action Status". The status bar at the bottom shows "Status: Published | Application: Global" and the date "29-06-2025".

## **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.