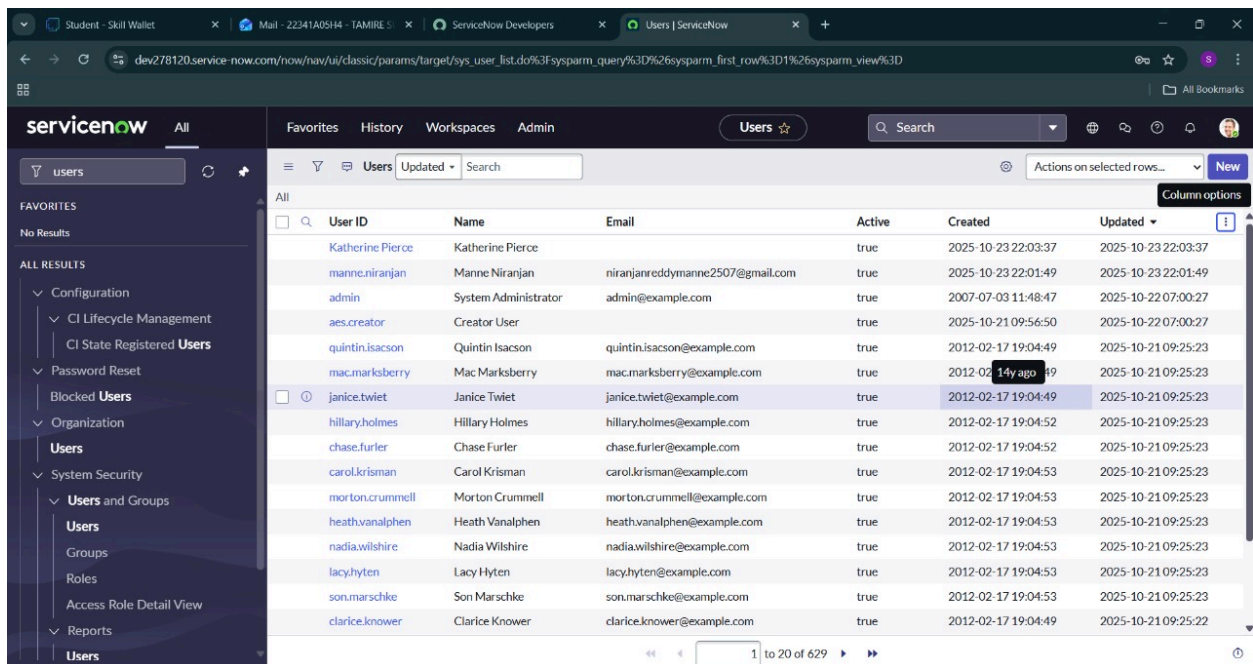


Streamlining Ticket Assignment for Efficient Support Operations

Creating Users

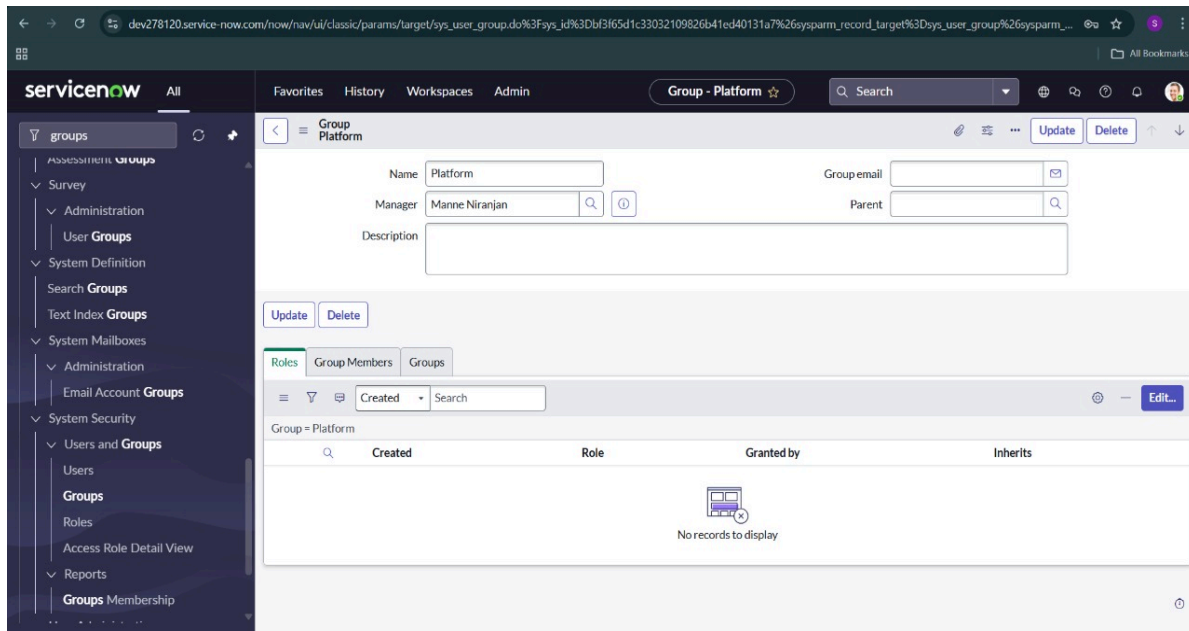
1. Open service now.
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user
 - ✓ User ID: manne.niranjan
 - ✓ first name: Manne
 - ✓ last name: Niranjan
 - ✓ email: manneniranjanreddy2507
6. Click on submit
7. Create another user with the following details
 - ✓ User ID: Katherine Perice
 - ✓ first name: Katherine
 - ✓ last name: Perice



	User ID	Name	Email	Active	Created	Updated
	Katherine Perice	Katherine Perice		true	2025-10-23 22:03:37	2025-10-23 22:03:37
	manne.niranjan	Manne Niranjan	niranjanreddymanne2507@gmail.com	true	2025-10-23 22:01:49	2025-10-23 22:01:49
	admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-10-22 07:00:27
	aes.creator	Creator User		true	2025-10-21 09:56:50	2025-10-22 07:00:27
	quintin.isacson	Quintin Isacson	quintin.isacson@example.com	true	2012-02-17 19:04:49	2025-10-21 09:25:23
	mac.marksberry	Mac Marksberry	mac.marksberry@example.com	true	2012-02-17 19:04:53	2025-10-21 09:25:23
	janice.twiet	Janice Twiet	janice.twiet@example.com	true	2012-02-17 19:04:49	2025-10-21 09:25:23
	hillary.holmes	Hillary Holmes	hillary.holmes@example.com	true	2012-02-17 19:04:52	2025-10-21 09:25:23
	chase.furler	Chase Furler	chase.furler@example.com	true	2012-02-17 19:04:52	2025-10-21 09:25:23
	carol.krisman	Carol Krisman	carol.krisman@example.com	true	2012-02-17 19:04:53	2025-10-21 09:25:23
	morton.crummell	Morton Crummell	morton.crummell@example.com	true	2012-02-17 19:04:53	2025-10-21 09:25:23
	heath.vanalphen	Heath Vanalphen	heath.vanalphen@example.com	true	2012-02-17 19:04:53	2025-10-21 09:25:23
	nadia.wilshire	Nadia Wilshire	nadia.wilshire@example.com	true	2012-02-17 19:04:53	2025-10-21 09:25:23
	lacy.hyten	Lacy Hyten	lacy.hyten@example.com	true	2012-02-17 19:04:53	2025-10-21 09:25:23
	son.marschke	Son Marschke	son.marschke@example.com	true	2012-02-17 19:04:53	2025-10-21 09:25:23
	clarice.knower	Clarice Knower	clarice.knower@example.com	true	2012-02-17 19:04:49	2025-10-21 09:25:22

Creating Groups

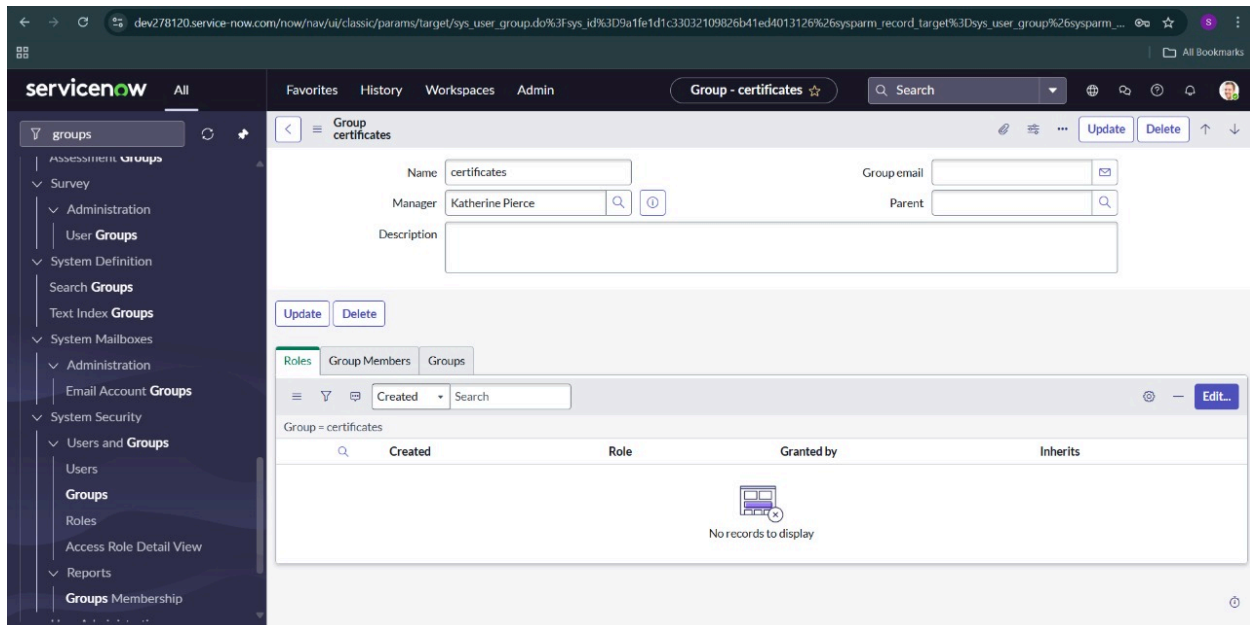
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group



The screenshot shows the ServiceNow 'Group - Platform' form. The left sidebar contains a navigation menu with 'groups' selected. The main form area has the following fields:

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

Below the form fields are 'Update' and 'Delete' buttons. The 'Roles' tab is selected, showing a table with the following columns: Created, Role, Granted by, and Inherits. The table is currently empty, displaying 'No records to display'.



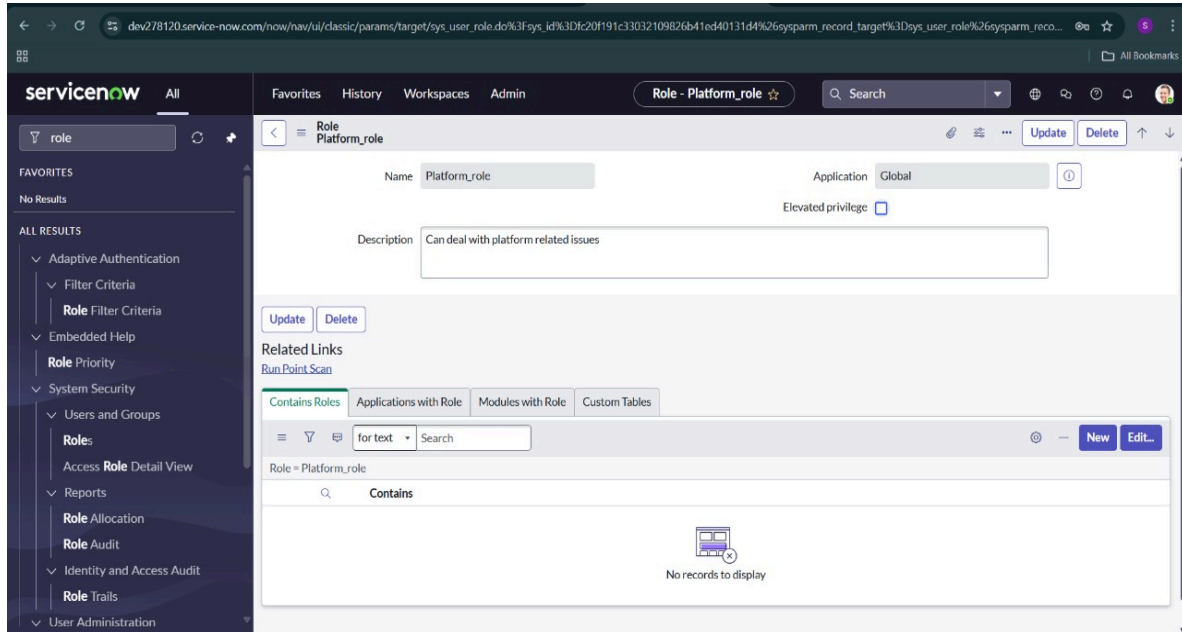
The screenshot shows the ServiceNow 'Group - certificates' form. The left sidebar contains a navigation menu with 'groups' selected. The main form area has the following fields:

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

Below the form fields are 'Update' and 'Delete' buttons. The 'Roles' tab is selected, showing a table with the following columns: Created, Role, Granted by, and Inherits. The table is currently empty, displaying 'No records to display'.

Create roles

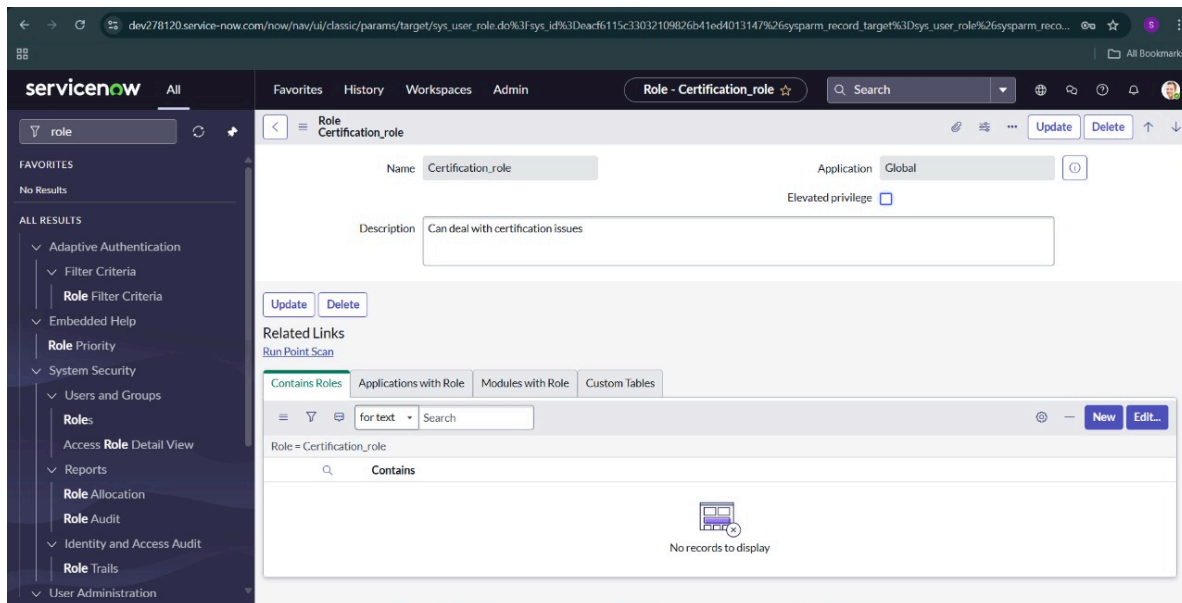
1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role



The screenshot shows the ServiceNow interface for creating a new role named "Platform_role". The left sidebar displays the navigation menu with "System Security" expanded and "Roles" selected. The main form contains the following fields:

- Name:** Platform_role
- Application:** Global
- Elevated privilege:** ☐
- Description:** Can deal with platform related issues

Below the form are "Update" and "Delete" buttons. The "Related Links" section includes a link to "Run Point Scan". The "Contains Roles" tab is active, showing a search bar with the text "for text" and a "Search" button. Below the search bar, the text "Role = Platform_role" is displayed. The "Contains" table is empty, with a message "No records to display" at the bottom.



The screenshot shows the ServiceNow interface for creating a new role named "Certification_role". The left sidebar displays the navigation menu with "System Security" expanded and "Roles" selected. The main form contains the following fields:

- Name:** Certification_role
- Application:** Global
- Elevated privilege:** ☐
- Description:** Can deal with certification issues

Below the form are "Update" and "Delete" buttons. The "Related Links" section includes a link to "Run Point Scan". The "Contains Roles" tab is active, showing a search bar with the text "for text" and a "Search" button. Below the search bar, the text "Role = Certification_role" is displayed. The "Contains" table is empty, with a message "No records to display" at the bottom.

Creating 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 interface for creating a new table. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main header is 'Table - Operations related'. Below this, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a list of columns with the following details:

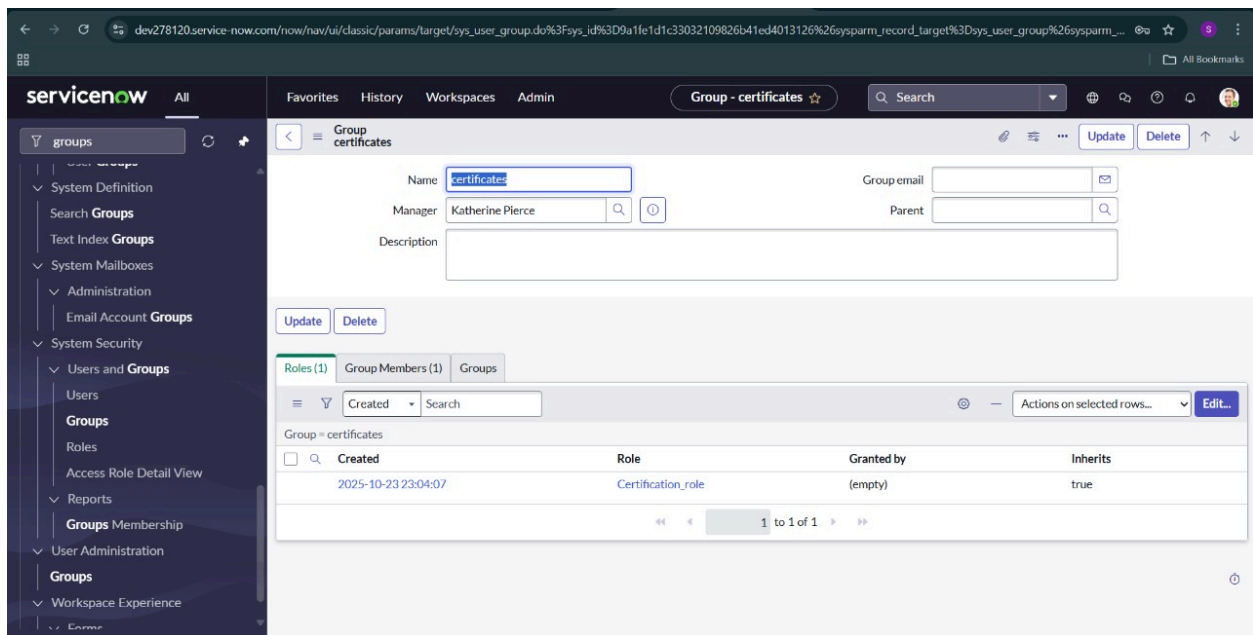
Column label	Type	Reference	Max length	Default value	Display
Service request No	String	Empty State	40	javascript:getNextObj(NumberPadded());	false
Priority	String	Empty State	40		false
Ticket raised Date	Date/Time	Empty State	40		false
Comment	String	Empty State	40		false
Updated by	String	(empty)	40		false
Sys ID	String	Empty State	32		false
Updates	Integer	Empty State	40		false

The bottom part of the screenshot shows the 'Table - Operations related' configuration page with the 'Columns' tab selected. It displays a list of columns with the following details:

Column label	Type	Reference	Max length	Default value	Display
Ticket raised Date	Date/Time	Empty State	40		false
Comment	String	Empty State	40		false
Updated by	String	(empty)	40		false
Sys ID	String	Empty State	32		false
Updates	Integer	Empty State	40		false
Assigned to group	Reference	Group	32		false
Created	Date/Time	Empty State	40		false
Name	String	Empty State	40		false
Updated	Date/Time	(empty)	40		false
Updated by	String	Empty State	40		false
Issue	String	Empty State	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false
Created by	String	Empty State	40		false
Assigned to user	Reference	User	32		false
Updated	Date/Time	Empty State	40		false
Created	Date/Time	(empty)	40		false

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

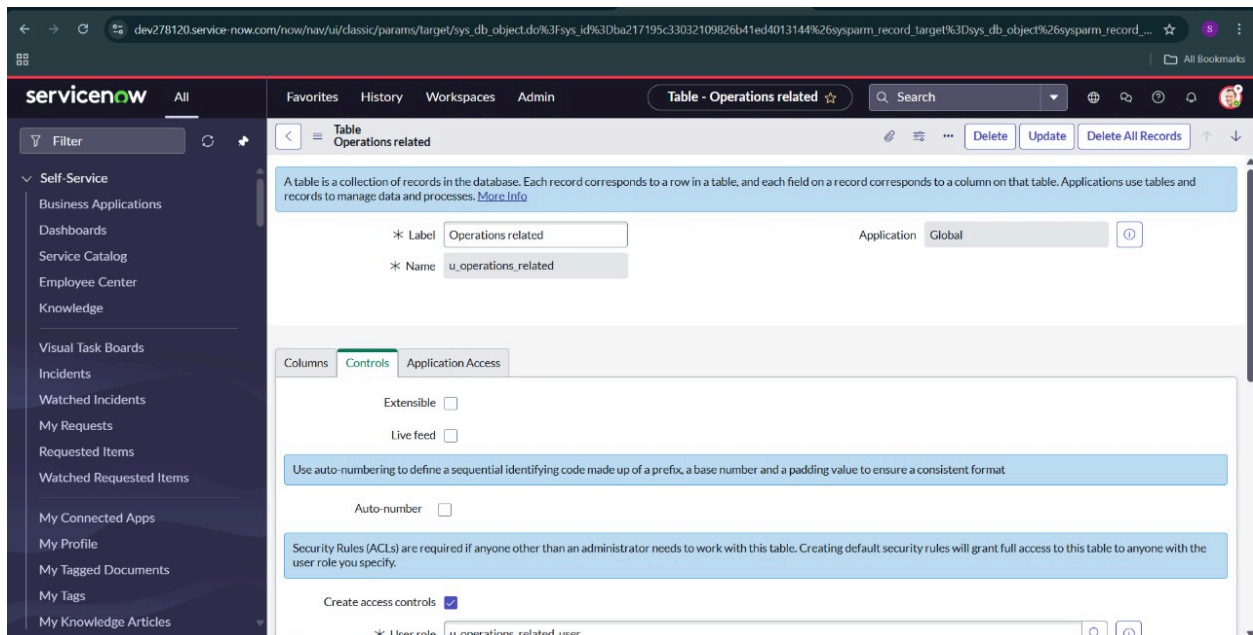


Assign roles & users to platform group

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 Niranjana and save
8. Click on roles
9. Select Platform_role and save

Assign role to table

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



Creating 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
 - type: record
 - operation:write
 - name:priority
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
 - u_operations_related.u_ticect_raised_date
 - u_operations_related.u_name
 - u_operations_related.u_issue
 - u_operations_related.u_service_request_no

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_issue	Allow If	create	record	true	admin	2025-10-23 23:26:15
u_operations_related.u_name	Allow If	create	record	true	admin	2025-10-23 23:25:22
u_operations_related.u_priority	Allow If	create	record	true	admin	2025-10-23 23:24:46
u_operations_related.u_ticket_raised_date	Allow If	create	record	true	admin	2025-10-23 23:23:34
u_operations_related.u_service_request_no	Allow If	create	record	true	admin	2025-10-23 23:21:38
u_operations_related	Allow If	write	record	true	admin	2025-10-23 22:30:05
u_operations_related	Allow If	create	record	true	admin	2025-10-23 22:30:05
u_operations_related	Allow If	read	record	true	admin	2025-10-23 22:30:05
u_operations_related	Allow If	delete	record	true	admin	2025-10-23 22:30:05
now.decisioninlinebuilder*	Allow If	read	ux_route	true	system	2025-10-21 10:03:45
sys_user_role.elevated_privilege	Allow If	write	record	true	developer.program.hop@snc	2025-10-21 09:24:59
**	Allow If	query_match	record	true	system	2025-08-07 14:16:19
sysevent_pattern.first	Allow If	query_range	record	true	@@snc_write_audit@@	2025-08-07 14:16:12
sysevent_pattern.last	Allow If	query_range	record	true	@@snc_write_audit@@	2025-08-07 14:16:12
cmdb_ci_application_software.attested_date	Allow If	query_range	record	true	@@snc_write_audit@@	2025-08-07 14:16:12
cmdb_ci_firewall_network.order_date	Allow If	query_range	record	true	@@snc_write_audit@@	2025-08-07 14:16:12

Creating 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 screenshot shows the ServiceNow Flow Designer interface for a flow named "Regarding Certificate". The flow is currently inactive. The trigger is configured as "Operations related Created or Updated where (Issue is Regrading Certificates)". The trigger table is "Operations related [u_operation...". The condition is set to "Issue is Regrading Certificates". The trigger runs "Once". The flow is configured to run for both interactive and non-interactive users and for any user. The status is "Modified" and the application is "Global".

TRIGGER

Operations related Created or Updated where (Issue is Regrading Certificates)

Trigger: Created or Updated

* Table: Operations related [u_operation... X

Condition All of these conditions must be met

Issue is Regrading Certificates

or

New Criteria

Run Trigger: Once

Advanced Options ^

When to run the flow

Run for Both Interactive and N... and Run for any user

Status: Modified Application: Global

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. 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 : Regrading Certificates
5. After that click on Done.
6. Now under Actions.
7. Click on Add an action.
8. Select action in that search for “ Update Record ”.

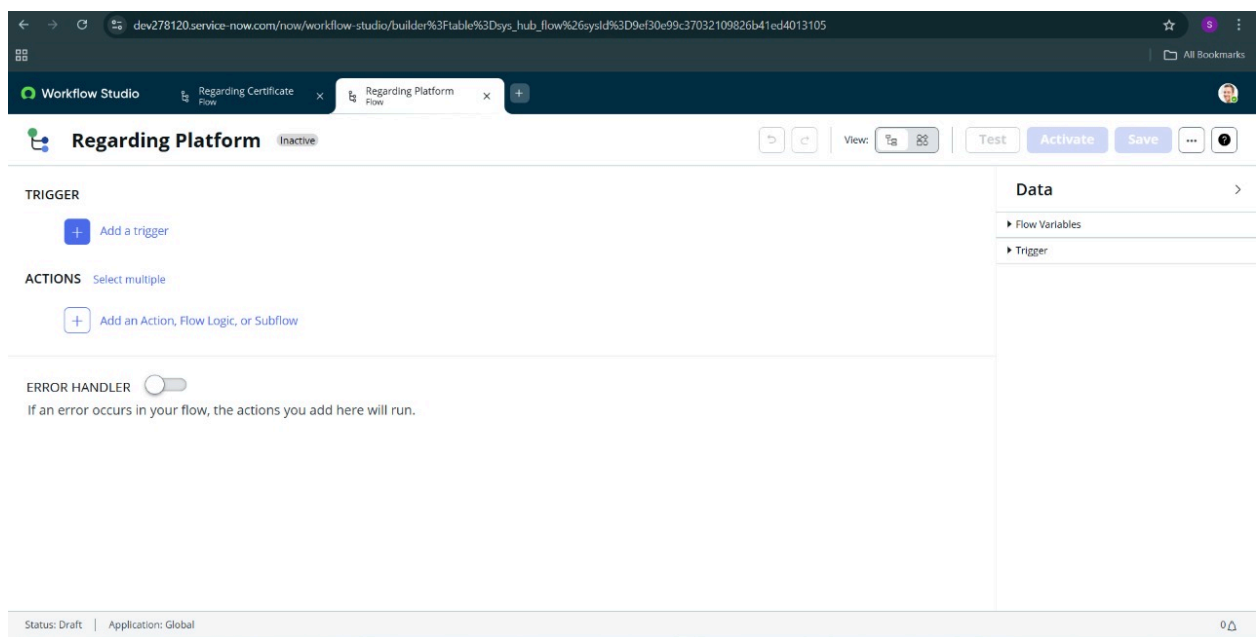
9. In Record field drag the fields from the data navigation from left side
10. Table will be auto assigned after that
11. Give the field as "Assigned to group"
12. Give value as "Certificates"
13. Click on Done.
14. Click on Save to save the Flow.
15. Click on Activate.

The screenshot shows the ServiceNow Workflow Studio interface for a flow named "Regarding Certificate". The flow is currently inactive. The main workspace displays the configuration for the "Update Operations related Record" action. The "Record" field is set to "Trigger ... > Operations relate...", the "Table" is "Operations related [u_operation...", and the "Fields" section has "Assigned to group" selected with a value of "certificates". A "Data" panel on the right shows the available fields and their types: "Operations related Record" (Record), "Changed Fields" (Array.Object), "Operations related Table" (Table), "Run Start Time UTC" (Date/Time), and "Run Start Date/Time" (Date/Time). The "Update Record" section shows the same fields being updated. The status bar at the bottom indicates "Status: Modified" and "Application: Global".

The screenshot shows the ServiceNow Workflow Studio interface after the flow has been activated and published. The flow is now active, and the "Deactivate" button is visible. The "TRIGGER" section shows the "Operations related Created or Updated where (Issue is Regrading Certificates)" trigger. The "ACTIONS" section shows the "Update Operations related Record" action. The "ERROR HANDLER" section is also visible, with a toggle switch and a description: "If an error occurs in your flow, the actions you add here will run." The "Data" panel on the right shows the same fields and types as in the previous screenshot. The status bar at the bottom indicates "Status: Published" and "Application: Global".

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 : Regrading User expired

7. After that click on Done.

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 displays the ServiceNow Workflow Studio interface. The top navigation bar shows the URL: `dev278120.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysId%3D9ef30e99c37032109826b41ed4013105`. The main workspace is titled "Regarding Platform" and shows a trigger configuration for "Operations related Created or Updated where (Issue is Unable to login platform; Issue is 404 error; Issue is Regarding new user expired)".

The trigger configuration includes the following details:

- Trigger:** Created or Updated
- Table:** Operations related [u_operation...]
- Condition:** All of these conditions must be met
 - Issue is Unable to login platform
 - Issue is 404 error
 - Issue is Regarding new user expired
- Action:** Update Record (Assigned to group)

The right sidebar, titled "Data", shows a list of data navigation options:

- Flow Variables
- Trigger - Record Created or Updated
 - Operations related Record (Record)
 - Changed Fields (Array.Object)
 - Operations related Table (Table)
 - Run Start Time UTC (DateTime)
 - Run Start Date/Time (DateTime)

Workflow Studio

Regarding Certificate Flow

Regarding Platform Flow

Workflow Studio

Regarding Platform

inactive

View: [icon] [icon]

Test

Activate

Save

...

?

TRIGGER

Operations related Created or Updated where (Issue is Unable to login platform; Issue is 404 error; Issue is Regarding new 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

Workflow Studio

Regarding Certificate Flow

Regarding Platform Flow

Workflow Studio

Regarding Platform

Active

View: [icon] [icon]

Test

Deactivate

Activate

Save

...

?

TRIGGER

Operations related Created or Updated where (Issue is Unable to login platform; Issue is 404 error; Issue is Regarding new 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

Success:

Flow activated successfully

↓

←

→

⌵

Status: Published

Application: Global

2

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.