

## **PROJECT TITLE**

### **Streamlining Ticket Assignment for Efficient Support Operations**

Team ID : NM2025TMID08294

Team Size : 4

Team Leader : Tamizhselvan A

Team Member : Livin Raj P

Team Member : Mathan P

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#### **PROBLEM STATEMENT:**

Tickets raised by customers are often delayed if not assigned properly.  
This project solves that issue by streamlining ticket assignment.

#### **OBJECTIVE:**

- To understand the process of ticket assignment.
- To learn how to use the Smart Internz portal for guided projects.
- To complete milestone-based tasks for efficient support operations.

#### **SKILLS:**

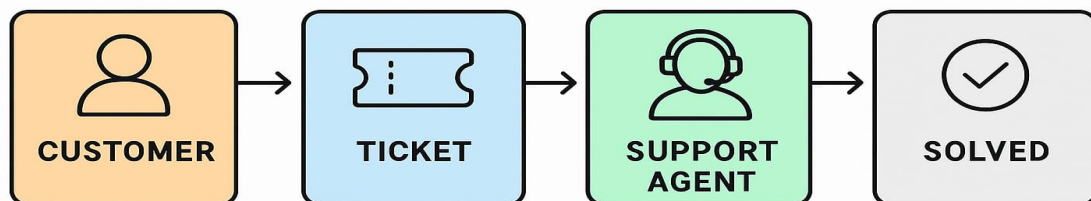
- Portal login & navigation
- User, group, and role handling
- Ticket management
- Workflow design

## INTRODUCTION TO THE PROJECT:

The project “Streamlining Ticket Assignment for Efficient Support Operations” explains how support tickets are managed. A ticket means a customer issue. If not assigned properly it causes delay.

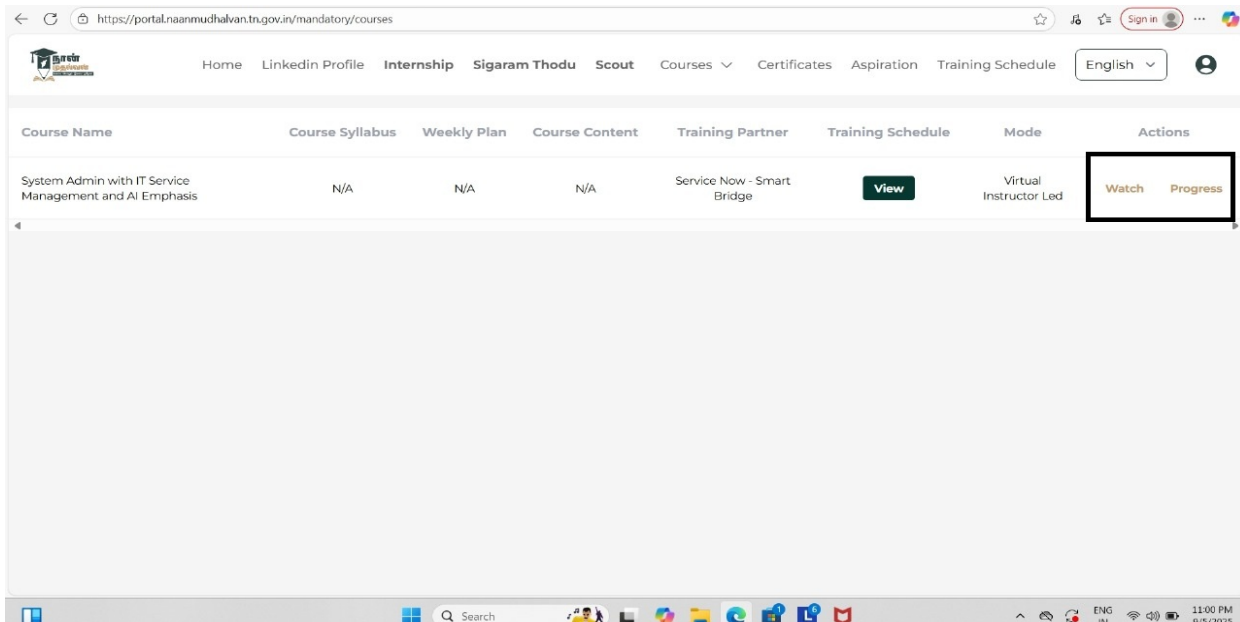
This project is done through the Smart internz Portal. The work is divided into milestones. Each milestone teaches us one step in handling cases.

### #WORKFLOW OF TICKET ASSIGNMENT

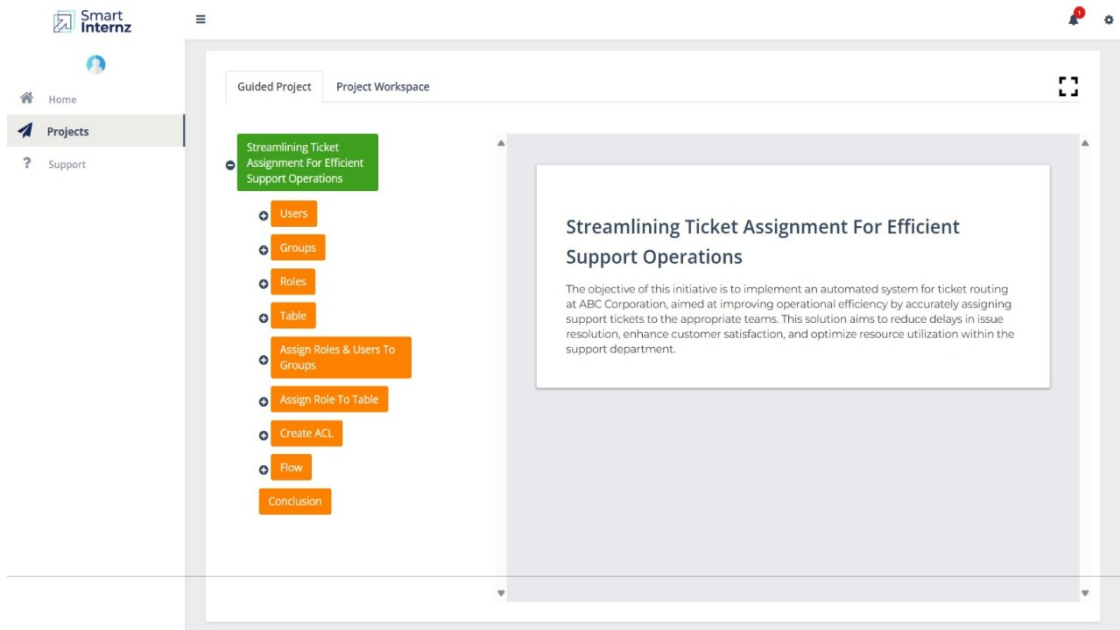


## STEP1:Portal Login and Access

1. OpenNaan Mudhalvan Portal and login with your username, password and captcha verification.
2. Select the mentorship program (smartBridge) and navigate to courses-> Mandatory course.
3. Under Actions, click watch to open the smart internz portal.



4. In the Smart internz portal, you will see three tabs: Home,Project,Support. Click project.
- 5 Go to Guided Projects -> Workspaces to view all milestones.



6. The Workspace displays all the project milestones for tracking and completion.

## **WORKFLOW INITIATION:**

### **Milestone1:Create Users**

1. Login to ServiceNow.
2. Search for Users in the left menu.
3. Click Users under System Security.
4. Press to add new user.
5. Fill details like Name, ID, Email and save.

**servicenow** All Favorites History Workspaces Admin **User - New Record**

< **User**  
New record Submit

**To set up the User's password, save the record and then click Set Password.**

User ID	<input type="text" value="Renz"/>	Email	<input type="text" value="renzcarol@gmail.com"/>
First name	<input type="text" value="Renz"/>	Language	-- None --
Last name	<input type="text" value="Carol"/>	Calendar integration	Outlook
Title	<input type="text"/>	Time zone	System (America/Los_Angeles)
Department	<input type="text"/>	Date format	System (yyyy-MM-dd)
Business phone	<input type="text"/>	Mobile phone	<input type="text"/>
Photo	<a href="#">Click to add...</a>		

Password needs reset ☐

Locked out ☐

Active ☒

Web service access only ☐

Internal Integration User ☐

Submit

**Related Links**  
[View linked accounts](#)  
[View Subscriptions](#)

6. Do the same again to create another user.
7. Click on submit.

## Milestone 2: Create Groups

1. Login to ServiceNow.
2. In the left search box, type Groups.
3. Click on Groups under System Security.
4. Press New to add a group.

The screenshot shows the ServiceNow 'Group - New Record' form. The header bar includes the ServiceNow logo, navigation links (All, Favorites, History, Workspaces, Admin), and a search bar. The main form area has a title bar with a back arrow, a menu icon, and the text 'Group New record'. The form fields are as follows:

- Name:** Platform
- Manager:** Katherine Pierce
- Group email:** (empty)
- Parent:** (empty)
- Description:** (empty text area)

A purple box highlights the Name and Manager fields. A 'Submit' button is located in the top right corner of the form area.

5. Enter the group details.
6. Click Submit to save.

## Milestone 3: Create Roles

1. Login to ServiceNow.
2. In the search bar, type Roles.
3. Select Roles from the System Security section.
4. Click New to add a role.
5. Enter the role details and save by clicking Submit.
6. Repeat the same steps to create one more role.

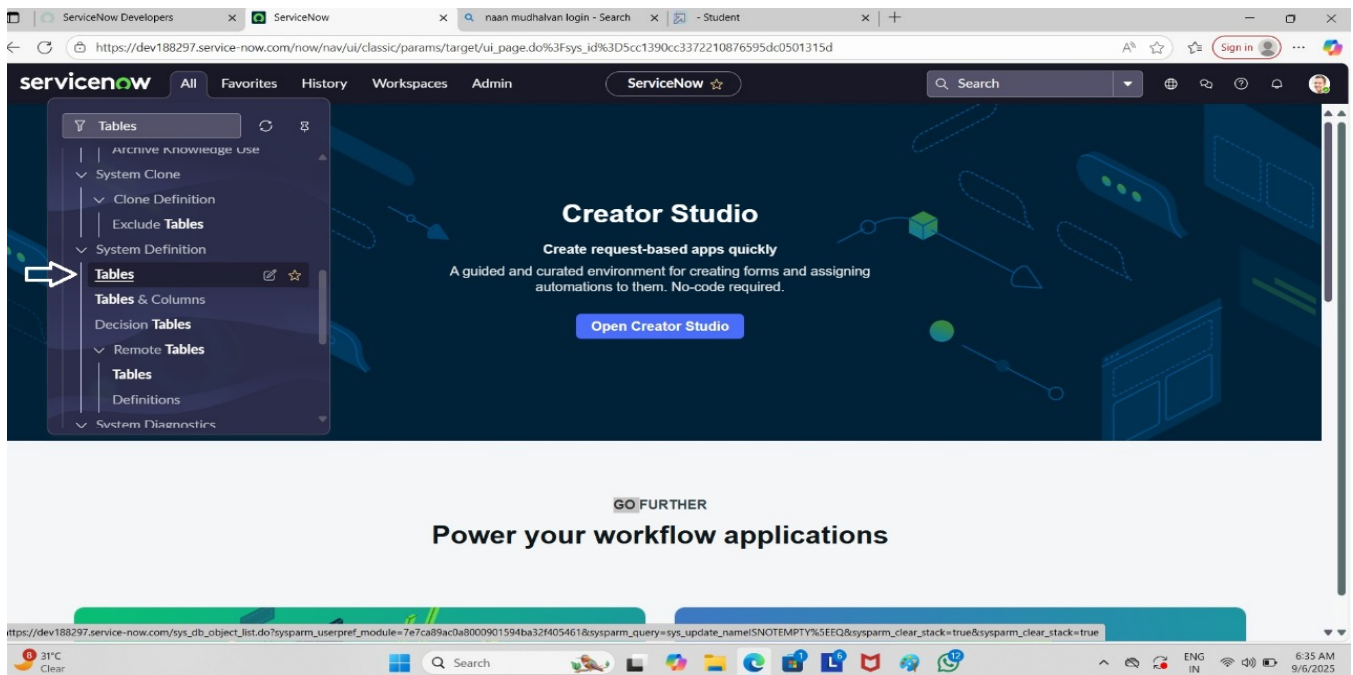
The screenshot shows the ServiceNow 'Role - New Record' form. The header bar includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces, Admin), and a search bar. The main form area has a breadcrumb 'Role - New Record' and a 'Submit' button. The form fields are as follows:

Field	Value
Name	certificationRole
Application	Global
Elevated privilege	<input type="checkbox"/>
Description	can deal with certification role

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

## Milestone 4: Create Table

1. On the ServiceNow interface, search for Tables in the left panel.
2. Choose Tables under System Definition.



3. Click New to create a table.
4. Enter details like:  
Label: Project Table  
Check Create module and Create mobile module



**servicenow** All Favorites History Workspaces Admin **Table - New Record** Search

Table New record Submit Cancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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 Project Table  
 \* Name u\_project\_table  
 Extends table

Application Global

Create module ☒  
 Create mobile module ☒  
 Add module to menu -- Create new --  
 New menu name Project Table

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

Submit Cancel

Related Links

5. Under New Menu Name, type Project Table.

6. Add the required columns for the table.

7. Click Submit to save.

8. Create choices for the issue filed by using form design

Choices are:

- Unable to login platform
- 404 error
- Regarding certificates
- Regarding user expired

**servicenow** All Favorites History Workspaces Admin **Dictionary Entry - Issue** Search

Dictionary Entry Issue Create Choice List Delete Column Update

Choice Dropdown with -- None --

Create Choice List Delete Column Update

Related Links  
[Show Table](#)  
[Run Point Scan](#)  
[Advanced view](#)

Access Controls (1) Choices (4) Attributes Labels (1)

Label Search Actions on selected rows... New

Choices

Label	Value	Language	Sequence	Inactive	Updated
regarding user expired	regarding user expired	en		false	2025-08-31 10:37:34
regarding certificates	regarding certificates	en		false	2025-08-31 10:39:27
unable to login	unable to login	en		false	2025-08-31 10:38:55
404 error	404 error	en		false	2025-08-31 10:38:31
Insert a new row...					

1 to 4 of 4

## Milestone 5: Assign Roles & Users

### Activity 1: Certificate Group

1. Log in to ServiceNow.
2. From the navigation filter, search for group (under System Definition).
3. Open the Certificates group.
4. In the Group Members section, choose Edit.
5. Add Katherine Pierce and save the changes.

The screenshot shows the ServiceNow interface for the 'Group - certificates' page. The 'Name' field is set to 'certificates' and the 'Manage' field is set to 'Katherine Pierce'. The 'Edit...' button in the top right of the table is highlighted with a red box.

Created	Role	Granted by	Inherits
2025-08-31 10:53:22	Certification_role	(empty)	true

6. Now go to the Roles tab.
7. Assign the Certification role and save.

Add FilterRun filter

-- choose field -- -- oper -- -- value --

Collection

Q certification

certification  
certification\_admin  
certification\_filter\_admin

Roles List

certificates

Certification\_role

>

<

Cancel

Save

## Activity 2: Assign Roles & Users – Platform Group

1. Log in to ServiceNow.
2. Go to groups through the System Definition module.
3. Open the Platform group.
4. Under Group Members, click Edit.
5. Add Manne Niranjan and save.

The screenshot shows the ServiceNow interface for the 'Group - Platform' form. The 'Group Members' tab is selected, displaying a table with one member. The table has columns for 'Created', 'Role', 'Granted by', and 'Inherits'. The member is created on 2025-08-31 10:58:48, has the role 'Platform\_role', was granted by '(empty)', and inherits 'true'. The 'Roles (1)' tab is also visible, showing the 'Platform' role assigned to the group.

Created	Role	Granted by	Inherits
2025-08-31 10:58:48	Platform_role	(empty)	true

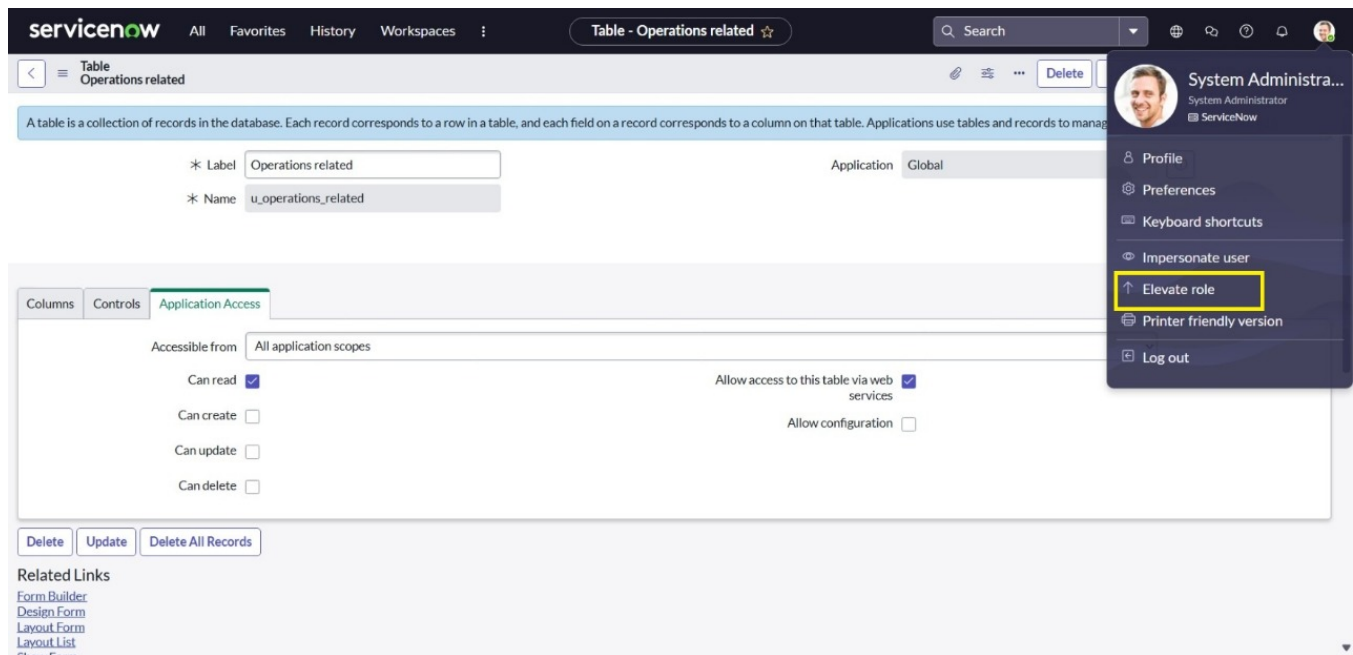
6. Open the Roles section.
7. Assign the Platform role and save.

The screenshot shows the ServiceNow interface for the 'Contained Role - Edit Members' form. The 'Roles' section is visible, showing a list of roles assigned to the group. The roles are 'platform\_analytics\_admin', 'platform\_ml\_create', 'platform\_ml\_read', and 'platform\_ml\_write'. The 'Platform\_role' role is also listed. The 'Add Filter' and 'Run filter' buttons are visible at the top. The 'Collection' and 'Contains Roles List' sections are shown, with the 'Platform' role selected in the 'Collection' list.

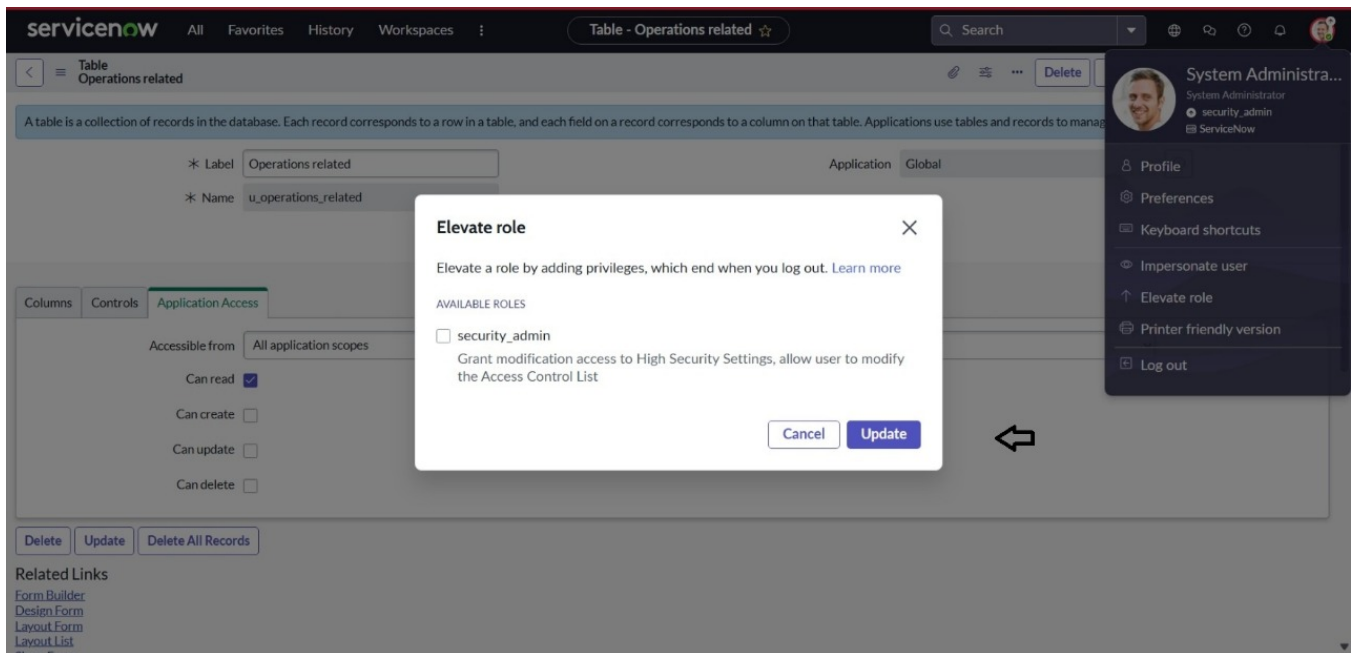
Collection	Contains Roles List
platform_analytics_admin platform_ml_create platform_ml_read platform_ml_write	Platform_role

## Milestone 6: Assign Role to Table

1. Log in to ServiceNow.
2. From the navigation, go to All → Tables.
3. Open the Operations Related table.
4. Select Application Access.
5. Open u\_operations\_related – Read operation.
6. Click the profile icon (top-right) choose elevate role.



7. Choose Elevate Role → enable Security Admin → click Update.



8. In the Requires Role section, double-click to add a new row.
9. Assign Platform role and Certificate role, then save.
10. Now open u\_operations\_related – Write operation.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-08-31 11:45:58
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-08-31 11:44:51
u_operations_related.u_name	Allow If	write	record	true	admin	2025-08-31 11:42:59
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-08-31 11:39:49
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-08-31 11:39:04
u_operations_related	Allow If	write	record	true	admin	2025-08-31 11:26:17
u_operations_related	Allow If	delete	record	true	admin	2025-08-31 10:32:30
u_operations_related	Allow If	read	record	true	admin	2025-08-31 10:32:30
u_operations_related	Allow If	create	record	true	admin	2025-08-31 10:32:30
now.decisioninlinebuilder.*	Allow If	read	ux_route	true	system	2025-08-31 08:00:18
sys_user_role.elevated_privilege	Allow If	write	record	true	developer.program.hop@nc	2025-08-31 07:22:38
sys_one_extend_eval_strategy_metric	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_eval_suggestion	Allow If	read	record	true	system	2025-07-24 03:56:27
sys_one_extend_dataset_skill_mapping	Allow If	read	record	true	system	2025-07-24 03:56:27
sys_one_extend_eval_strategy	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_dataset_attribute_value	Allow If	create	record	true	system	2025-07-24 03:56:27
sys one extend test dataset	Allow If	read	record	true	system	2025-07-24 03:56:27

11. Again under Requires Role, double-click to add new rows.
12. Assign Platform role and Certificate role, then save.

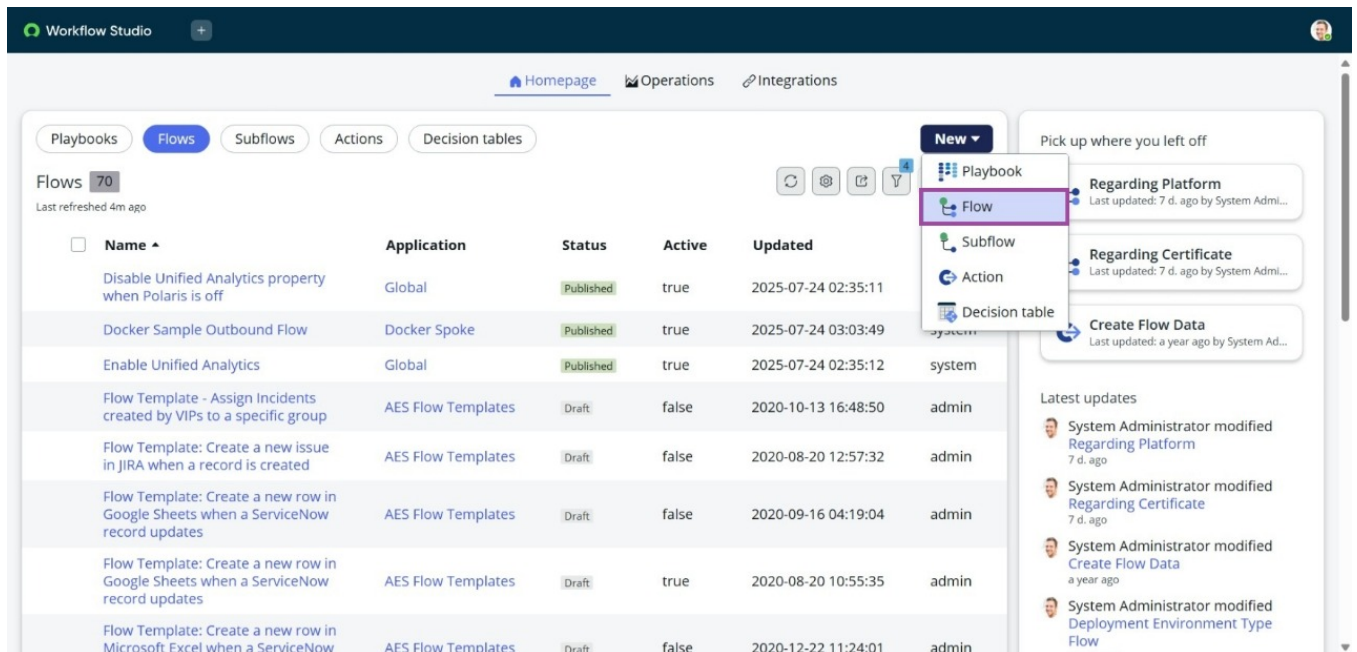
## Milestone 7: Create ACL

1. Log in to ServiceNow.
2. In the navigation filter, search for ACL.
3. Go to Access Control (ACL) under System Security.
4. Click on New.
5. Fill in the required details for creating a new ACL.
6. Scroll down to the Requires Role section.
7. Double-click to insert a new row.
8. Add the required role(s)
9. Click Submit.
10. Similarly, create 4 more ACLs for the remaining fields.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-08-31 11:45:58
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-08-31 11:44:51
u_operations_related.u_name	Allow If	write	record	true	admin	2025-08-31 11:42:59
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-08-31 11:39:49
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-08-31 11:39:04
u_operations_related	Allow If	write	record	true	admin	2025-08-31 11:26:17
u_operations_related	Allow If	delete	record	true	admin	2025-08-31 10:32:30
u_operations_related	Allow If	read	record	true	admin	2025-08-31 10:32:30
u_operations_related	Allow If	create	record	true	admin	2025-08-31 10:32:30
now.decisioninlinebuilder.*	Allow If	read	ux_route	true	system	2025-08-31 08:00:18
sys_user_role.elevated_privilege	Allow If	write	record	true	developer.program.hop@snc	2025-08-31 07:22:38
sys_one_extend_eval_strategy_metric	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_eval_suggestion	Allow If	read	record	true	system	2025-07-24 03:56:27
sys_one_extend_dataset_skill_mapping	Allow If	read	record	true	system	2025-07-24 03:56:27
sys_one_extend_eval_strategy	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_dataset_attribute_value	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_test_dataset	Allow If	read	record	true	system	2025-07-24 03:56:27

## Milestone 8: Create Flow in Flow Designer

1. Log in to ServiceNow.
2. Go to All → Flow Designer under Process Automation.
3. Click New → Flow.



### 4. In Flow Properties,

- Flow Name: Regarding Certificate
- Application: Global
- Run user: System User

### 5. Click build flow.



Workflow Studio New Flow

### Let's get the details for your flow

Flow name \*

Application \*

Description

✓ Hide additional properties

Protection

Run as

Flow priority default

Cancel Build flow

➤ Add Trigger

6. Click Add a Trigger.
7. Select Create or Update a Record.
8. Set Table: Operations Related.
9. Add Condition:
  - Field: Issue
  - Operator: is
  - Value: Regarding Certificates
10. Click Done.

**Workflow Studio** Regarding Certificate Flow

**Regarding Certificate** Active

**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

Run Trigger: Once

Advanced Options

Delete Cancel Done

**ACTIONS** Select multiple

Status: Published | 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 - Update Record
  - Operations related Record (Record)
  - Operations related Table (Table)
  - Action Status (Object)

## ➤ Add Action

11. Under Actions, click Add an Action.
12. Choose Update Record.
13. In Record fields, drag fields from Data Panel on the left.
14. Table will be auto-assigned.
15. Set field: Assigned to group.
16. Value: Certificates.
17. Click Done.

**Workflow Studio** Regarding Certificate Flow

**Regarding Certificate** Active

**ACTIONS** Select multiple

1 Update Operations related Record

Action: Update Record

\* Record: Trigger ... > Operations relate...

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

\* Fields: Assigned to Groups (certificates)

Select a field

+ Add field value

Delete Cancel Done

+ Add an Action, Flow Logic, or Subflow

**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)

ERROR HANDLER

Status: Published | Application: Global

18. Click Save → then Activate the flow.

Workflow Studio

Regarding Certificate Flow

Regarding Certificate

Active

View

Test

Deactivate

Activate

Save

TRIGGER

Operations related Created or Updated where (Issue 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

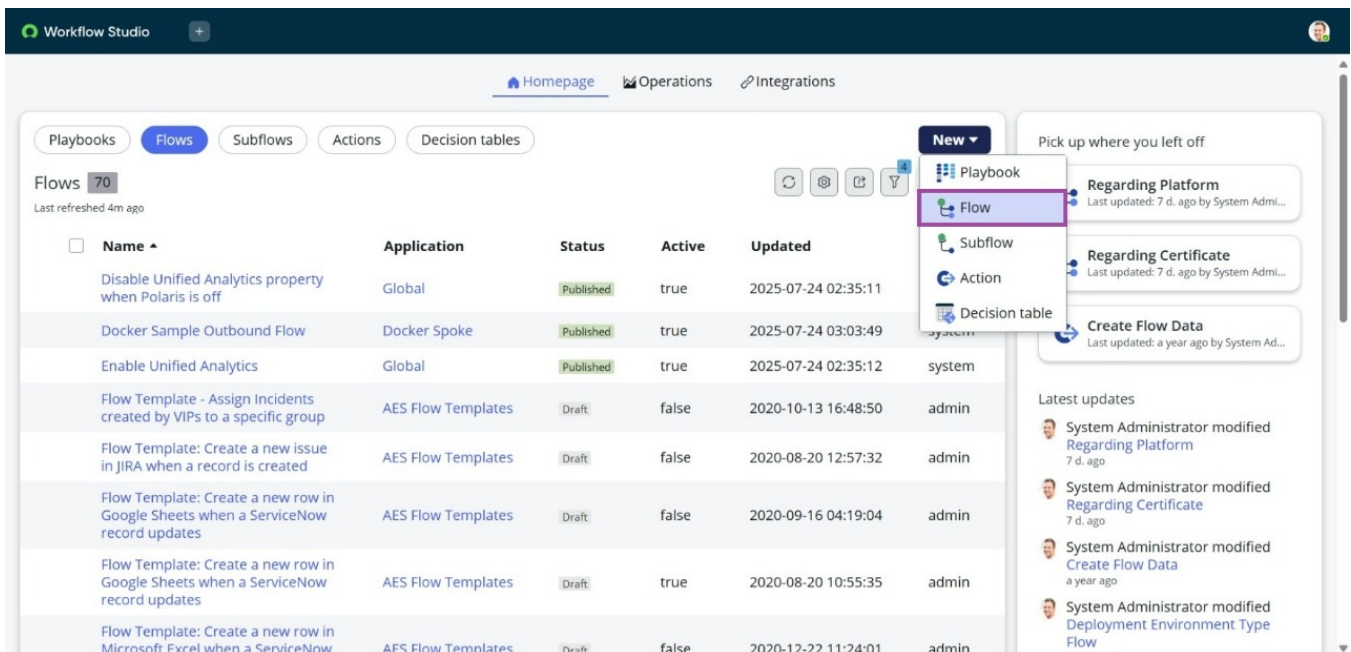
Status: Published

Application: Global

0

## Activity 2: Create Flow to Assign Operations Ticket to Platform Group.

1. Log in to ServiceNow.
2. From the navigation, go to All → Flow Designer under Process Automation.
3. Click New → Flow.



4. In Flow Properties, set:
  - Flow Name: Regarding Platform
  - Application: Global
  - Run User: System User

Workflow Studio

New Flow

### Let's get the details for your flow

Flow name \*

Application \*

Description

Hide additional properties

Protection

Run as

Flow priority default

Cancel

5. Click Submit.

➤ Add Trigger

6. Click Add a Trigger.

7. Choose Create or Update a Record.

8. Table: Operations Related

9. Add Conditions:

Criteria 1 → Field: Issue, Operator: is, Value: Unable to login to platform

Criteria 2 → Field: Issue, Operator: is, Value: 404 Error

Criteria 3 → Field: Issue, Operator: is, Value: Regarding User expired

Workflow Studio

Regarding Platform

TRIGGER

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

Trigger: Created or Updated

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

Condition All of these conditions must be met

Issue is unable to login

or

All of these conditions must be met

Issue is 404 error

or

All of these conditions must be met

Issue is regarding user expired

New Criteria

Run Trigger: Once

Status: Published | Application: Global

Data

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

10. Click Done.

➤ Add Action

11. Under Actions, click Add an Action.

12. Select Update Record.

13. From the Data Panel on the left, drag the required fields.

14. Table will be auto-assigned.

15. Field: Assigned to group

16. Value: Platform

The screenshot displays the Salesforce Workflow Studio interface for a workflow named 'Regarding Platform'. The 'ACTIONS' section shows a single action 'Update Operations related Record'. The configuration for this action is as follows:

- Action:** Update Record
- \* Record:** Trigger → Operations relate...
- \* Table:** Operations related [u\_operation...]
- \* Fields:** Assigned to Groups (Platform)

A purple arrow points to the 'Done' button at the bottom right of the action configuration panel. The 'Data' panel on the right shows the data structure for the trigger and the action, including fields like 'Operations related Record', 'Changed Fields', 'Run Start Time UTC', and 'Run Start Date/Time'.

17. Click Done.

18. Click Save, then Activate the flow.

Workflow Studio

Regarding Platform Flow

Regarding Platform

Active

View:

Test

Deactivate

Activate

Save

TRIGGER

Operations related Created or Updated where (Issue is unable to login; Issue is 404 error; Issue 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

## **CONCLUSION:**

This Project Successfully Automated Ticket Assignment InServicenow, Reducing Manual Effort And Delays. By Assigning Proper Roles, Groups, And Flows, Tickets Are Now Routed ToThe Right Teams Instantly.

The Streamlined Process Ensures Quicker Response Times And Improved Productivity. Automation Also Minimizes Human Errors, Making Support Operations More Reliable.

Overall, The Project Highlights How Servicenow Can Transform Ticket Management IntoA Smarter And Efficient System.



