

Project Design

Team id: LTVIP2025TMID30113

Project name: Streamlining Ticket Assignment For Efficient Support Operations

Proposed solution template

Project team shall fill the following information in the solution template

S.No Parameter Description

1. Problem statement (problem to be solved): Manual ticket assignment causes delays, errors, and inefficient support handling
2. Idea/Uniqueness: Automate ticket routing using Servicenow Flow Designer based on issue conditions. Unique for its no-code logic and real-time dynamic assignment.
3. Social impact/customer satisfaction: Faster issue resolution, improved user experience, reduced workload for support staff. Builds trust and satisfaction.
4. Business model(revenue model): Saves operational cost, boosts team efficiency, improves customer retention, Can scale without additional staff.
5. Scalability of the Solution: Easily handles high ticket

volumes, supports growing teams, and adapts through simple rule updates, Build for both small and large organizations.

Streamlining Ticket Assignment For Efficient Support Operations

An automated system using ServiceNow Flow Designer to assign support tickets to the correct team based on predefined conditions.

Types

1. Automated Ticket Assignment
2. Conditional Workflow Automation
3. No-code Flow Design
4. Rule-based Task Routing

Purposes

- Eliminate manual ticket routing
- Ensure accurate team assignment
- Reduce delays and errors
- Improve support workflow efficiency

Uses

- Automatically assign tickets based on issue type
- Balance team workload

Milestone 1: Users

Activity 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
6. Click on submit
7. Create one more user.
8. Create another user with the following details
9. Click on submit

The screenshot shows the ServiceNow user creation interface. The browser address bar displays a long URL. The page header includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces, Admin), and a user profile for 'User - Manne Niranjan'. A search bar is also present. The main form is titled 'User - Manne Niranjan' and includes several input fields and checkboxes. The 'User ID' field is pre-filled with 'manne.niranjan'. The 'First name' field contains 'Manne' and the 'Last name' field contains 'Niranjan'. The 'Title' field is empty with a question mark icon. The 'Department' field is empty with a search icon. There are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The 'Email' field is pre-filled with 'niranjanreddymanne2507@gmail.com'. The 'Language' dropdown is set to '-- None --'. The 'Calendar integration' dropdown is set to 'Outlook'. The 'Time zone' dropdown is set to 'System (America/Los_Angeles)'. The 'Date format' dropdown is set to 'System (yyyy-MM-dd)'. The 'Business phone' and 'Mobile phone' fields are empty. There is a 'Photo' field with a 'Click to add...' link. At the bottom of the form are buttons for 'Update', 'Set Password', and 'Delete'. Below the form, there is a 'Related Links' section with links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'.

dev223648.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D7a9d19da83022210884c99c6feaad393%26sysparm_record_target%3Dsys_user%26sysparm_recor...

servicenow All Favorites History Workspaces Admin User - Manne Niranjan

User - Manne Niranjan

User ID: manne.niranjan

First name: Manne

Last name: Niranjan

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Email: niranjanreddymanne2507@gmail.com

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

The screenshot shows the ServiceNow user profile page for Katherine Pierce. The browser address bar displays a long URL. The page header includes the ServiceNow logo, navigation tabs (All, Favorites, History, Workspaces, Admin), and a user profile dropdown for Katherine Pierce. The main content area is divided into two columns. The left column contains input fields for User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title, and Department, along with checkboxes for Password needs reset, Locked out, Active (checked), Web service access only, and Internal Integration User. The right column contains input fields for Email (katherinepierce@gmail.com), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone, plus a Photo link. At the bottom left, there are buttons for Update, Set Password, and Delete, followed by a Related Links section with links to View linked accounts, View Subscriptions, and Reset a password.

Milestone 2: Groups

Activity 1: 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
6. Click on submit.

Create one more group:

1. Create another group with the following details
2. Click on submit

Milestone 3: Roles

Activity 1: 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
6. Click on submit

Create one more role:

1. Create another role and Click on submit.

The screenshot shows the ServiceNow interface for creating a new role. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The current page is titled 'Role - Platform_role'. The form fields are as follows:

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

Below the form, there are 'Update' and 'Delete' buttons. A 'Related Links' section shows a link to 'Run Point Scan'. A tabbed interface below shows 'Contains Roles' as the active tab, with other tabs for 'Applications with Role', 'Modules with Role', and 'Custom Tables'. The 'Contains Roles' tab has a search bar with the text 'for text' and a search button. Below the search bar, the text 'Role = Platform_role' is displayed. The main content area shows 'Contains' with a search icon and a message 'No records to display' with a small icon of a document with a red X.

servicenow All Favorites History Workspaces Admin **Role - certification_role** Search

Role certification_role

Name: certification_role Application: Global

Elevated privilege: ☐

Description: Can deal with certification issues

Update Delete

Related Links
Run Point Scan

Contains Roles Applications with Role Modules with Role Custom Tables

Order Search

Application Menus

Title	Active	Order	Roles	Name	Updated
No records to display					

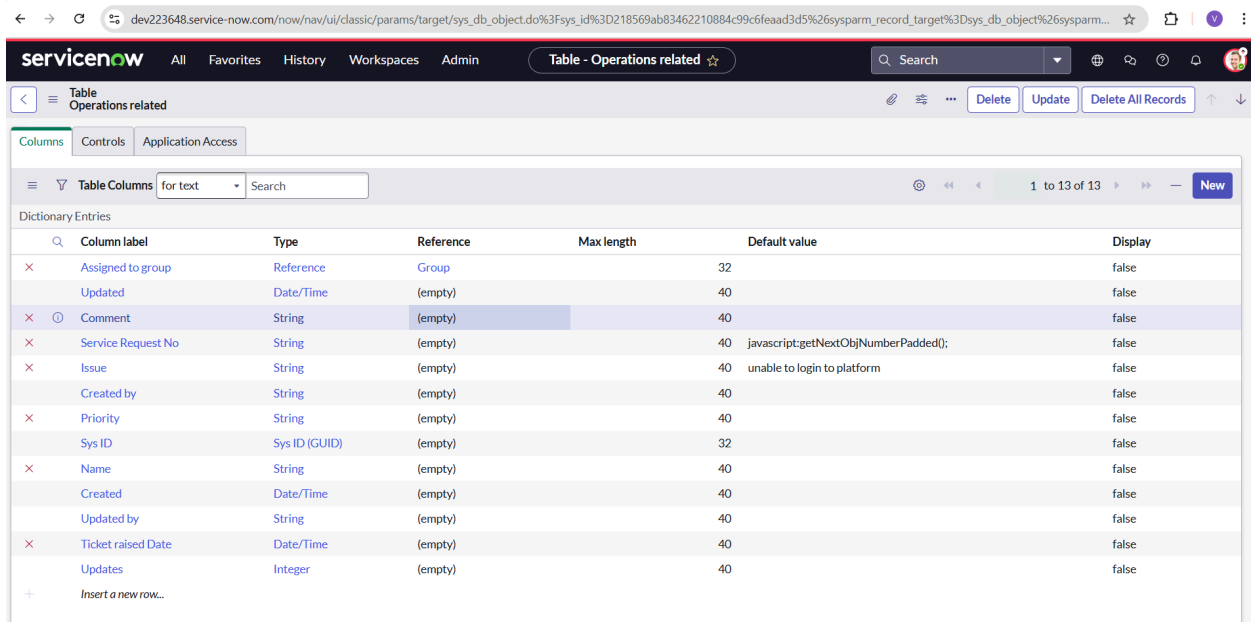
Milestone 4: Table

Activity 1: 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 modules and Create mobile module
6. Under new menu name: Operations related
7. Under table columns give the columns
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



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

Milestone 5: Assign Roles & Users to Groups

Activity 1: 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 Certificate_role and save

Activity 2: 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

The screenshot displays the ServiceNow interface for a group named 'certificates'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The breadcrumb trail shows 'Group - certificates'. The main form contains fields for 'Name' (certificates), 'Group email', 'Manager' (Katherine Pierce), and 'Parent'. Below the form are 'Update' and 'Delete' buttons. The 'Group Members' tab is active, showing a table with one member: Katherine Pierce. The table has columns for 'User' and 'Actions on selected rows...'. The bottom of the page shows a pagination bar indicating '1 to 1 of 1'.

User	Actions on selected rows...
Katherine Pierce	

dev223648.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D827e991e83022210884c99c6feaad354%26sysparm_record_target%3Dsys_user_group%26sysparm...

servicenowAll Favorites History Workspaces AdminGroup - certificates

Search

UpdateDelete

Groupcertificates

Namecertificates

Group email

ManagerKatherine Pierce

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

Created

Search

Actions on selected rows...

Edit...

Group = certificates

Created	Role	Granted by	Inherits
2025-06-12 07:23:43	certification_role	(empty)	true

1 to 1 of 1

servicenowAll Favorites History Workspaces AdminGroup - Platform

Search

UpdateDelete

GroupPlatform

NamePlatform

Group email

ManagerManne Niranjan

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

User

Search

Actions on selected rows...

New

Edit...

Group = Platform

User
Manne Niranjan

1 to 1 of 1

servicenowAll Favorites History Workspaces AdminGroup - Platform

Search

UpdateDelete

GroupPlatform

NamePlatform

Group email

ManagerManne Niranjan

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

Created

Search

Actions on selected rows...

Edit...

Group = Platform

Created	Role	Granted by	Inherits
2025-06-12 07:28:34	Platform_role	(empty)	true

1 to 1 of 1

Milestone 6: Assign Role to Table

Activity 1: 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 Required 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 Required role
16. Double Click on insert a new row
17. Give platform role
18. And add certificate role

<

≡

Table
Operations related

Delete

Update

Delete All Records

↑

↓

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label

Operations related

* Name

u_operations_related

Application

Global

Milestone 7: Create ACL

Activity 1: 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
6. Scroll down under required 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

dev223648.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D27b56dab83462210884c99c6fead3e0%26sysparm_record_target%3Dsys_security_acl%26syspa...

servicenow All Favorites History Workspaces Access Control - u_operations_related Search

Access Control u_operations_related Update Delete

* Name Operations related [u_operations_related] -- None --

Description Default access control on u_operations_related

Applies To No. of records matching the condition: 0
 Add Filter Condition Add "OR" Clause
 -- choose field -- -- oper -- -- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.
 1. Allow Access: Allows access to a resource if all conditions are met.
 2. Deny Access: Denies access to a resource unless all conditions are met.
[More Info](#)

Requires role 1 to 3 of 3

Role
Platform_role
u_operations_related_user
certification_role
Insert a new row...

dev223648.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D27b56dab83462210884c99c6fead3e0%26sysparm_record_target%3Dsys_security_acl%26syspa...

servicenow All Favorites History Workspaces Access Control - u_operations_related Search

Access Control u_operations_related Update Delete

* Name Operations related [u_operations_related] -- None --

Description Default access control on u_operations_related

Applies To No. of records matching the condition: 0
 Add Filter Condition Add "OR" Clause
 -- choose field -- -- oper -- -- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.
 1. Allow Access: Allows access to a resource if all conditions are met.
 2. Deny Access: Denies access to a resource unless all conditions are met.
[More Info](#)

Requires role 1 to 3 of 3

Role
Platform_role
u_operations_related_user
certification_role
Insert a new row...

Milestone 8: Flow

Activity 1: 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.
9. Click on Add a trigger
10. Select the trigger in that Search for “create or update a record” and select that.
11. Give the table name as “ Operations related ”.
12. Give the Condition as
13. Field : issue
14. Operator : is
15. Value : Regrading Certificates
16. After that click on Done.
17. Now under Actions.
18. Click on Add an action.
19. Select action in that search for “ Update Record ”.
20. In Record field drag the fields from the data navigation from left side
21. Table will be auto assigned after that
22. Give the field as “ Assigned to group ”
23. Give value as “ Certificates ”

24. Click on Done.
25. Click on Save to save the Flow.
26. Click on Activate.

Activity 2: 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.
9. Click on Add a trigger.
10. Select the trigger in that Search for “create or update a record” and select that.
11. Give the table name as “ Operations related ”.
12. Give the Condition as
13. Field : issue
14. Operator : is
15. Value : Unable to login to platform.
16. Click on New Criteria

17. Field : issue
18. Operator : is
19. Value : 404 Error
20. Click on New Criteria
21. Field : issue
22. Operator : is
23. Value : Regrading User expired
24. After that click on Done.
25. Now under Actions.
26. Click on Add an action.
27. Select action in that search for “ Update Record ”.
28. In Record field drag the fields from the data navigation from left side
29. Table will be auto assigned after that 30.
- Give the field as “ Assigned to group ”. 31.
- Give value as “ Platform ”.
32. Click on Done.
33. Click on Save to save the Flow.
34. Click on Activate.

Workflow Studio

Regarding Platform Flow

Regarding Certificate Flow

Regarding Certificate

Active

View: [Icons]

Test Deactivate Activate Save

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

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 Platform Flow

Regarding Certificate Flow

Regarding Certificate

Active

View: [Icons]

Test Deactivate Activate Save

ACTIONS Select multiple

1 Update Operations related Record

Action: Update Record

* Record: Trigger ... Operations relate...

* Table: Operations related [u_operation...]

* Fields: Assigned to group 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

Workflow Studio

Return home

Regarding Platform Flow

Regarding Certificate Flow

Regarding Platform

Active

View: [Icons]

Test Deactivate Activate Save

Operations related Created or Updated

Trigger: Created or Updated

* Table: Operations related [u_operation...]

Condition: All of these conditions must be met

Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired

Run Trigger: Once

Advanced Options

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

Regarding Platform

Active

View: [icon] [icon]


Test

Deactivate

Activate



Save

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 



Action

Update Record

* Record

Trigger -> Operations relate...



X

* Table

Operations related [u_operation...

X





* Fields

Assigned to group

X

Platform

X

+ Add field value

Delete

Cancel

Done

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