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

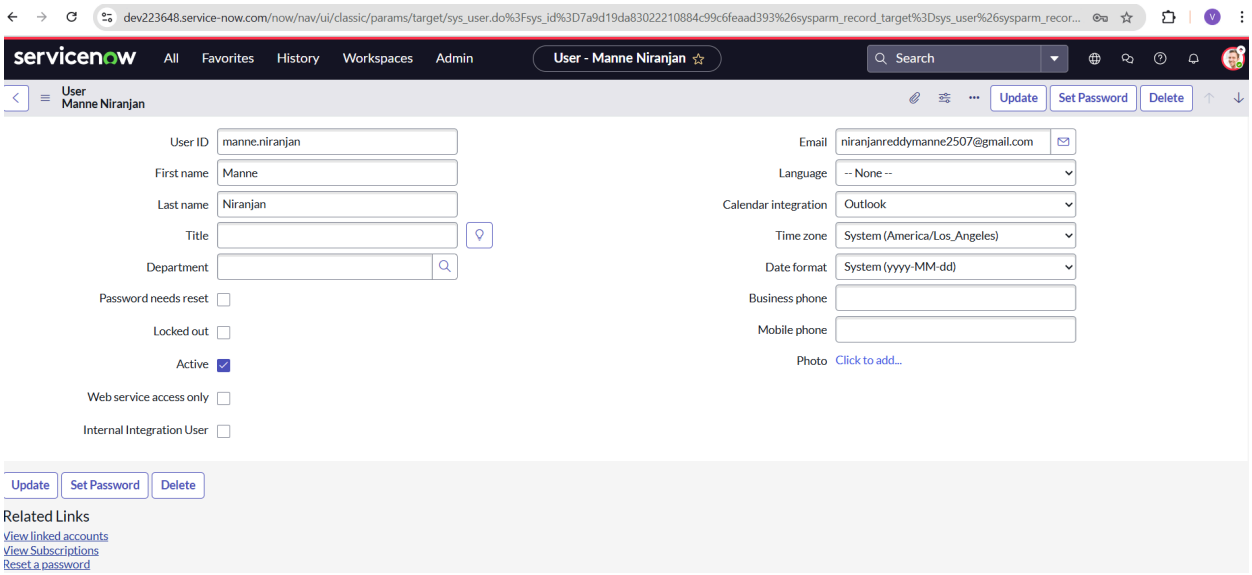
Uses

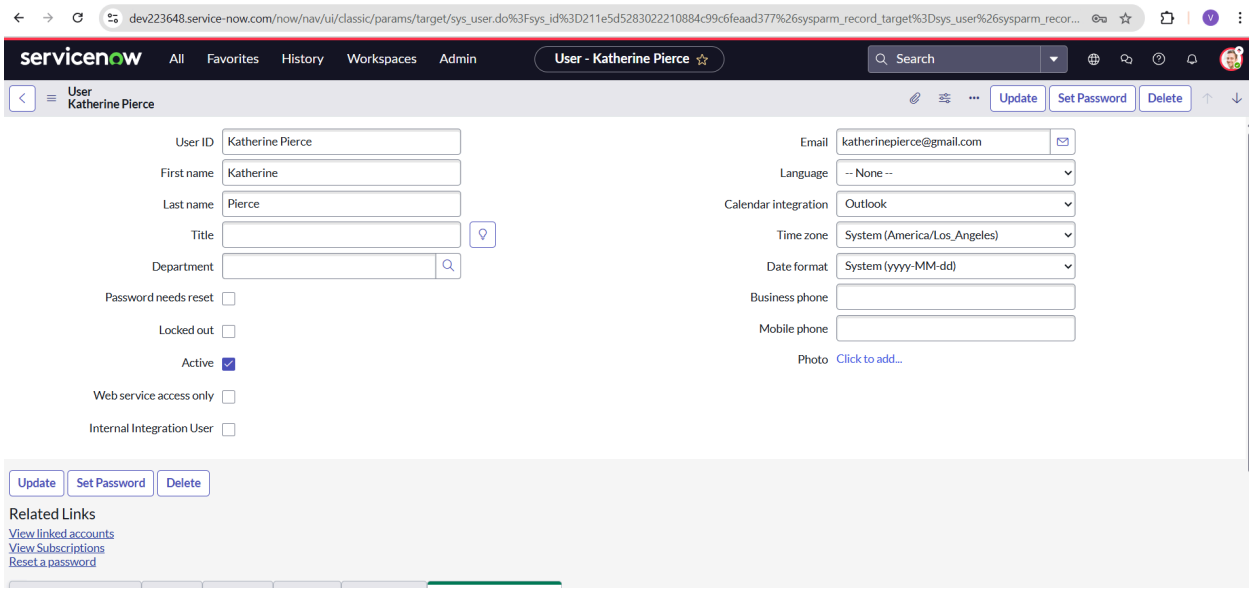
- Automatically assign tickets based on issue type
- Balance team workload

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





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:

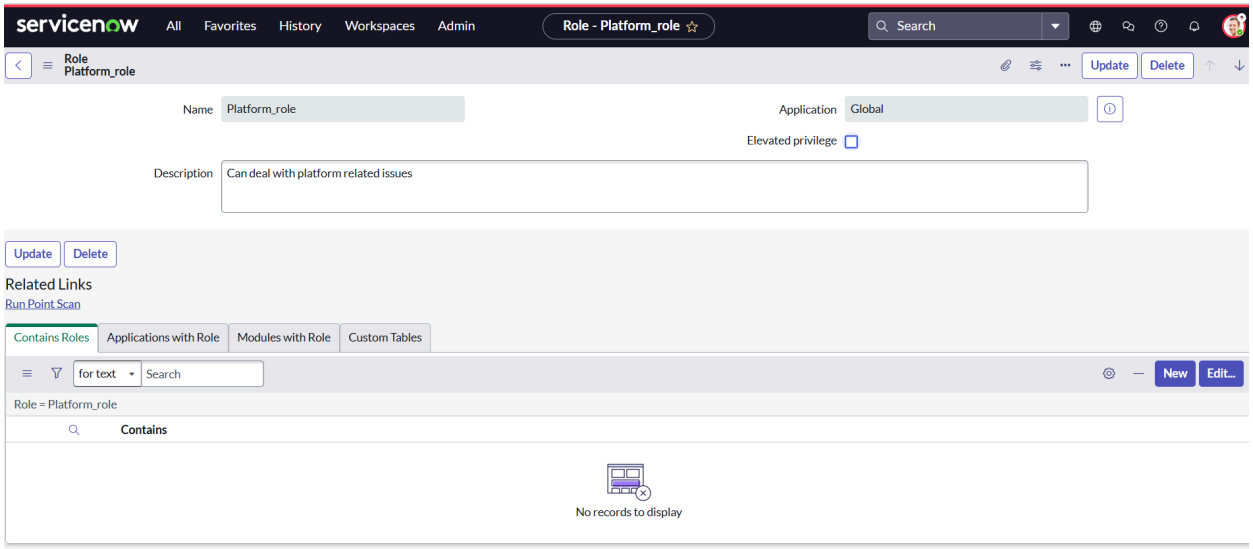
1. Create another group with the following details
2. Click on submit

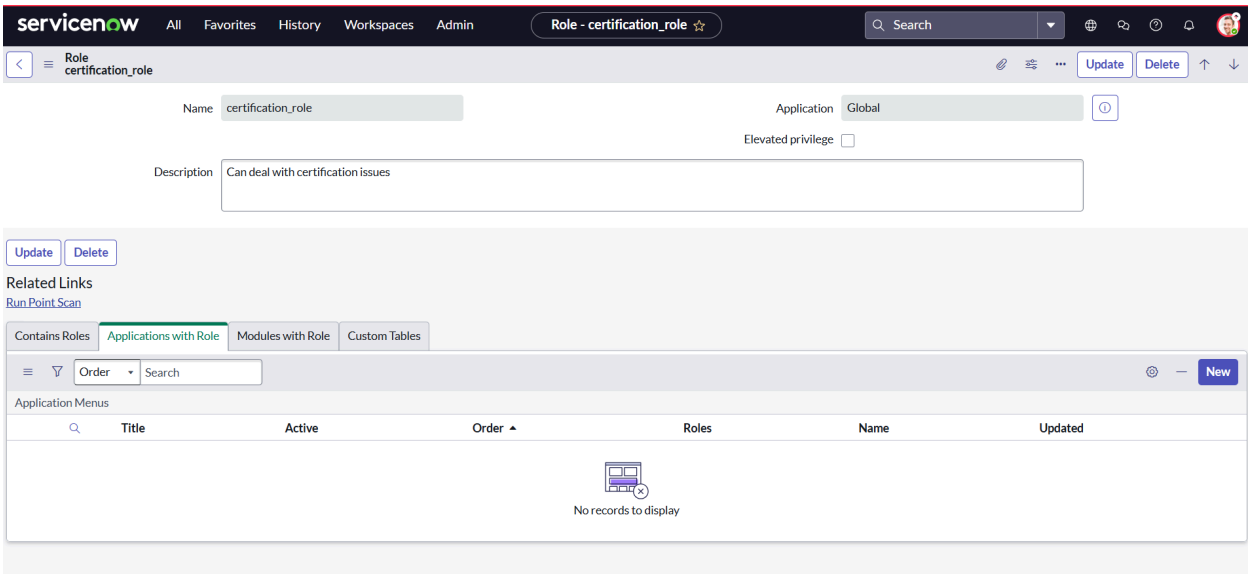
Milestone 3: Roles
Activity 1: Create Roles

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.





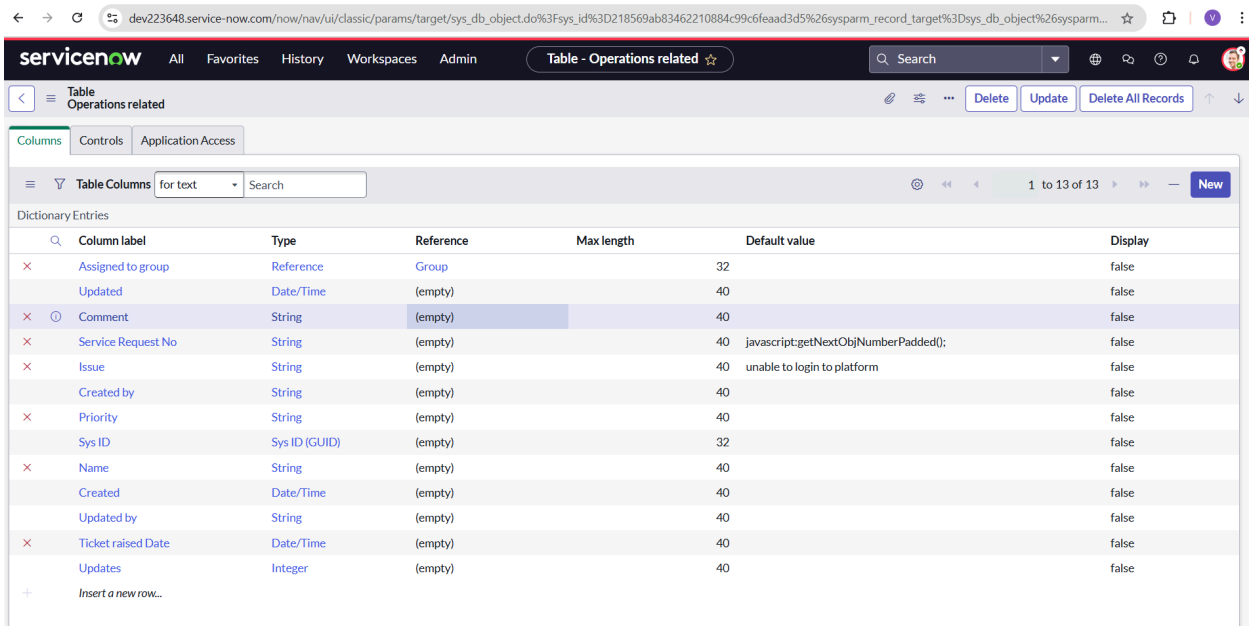
Milestone 4: Table

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



Milestone 5: Assign Roles & Users to Groups

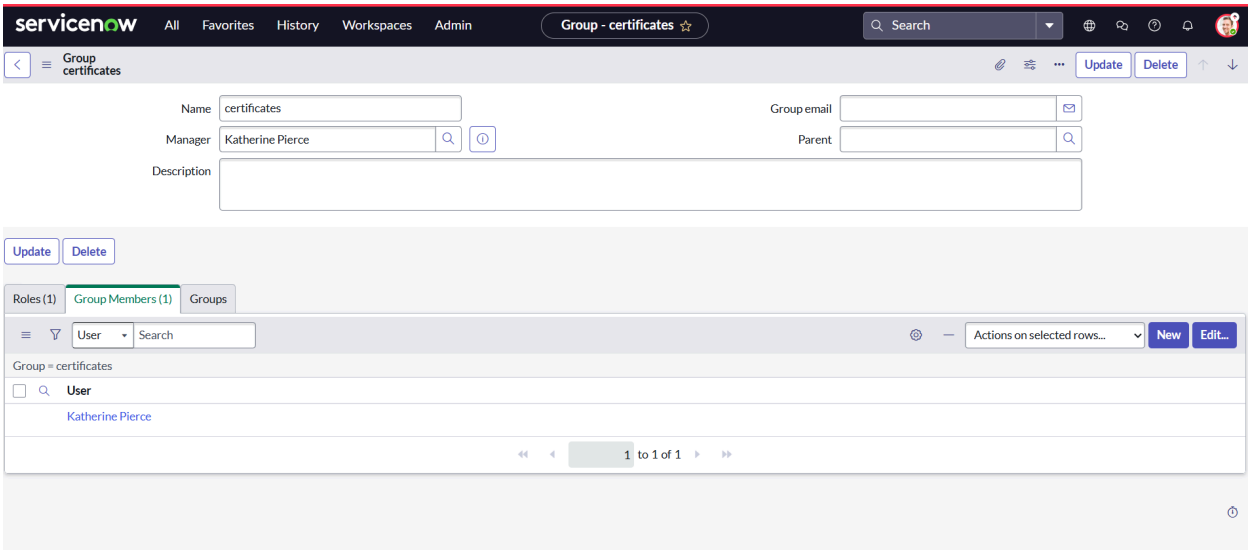
Activity 1: Assign Roles & Users To Certificate Group

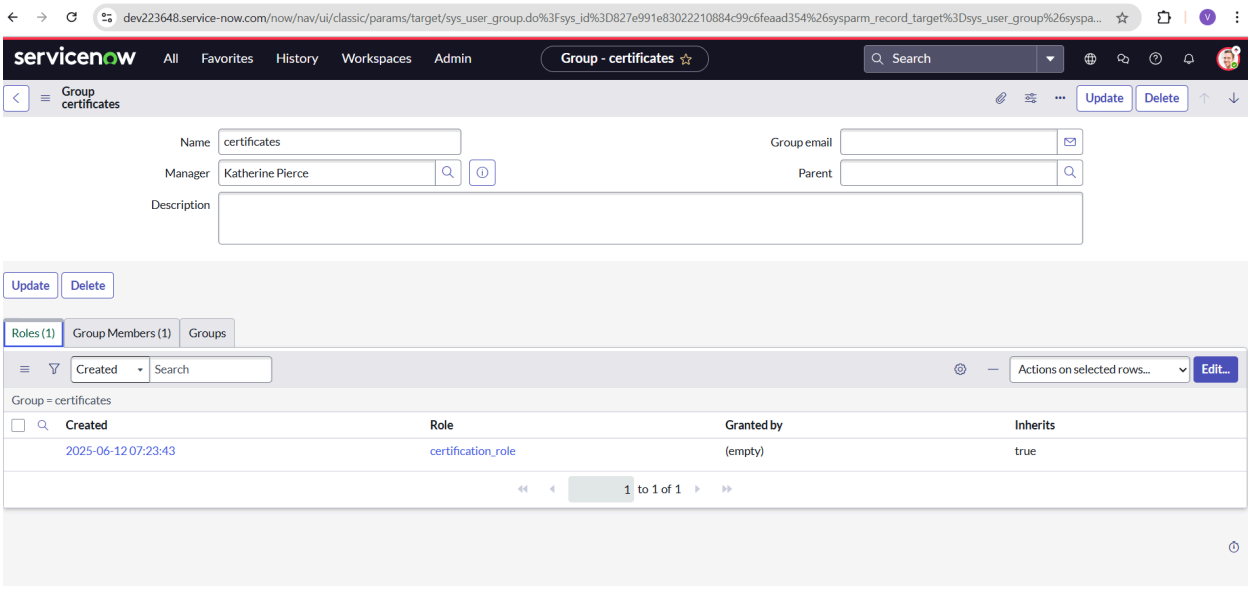
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the certificates group

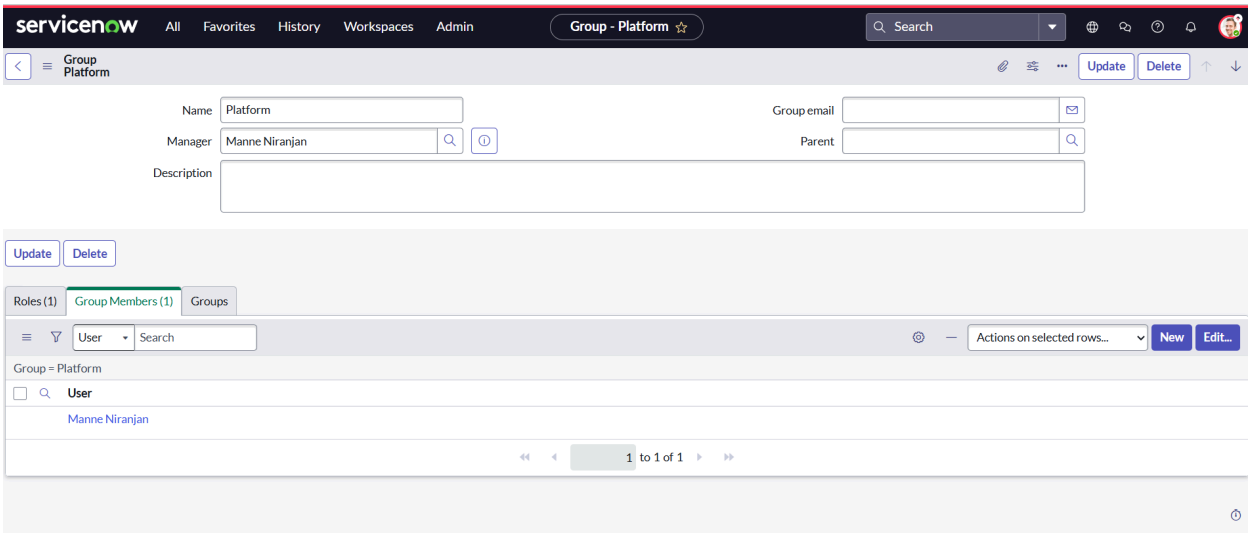
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certificate_role and save

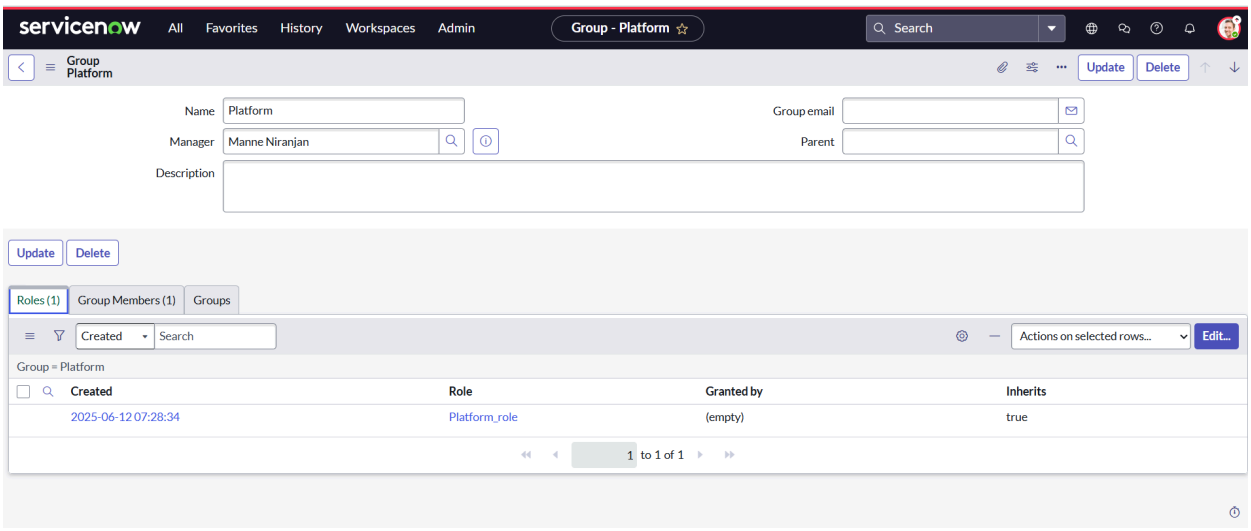
Activity 2: Assign Roles & Users To Platform Group

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




dev223648.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D827e991e83022210884c99c6feaad354%26sysparm_record_target%3Dsys_user_group%26syspa...
servicenow
All
Favorites
History
Workspaces
Admin
Group - certificates
Search
Group certificates
Update
Delete
Name
certificates
Group email
Manager
Katherine Pierce
Parent
Description
Update
Delete
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

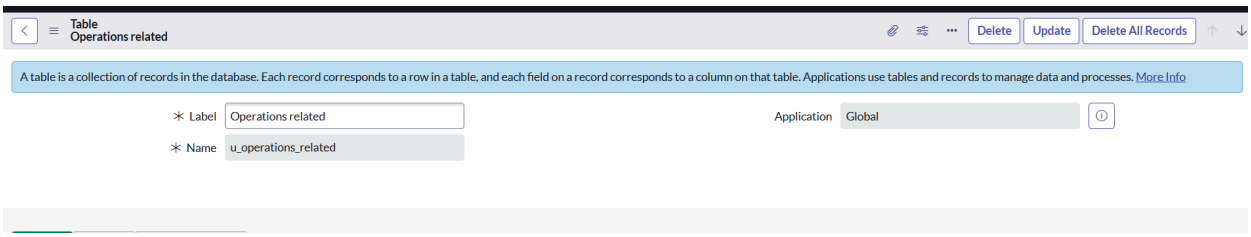

servicenow
All
Favorites
History
Workspaces
Admin
Group - Platform
Search
Group Platform
Update
Delete
Name
Platform
Group email
Manager
Manne Niranjan
Parent
Description
Update
Delete
Roles (1)
Group Members (1)
Groups
User
Search
Actions on selected rows...
New
Edit...
Group = Platform
User
Manne Niranjan
1 to 1 of 1


servicenow
All
Favorites
History
Workspaces
Admin
Group - Platform
Search
Group Platform
Update
Delete
Name
Platform
Group email
Manager
Manne Niranjan
Parent
Description
Update
Delete
Roles (1)
Group Members (1)
Groups
Created
Search
Actions on selected rows...
Edit...
Group = Platform
Created
Role
Granted by
Inherits
2025-06-12 07:28:34
Platform_role
(empty)
true
1 to 1 of 1

Milestone 6: Assign Role to Table

Activity 1: Assign Role to Table

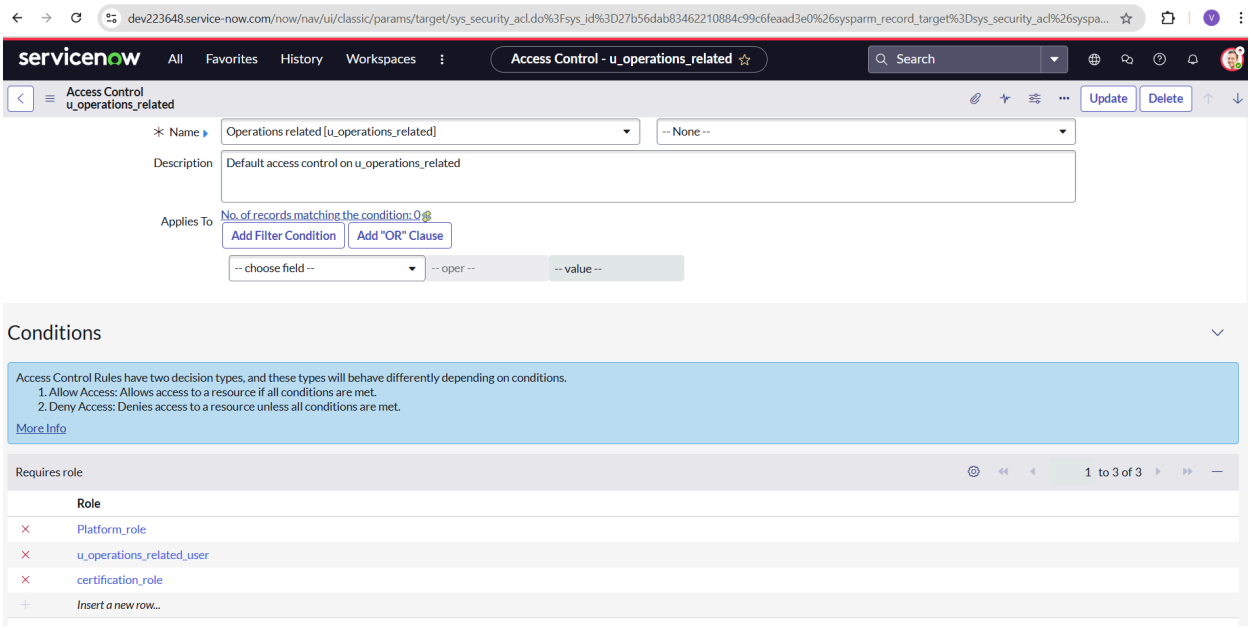
1. Open service now
2. Click on All >> search for tables
3. Select operations related table
4. Click on the application access
5. Click on u_operations_related read operation 6. Click on the profile on top right side
7. Click on elevate role
8. Click on Security admin and click on update 9. Under Required 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

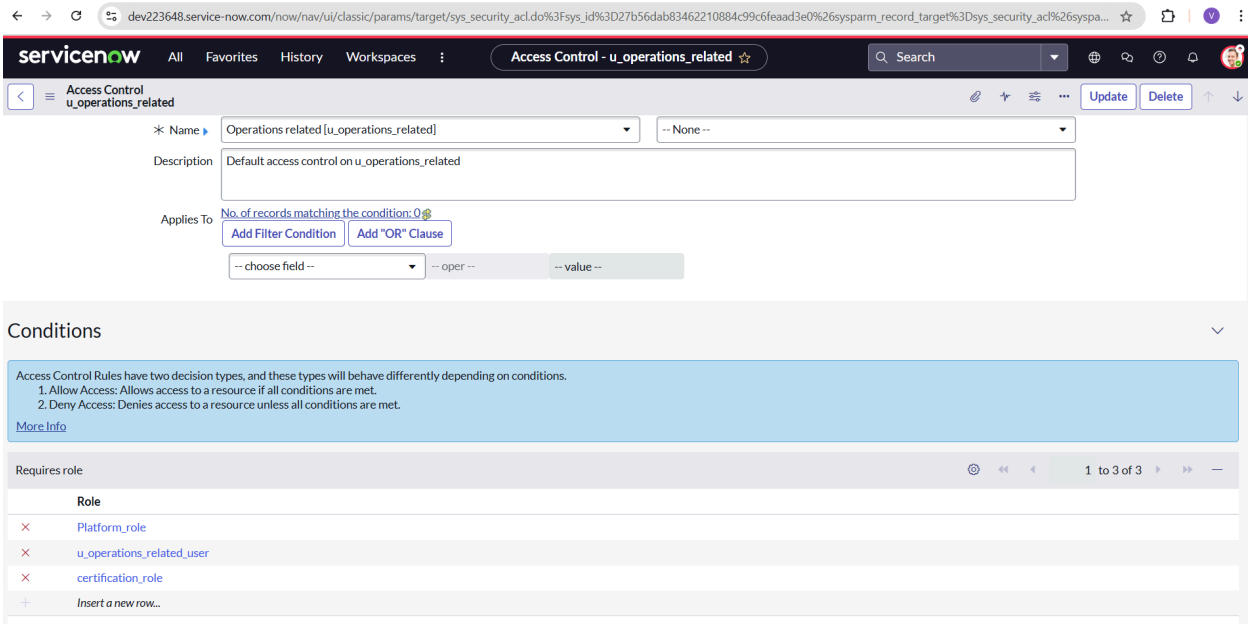


Milestone 7: Create ACL

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





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 ”

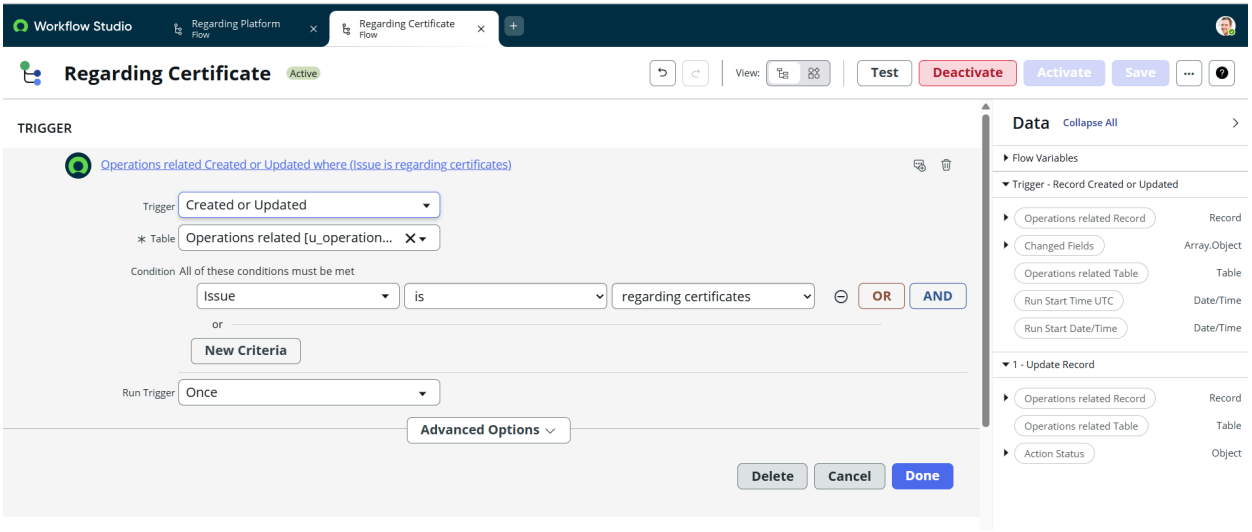
23. Give value as “ Certificates ”

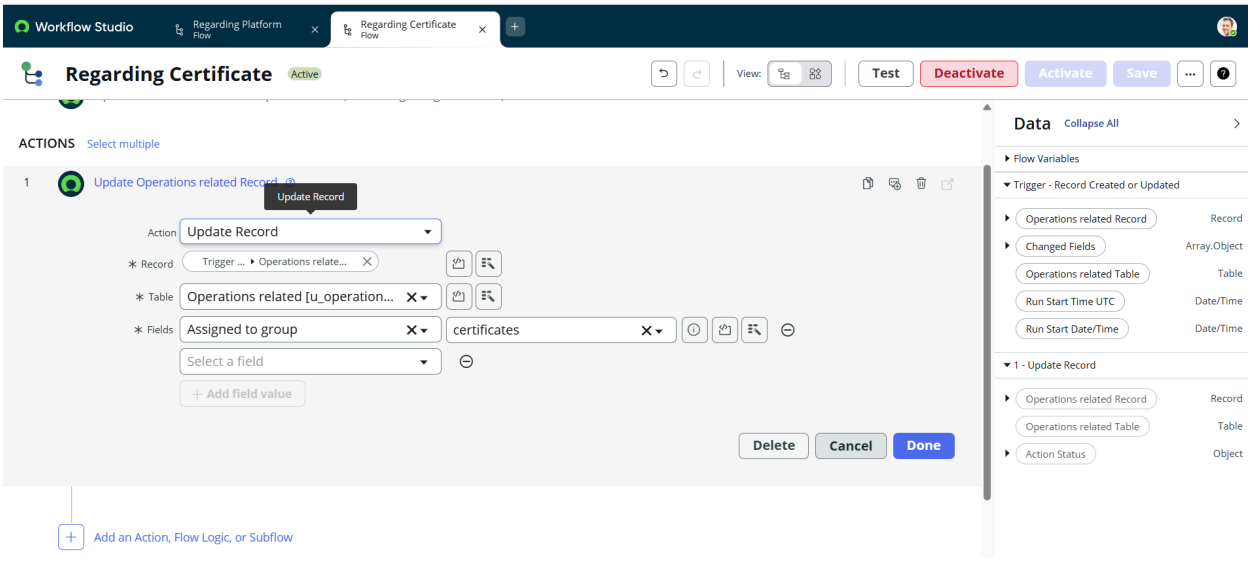
24. Click on Done.
25. Click on Save to save the Flow.
26. Click on Activate.

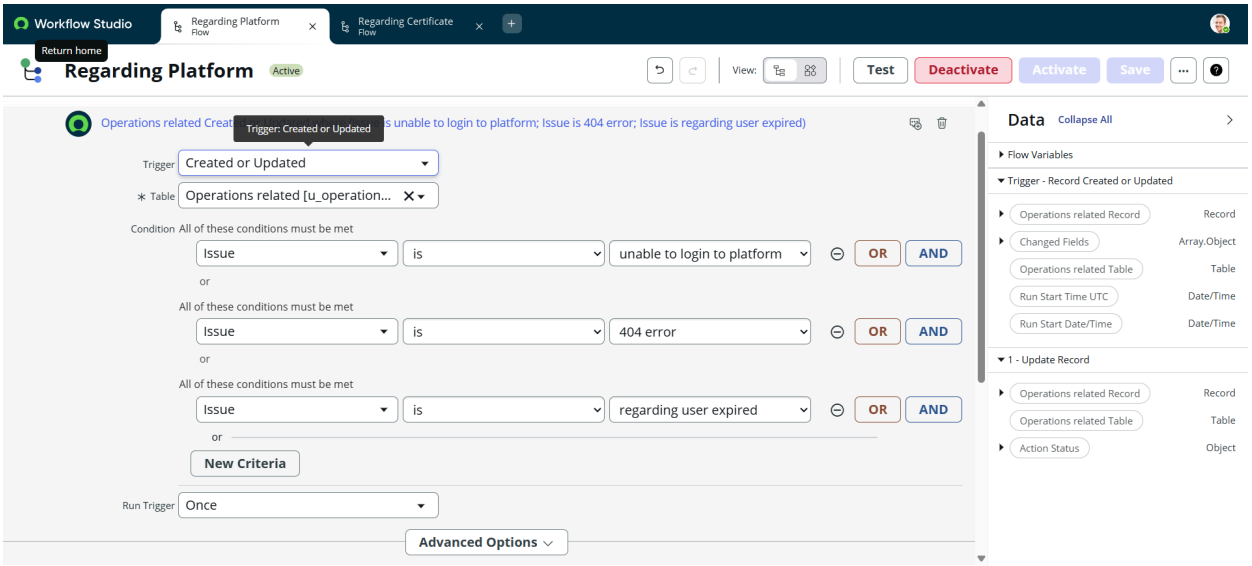
Activity 2: Create A Flow To Assign Operations Ticket To Platform Group

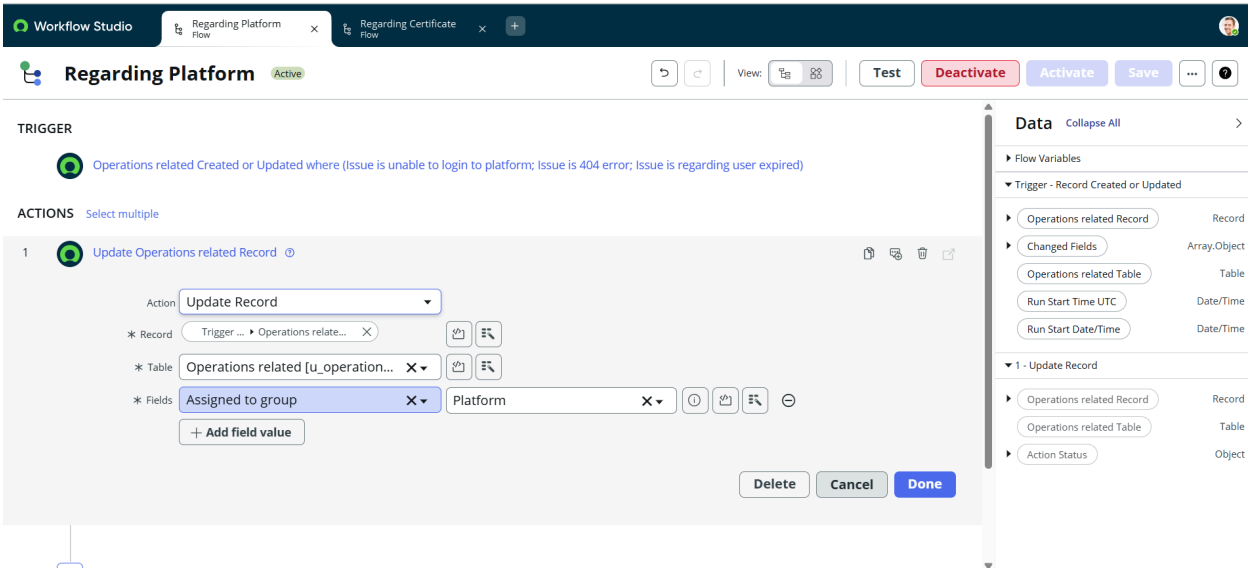
1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as " Regarding Platform ".
6. Application should be Global.
7. Select Run user as " 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:
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
OR
AND
or
New Criteria
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:
Test
Deactivate
Activate
Save
ACTIONS
Select multiple
1
Update Operations related Record
Update 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
Regarding Platform Flow
Regarding Certificate Flow
Return home
Regarding Platform
Active
View:
Test
Deactivate
Activate
Save
Operations related Creat
s unable to login to platform; Issue is 404 error; Issue is regarding user expired)
Trigger: 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
OR
AND
or
All of these conditions must be met
Issue
is
404 error
OR
AND
or
All of these conditions must be met
Issue
is
regarding user expired
OR
AND
or
New Criteria
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


Workflow Studio
Regarding Platform
Flow
Regarding Certificate
Flow
Regarding Platform
Active
View:
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...
Table
Operations related [u_operation...
Fields
Assigned to group
Platform
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