

# **SRIVIDYACOLLEGE OF ENGINEERING & TECHNOLOGY**

VIRUDHUNAGAR 626005

Approved by AICTE, New Delhi and Affiliated to

Anna University, Chennai



**Subject Name :**

**ServiceNow Administrator (NM1051) (Under Naan  
Mudhalvan Scheme)**

**Project Title: Streamlining Ticket Assignment for Efficient Support  
Operations**

**Team Id : NM2025TMID01380**

**Team Members**

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# Streamlining Ticket Assignment for Efficient Support Operations



## Objective:

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.

# Problem Statement:

At ABC Corporation , the manual process of assigning support tickets to relevant teams often leads to delays, misrouting, and inefficient resource utilization. This results in slower issue resolution times and reduced customer satisfication. There is need for an automated ticket assignment system that can intelligently and accurately route ticketsto the appropriate support teams based on issue type , priority , and workload distribution. This will streamline support operations , enhance productivity , and improve overall customer service quality.

# USERS:

## 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

<

≡

User  
Manne Niranjan

Update

Set Password

Delete

↑

↓

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@gr

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...

- 6. Click on submit

Create one more user:

## 7. Create another user with the following details

Favorites

History

Workspaces

Admin

User - Katherine Pierce ☆

Q Search


⌕

🌐

💬

?

🔔



<

≡

User  
Katherine Pierce

🔗

⚙️

⋮

Update

Set Password

Delete

↑

↓

User ID

Katherine Pierce

First name

Katherine

Last name

Pierce

Title

💡

Department

🔍

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

✉️

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...

8. Click on submit

## Groups:

## 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

<

≡

Group certificates

🔗

⚙️

⋮

Name

certificates

Group email

Manager

Katherine Pierce

🔍

ℹ️

Parent

Description

6. Click on submit

Create one more group:

1. Create another group with the following details

NamePlatform

Group email

ManagerManne Niranjan

Parent

Description

2. Click on submit

Roles:

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

NameCertification\_role

ApplicationGlobal

Requires SubscriptionUnspecified

Elevated privilege

DescriptionCan deal with certification issues

6. Click on submit

7. Create one more role:

Create another role with the following details

NamePlatform\_role

ApplicationGlobal

Requires SubscriptionUnspecified

Elevated privilege

DescriptionCan deal with platform related issues

8.Click on submit

# Table:

## 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

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

- 8. Click on submit

Create choices for the issue filed by using form design  
Choices are

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

## Assign roles&users to groups:

## 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:**

### **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

<



≡

Access Control  
u\_operations\_related



Update

Delete



Definition

▼




Access Control Rules allow access to the specified resource if *all three* of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.




The three checks are evaluated independently in the order displayed above.

[More Info](#)

Requires role



1 to 3 of 3



	Role
✖	<a href="#">u_operations_related_user</a>
✖	<a href="#">Platform_role</a>
✖	<a href="#">Certification_role</a>
+	<i>Insert a new row...</i>

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

## Create ACL:

## 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

<

≡

Access Control  
u\_operations\_related.u\_service\_request\_no

Update

Delete

\* Type

record

\* Operation

write

Admin overrides

☒

Protection policy

-- None --

\* Name ▶

Operations related [u\_operations\_related]

Service request No

Description

Condition

4 records match condition

Add Filter Condition

Add "OR" Clause

-- choose field --

-- oper --

-- value --

6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit



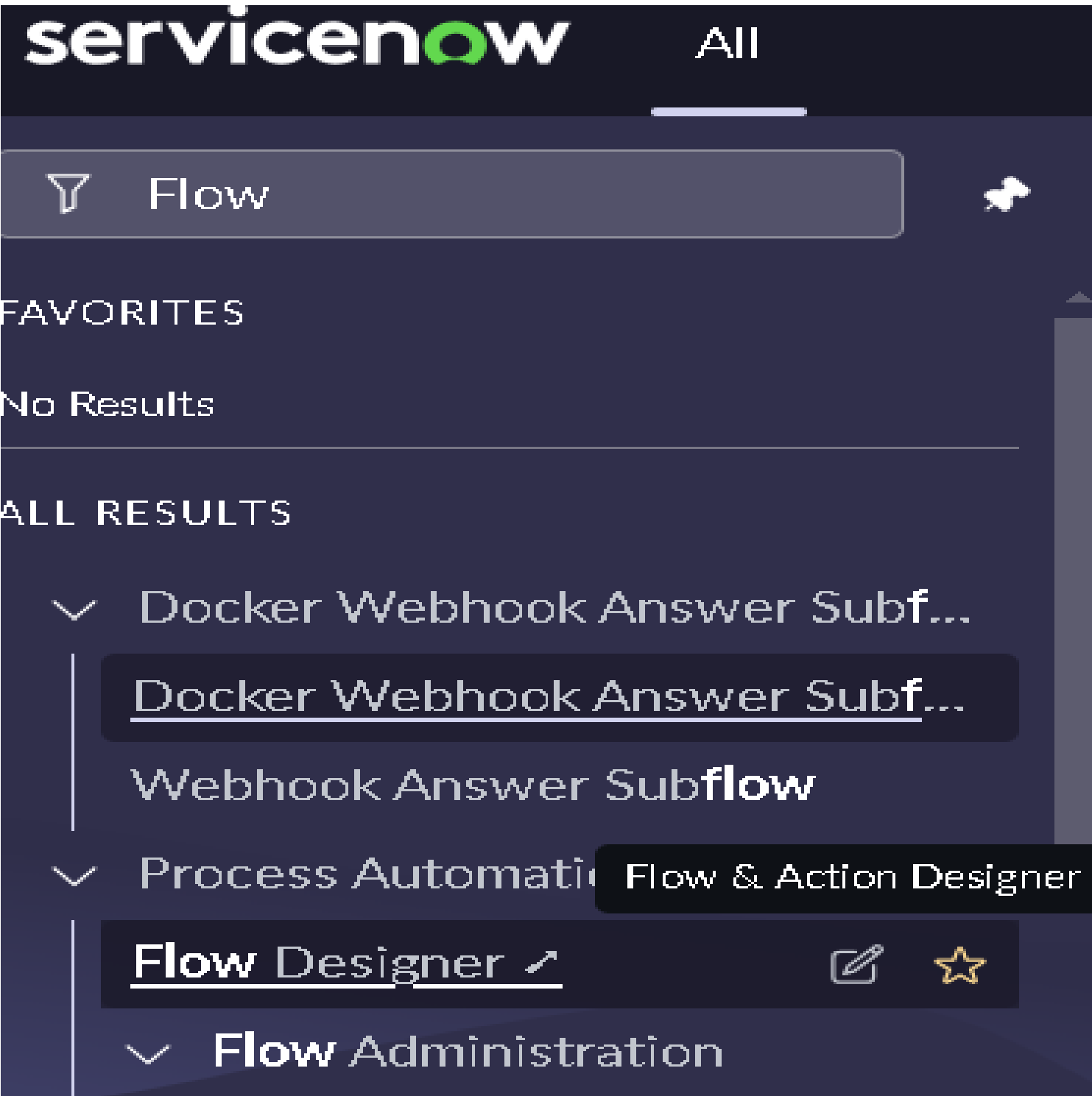
10. Similarly create 4 acl for the following fields

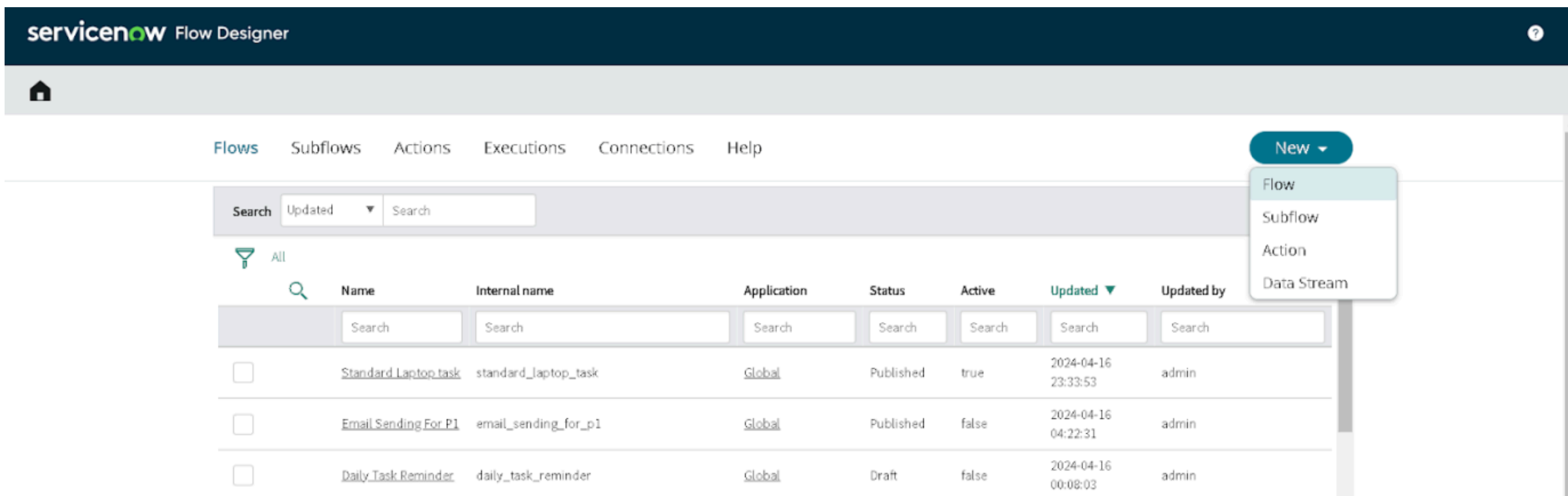
<input type="checkbox"/>		u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
		u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
		u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
		u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
		u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

Flow:

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.





## Flow properties

\* Flow name

Description

Application

Protection

Run As

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.

TRIGGER

now

Operations related Created or Updated (Trigger: Created or Updated regarding certificates)

TriggerCreated or Updated

\* TableOperations related [u\_operations\_related]

ConditionAll of these conditions must be met

IssueisRegarding certificates

ORAND

New Criteria

Run TriggerFor every update

Advanced Options

DeleteCancelDone

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

ACTIONS Select multiple

1

now

Update Operations related Record

ActionUpdate Record

\* RecordTrigger ... Operations relate...

\* TableOperations related [u\_operations\_related]

\* FieldsAssigned to groupcertificates

+ Add field value

DeleteCancelDone

servicenow Flow Designer

Flow Regarding certificates

Regarding certificates Active

View: Test Deactivate Activate Save

TRIGGER

now Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1 now Update Operations related Record

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

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

## 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

0. After that click on Done.
1. Now under Actions.
2. Click on Add an action.
3. Select action in that search for “ Update Record ” .
4. In Record field drag the fields from the data navigation from left side
5. Table will be auto assigned after that
6. Give the field as “ Assigned to group ” .
7. Give value as “ Platform ” .
8. Click on Done.

9. Click on Save to save the Flow.
10. Click on Activate

## **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.