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Subject Name :

**ServiceNowAdministrator(NM1051) (Under Naan
Mudhalvan Scheme)**

Project Title: Streamlining Ticket Assignment for Efficient Support Operations

Team Id : NM2025TMID01380

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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 satisfaction. There is need for an automated ticket assignment system that can intelligently and accurately route tickets to 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

The screenshot shows a user creation form with the following fields and values:

User ID	manne.niranjan	Email	niranjanreddymanne2507@gr
First name	Manne	Language	-- None --
Last name	Niranjan	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

6. Click on submit

Create one more user:

7. Create another user with the following details

The screenshot shows the 'User - Katherine Pierce' configuration page. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The search bar contains 'User - Katherine Pierce'. On the right, there are buttons for 'Update', 'Set Password', and 'Delete'. The main form fields are as follows:

User ID	Katherine Pierce	Email	<input type="text"/>
First name	Katherine	Language	-- None --
Last name	Pierce	Calendar integration	Outlook
Title	<input type="text"/>	Time zone	System (America/Los_Angeles)
Department	<input type="text"/>	Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	<input type="text"/>
Locked out	<input type="checkbox"/>	Mobile phone	<input type="text"/>
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

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

The screenshot shows the 'Group certificates' configuration page. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The search bar contains 'Group certificates'. On the right, there are buttons for 'Update', 'Set Password', and 'Delete'. The main form fields are as follows:

Name	certificates	Group email	<input type="text"/>
Manager	Katherine Pierce	<input type="text"/>	Parent
Description	<input type="text"/>		

6. Click on submit

Create one more group:

1. Create another group with the following details

Name	Platform	Group email	<input type="text"/>
Manager	Manne Nirajan	Parent	<input type="text"/>
Description	<input type="text"/>		

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

Name	Certification_role	Application	Global	
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>	
Description	Can deal with certification issues			

6. Click on submit

7. Create one more role:

Create another role with the following details

Name	Platform_role	Application	Global	
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>	
Description	Can 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 Niranjan 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

The screenshot shows the 'Access Control' interface for a rule named 'u_operations_related'. The 'Definition' tab is selected. It contains instructions about access rules and three conditions listed under 'Requires role': 'u_operations_related_user', 'Platform_role', and 'Certification_role'. A note says the three checks are evaluated independently.

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

The screenshot shows the 'Access Control' interface for creating a new ACL named 'Operations related [u_operations_related]'. The form includes fields for Type (record), Operation (write), Application (Global), Active status (checked), Admin overrides (checked), Protection policy (None), Name (Operations related [u_operations_related]), Service request No, Description, Condition (4 records match condition), and a filter section for choosing a field, operator, and value.

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

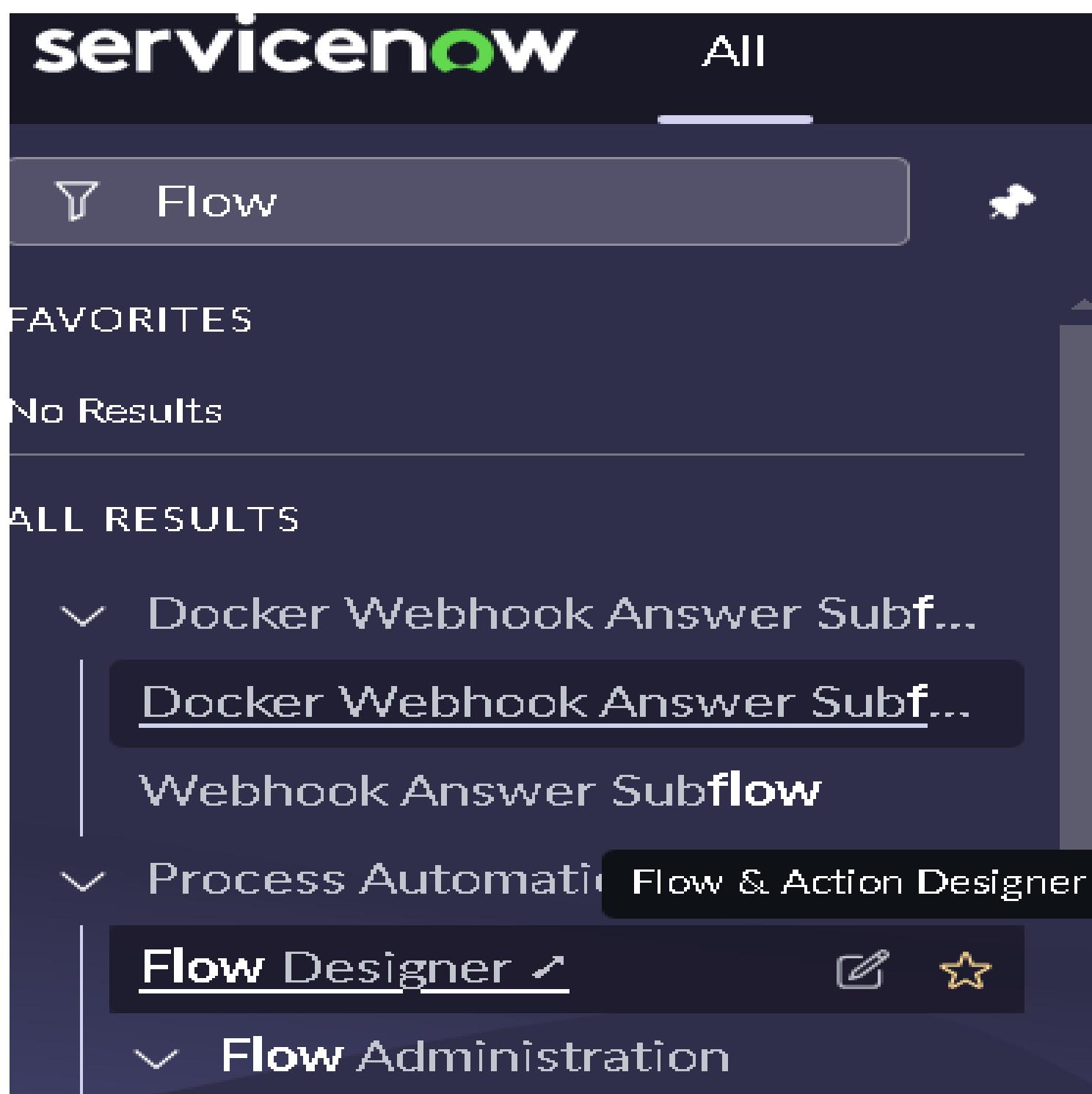
10. Similarly create 4 acl for the following fields

<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.



The screenshot shows the ServiceNow Flow Designer interface. At the top, there's a navigation bar with links for Flows, Subflows, Actions, Executions, Connections, and Help. A search bar is also present. On the right, a dropdown menu under 'New' is open, showing options: Flow (which is selected), Subflow, Action, and Data Stream. Below the navigation, a table lists three existing flows:

	Name	Internal name	Application	Status	Active	Updated	Updated by
<input type="checkbox"/>	Standard Laptop task	standard_laptop_task	Global	Published	true	2024-04-16 23:33:53	admin
<input type="checkbox"/>	Email Sending For P1	email_sending_for_p1	Global	Published	false	2024-04-16 04:22:31	admin
<input type="checkbox"/>	Daily Task Reminder	daily_task_reminder	Global	Draft	false	2024-04-16 00:08:03	admin

A modal window titled 'Flow properties' is open in the foreground. It contains fields for 'Flow name' (set to 'Regarding certificates'), 'Description' (a large text area), 'Application' (set to 'Global'), 'Protection' (set to '-- None --'), and 'Run As' (set to 'System User'). At the bottom of the modal are 'Cancel' and 'Submit' buttons.

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

Trigger: Created or Updated regarding certificates

Trigger: Created or Updated

* Table: Operations related [u_operations_related]

Condition: All of these conditions must be met

Issue is Regarding certificates

Run Trigger: For every update

Advanced Options

Delete Cancel Done

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 Update Operations related Record

Action: Update Record

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

* Table: Operations related [u_operations_related]

* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done

Flow Designer

Regarding certificates

Regarding certificates Active

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

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

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.