Streamlining Ticket Assignment for Efficient Support Operations

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Team Members

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Problem Statement

The current ticket assignment process in ServiceNow is manual, which often causes delays, uneven workload distribution among agents, and SLA breaches. Customers face longer response times, and managers struggle with accountability and tracking.

Objective

To automate ticket assignment in ServiceNow, ensuring faster resolution, balanced workload, secure access, and improved customer satisfaction through role-based access and workflow automation.

Skills

Users, Groups, Roles, Tables, ACL, Flow Designer.

- ### Task 1: Create Users

Open ServiceNow.

Click All >> search for users

Select Users under system security

Click new

Fill the following details to create a new user

Click submit

Create one more user:

Create another user with the following details

Click on submit

- **Task 2: Groups**

Open ServiceNow.

Click All >> search for groups

Select groups under system security

Click new

Fill the following details to create a new group
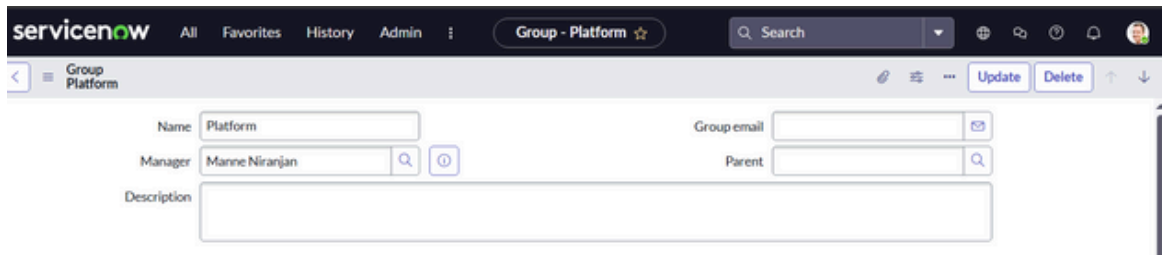
Click submit

Create one more group:

Create another group with the following details

Click submit

- ## Task 3: Roles
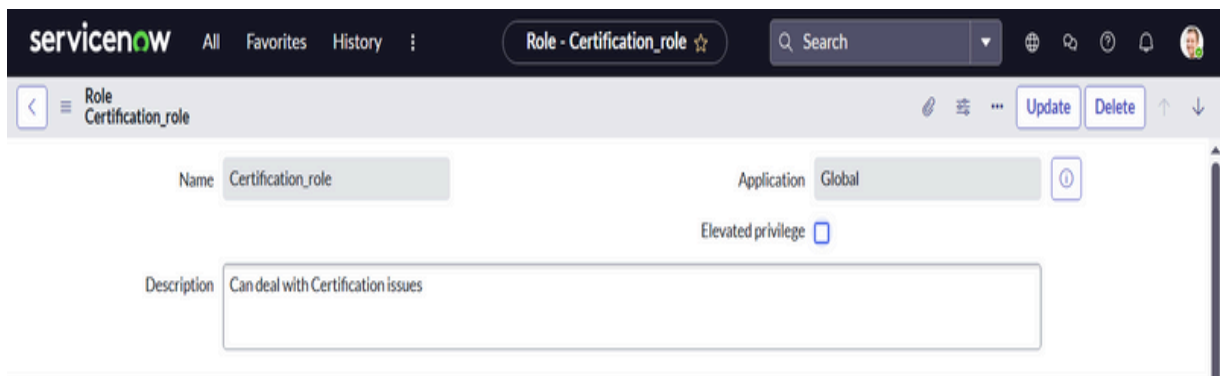
Open ServiceNow.

Click All >> search for roles

Select roles under system security

Click new
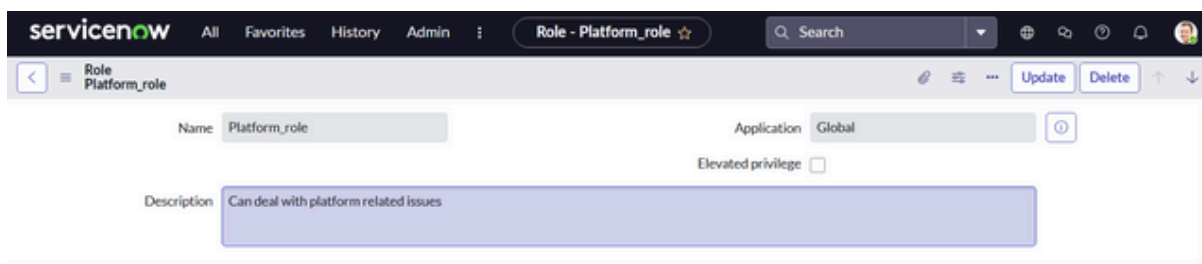
Fill the following details to create a new role

Click submit

Create one more role:

Create another role with the following details

Click submit

- ## Task 4: Tables

Open ServiceNow.

Click All >> search for tables
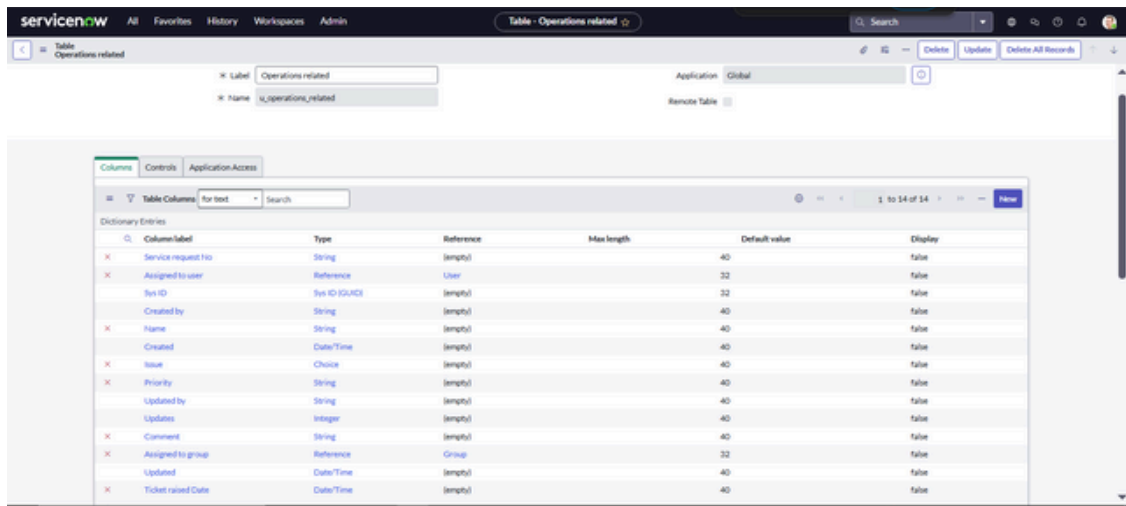
Select tables under system definition

Click new

Fill the following details to create a new table

Label : Operations related

Check the boxes Create module & Create mobile module

Under new menu name : Operations related

Under table columns give the columns

Click submit

Create choices for the issue filed by using form design

Choices are

1. unable to login to platform
2. 404 error
3. regarding certificates
4. regarding user expired

- **Task 5: 1. Assign roles & users to certificate group**

Open ServiceNow.

Click All >> search for tables

Select tables under system definition

Select the certificates group

Under group members

Click edit

Select Katherine Pierce and save

Click roles

Select Certification_role and save

- **Task 5: 2.Assign roles & users to platform group**

Open ServiceNow.

Click All >> search for tables

Select tables under system definition

Select the platform group

Under group members

Click edit

Select Manne Niranjan and save

Click roles

Select Platform_role and save

- ## Task 6: Assign role to table

Open ServiceNow.

Click All >> search for tables

Select operations related table

Click the Application Access

Click u_operations_related read operation

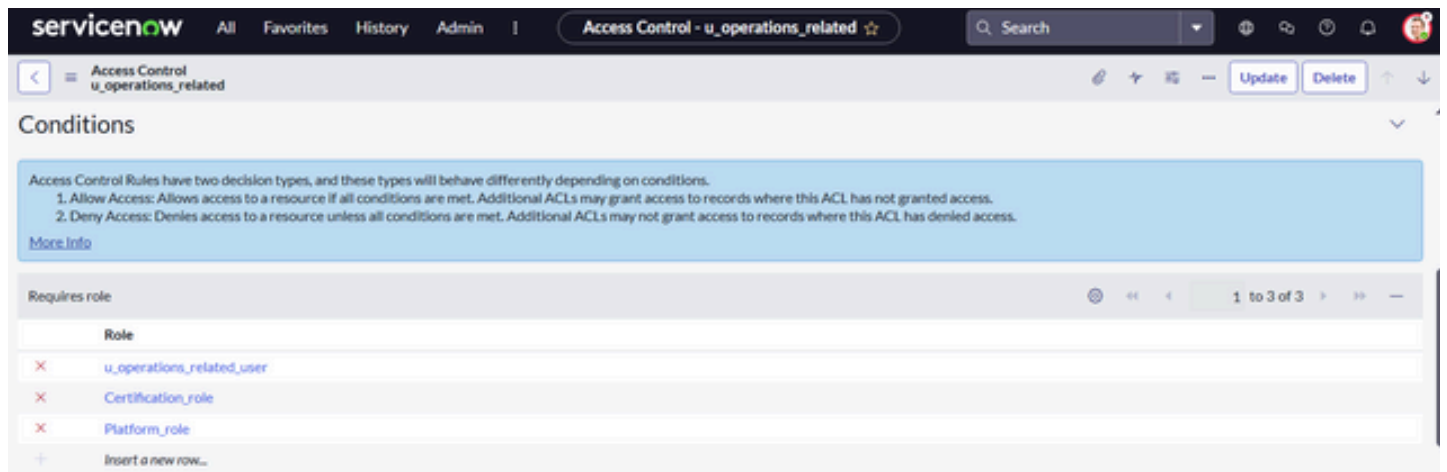Click the profile on top right side

Click elevate role

Click security admin and click on update

Under Requires role

Double click on insert a new row

Give platform role

And add certificate role

Click update

Click u_operations_related write operation

Under Requires role

Double click on insert a new row

Give platform role

And add certificate role

- ## Task 7: Create ACL (Access Control List)

Open ServiceNow.

Click All >> search for ACL

Select Access Control(ACL) under system security

Click new

Fill the following details to create a new ACL.

Scroll down under requires role

Double click on insert a new row

Give admin role

Click submit

Similarly create 4 acl for the following fields

- **Task 8: Create Flow**

1.Create a Flow to Assign operations ticket to group

Open ServiceNow.

Click All >> search for Flow Designer

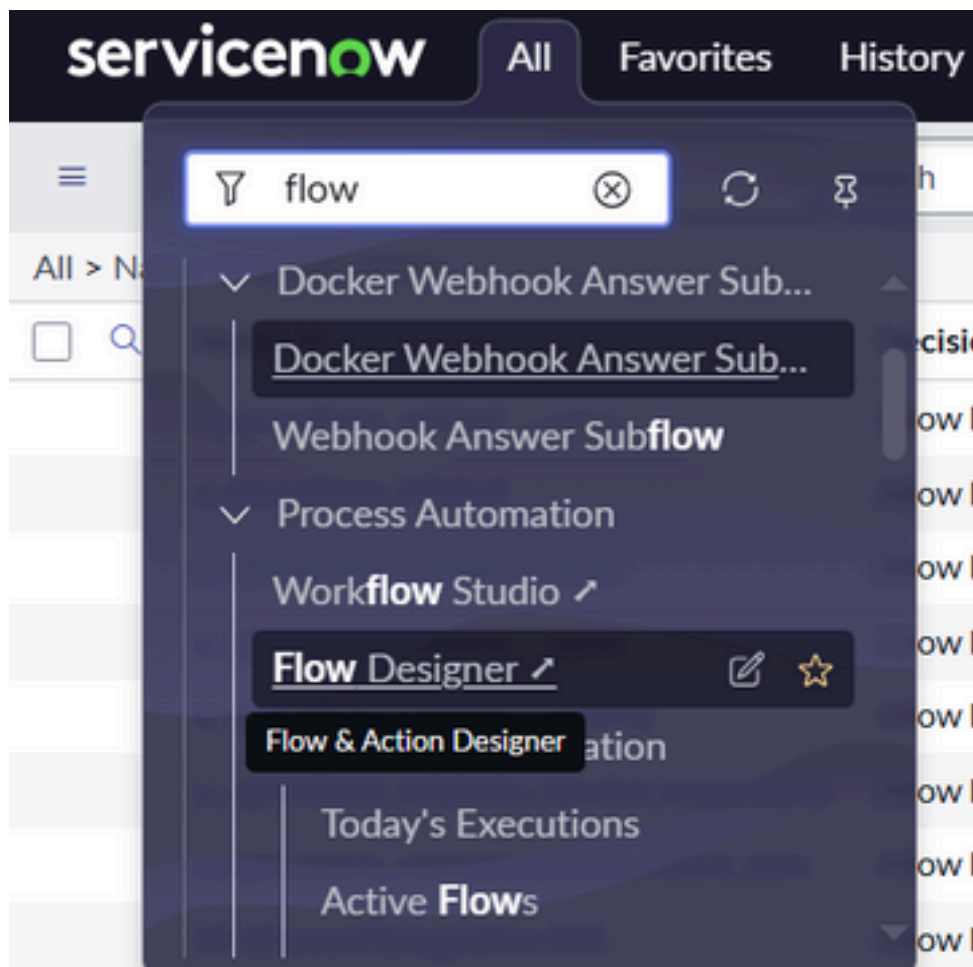Click Flow Designer under Process Automation.

After opening Flow Designer Click new and select Flow.

Under Flow properties Give Flow Name as " Regarding Certificate".

Application should be Global.

Select Run user as " System user " from that choice.

Click Submit.

Click Add a trigger

Select the trigger in that Search for "create or update a record" and select that.

Give the table name as "Operations related".

Give the Condition as

Field : issue

Operator :is

Value : Regarding Certificates

Then click done

Now under Actions.

Click Add an action.

Select action in that search for " Update Record ".

In Record field drag the fields from the data navigation from left side

Table will be auto assigned after that

Give the field as " Assigned to group "

Give value as " Certificates "

Click Done.

Click Save to save the Flow.

Click Activate.

2.Create a Flow to Assign operations ticket to Platform group

Open ServiceNow.

Click All >> search for Flow Designer

Click Flow Designer under Process Automation.

After opening Flow Designer Click new and select Flow.

Under Flow properties Give Flow Name as " Regarding Platform ".

Application should be Global.

Select Run user as " System user " from that choice.

Click Submit.

Click Add a trigger

Select the trigger in that Search for "create or update a record" and select that.

Give the table name as " Operations related ".

Give the Condition as

1. Field : issue
2. Operator : is
3. Value : Unable to login to platform

Click New Criteria

1. Field : issue
2. Operator : is
3. Value : 404 Error

Click New Criteria

1. Field : issue
2. Operator : is
3. Value : Regarding User expired

Then click Done.

Now under Actions.

Click Add an action.

Select action in that search for " Update Record ".

In Record field drag the fields from the data navigation from left side
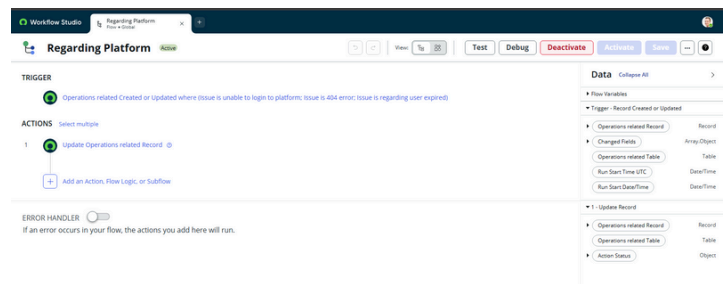
Table will be auto assigned after that

Give the field as " Assigned to group ".

Give value as " Platform ".

Click Done.

Click Save to save the Flow.

Click Activate.

- **Conclusion**

Streamlining Ticket Assignment for Efficient Support Operations

The implementation of the automated ticket routing system at ABC Corporation has been 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.