

# Streamlining Ticket Assignment for Efficient Support Operations

Team Id :NM2025TMID15351

## 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

servicenow All Favorites History : User - Manne Niranja

User ID: manne.niranja

First name: Manne

Last name: Niranja

Title:

Department:

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...

☐ Password needs reset  
☐ Locked out  
☒ Active  
☐ Web service access only  
☐ Internal Integration User

Update Set Password Delete

Create one more user:

servicenow All Favorites History : User - Katherine Pierce

User ID: Katherine Pierce

First name: Katherine

Last name: Pierce

Title:

Department:

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...

☐ Password needs reset  
☐ Locked out  
☒ Active  
☐ Web service access only  
☐ Internal Integration User

Update Set Password Delete

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

servicenow All Favorites History Admin : Group - Certificates

Name: Certificates

Manager: Katherine Pierce

Description:

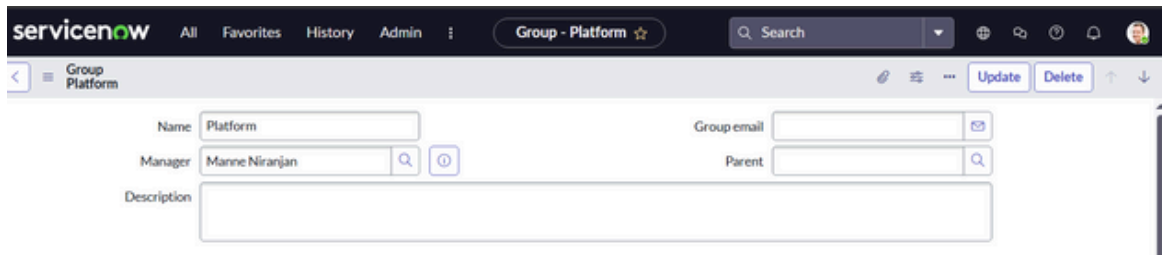
Group email:

Parent:

Update Delete

Click submit

Create one more group:



The screenshot shows the ServiceNow 'Group - Platform' form. The 'Name' field is set to 'Platform'. The 'Manager' field is set to 'Manne Niranjan'. The 'Group email' and 'Parent' fields are empty. The 'Description' field is also empty. The form has 'Update' and 'Delete' buttons at the top right.

Create another group with the following details

Click submit

### • Task 3: Roles

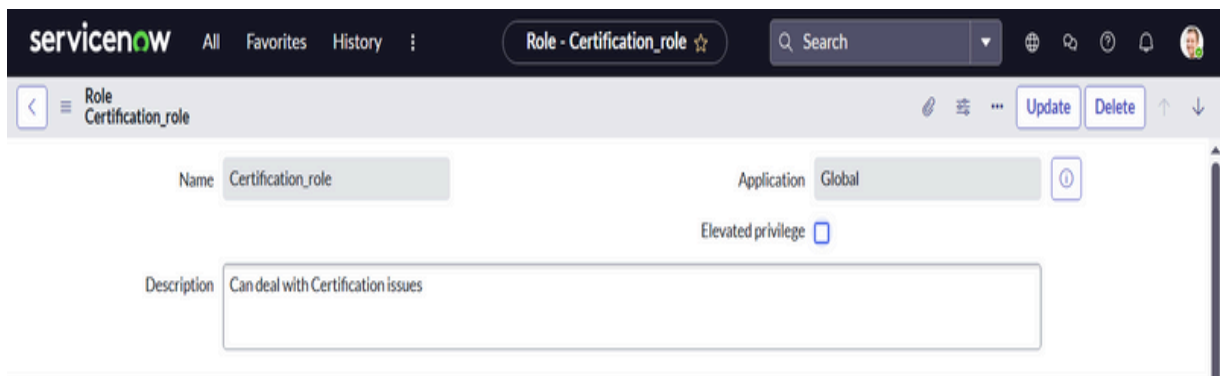
Open ServiceNow.

Click All >> search for roles

Select roles under system security

Click new

Fill the following details to create a new role

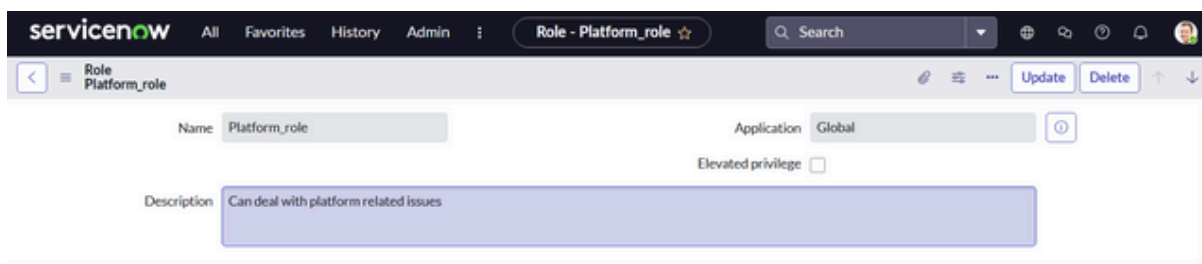


The screenshot shows the ServiceNow 'Role - Certification\_role' form. The 'Name' field is set to 'Certification\_role'. The 'Application' field is set to 'Global'. The 'Elevated privilege' checkbox is unchecked. The 'Description' field is set to 'Can deal with Certification issues'. The form has 'Update' and 'Delete' buttons at the top right.

Click submit

Create one more role:

Create another role with the following details



The screenshot shows the ServiceNow 'Role - Platform\_role' form. The 'Name' field is set to 'Platform\_role'. The 'Application' field is set to 'Global'. The 'Elevated privilege' checkbox is unchecked. The 'Description' field is set to 'Can deal with platform related issues'. The form has 'Update' and 'Delete' buttons at the top right.

Click submit

### • Task 4: Tables

Open ServiceNow.

Click All >> search for tables

Select tables under system definition

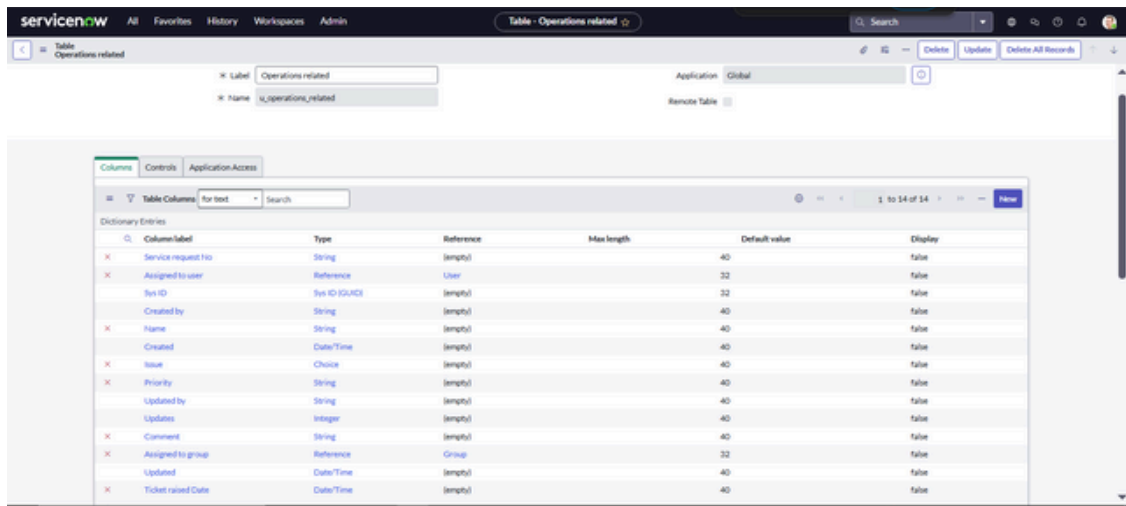
Click new

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

servicenow All Favorites History Workspaces | Group - Certificates

Search

Group Certificates

Name: Certificates

Group email:

Manager: Katherine Pierce

Parent:

Description:

Update Delete

Roles (1) Group Members (1) Groups

Created Search

Group = Certificates

Created	Role	Granted by	Inherits
2025-08-30 05:51:51	Certification_role	(empty)	true

1 to 1 of 1

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

servicenow All Favorites History Workspaces | Group - Platform

Search

Group Platform

Name: Platform

Group email:

Manager: Manne Niranjan

Parent:

Description:

Update Delete

Roles (1) Group Members (1) Groups

Created Search

Group = Platform

Created	Role	Granted by	Inherits
2025-08-30 05:54:14	Platform_role	(empty)	true

1 to 1 of 1

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

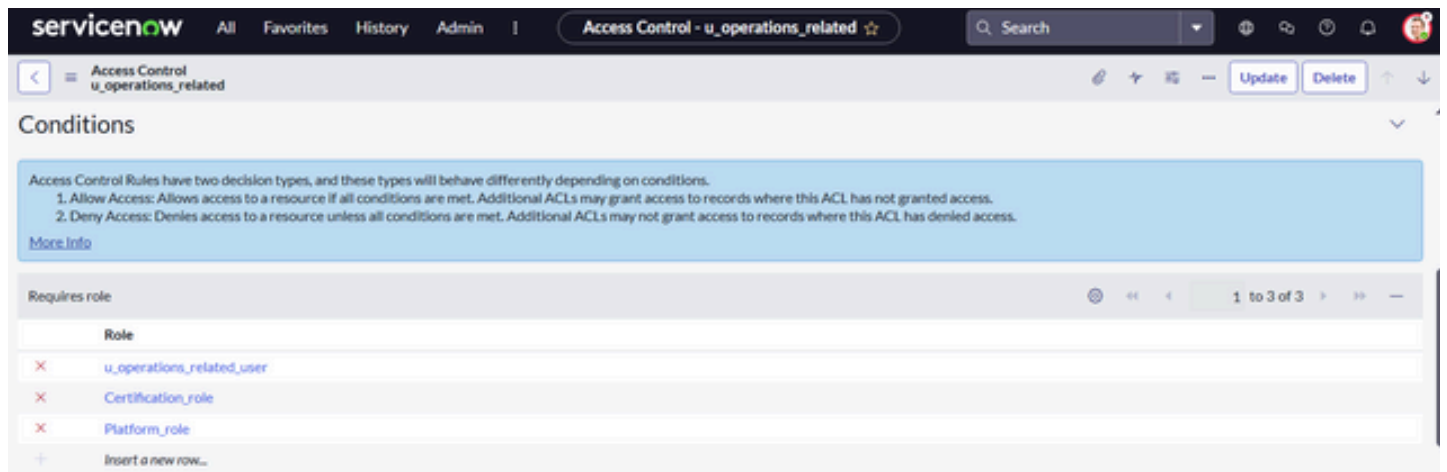
Click security admin and click on update

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

The screenshot shows the ServiceNow Access Control form for the record 'u\_operations\_related.u\_priority'. The form includes fields for Type (record), Operation (write), Decision Type (Allow If), Application (Global), Active (checked), and Admin overrides (checked). The Protection policy is set to 'None'. The Name field is 'Operations related [u\_operations\_related]' and the Priority is 'Priority'. The Description is 'Allow write for u\_priority in u\_operations\_related, for users with role admin.' The Applies To section shows 'No. of records matching the condition: 0' and buttons for 'Add Filter Condition' and 'Add OR Clause'. Below the form, there is a section for 'Conditions'.

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

u_operations_related.u_issue	Allow If	write	record	true	admin	2025-08-30 06:37:35
u_operations_related.u_name	Allow If	write	record	true	admin	2025-08-30 06:39:54
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-08-30 06:31:30
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-08-30 06:38:28
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-08-30 06:40:48

## • 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.

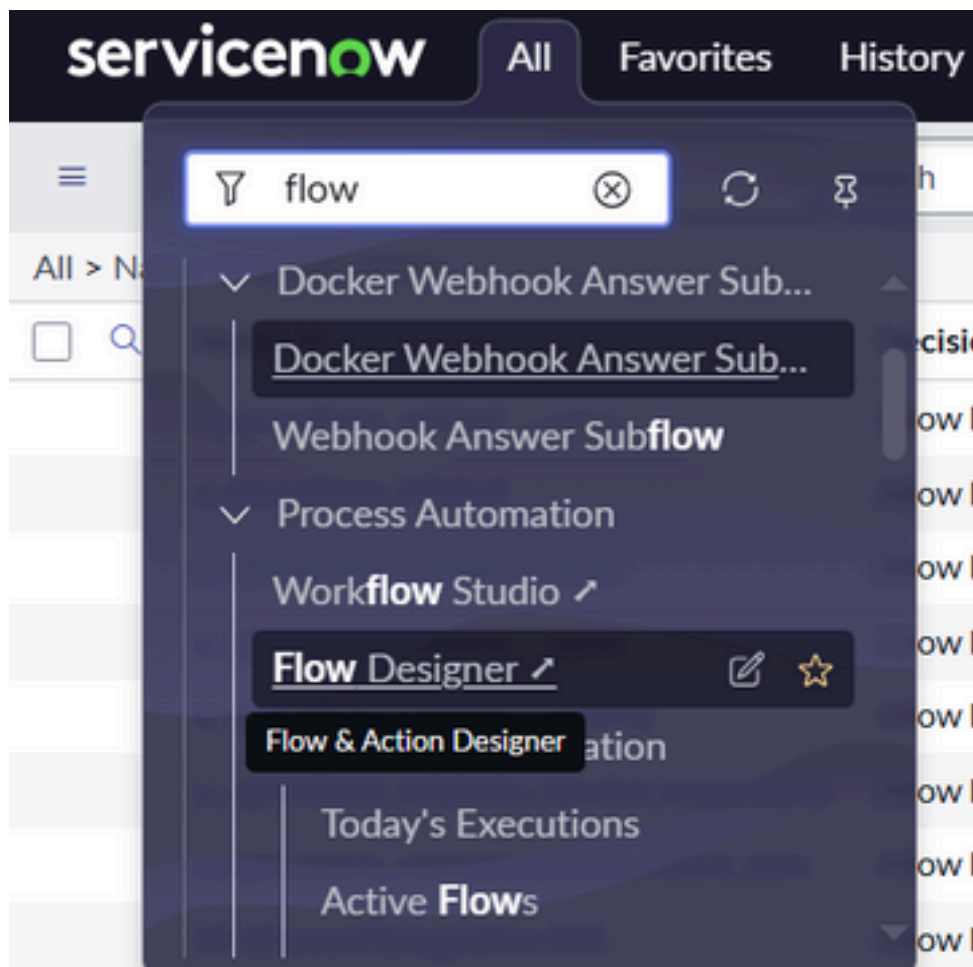
After opening Flow Designer Click new and select Flow.

Under Flow properties Give Flow Name as “ Regarding Certificate”.

Application should be Global.

Select Run user as “ System user ” from that choice.

Click Submit.



Let's get the details for your flow

Flow name \*

Application \*

Description

[Hide additional properties](#)

Protection

Run As

Flow priority default

[Cancel](#) [Build flow](#)

Workflow Studio

New version available: Upgrade to get the latest Workflow Studio features. [Learn more](#)

Playbooks **Flows** Subflows Triggers Actions Decision tables

Flows 72  
Last refreshed just now.

Name	Application	Status	Active	Updated
VTB Sample Flow	Visual Task Board (VTB) Spoke	Draft	false	2025
Validate Environments Job	Pipeline	Published	true	2025
Toggle PAR Pie/Bar Context Menus	Global	Published	true	2025

New ▾

- Playbook
- Flow**
- Subflow
- Trigger
- Action
- Decision table

Pick up where you left off

- Regarding Platform  
Last updated: in 11 d. by System A...
- Regarding Certificate  
Last updated: in 11 d. by System A...
- Upgrade management g...  
Last updated: 10 months ago by S...

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”.

The screenshot shows the 'TRIGGER' configuration window. At the top, it says 'Operations related Created or Updated where (Issue is regarding certificates)'. Below this, the 'Trigger' is set to 'Created or Updated'. The 'Table' is 'Operations related [u\_operation... X]'. The 'Condition' is 'All of these conditions must be met', with a single criterion: 'Issue' is 'regarding certificates'. There is an 'OR' button to add more conditions. Below the condition, there is a 'New Criteria' button. The 'Run Trigger' is set to 'Once'. At the bottom right, there are 'Delete' and 'Cancel' buttons, and an 'Advanced Options' dropdown.

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.

The screenshot shows the 'Workflow Studio' interface. The top bar has 'Workflow Studio' and a tab for 'Regarding Certificate'. Below the top bar, there are buttons for 'Test', 'Debug', 'Deactivate', 'Activate', and 'Save'. The main area is divided into 'TRIGGER' and 'ACTIONS'. The 'TRIGGER' section shows the same configuration as the previous screenshot. The 'ACTIONS' section shows a single action '1 Update Operations related Record'. Below the actions, there is an 'ERROR HANDLER' section with a toggle switch and text: 'If an error occurs in your flow, the actions you add here will run.' On the right side, there is a 'Data' panel with a 'Collapse All' button. It shows a tree view of the data structure, including 'Flow Variables', 'Trigger - Record Created or Updated', and '1 - Update Record'. The 'Trigger - Record Created or Updated' section lists fields like 'Operations related Record', 'Changed Fields', 'Operations related Table', 'Run Start Time UTC', and 'Run Start Date/Time'. The '1 - Update Record' section lists 'Operations related Record', 'Operations related Table', and 'Action Status'.

## 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

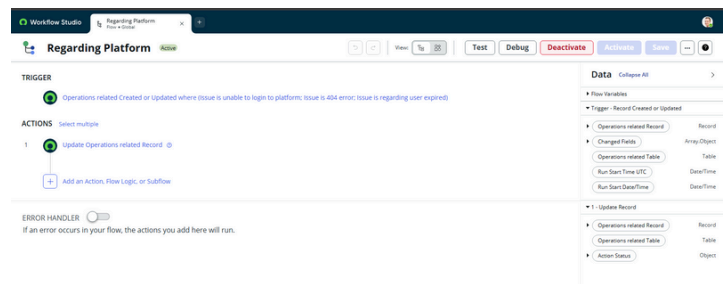
Table will be auto assigned after that

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.