

Streamlining Ticket Assignment for Efficient Support Operations

Problem Statement:

ABC Corporation, a leading technology company, was facing challenges with efficiently assigning support tickets to the appropriate teams. With a vast array of products and services, the support team found it increasingly difficult to manually route tickets to the right groups, leading to delays in issue resolution and customer dissatisfaction.

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.

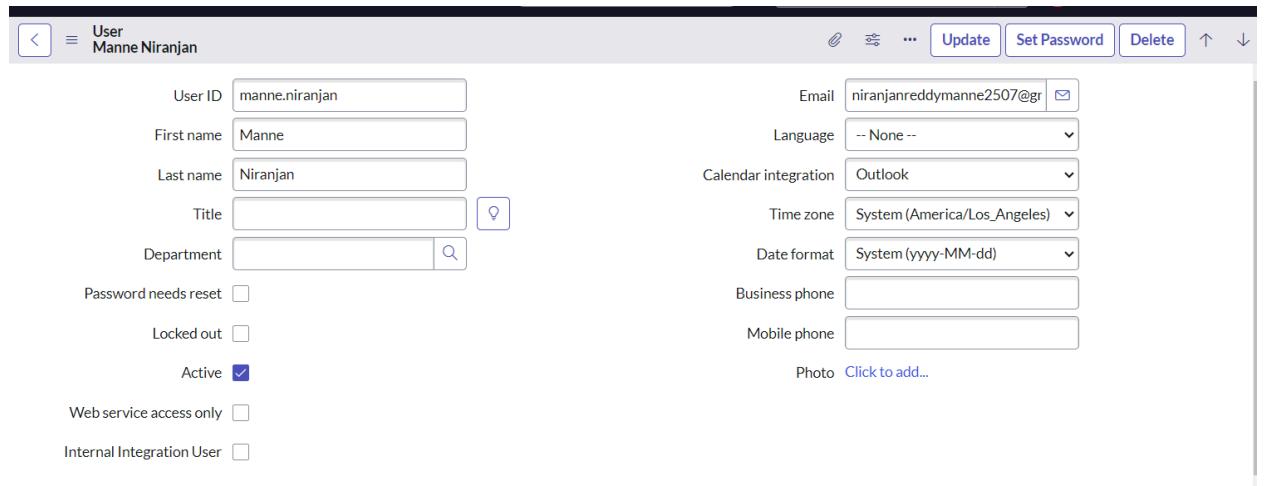
TASK INITIATION

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



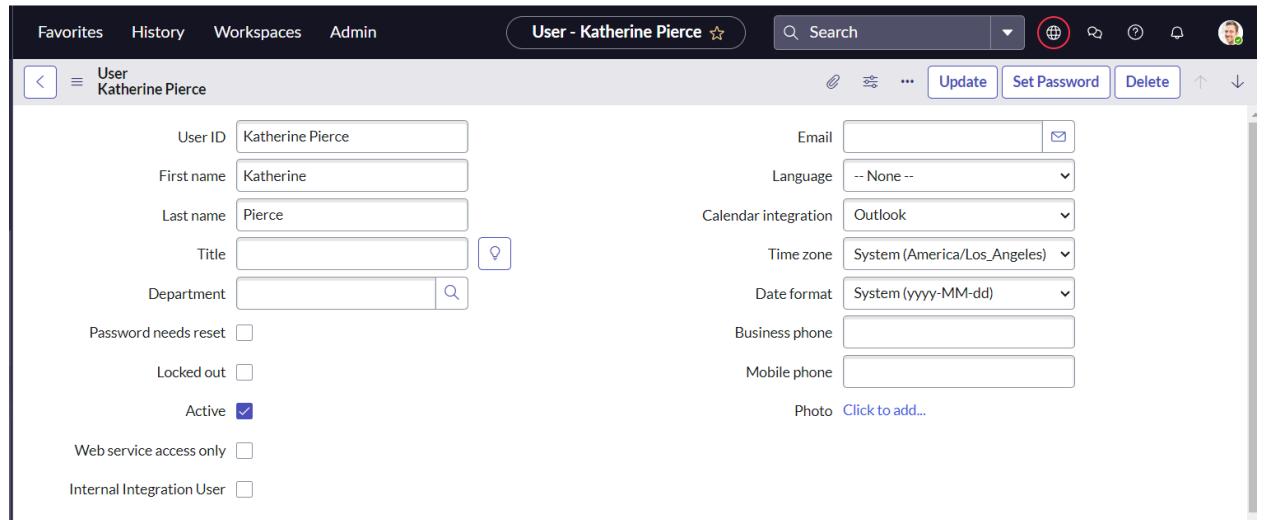
User - Manne Nirajan

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



User - Katherine Pierce

User ID	Katherine Pierce	Email	
First name	Katherine	Language	-- None --
Last name	Pierce	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"/>		

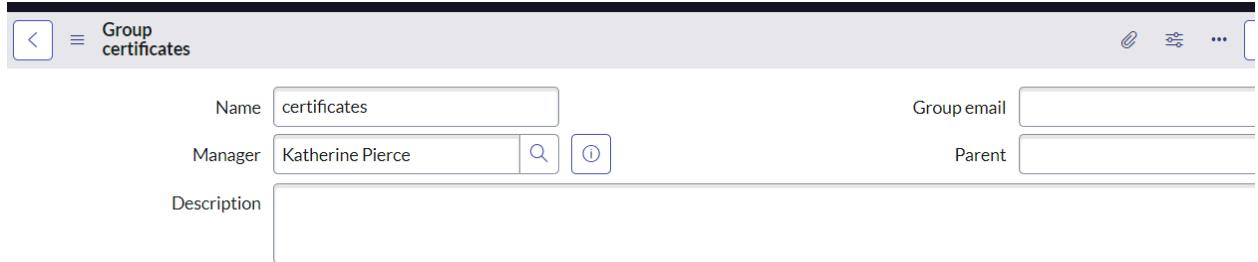
8. Click on submit

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



The screenshot shows a form titled "Group certificates". The "Name" field contains "certificates". The "Manager" field contains "Katherine Pierce" with a search icon and an info icon. The "Description" field is empty. To the right, there are fields for "Group email" and "Parent", both of which are empty. There are also standard UI icons for back, forward, and other operations.

6. Click on submit

Create one more group:

9. Create another group with the following details



The screenshot shows a form for creating a new group. The "Name" field contains "Platform". The "Manager" field contains "Manne Niranjan" with a search icon and an info icon. The "Description" field is empty. To the right, there are fields for "Group email" and "Parent", both of which are empty. There are also standard UI icons for back, forward, and other operations.

10. 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



The screenshot shows a form for creating a new role. The "Name" field contains "Certification_role". The "Application" field is set to "Global". The "Requires Subscription" dropdown is set to "Unspecified". The "Description" field contains "Can deal with certification issues". There is a checkbox for "Elevated privilege" which is unchecked. An info icon is located in the top right corner of the form area.

6. Click on submit

Create one more role:

Create another role with the following details

Name	Platform_role	Application	Global	<input style="width: 20px; height: 20px;" type="button" value="..."/>
Requires Subscription	Unspecified	Elevated privilege <input type="checkbox"/>		
Description	Can deal with platform related issues			

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 module & Create mobile module
6. Under new menu name : Operations related
7. Under table columns give the columns

Q	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

9. 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

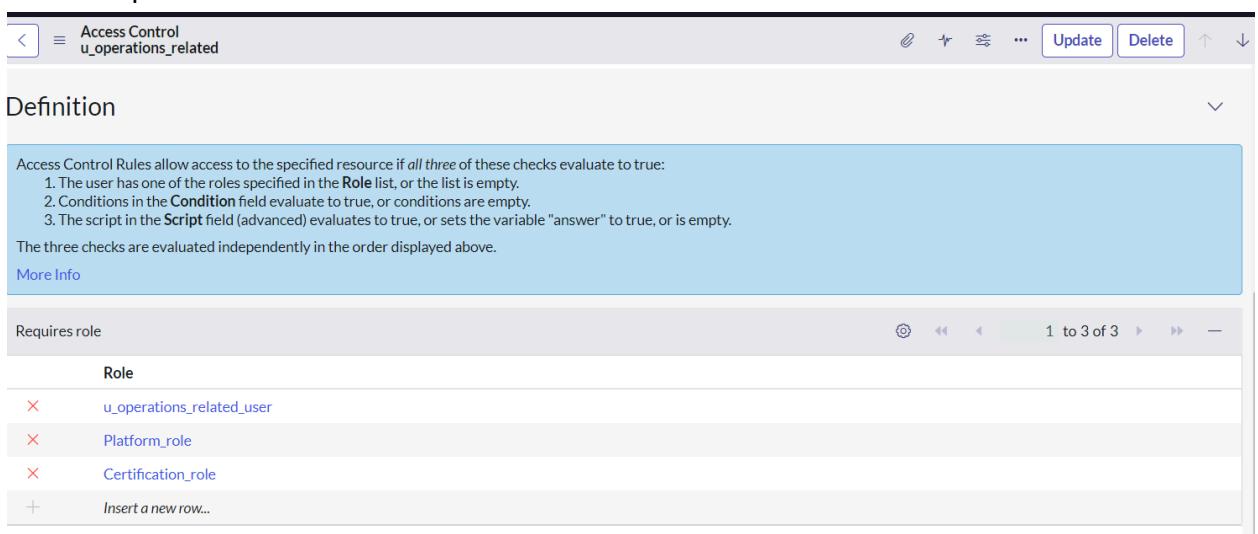
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification_role and save

Activity 2: Assign roles & users to platform group

10. Open service now.
11. Click on All >> search for tables
12. Select tables under system definition
13. Select the platform group
14. Under group members
15. Click on edit
16. Select Manne Niranjan and save
17. Click on roles
18. Select Platform_role and save

Milestone 6 : 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 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](#)

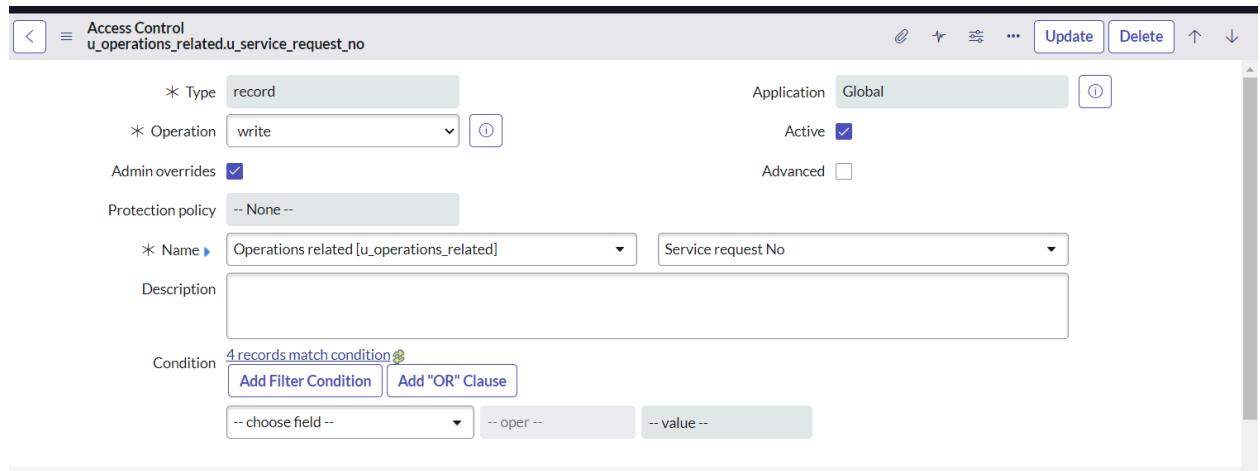
Role
u_operations_related_user
Platform_role
Certification_role
Insert a new row...

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

Milestone 7 : 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' configuration page. The 'Name' field is set to 'Operations related [u_operations_related]' and the 'Service request No' field is also present. The 'Condition' section indicates '4 records match condition'. There are buttons for 'Add Filter Condition' and 'Add "OR" Clause'.

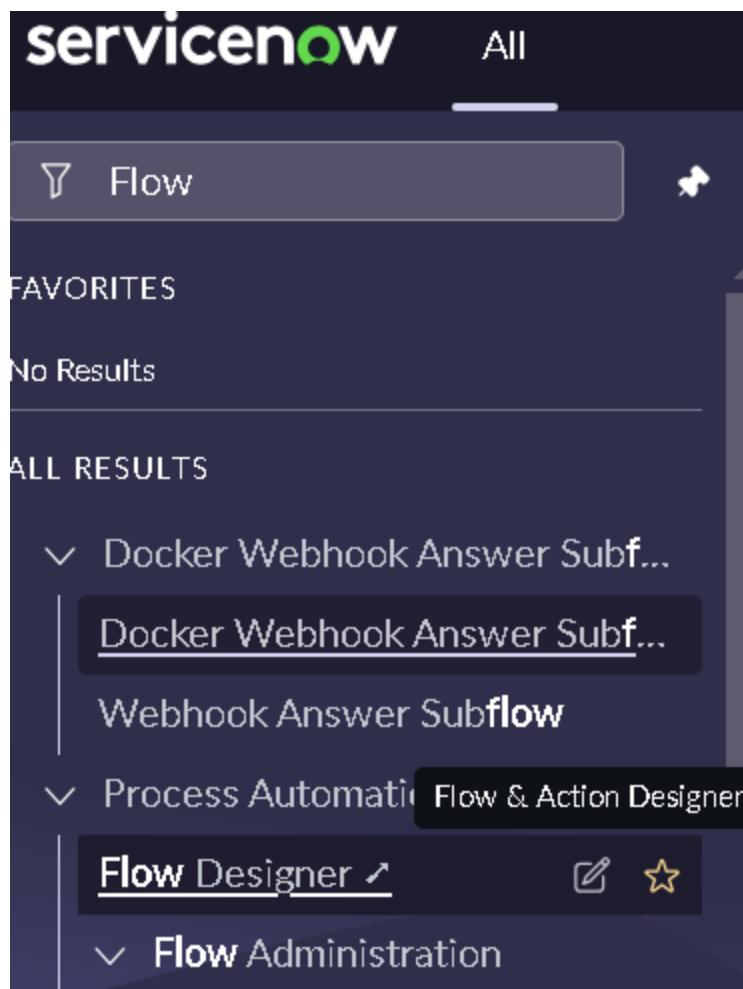
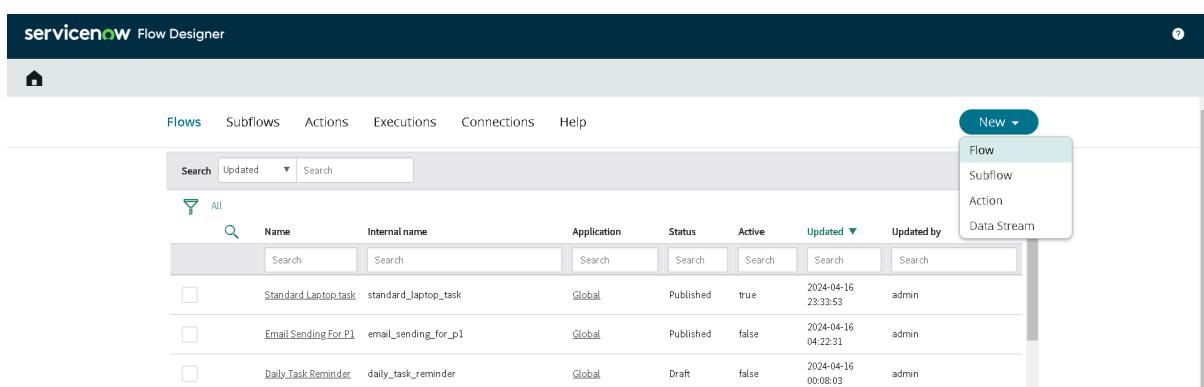
6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 acl for the following fields

<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

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.

The screenshot shows the ServiceNow Flow Designer interface. The top navigation bar includes "Flows", "Subflows", "Actions", "Executions", "Connections", and "Help". A "New" button with a dropdown menu is visible. The main area displays a table of flows with columns: Name, Internal name, Application, Status, Active, Updated, and Updated by. The table lists three flows: "Standard_Laptop_Task", "Email_Sending_For_P1", and "Daily_Task_Reminder". A context menu is open over the first flow, listing options: "Flow", "Subflow", "Action", and "Data Stream".

Name	Internal name	Application	Status	Active	Updated	Updated by
Standard_Laptop_Task	standard_laptop_task	Global	Published	true	2024-04-16 23:33:53	admin
Email_Sending_For_P1	email_sending_for_p1	Global	Published	false	2024-04-16 04:22:31	admin
Daily_Task_Reminder	daily_taskReminder	Global	Draft	false	2024-04-16 00:08:03	admin

Flow properties

×

* Flow name	Regarding certificates
Description	Describe your flow
Application	Global
Protection	-- None --
Run As	System User

[Cancel](#) [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 : Regrading Certificates
5. After that click on Done.

TRIGGER

now Operations related Created or Updated Trigger: Created or Updated regarding certificates

Trigger: Created or Updated

* Table: Operations related [u_operations_related]

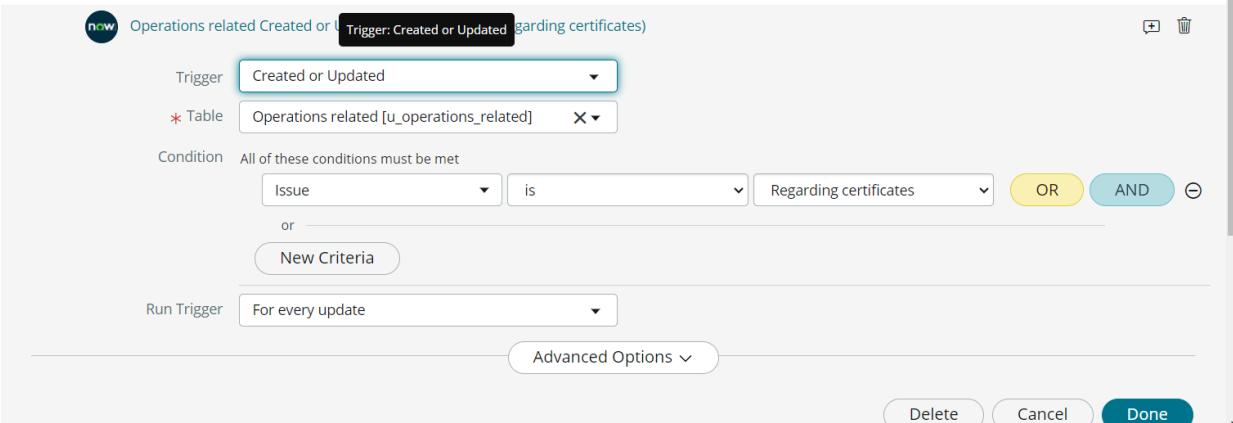
Condition: All of these conditions must be met

Issue is Regarding certificates OR AND

Run Trigger: For every update

Advanced Options

Delete Cancel Done



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

ACTIONS Select multiple

1 now Update Operations related Record

Action: Update Record

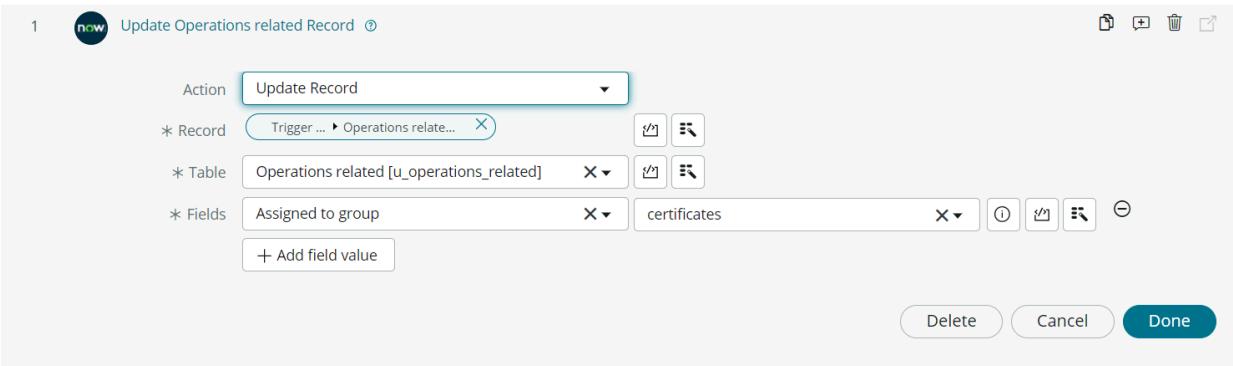
* Record: Trigger ... Operations relate...

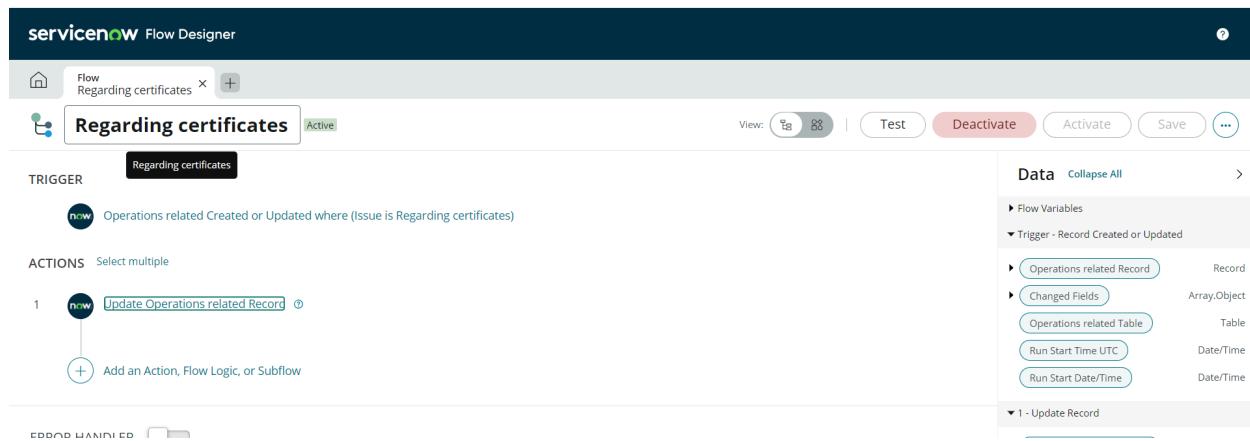
* Table: Operations related [u_operations_related]

* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done





The screenshot shows the ServiceNow Flow Designer interface. The flow is titled "Regarding certificates". The trigger is "Operations related Created or Updated where (Issue is Regarding certificates)". There is one action: "Update Operations related Record". The right panel shows the flow variables and triggers.

```

graph TD
    Start(( )) --> Trigger[Operations related Created or Updated where (Issue is Regarding certificates)]
    Trigger --> Action[Update Operations related Record]
  
```

Data	
Flow Variables	Collapse All
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	

Activity 2: Create a Flow to Assign operations ticket to Platform group

9. Open service now.
10. Click on All >> search for Flow Designer
11. Click on Flow Designer under Process Automation.
12. After opening Flow Designer Click on new and select Flow.
13. Under Flow properties Give Flow Name as “ Regarding Platform ”.
14. Application should be Global.
15. Select Run user as “ System user ” from that choice.
16. Click on Submit.
16. Click on Add a trigger
17. Select the trigger in that Search for “create or update a record” and select that.
18. Give the table name as “ Operations related ”.
19. Give the Condition as
 - Field : issue
 - Operator : is
 - Value : Unable to login to platform
20. Click on New Criteria
 - Field : issue
 - Operator : is
 - Value : 404 Error

21. Click on New Criteria

Field : issue

Operator : is

Value : Regrading User expired

22. After that click on Done.

23. Now under Actions.

24. Click on Add an action.

25. Select action in that search for “ Update Record ”.

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

27. Table will be auto assigned after that

28. Give the field as “ Assigned to group ”.

29. Give value as “ Platform ”.

30. Click on Done.

31. Click on Save to save the Flow.

32. 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.