

# 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.

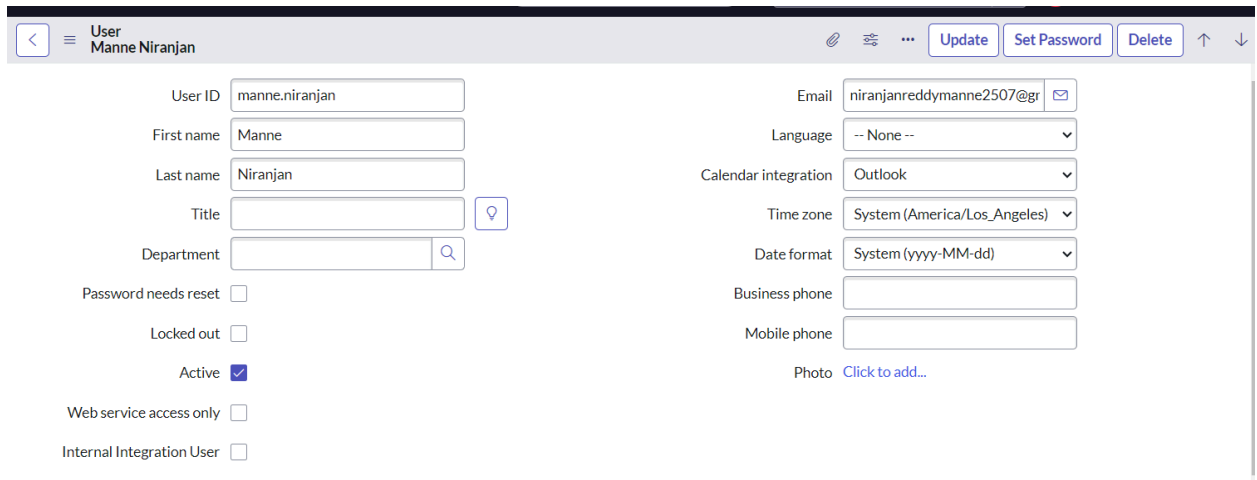
## **TASK INITIATION**

### **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

- Fill the following details to create a new user

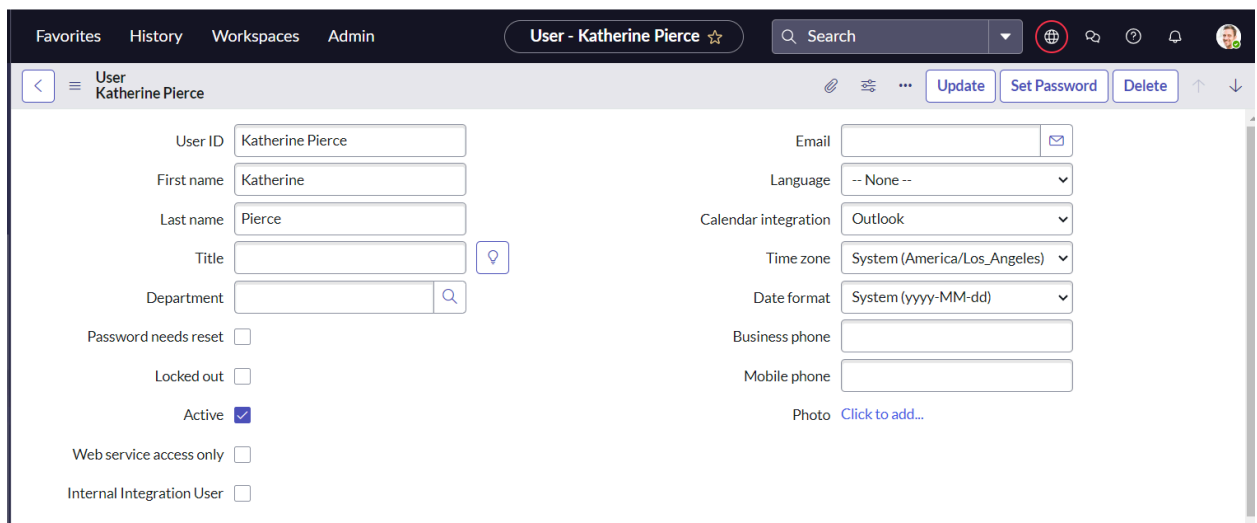


The screenshot shows the 'User Manne Niranjan' form. The form is divided into two columns. The left column contains fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title (empty), Department (empty), and checkboxes for Password needs reset, Locked out, Active (checked), Web service access only, and Internal Integration User. The right column contains fields for Email (niranjanreddymanne2507@gr), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los\_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and a Photo link (Click to add...).

- Click on submit

### Create one more user:

- Create another user with the following details



The screenshot shows the 'User Katherine Pierce' form. The form is divided into two columns. The left column contains fields for User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title (empty), Department (empty), and checkboxes for Password needs reset, Locked out, Active (checked), Web service access only, and Internal Integration User. The right column contains fields for Email, Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los\_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and a Photo link (Click to add...).

- Click on submit

## Milestone 2 : Groups

### Activity 1: Create Groups

- 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

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Group certificates

Name

certificates

Group email

Manager

Katherine Pierce

Parent

Description

6. Click on submit

### Create one more group:

9. Create another group with the following details

Name

Platform

Group email

Manager

Manne Niranjana

Parent

Description

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

Name

Certification\_role

Application

Global

Requires Subscription

Unspecified

Elevated privilege

☐

Description

Can deal with certification issues

6. Click on submit

## 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			

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

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**

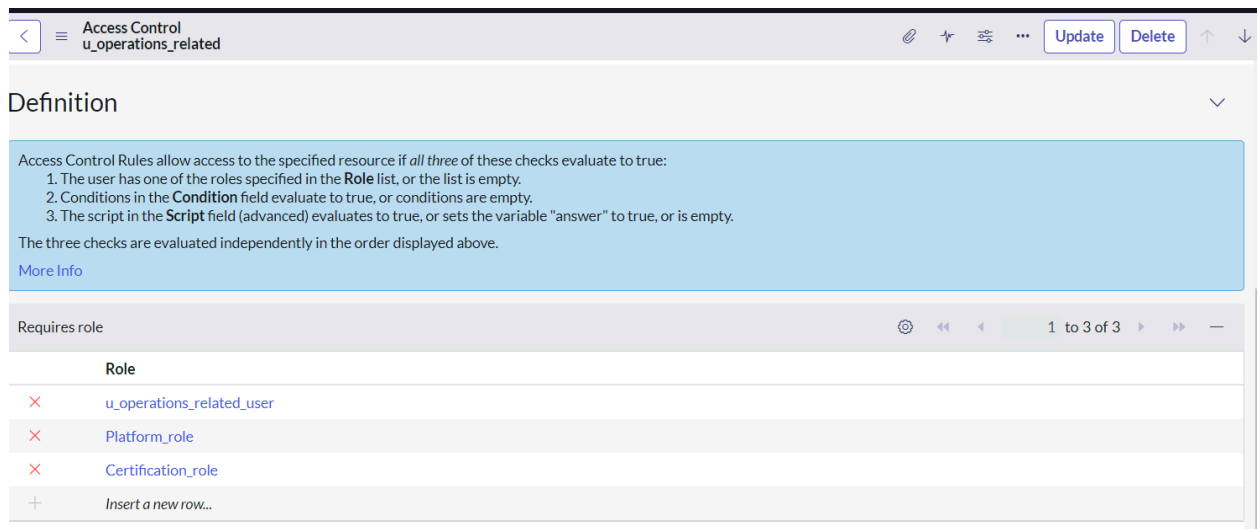
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification\_role and save

### **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 Niranjana 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](#)

Requires role

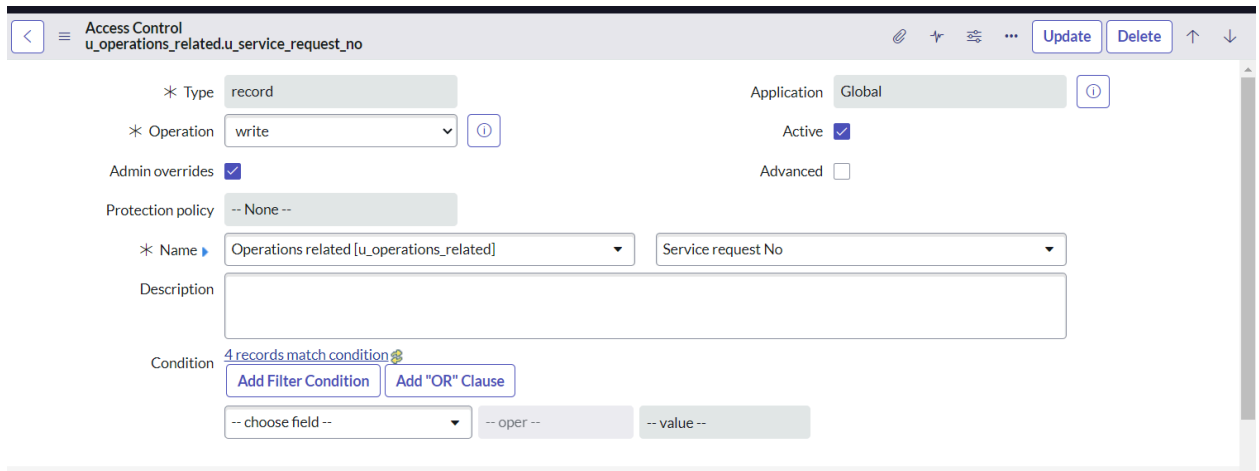
Role
✗ u_operations_related_user
✗ Platform_role
✗ Certification_role
+ Insert a new row...

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



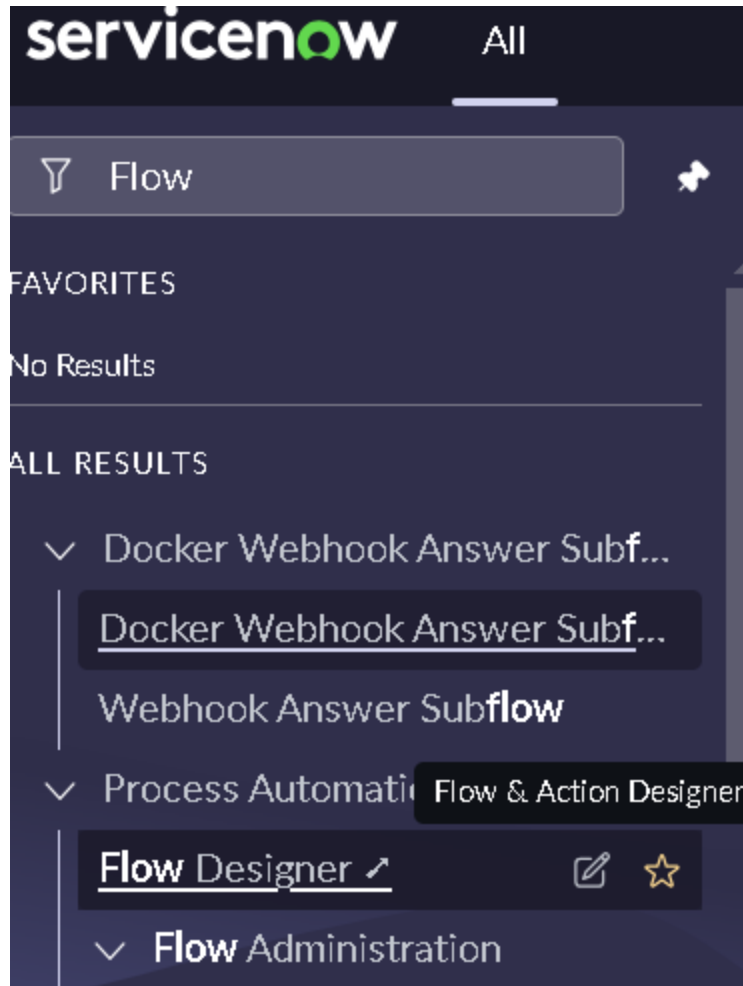
6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 acl for the following fields

<input type="checkbox"/>	<input type="radio"/>	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.



servicenow Flow Designer

Flows Subflows Actions Executions Connections Help

Search Updated Search

All

	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

New

- Flow
- Subflow
- Action
- Data Stream



### 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**

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

New Criteria

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 Update Operations related Record

Action: Update Record

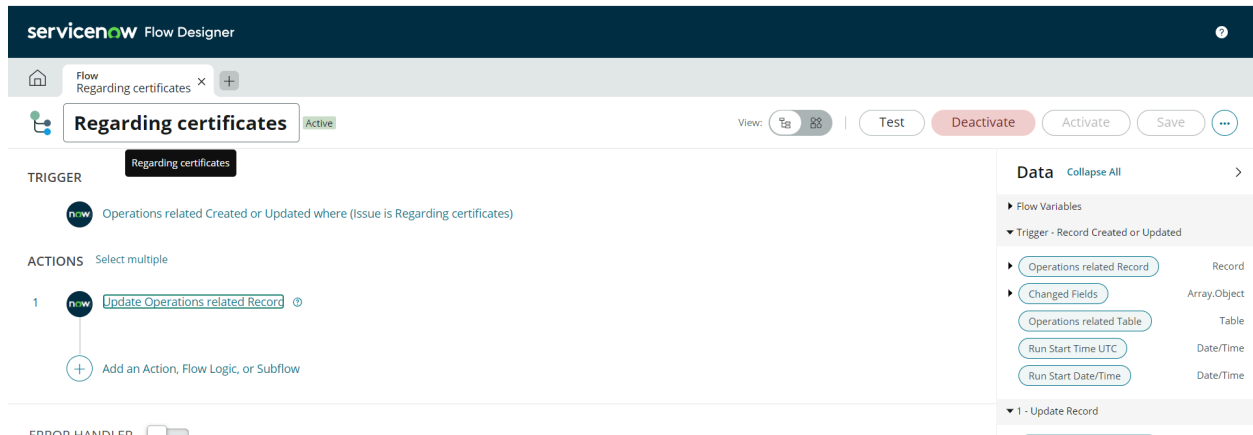
\* Record: Trigger ... Operations relate...

\* Table: Operations related [u\_operations\_related]

\* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done



## 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.