

# Streamlining Ticket Assignment for Efficient

TEAM ID: NM2025TMID15009

## TEAM MEMBERS

TEAM LEADER: BALAJI S

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## PROBLEM:

## Objective:

The main objective of this project is to **streamline the ticket assignment process in ServiceNow** by:

- Creating **users, groups, and roles** to establish clear responsibilities.
- Designing **tables and applications** for managing project and task data.
- Assigning users to groups and roles** for structured access.
- Configuring **application access and ACLs** to ensure data security.
- Building **automated workflows (Flows)** to handle ticket routing and status updates.

To complete this project successfully, the following skills are required

### **ServiceNow Administration**

Creating users, groups, and roles

Configuring tables, applications, and modules

Managing ACLs and application access

### **Process Automation**

Designing and implementing flows using Flow Designer

Setting up triggers, conditions, and actions

### **Problem-Solving & Logical Thinking**

Understanding real-world support challenges

Mapping requirements into ServiceNow functionalities

### **Database & Access Control Knowledge**

Creating and managing tables with proper relationships

Assigning roles and restricting access with ACLs

### **Collaboration & Teamwork**

## **Skills:**

## **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
6. Click on submit

dev355662.service-now.com/now/nav/ui/classic/params/target/sys\_user.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_user%26...

servicenow All Favorites History Admin User - New Record Search

User New record Submit

To set up the User's password, save the record and then click Set Password.

User ID Board Tip

First name Board

Last name Tip

Title

Department

Password needs reset ☐

Locked out ☐

Active ☒

Web service access only ☐

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...

## Create one more user:

1. Create another user with the following details
2. Click on submit

dev355662.service-now.com/now/nav/ui/classic/params/target/sys\_user.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_user%26...

servicenow All Favorites History Admin User - New Record Search

User New record Submit

To set up the User's password, save the record and then click Set Password.

User ID Shark Tee

First name Shark

Last name Tee

Title

Department

Password needs reset ☐

Locked out ☐

Active ☒

Web service access only ☐

Email

Language -- None --

Calendar integration Outlook

Time zone System (America/Los Angeles)

Date format System (yyyy-MM-dd)

Business phone

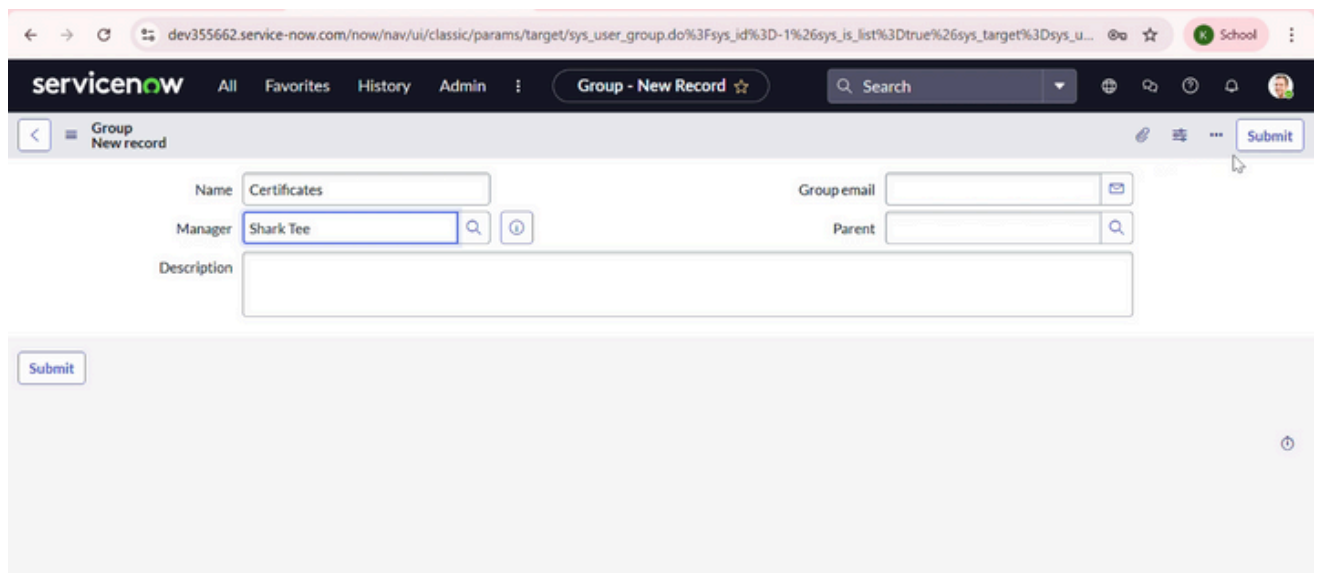
Mobile phone

Photo Click to add...

## 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
6. Click on submit



The screenshot shows the ServiceNow 'Group - New Record' form. The browser address bar displays the URL: dev355662.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_u... The ServiceNow header includes the logo, navigation tabs (All, Favorites, History, Admin), and a search bar. The page title is 'Group - New Record'. The form fields are: Name (Certificates), Group email (empty), Manager (Shark Tee), Parent (empty), and Description (empty). A 'Submit' button is located at the bottom left of the form area.

## 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
6. Click on submit

The screenshot shows the ServiceNow 'Role - New Record' form. The form is titled 'Role - New Record' and has a 'Submit' button in the top right. The 'Name' field is labeled 'Certification\_role'. The 'Application' dropdown is set to 'Global'. The 'Elevated privilege' checkbox is unchecked. The 'Description' field contains the text 'Deals with certificate related issue'. A 'Submit' button is located at the bottom left of the form area.

#### Create one more role:

7. Create another role with the following details
8. Click on submit

#### Milestone 4 :

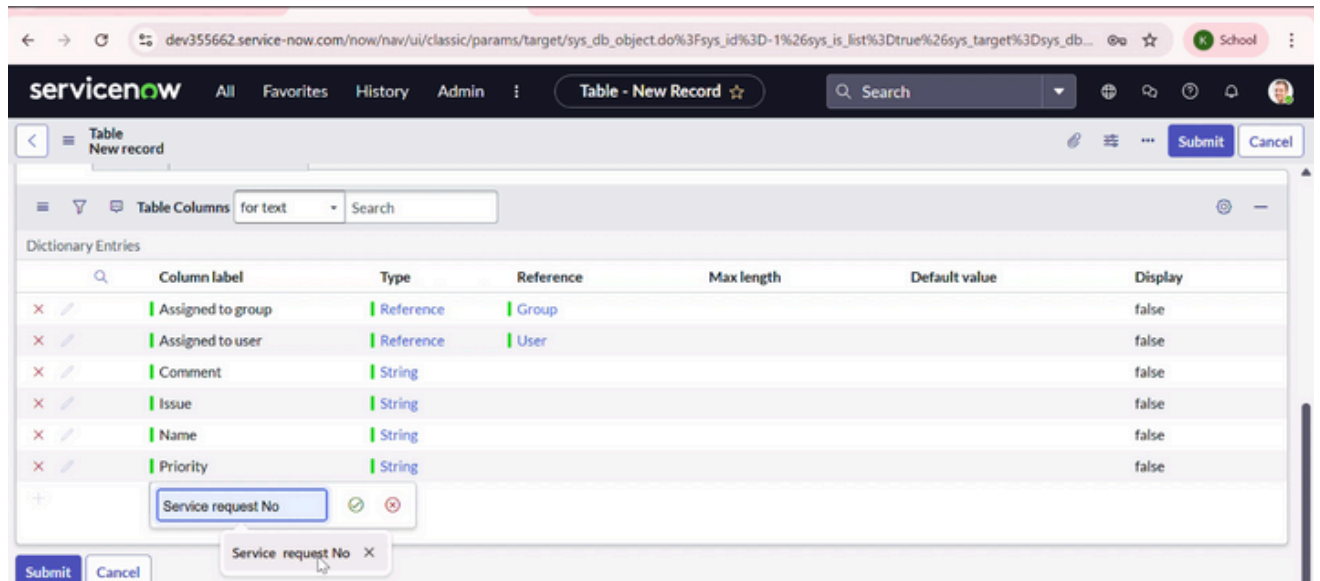
#### Table Activity 1: Create Table

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 : project table

Check the boxes Create module & Create mobile module

1. Under new menu name : project table
2. Under table columns give the columns



1. Click on submit

### Create one more table:

9. Create another table as: task table 2 and fill with following details.

10. Click on submit.

## Milestone 5 : Assign users to groups

### Activity 1: Assign users to project team group

1. Open service now.
2. Click on All >> search for groups
3. Select tables under system definition
4. Select the project team group
5. Under group members
6. Click on edit
7. Select Alice p and bob p and save

dev355662.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3D8c2227e23b7b2610209b5f0f23e45a1c%26sysparm\_re...

servicenow All Favorites History Admin Group - Certificates Search

Group Certificates Update Delete

Job to add or remove role(s) from user(s) of group has been queued

Name Certificates Group email

Manager Shark Tee Parent

Description

Update Delete

Roles (1) Group Members Groups

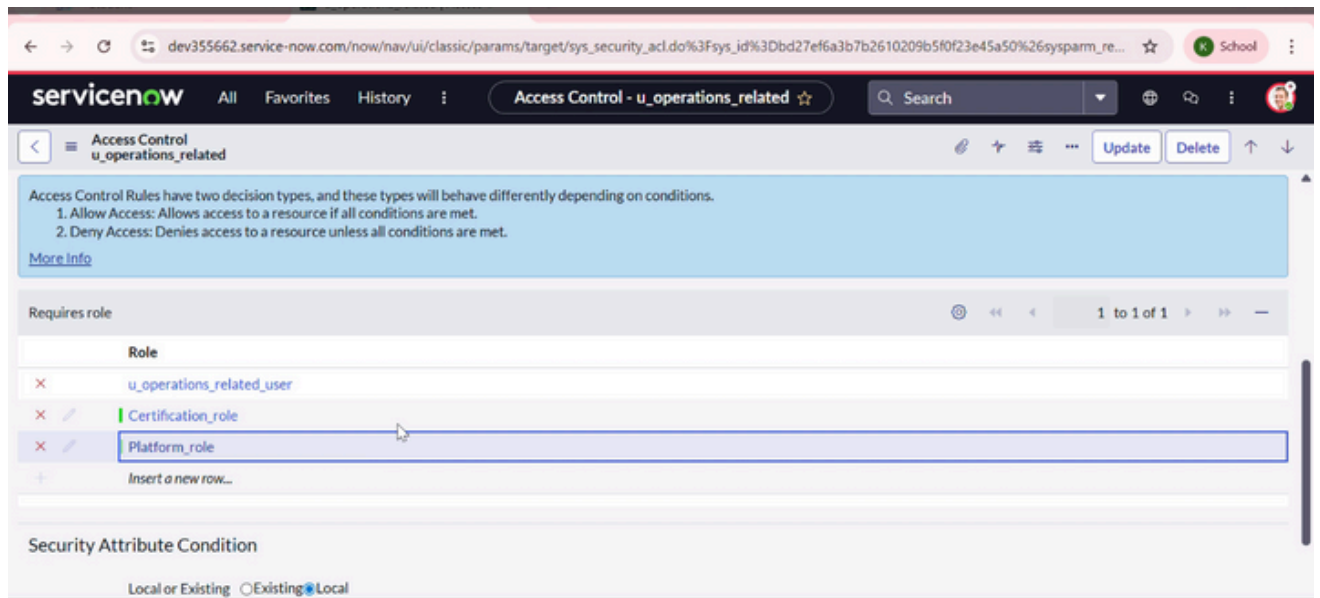
User Search New Edit...

Group = Certificates

## Milestone 6 : Assign roles to users

### Activity 1: Assign roles to Alice user

1. Open service now.
  - Click on All >> search for user
2. Select tables under system definition
3. Select the project manager user
4. Under project manager
5. Click on edit
6. Select project member and save
7. click on edit add u\_project\_table role and u\_task\_table role
8. click on save and update the form.



## Activity 2: Assign roles to bob user

1. Open service now.

Click on All >> search for user

2. Select tables under system definition
3. Select the bob p user
4. Under team member
5. Click on edit
6. Select team member and give table role and save

1. Click on profile icon Impersonate user to bob
2. We can see the task table2.

## Milestone 7 : Application access

### Activity 1: Assign table access to application

1. while creating a table it automatically create a application and module for that table
2. Go to application navigator search for search project table application
3. Click on edit module
4. Give project member roles to that application
5. Search for task table2 and click on edit application.
6. Give the project member and team member role for task table 2 application

## Milestone 8 :Access control list Activity 1: Create ACL



1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on elevate role 5. Click on new

Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.

\* Type: record

\* Operation: write

Decision Type: Allow If

Application: Global

Active: ☒

Advanced: ☐

Admin overrides: ☒

Protection policy: -- None --

\* Name: task table 2 [u\_task\_table\_2]

Description:

status

Applies To: No. of records matching the condition: 1

Add Filter Condition Add "OR" Clause

-- choose field -- -- oper -- -- value --

Conditions

Activate Windows  
Go to Settings to activate Windows.

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Fill the following details to create a new ACL
2. Scroll down under requires role
3. Double click on insert a new row
4. Give task table and team member role
5. Click on submit
6. Similarly create 4 acl for the following fields

dev196626.service-now.com/now/ui/classic/params/target/sys\_security\_ad\_list.do%3Fsysparm\_query%3Dsys\_created\_onONToday%40javascript%3Ags.beginningOfToday...

servicenow All Favorites History Workspaces Access Controls

Access Controls Name Search

All > Created on Today

	Name	Decision Type	Operation	Type	Active	Updated by	Updated
<input type="checkbox"/>	u_leave_request	Allow If	delete	record	true	admin	2024-10-22 02:27:59
<input type="checkbox"/>	u_leave_request	Allow If	create	record	true	admin	2024-10-22 02:27:59
<input type="checkbox"/>	u_task_table	Allow If	read	record	true	admin	2024-10-22 04:21:28
<input type="checkbox"/>	u_task_table	Allow If	write	record	true	admin	2024-10-22 04:20:15
<input type="checkbox"/>	u_task_table.u_assigned_to	Allow If	write	record	true	admin	2024-10-22 04:33:53
<input type="checkbox"/>	u_task_table.u_due_date	Allow If	write	record	true	admin	2024-10-22 04:33:14
<input type="checkbox"/>	u_task_table.u_task_id	Allow If	write	record	true	admin	2024-10-22 04:27:47
<input type="checkbox"/>	u_task_table.u_task_name	Allow If	write	record	true	admin	2024-10-22 04:31:14
<input type="checkbox"/>	u_task_table_2	Allow If	write	record	true	admin	2024-10-22 21:05:07
<input type="checkbox"/>	u_task_table_2	Allow If	read	record	true	admin	2024-10-22 21:26:57
<input type="checkbox"/>	u_task_table_2	Allow If	read	record	true	admin	2024-10-22 21:05:07
<input type="checkbox"/>	u_task_table_2	Allow If	write	record	true	admin	2024-10-22 21:28:27
<input type="checkbox"/>	u_task_table_2	Allow If	create	record	true	admin	2024-10-22 21:05:06
<input type="checkbox"/>	u_task_table_2	Allow If	delete	record	true	admin	2024-10-22 21:05:07
<input type="checkbox"/>	u_task_table_2.u_assigned_to	Allow If	write	record	true	admin	2024-10-22 21:31:20

1 to 20 of 23

Activate Windows  
Go to Settings to activate Windows.

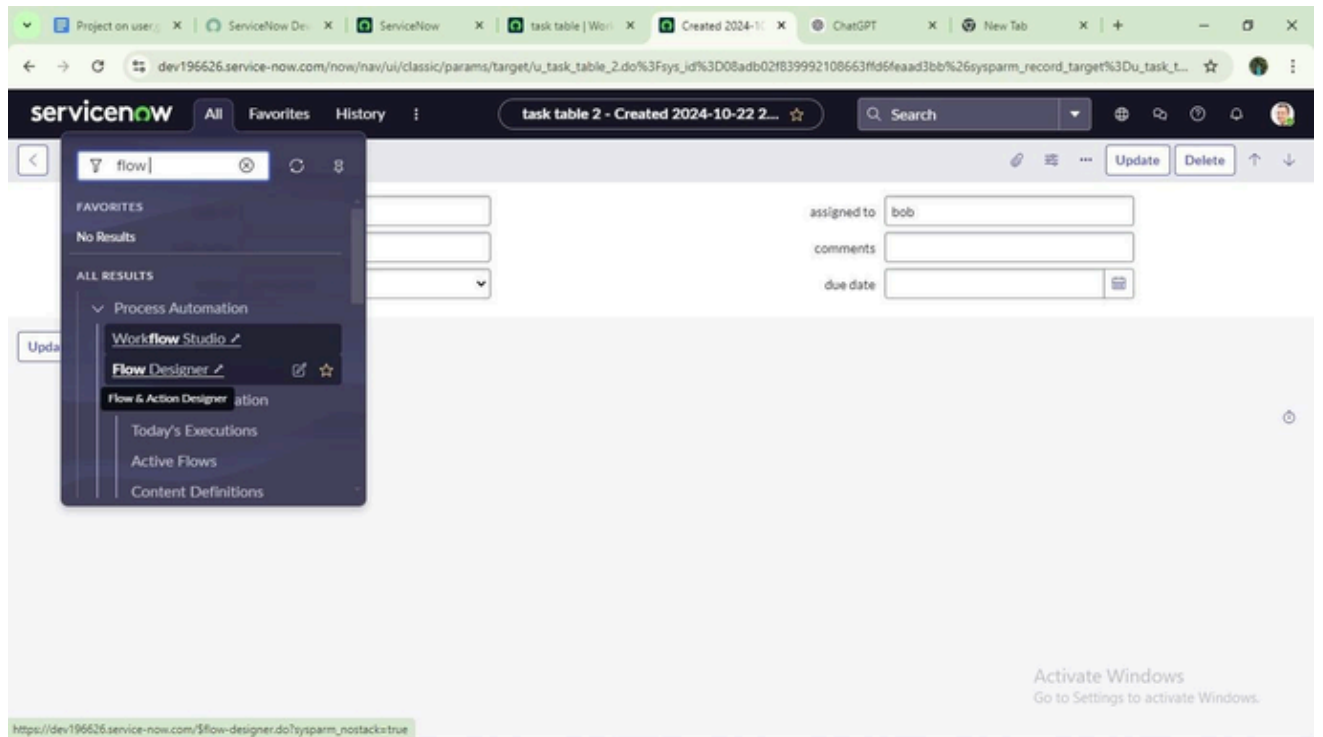
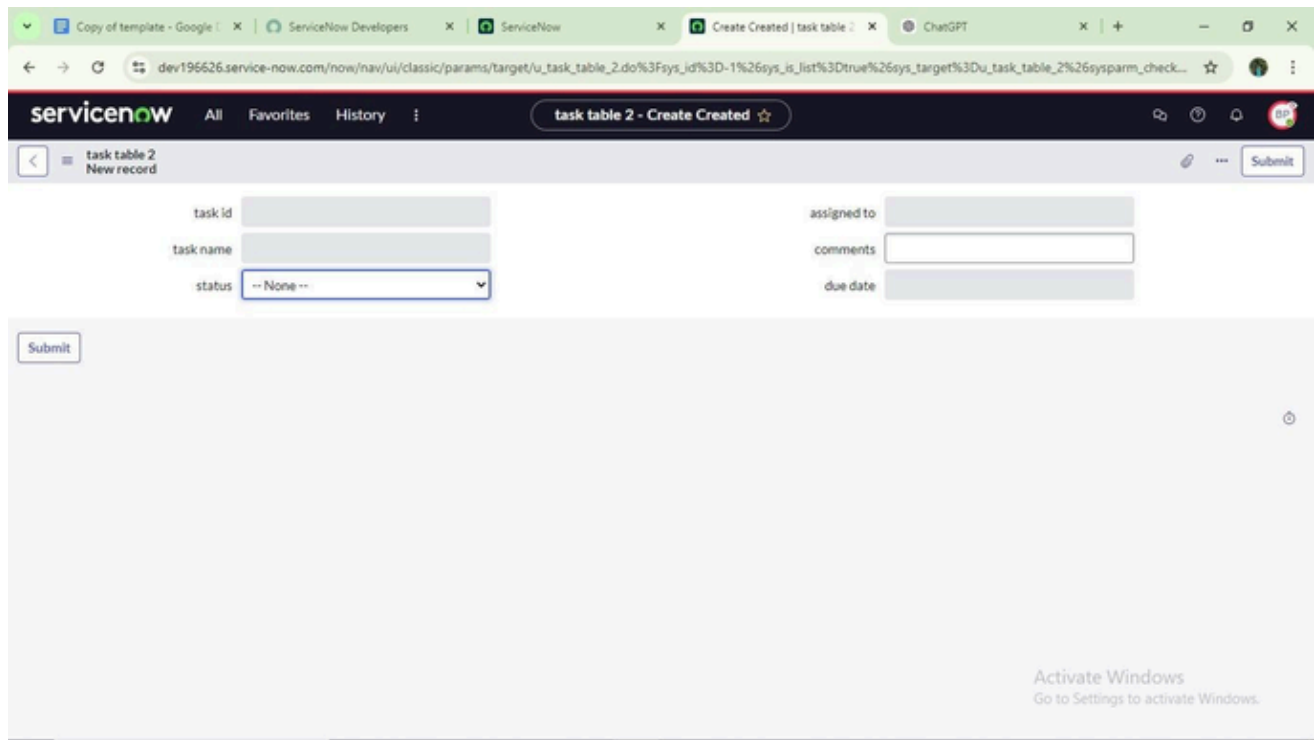
12. Click on profile on top right side

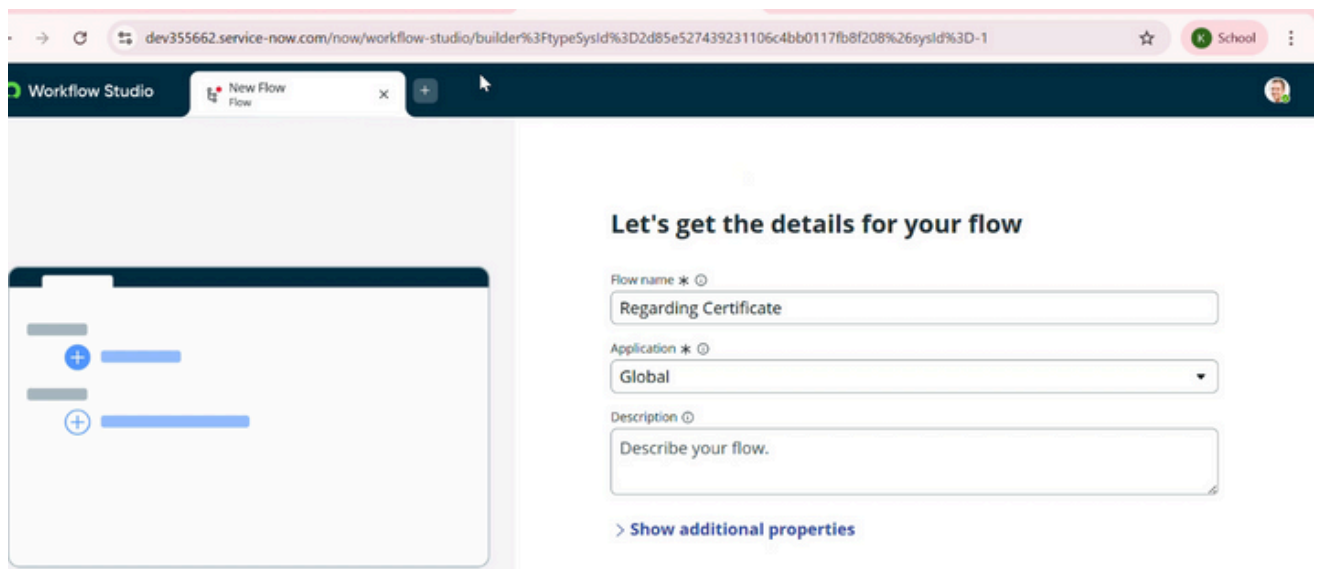
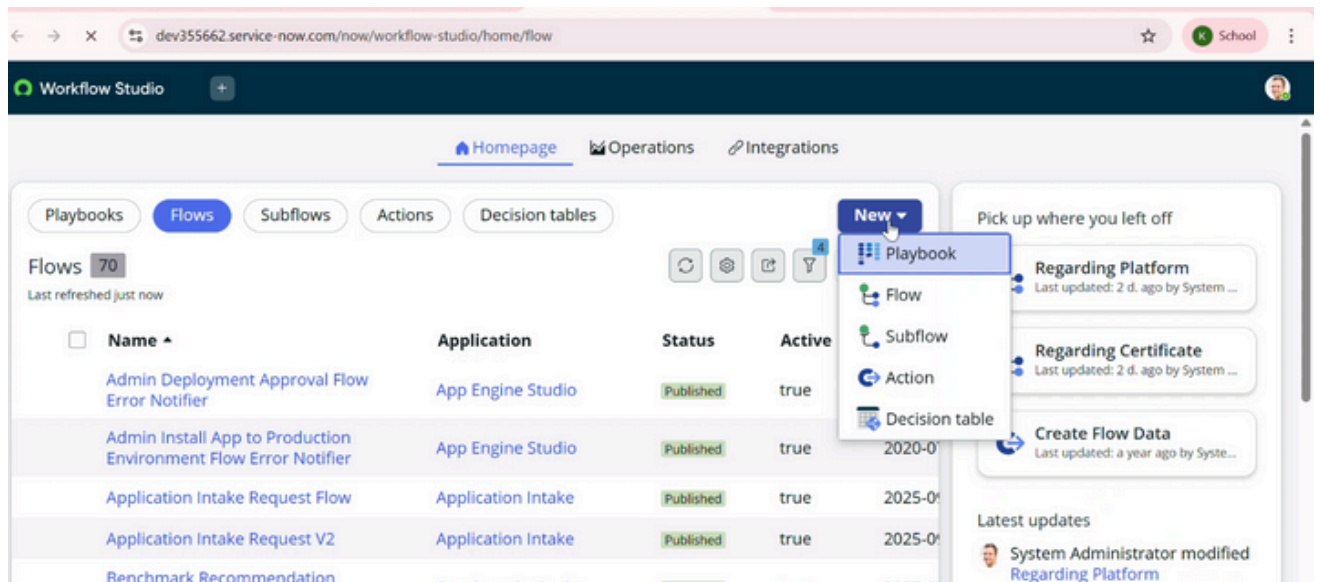
13. Click on impersonate user

14. Select bob user

15. Go to all and select task table2 in the application menu bar

16. Comment and status fields are have the edit access





**Next step:**

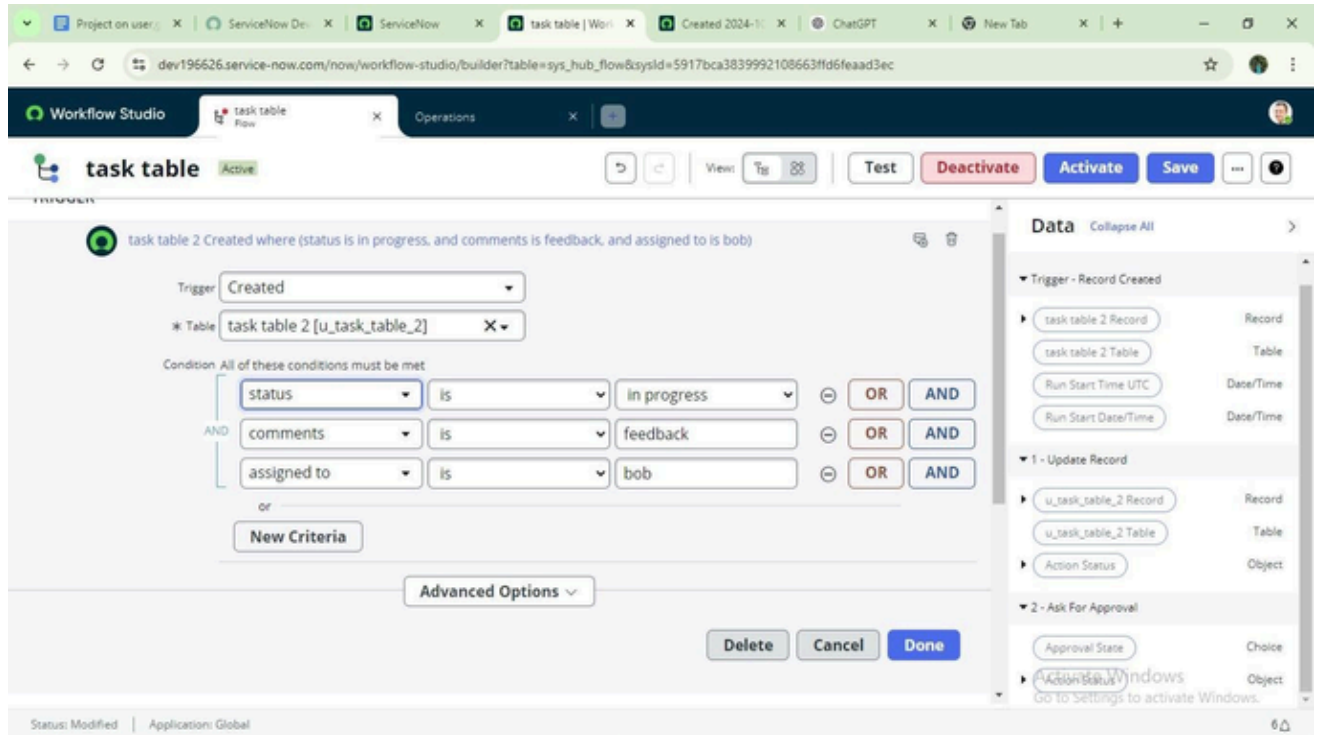
1. Click on Add a trigger

2. Select the trigger in that Search for “create record” and select that.
3. Give the table name as “ task table ”.
4. Give the Condition as Field : status Operator :is Value : in progress

Field : comments Operator :is Value : feedback

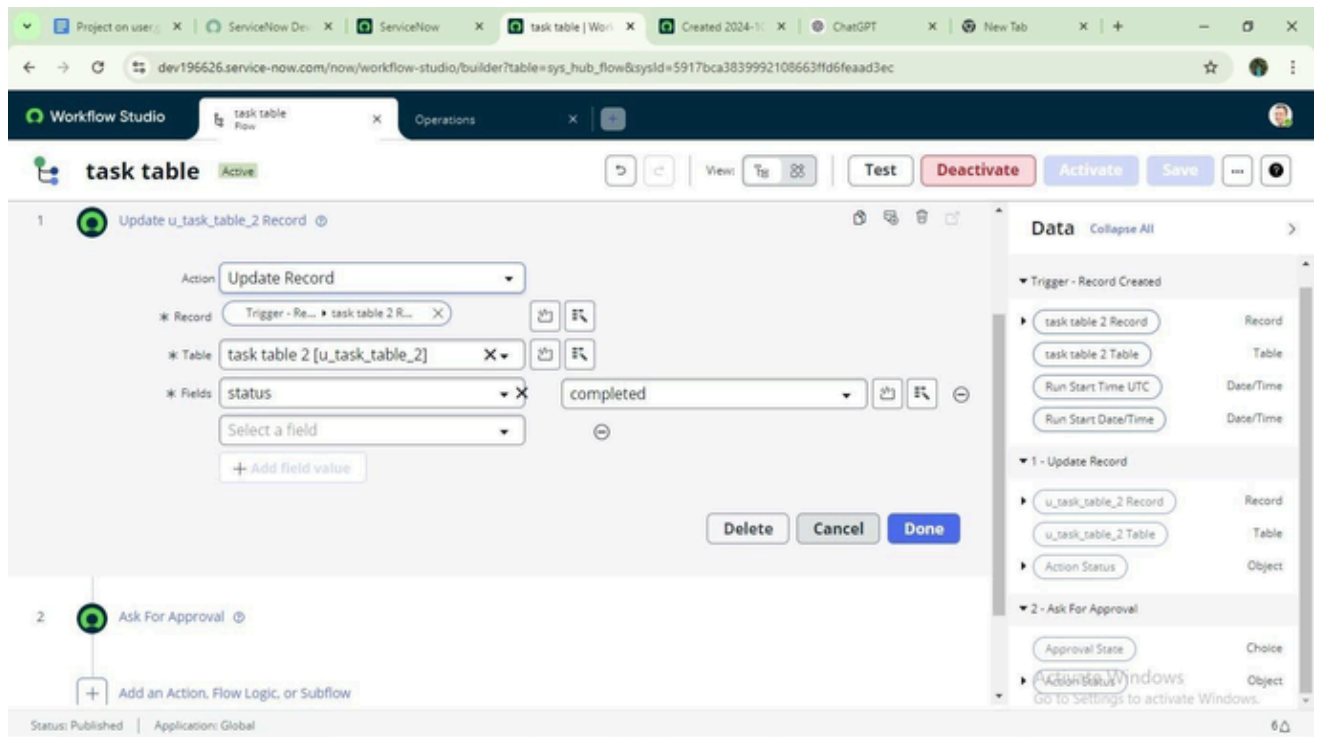
Field : assigned to Operator :is Value : bob

1. After that click on Done.



### Next step:

1. Click on Add an action.
2. Select action in that ,search for “ update records”.
3. In Record field drag the fields from the data navigation from Right Side(Data pill)
4. Table will be auto assigned after that
5. Add fields as “status” and value as “completed”
6. Click on Done.



### Next step:

1. Now under Actions.
2. Click on Add an action.
3. Select action in that ,search for “ ask for approval ”.
4. In Record field drag the fields from the data navigation from Right side
5. Table will be auto assigned after that
6. Give the approve field as “ status” 7. Give approver as alice p
8. Click on Done.
- 9.Go to application navigator search for task table.
- 10.It status field is updated to completed

- 11.Go to application navigator and search for my approval
- 12.Click on my approval under the service desk.
13. Alice p got approval request then right click on requested then select approved

State	Approver	Comments	Approval for	Created
Approved	alice p		(empty)	2024-10-22 22:26:19
Rejected	Fred Luddy		(empty)	2024-09-01 12:19:33
Requested	Fred Luddy		(empty)	2024-09-01 12:17:03
Requested	Fred Luddy		(empty)	2024-09-01 12:15:44
Requested	Howard Johnson		CHG0000096	2024-09-01 06:15:29
Requested	Ron Kettering		CHG0000096	2024-09-01 06:15:29
Requested	Luke Wilson		CHG0000096	2024-09-01 06:15:29
Requested	Christen Mitchell		CHG0000096	2024-09-01 06:15:29
Requested	Bernard Laboy		CHG0000096	2024-09-01 06:15:29
Requested	Howard Johnson		CHG0000095	2024-09-01 06:15:25
Requested	Ron Kettering		CHG0000095	2024-09-01 06:15:25
Requested	Luke Wilson		CHG0000095	2024-09-01 06:15:25
Requested	Christen Mitchell		CHG0000095	2024-09-01 06:15:25
Requested	Bernard Laboy		CHG0000095	2024-09-01 06:15:25

## Conclusion :

The project “**Streamlining Ticket Assignment for Efficient Support**” successfully demonstrates how ServiceNow can be used to **automate and optimize ticket management** within an organization. By creating structured **users, groups, and roles**, along with **custom tables, ACLs, and application access**, the project ensures secure and efficient handling of support tasks. The implementation of **Flow Designer automation** further reduces manual effort by automatically updating ticket statuses and routing tasks to the right users or groups.

This approach not only improves **accuracy and accountability** in ticket handling but also enhances the **overall efficiency of support operations**, leading to faster resolution times and better user satisfaction. The project highlights how ServiceNow can act as a powerful platform for **process automation and IT service management (ITSM)** in real-world scenarios.

