Streamlining Ticket Assignment for Efficient

TEAM ID: NM2025TMID15009

TEAM MEMBERS

TEAM LEADER: BALAJI S

TEAM MEMBER : MOHANASELVAN E

TEAM MEMBER : KOWSHIK S

TEAM MEMBER: KASIFMOHAMMAD S

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 requir

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

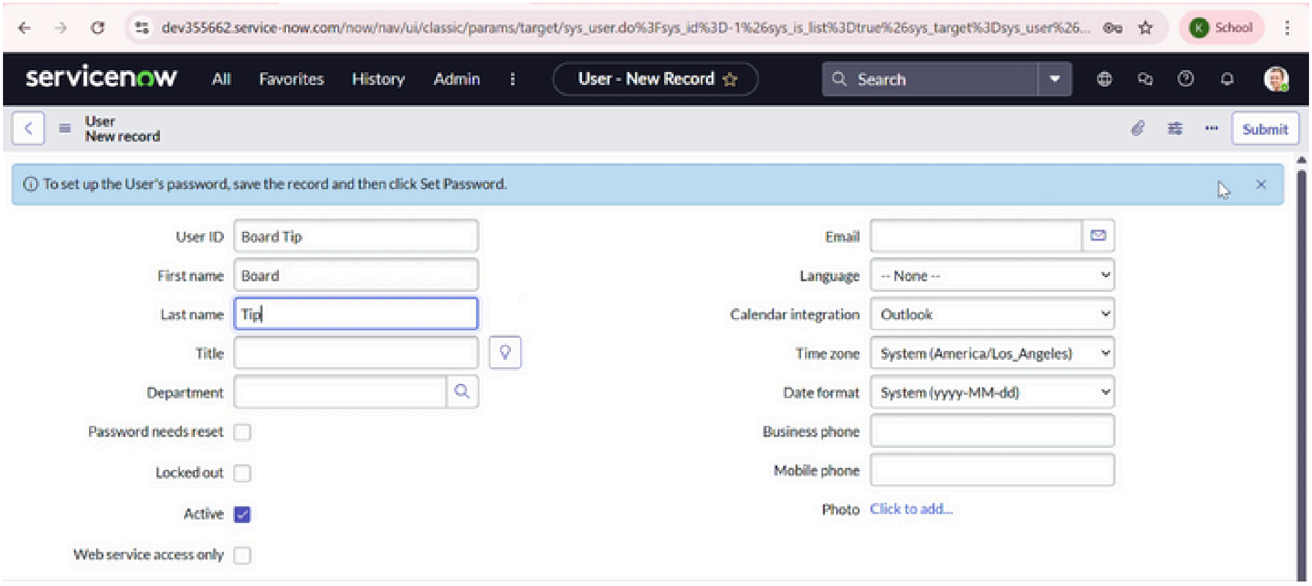
Skills:

TASK INITIATION

Milestone 1 : Users

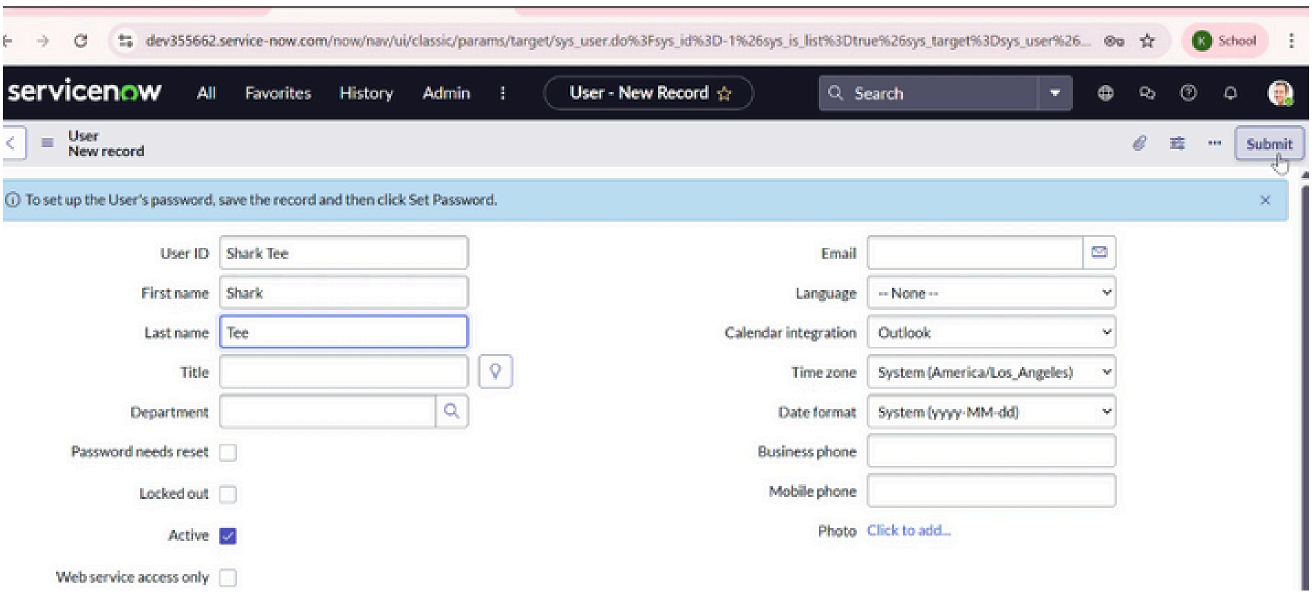
Activity 1: Create Users

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



Create one more user:

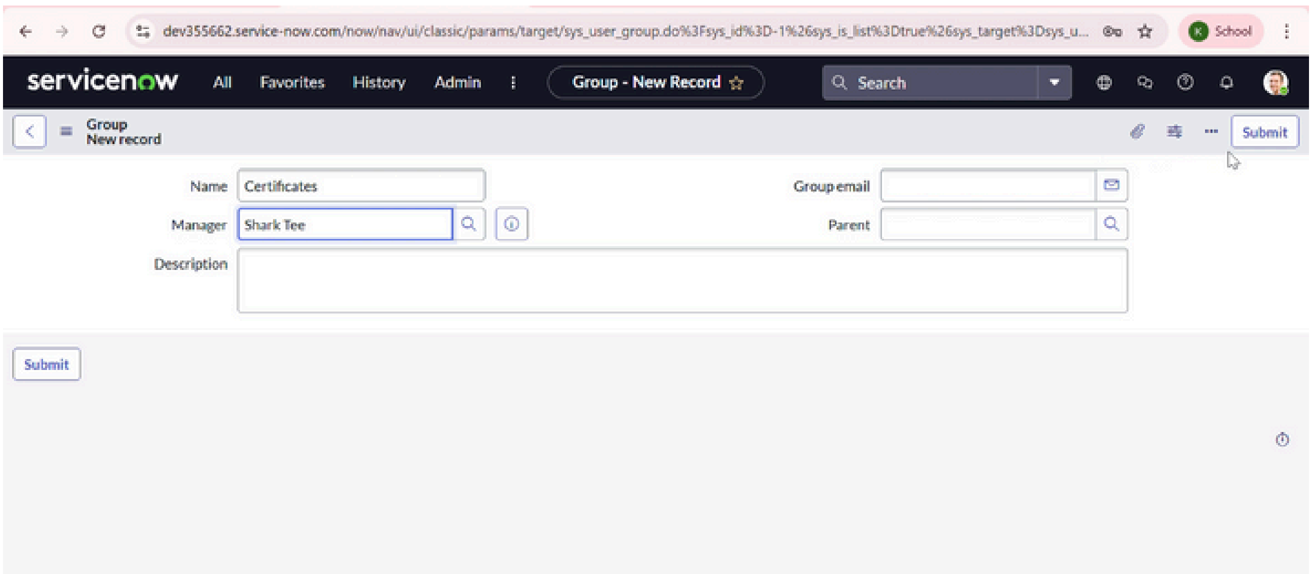
1. Create another user with the following details
2. Click on submit



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
6. Click on submit

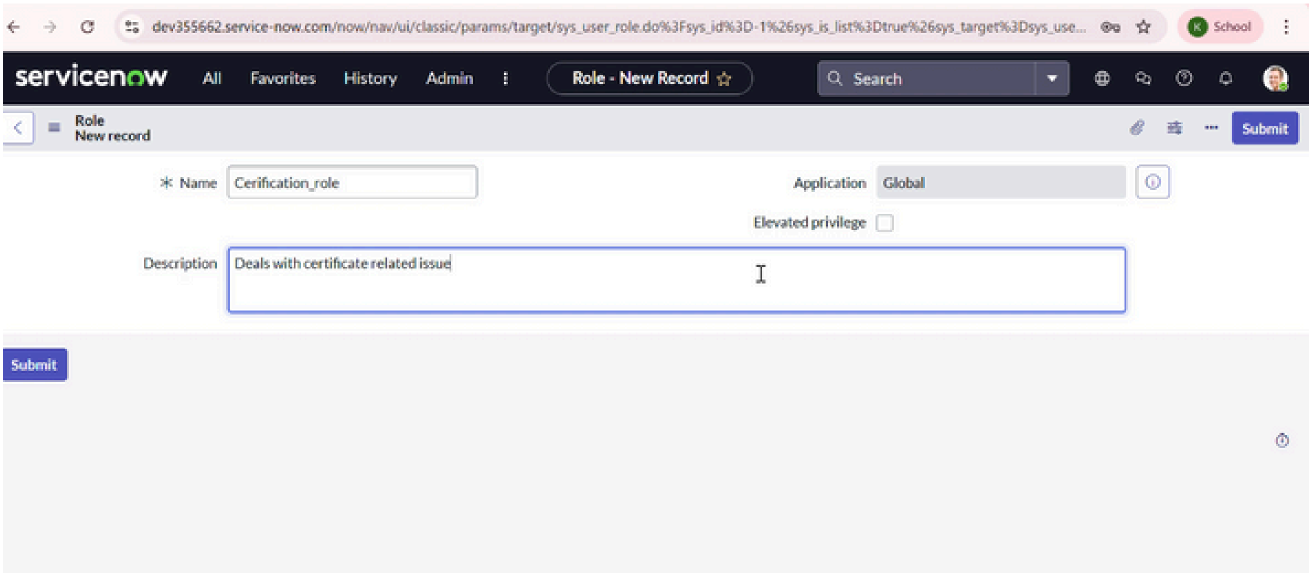


Milestone 3 : Roles

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
6. Click on submit



Create one more role:

7.Create another role with the following details

8.Click on submit

Milestone 4 :

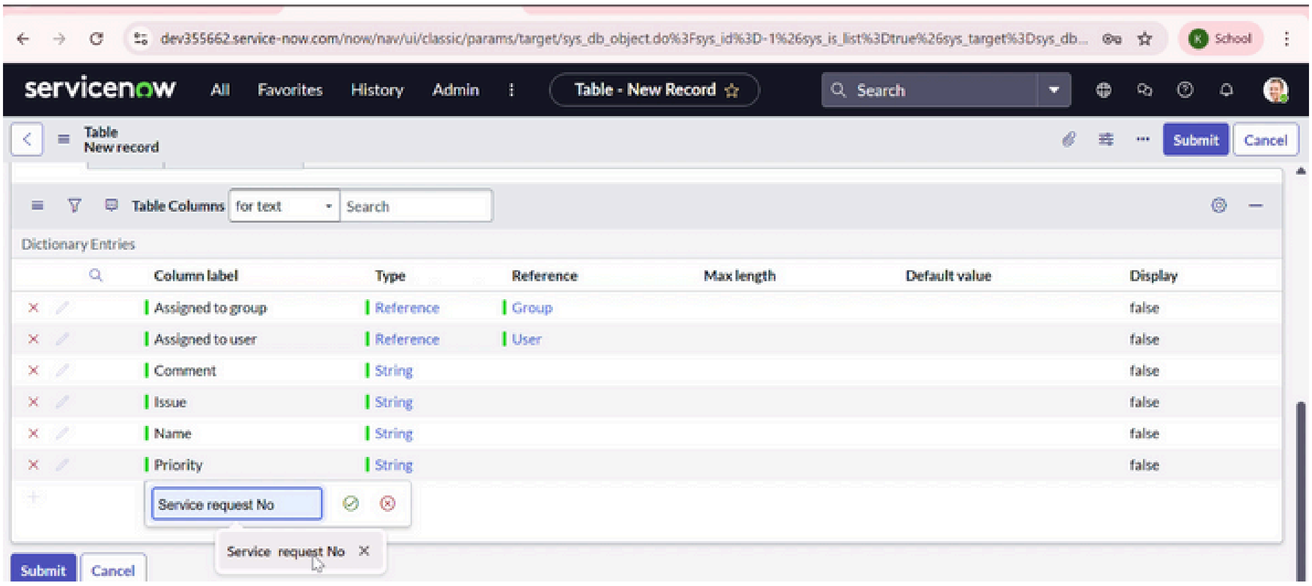
Table Activity 1: Create Table

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

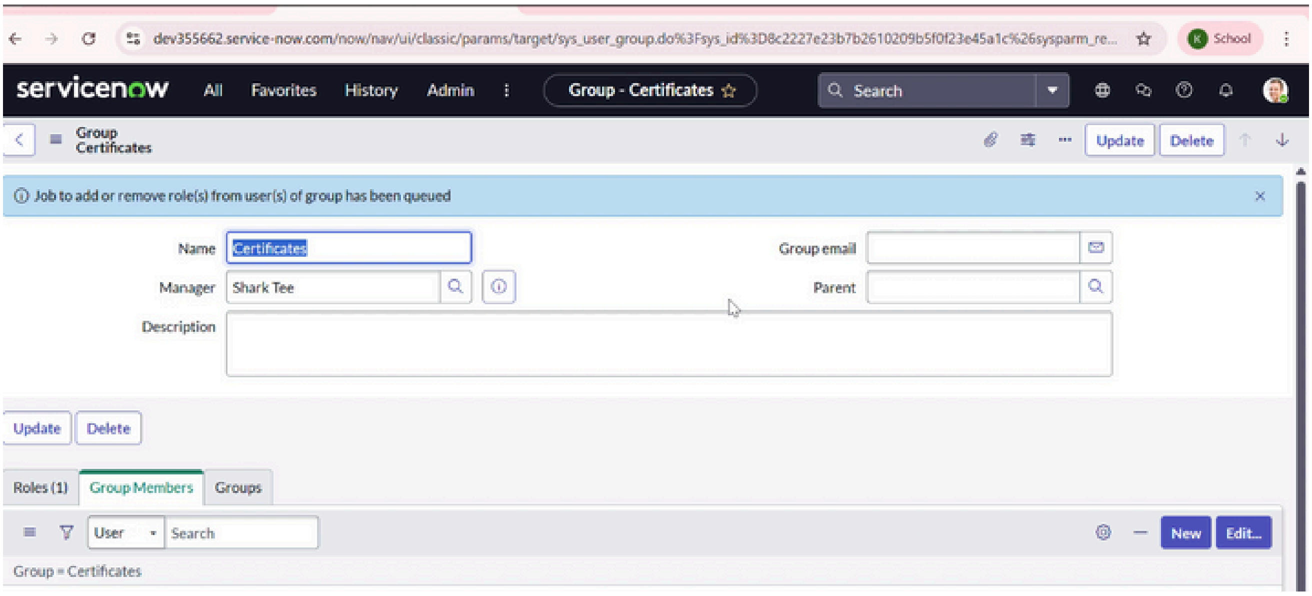
3.Select tables under system definition

4.Select the project team group

5.Under group members

6.Click on edit

7.Select Alice p and bob p and save



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

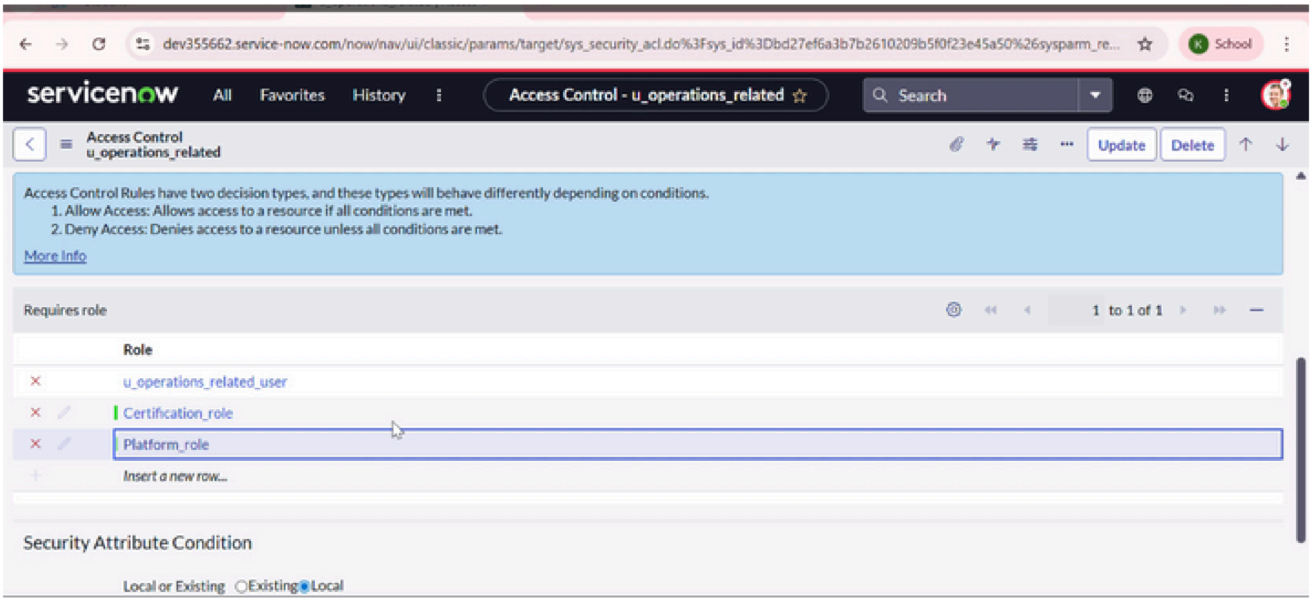
4.Under project manager

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.

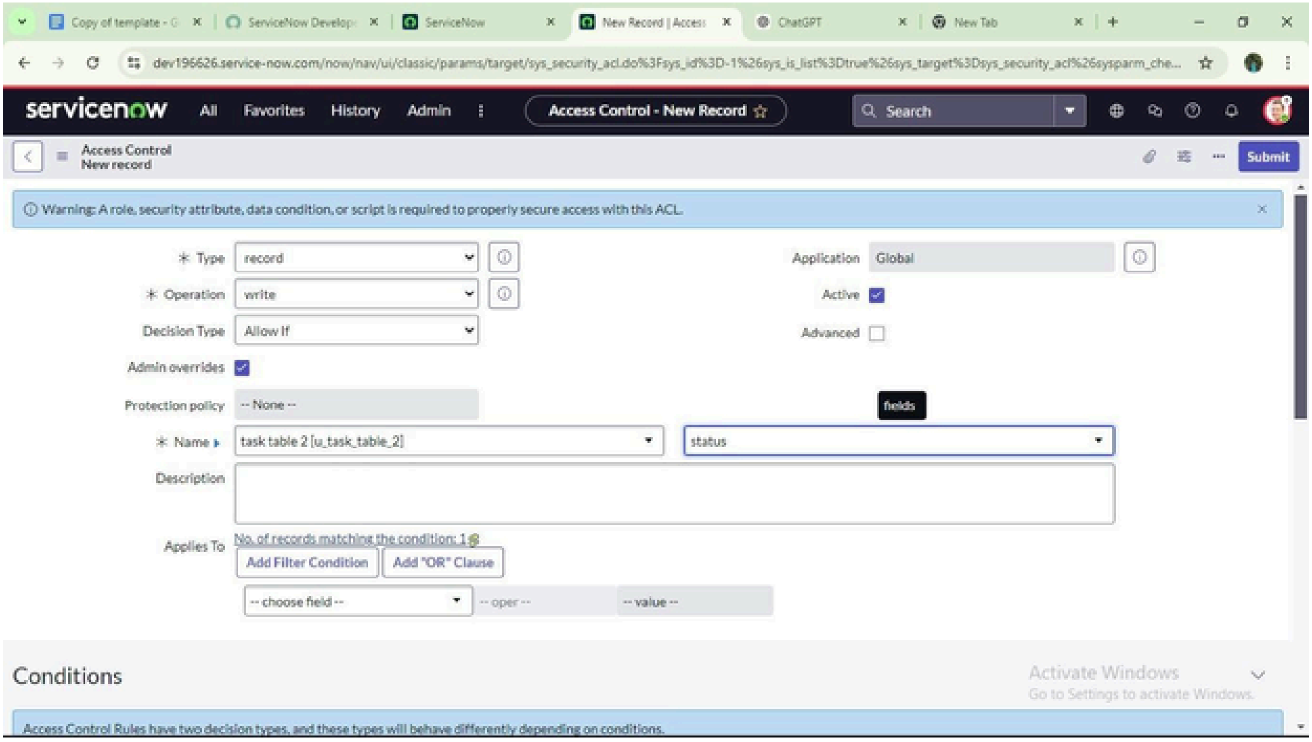
Milestone 7 : Application access

Activity 1: Assign table access to application

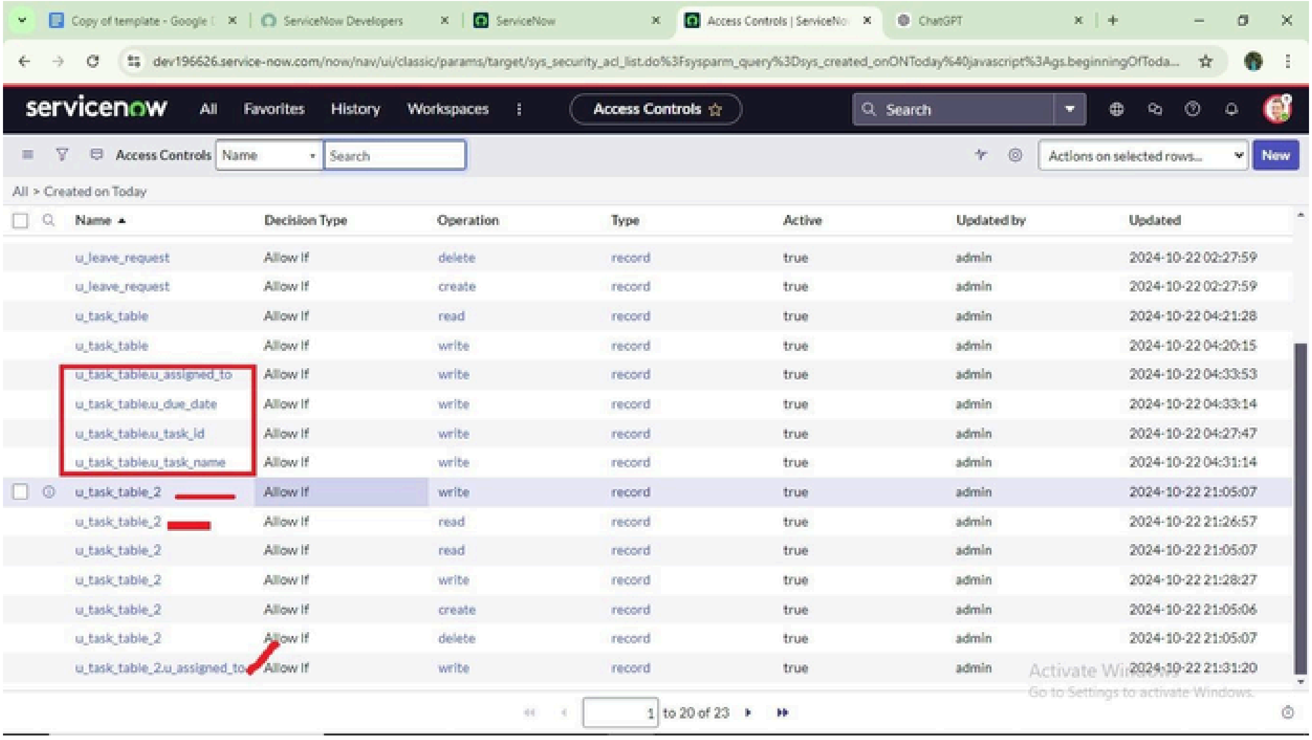
1. while creating a table it automatically create a application and module for that table
2. Go to application navigator search for search project table application
3. Click on edit module
4. Give project member roles to that application
5. Search for task table2 and click on edit application.
6. Give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



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



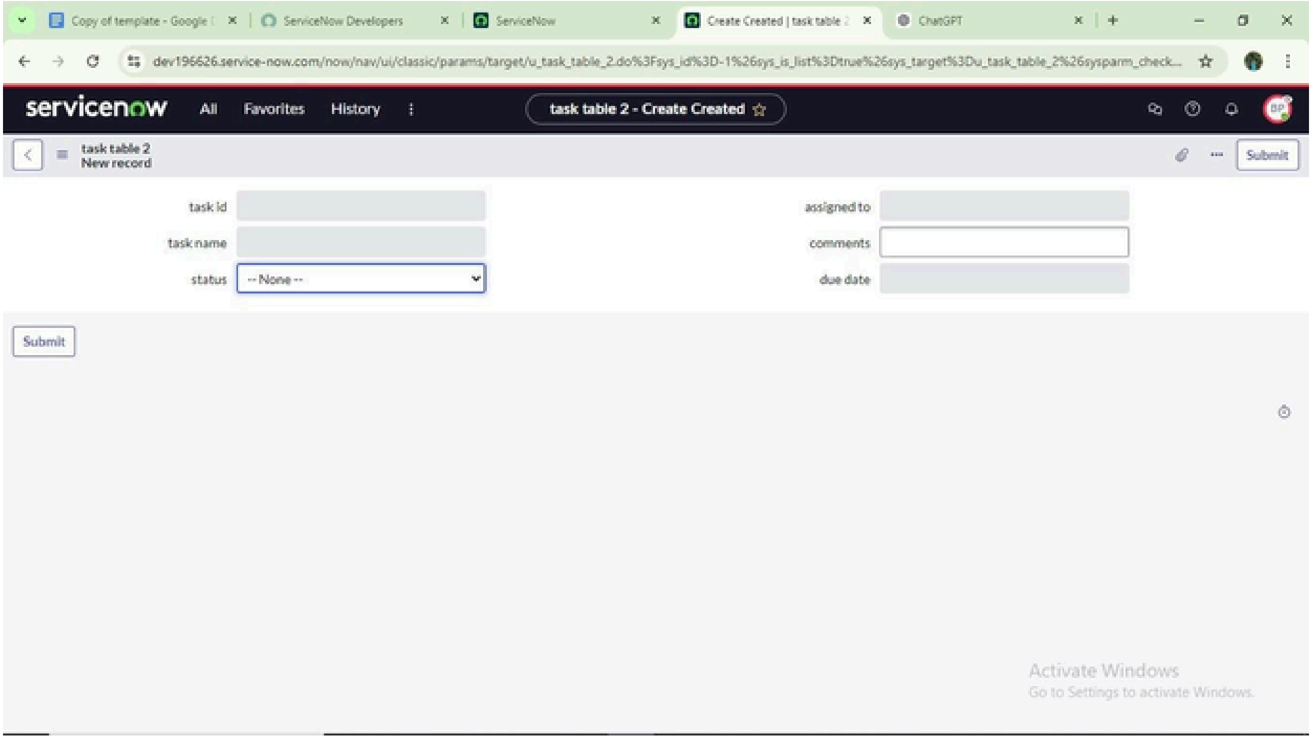
12.Click on profile on top right side

13.Click on impersonate user

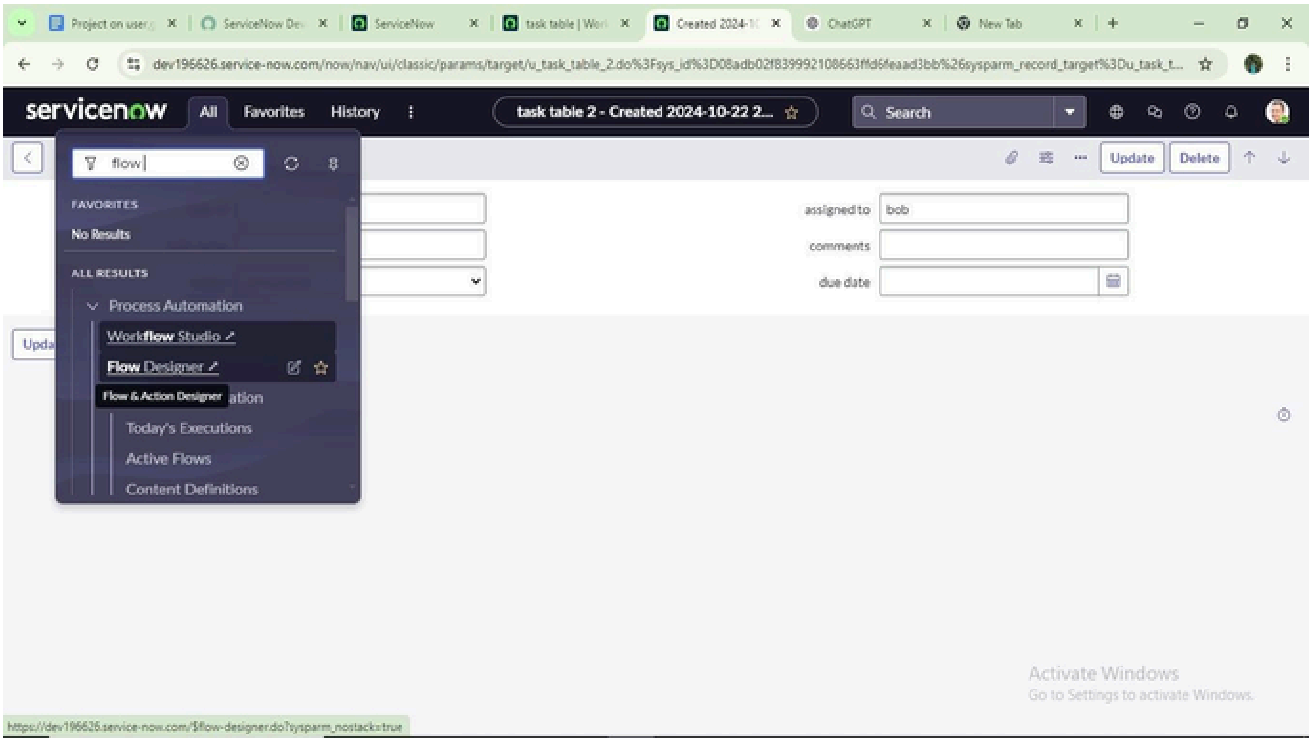
14.Select bob user

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

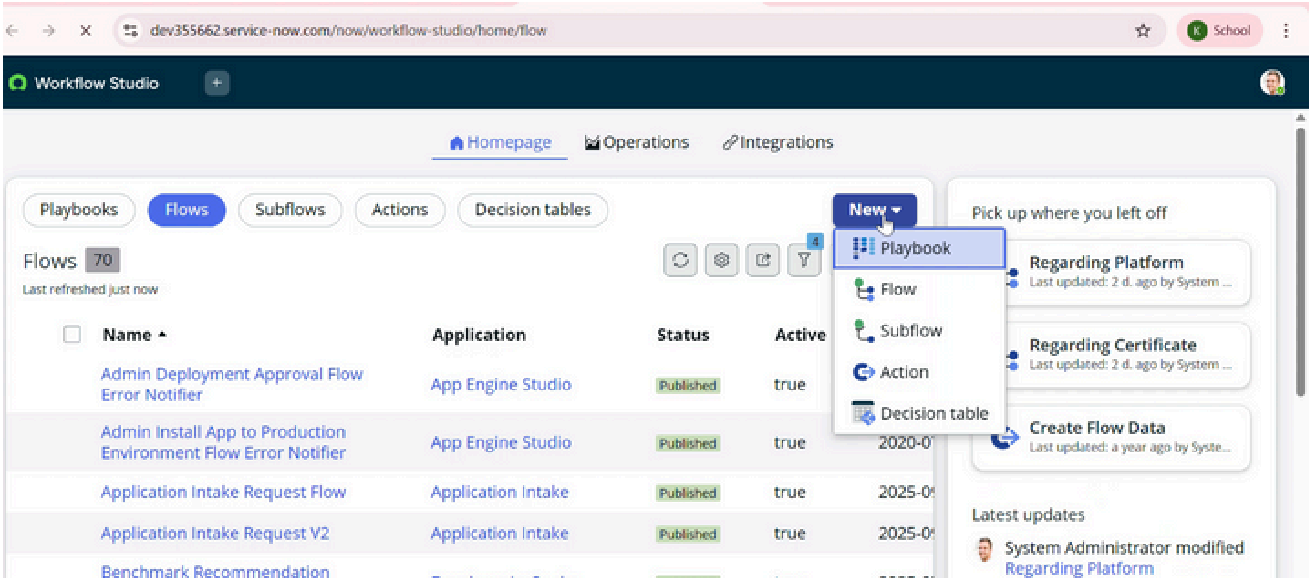
16. Comment and status fields are have the edit access

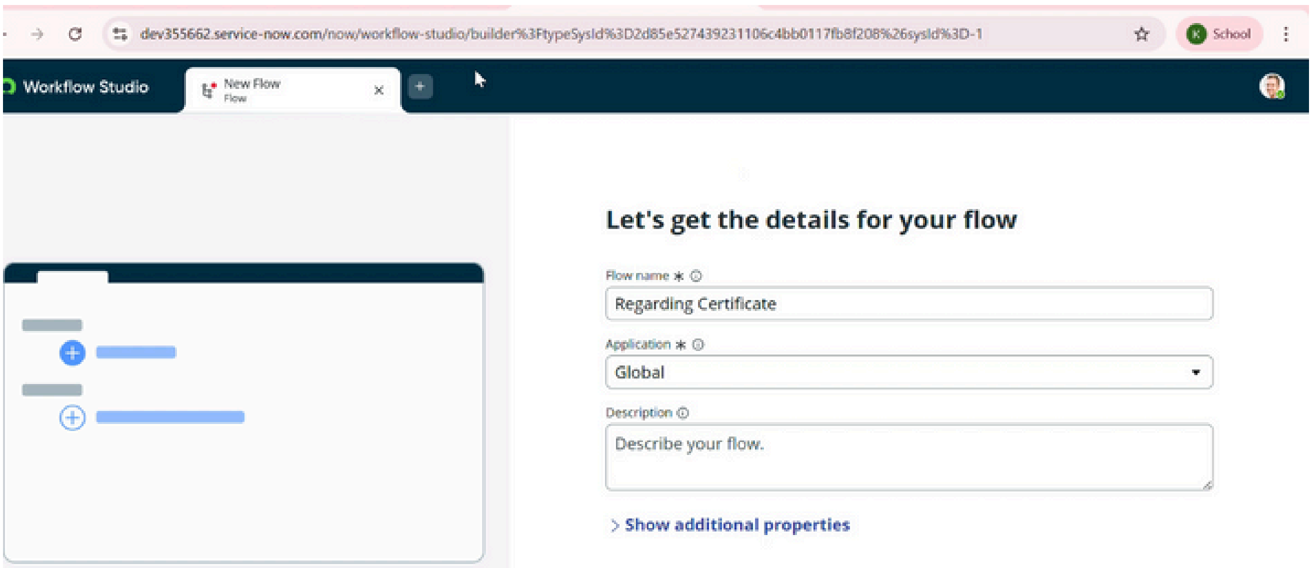


servicenow
All
Favorites
History
task table 2 - Create Created
task table 2
New record
Submit
task id
task name
status
-- None --
assigned to
comments
due date
Submit
Activate Windows
Go to Settings to activate Windows.



servicenow
All
Favorites
History
task table 2 - Created 2024-10-22 2...
Search
flow
FAVORITES
No Results
ALL RESULTS
Process Automation
Workflow Studio
Flow Designer
Flow & Action Designer
Today's Executions
Active Flows
Content Definitions
Update
Delete
assigned to
bob
comments
due date
Activate Windows
Go to Settings to activate Windows.





Next step:

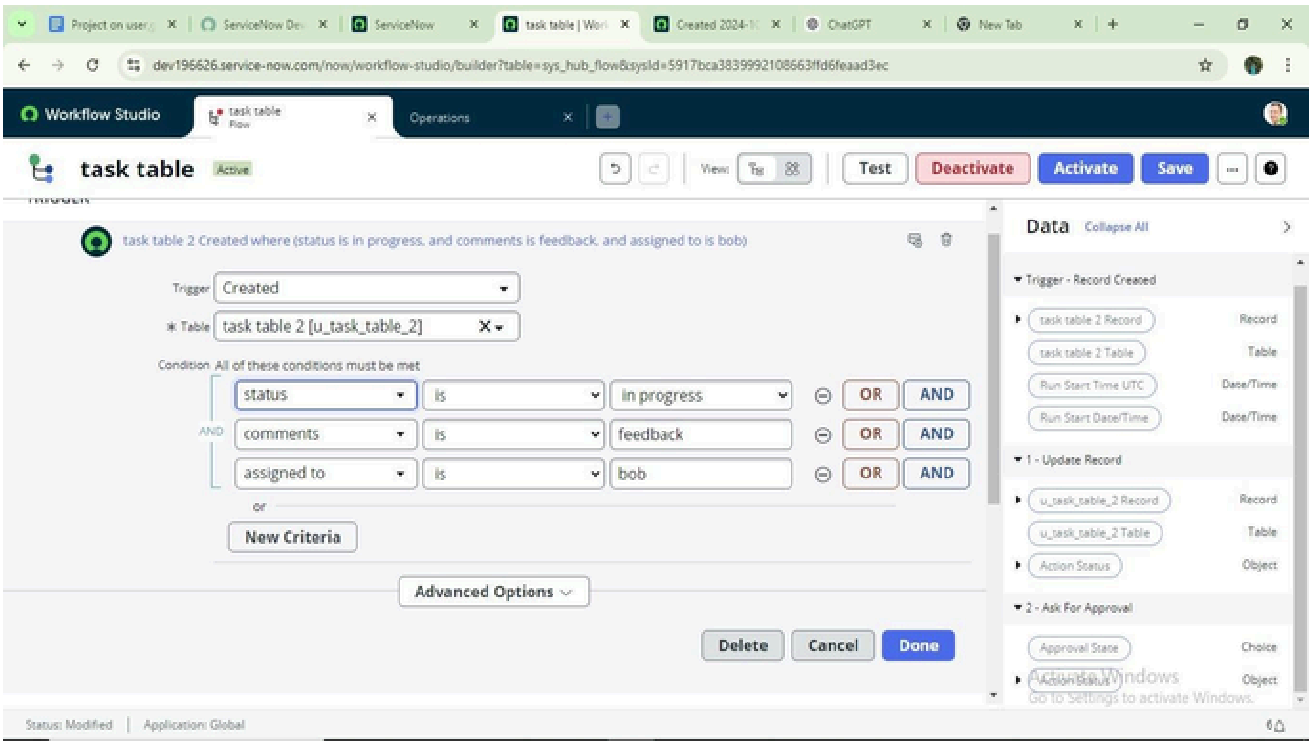
1. Click on Add a trigger

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

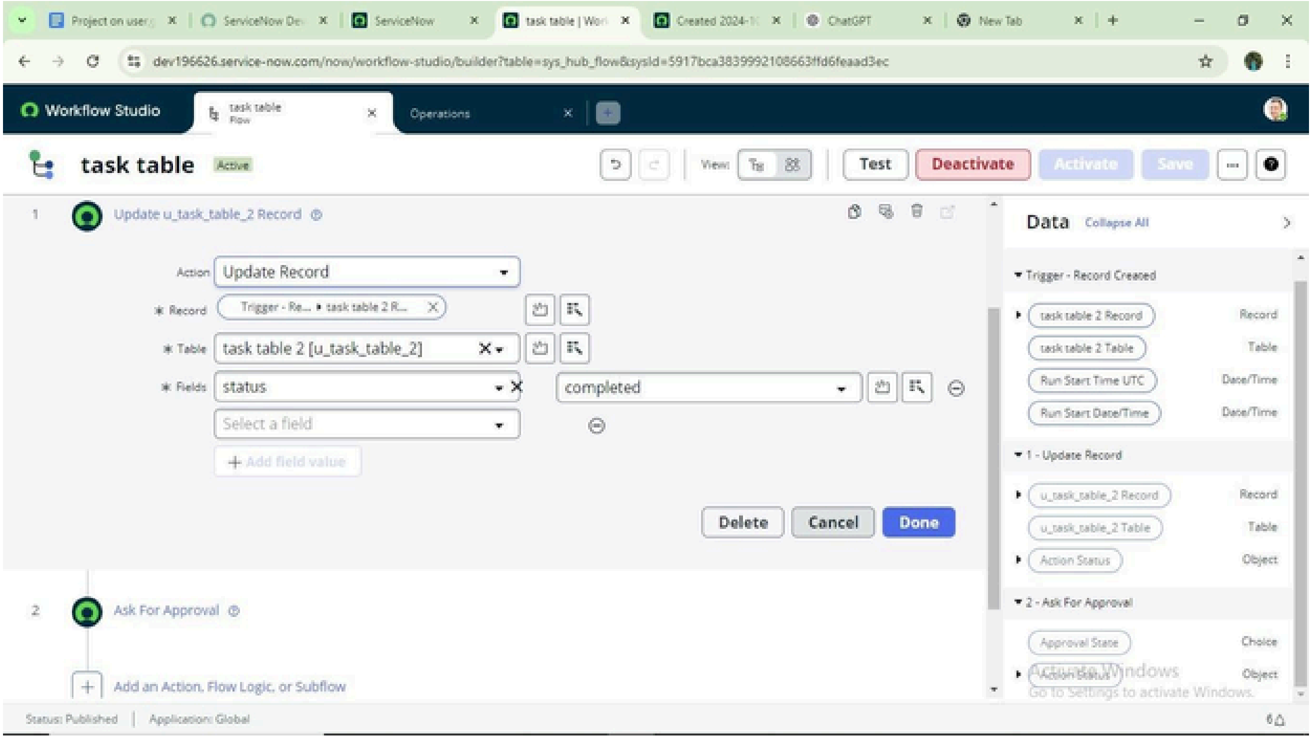
Field : assigned to Operator :is Value : bob

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.

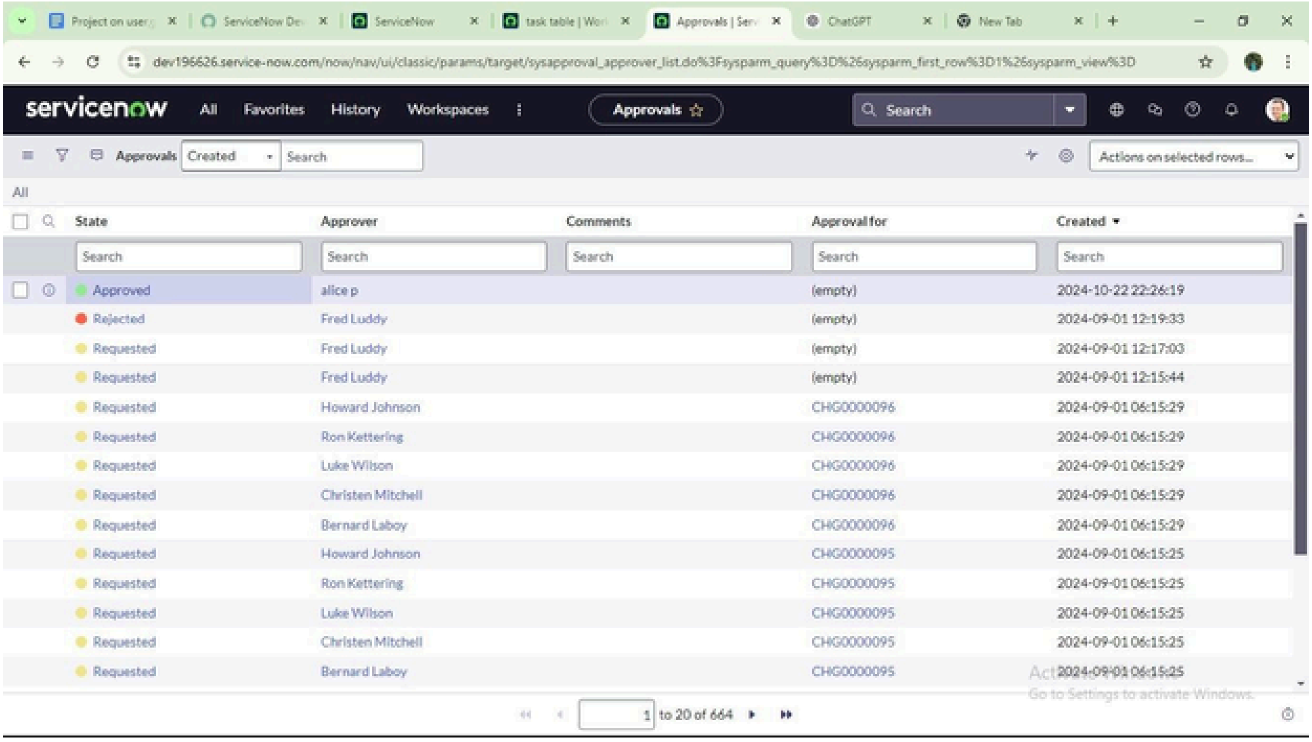
9.Go to application navigator search for task table.

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



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.