

# ServiceNow Ticket Assignment Automation

Project Report: Streamlining Ticket Assignment for Efficient Support Operations

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Category: ServiceNow

## 1. Ideation Phase

The primary motivation behind this project is to eliminate inefficiencies in manual ticket routing processes at ABC Corporation. The manual method often leads to delayed resolutions, incorrect assignments, and underutilized support resources. The idea is to implement an automated, condition-based ticket assignment system using ServiceNow Flow Designer, minimizing delays and improving user satisfaction.

## 2. Requirement Analysis:

- Automate ticket routing in ServiceNow.
- Route based on issue type.
- Assign tickets to the right support group automatically.

### Requirements:

- Create users and assign them roles.
- Create support groups.
- Define roles and ACL permissions.
- Design tables with specific columns and choice values.
- Implement logic-based flow automation.
- Maintain secure access and role-based data access.

### 3. Project planning phase

- User & Role Management
- Group Creation
- Table Creation with Column Design
- ACL Setup
- Flow Designer Automation

#### Resources Used:

- ServiceNow Developer Instance
- Security Admin Role
- System User

### 4. Project Design phase:

#### User Creation

1. Open ServiceNow.
2. Go to All > Users (System Security)
3. Click New, enter required details, click Submit.

The screenshot shows the ServiceNow user creation interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The current user is 'User - Katherine Pierce'. The form fields are as follows:

- User ID: Katherine Pierce
- First name: Katherine
- Last name: Pierce
- Title: (empty)
- Department: (empty)
- Email: (empty)
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los\_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...

Below the form, there are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'. Below these buttons, there are links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the very bottom, there is a tabbed interface with 'Entitled Custom Tables' selected, and a search bar.

**servicenow** All Favorites History Workspaces Admin **User - Katherine Pierce** Search

User ID  Email

First name  Language

Last name  Calendar integration

Title  Time zone

Department  Date format

Password needs reset ☐ Business phone

Locked out ☐ Mobile phone

Active ☒ Photo [Click to add...](#)

Web service access only ☐

Internal Integration User ☐

[Update](#) [Set Password](#) [Delete](#)

**Related Links**

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

[Entitled Custom Tables](#) [Roles](#) [Groups](#) [Delegates](#) [Subscriptions](#) [User Client Certificates](#)

Table Search

4. Repeat to create another user.

## Group Creation

1. Go to All > Groups (System Security)
2. Click New, fill details for each group (e.g., Certificates, Platform), click Submit.

**servicenow** All Favorites History Workspaces Admin **Group - certificates** Search

Group certificates [Update](#) [Delete](#)

Name  Group email

Manager  Parent


Description

[Update](#) [Delete](#)

[Roles](#) [Group Members](#) [Groups](#)

Created Search [Edit...](#)

Group = certificates

Created	Role	Granted by	Inherits
 No records to display			

servicenow

AllFavoritesHistoryWorkspacesAdmin

Group - Platform

Search

UpdateDelete

Group Platform

NamePlatform

Group email

ManagerManne Niranjana

Parent

Description

UpdateDelete

RolesGroup MembersGroups

CreatedSearch

Edit...

Group = Platform

CreatedRoleGranted byInherits

No records to display

## Role Creation

1. Go to All > Roles (System Security)

2. Click New, fill details for Certification\_role and Platform\_role, click Submit.

servicenow

AllFavoritesHistoryWorkspacesAdmin

Role - Certification\_role

Search

UpdateDelete

Role Certification\_role

NameCertification\_role

ApplicationGlobal

Requires SubscriptionUnspecified

Elevated privilege

DescriptionCan deal with certification issues

UpdateDelete

Related Links

Run Point Scan

Contains RolesApplications with RoleModules with RoleCustom Tables

for textSearch

NewEdit...

Role = Certification\_role

Contains

No records to display

**servicenow** All Favorites History Workspaces Admin **Role - Platform\_role** Search Update Delete

**Role**  
**Platform\_role**

Name: Platform\_role Application: Global

Requires Subscription: Unspecified Elevated privilege: ☐

Description: Can deal with platform related issues

Update Delete

**Related Links**  
[Run Point Scan](#)

**Contains Roles** Applications with Role Modules with Role Custom Tables

for text Search New Edit...

Role = Platform\_role

**Contains**

No records to display

## Table Creation

1. Go to All > Tables (System Definition)
2. Create a new table:
  - Label: Operations related
  - Check: Create module & Create mobile module
  - Menu Name: Operations related
  - Add Columns:
    - issue (Choice field)
    - assigned to group
    - other required fields
3. Use Form Designer to add choices to the issue field:
  - unable to login to platform
  - 404 error
  - regarding certificates
  - regarding user expired

servicenow

All
Favorites
History
Workspaces
Admin

Table - Operations related

Search

Table

Operations related

Update

Delete

Delete All Records

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
✕	Name	String	(empty)	40		false
✕	Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
✕	Priority	String	(empty)	40		false
	Created by	String	(empty)	40		false
✕	Assigned to user	Reference	User	32		false
✕	Ticket raised Date	Date/Time	(empty)	40		false
	Sys ID	Sys ID (GUID)	(empty)	32		false
	Created	Date/Time	(empty)	40		false
✕	Assigned to group	Reference	Group	32		false
✕	issue	String	(empty)	40		false
	Updated by	String	(empty)	40		false
	Updates	Integer	(empty)	40		false
✕	Comment	String	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
+	Insert a new row...					

Update

Delete

Delete All Records

Assign Users to Groups

- Add Katherine Pierce to Certificates group with Certification\_role
- Add Manne Nirajanan to Platform group with Platform\_role

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All
Favorites
History
Workspaces

Access Control - u\_operations\_related

Search

Access Control

u\_operations\_related

1 to 3 of 3

Conditions

Access Control Rules allow access to the specified resource if all four 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. Users that do not satisfy the Security Attributes or the Subject Conditions will be denied access to records matching this ACL.
3. Conditions in the **Condition** field evaluate to true, or conditions are empty.
4. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The four checks are evaluated independently in the order displayed above.

More Info

Requires role

Role
Certification_role
Platform_role
u_operations_related_user

Security Attribute Condition

Local or Existing

Local

Condition (empty)

Data Condition

Condition

6 records match condition

Access Control (ACL)

1. Go to All > Access Control (ACL)

2. Create ACLs for table Operations related:

- Read: Requires admin, Platform\_role, and Certificate\_role
- Write: Requires Platform\_role and Certificate\_role
- Application Access: Enable read/write access accordingly

3. Elevate role using Security Admin if needed

The screenshot shows the ServiceNow interface for configuring an Access Control Rule. The breadcrumb trail is "Access Control - u\_operations\_related.u\_service\_request\_no". The form includes the following fields:

- Type:** record
- Operation:** write
- Application:** Global
- Active:** ☒
- Advanced:** ☐
- Admin overrides:** ☒
- Protection policy:** -- None --
- Name:** Operations related [u\_operations\_related] | Service request No
- Description:** (empty text area)

**Conditions**

Access Control Rules allow access to the specified resource if *all four* 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. Users that do not satisfy the Security Attributes or the Subject Conditions will be denied access to records matching this ACL.
3. Conditions in the **Condition** field evaluate to true, or conditions are empty.
4. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The four checks are evaluated independently in the order displayed above.

[More Info](#)

**Requires role**

Role
<input checked="" type="checkbox"/> admin

servicenow All Favorites History Workspaces Admin Table - Operations related

Search

Update Delete Delete All Records

Table Operations related

Show Schema Map  
Add to Service Catalog  
Run Point Scan  
Explore REST API

Access Controls (9) Labels (1) Database Indexes (3) Table Subscription Configuration (1)

Name Search

Actions on selected rows...

Access Controls

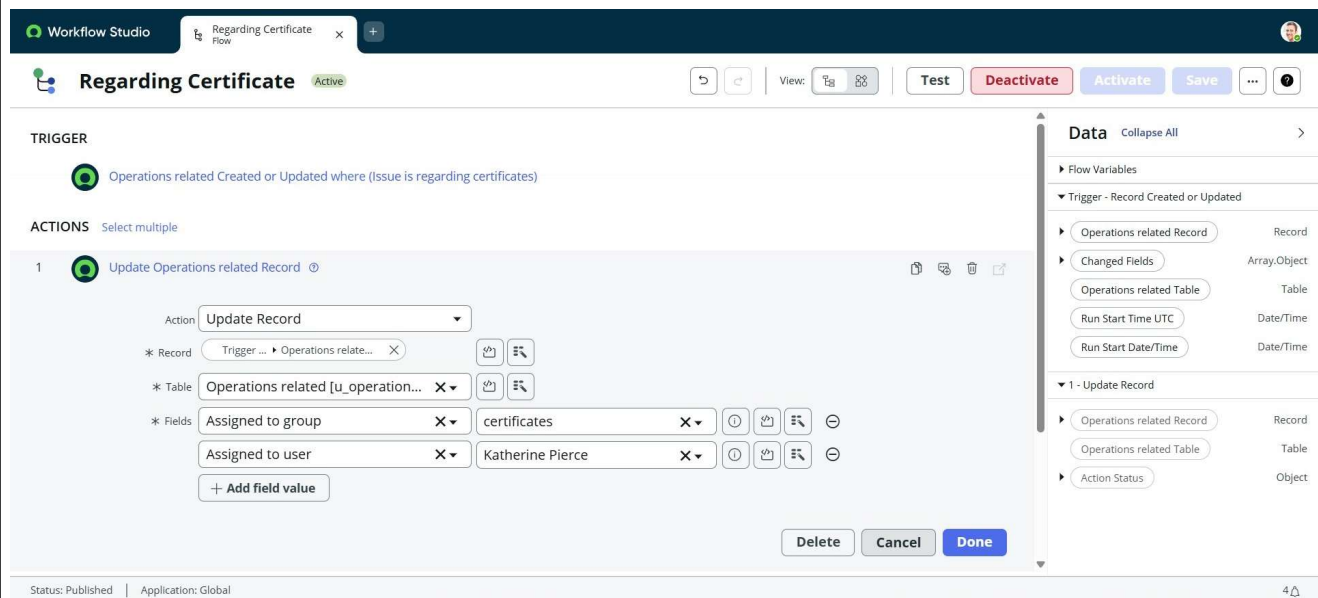
Name	Operation	Type	Active	Updated by	Updated
u_operations_related	create	record	true	admin	2025-06-23 22:41:52
u_operations_related	read	record	true	admin	2025-06-23 23:58:17
u_operations_related	write	record	true	admin	2025-06-24 00:00:05
u_operations_related	delete	record	true	admin	2025-06-23 22:41:52
u_operations_related.u_issue	write	record	true	admin	2025-06-24 01:34:57
u_operations_related.u_name	write	record	true	admin	2025-06-24 01:34:21
u_operations_related.u_priority	write	record	true	admin	2025-06-24 01:25:26
u_operations_related.u_service_request_no	write	record	true	admin	2025-06-24 01:21:29
u_operations_related.u_ticket_raised_date	write	record	true	admin	2025-06-24 01:33:13

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## Flow Designer Regarding Certificate

1. Go to All > Flow Designer > New Flow
2. Name: Regarding Certificate
3. Application: Global, Run user: System user
4. Trigger:
  - Table: Operations related
  - Condition: issue is regarding certificates
5. Action:
  - Update Record: Assigned to group = Certificates
6. Click Save and Activate





## Flow Designer Regarding Platform

### 1. Create New Flow: Regarding Platform

### 2. Trigger:

- Table: Operations related
- Conditions:
  - issue is Unable to login to platform
  - issue is 404 Error
  - issue is Regarding user expired

### 3. Action:

- Update Record: Assigned to group = Platform

### 4. Click Save and Activate

**Workflow Studio** Regarding Platform Flow

**Regarding Platform** Active

Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

Trigger: Created or Updated

\* Table: Operations related [u\_operation...]

Condition All of these conditions must be met

Issue is unable to login to platform OR AND

or

All of these conditions must be met

Issue is 404 error OR AND

or

All of these conditions must be met

Issue is regarding user expired OR AND

New Criteria

Run Trigger: Once

Status: Published | Application: Global

**Data** Collapse All

- Flow Variables
  - 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
    - Operations related Record: Record
    - Operations related Table: Table
    - Action Status: Object

## 5.Performance

### Testing:

#### Test Scenarios:

- Create a record in Operations related with each issue type
- Verify assignment is correct based on issue
- Validate ACL enforcement by accessing table data with users in different roles

**servicenow** All Favorites History Workspaces Operations related - Vegata

Search

Operations related Vegata

Update Delete

Service request no: ticket0001014

Name: Vegata

Issue: unable to login to platform

Ticket raised Date: 2025-06-24 23:18:00

Priority: Low

Comment: 40

Assigned to group: Platform

Assigned to user: Maane Niranjan

Update Delete

The screenshot shows a ServiceNow interface for a ticket titled "Operations related - Hinata". The ticket details are as follows:

Service request no	ticket0001016		
Name	Hinata		
Issue	regarding certificates		
Ticket raised Date	2025-06-25 02:37:04		
Priority	Medium		
Comment	Slove it ASAP		
Assigned to group	certificates	<input type="button" value="Q"/>	<input type="button" value="i"/>
Assigned to user	Katherine Pierce	<input type="button" value="Q"/>	<input type="button" value="i"/>

At the bottom of the form, there are "Update" and "Delete" buttons.

## Results:

- All tickets assigned correctly based on issue
- Unauthorized users restricted from modifying sensitive data
- Groups receive only relevant tickets

## Conclusion:

This automation significantly improves the efficiency of ticket handling in ServiceNow. It ensures timely resolution by directing the tickets to appropriate groups based on predefined criteria. The use of Flow Designer and ACLs offers a secure and scalable foundation for managing enterprise-level support systems.