

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 for a user named "Katherine Pierce". The form includes fields for User ID, First name, Last name, Title, Department, Email, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. The "Active" checkbox is checked. There are also checkboxes for "Password needs reset", "Locked out", "Web service access only", and "Internal Integration User". At the bottom, there are buttons for "Update", "Set Password", and "Delete". A "Related Links" section at the bottom left provides links to "View linked accounts", "View Subscriptions", and "Reset a password". The bottom navigation bar includes tabs for "Entitled Custom Tables", "Roles", "Groups", "Delegates", "Subscriptions", and "User Client Certificates".

User - Katherine Pierce

User ID: Katherine Pierce

First name: Katherine

Last name: Pierce

Title:

Department:

Password needs reset:

Locked out:

Active:

Web service access only:

Internal Integration User:

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...

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

Related Links

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)

Entitled Custom Tables Roles Groups Delegates Subscriptions User Client Certificates

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.

Group - certificates

Name: certificates

Manager: Katherine Pierce

Description:

Group email:

Parent:

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

Roles	Group Members	Groups	
Created	Search	Edit...	
Group = certificates			
Created	Role	Granted by	Inherits
No records to display			

servicenow All Favorites History Workspaces Admin Group - Platform

Name: Platform Manager: Manne Nirjanan Description:

Group email: Parent:

Update Delete

Roles Group Members Groups

Created Search Edit...

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 All Favorites History Workspaces Admin Role - Certification_role

Name: Certification_role Application: Global Requires Subscription: Unspecified Description: Can deal with certification issues

Elevated privilege:

Update Delete

Related Links Run Point Scan

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search New Edit...

No records to display

The screenshot shows the ServiceNow interface for editing a role. The top navigation bar includes links for All, Favorites, History, Workspaces, and Admin. The title bar says "Role - Platform_role". The main form has fields for Name (Platform_role), Requires Subscription (Unspecified), Application (Global), and Description (Can deal with platform related issues). Below the form are "Update" and "Delete" buttons. A "Related Links" section includes a "Run Point Scan" link. A search bar at the bottom allows filtering by "Contains Roles" or "Applications with Role". A table view shows one record: "Role = Platform_role" with the status "Contains".

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 ⚡

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Name	String	(empty)	40	false	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

servicenow All Favorites History Workspaces : Access Control - u_operations_related ⚡

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

Conditions

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 Access Control interface for the table `u_operations_related.u_service_request_no`. The main form displays the following fields:

- Type: record
- Operation: write
- Admin overrides: checked
- Protection policy: -- None --
- Name: Operations related [u_operations_related]
- Description: (empty)

On the right side of the form, there are buttons for Update, Delete, and other actions. Below the main form is a section titled "Conditions" with the following information:

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

Below the conditions section is a "Requires role" table:

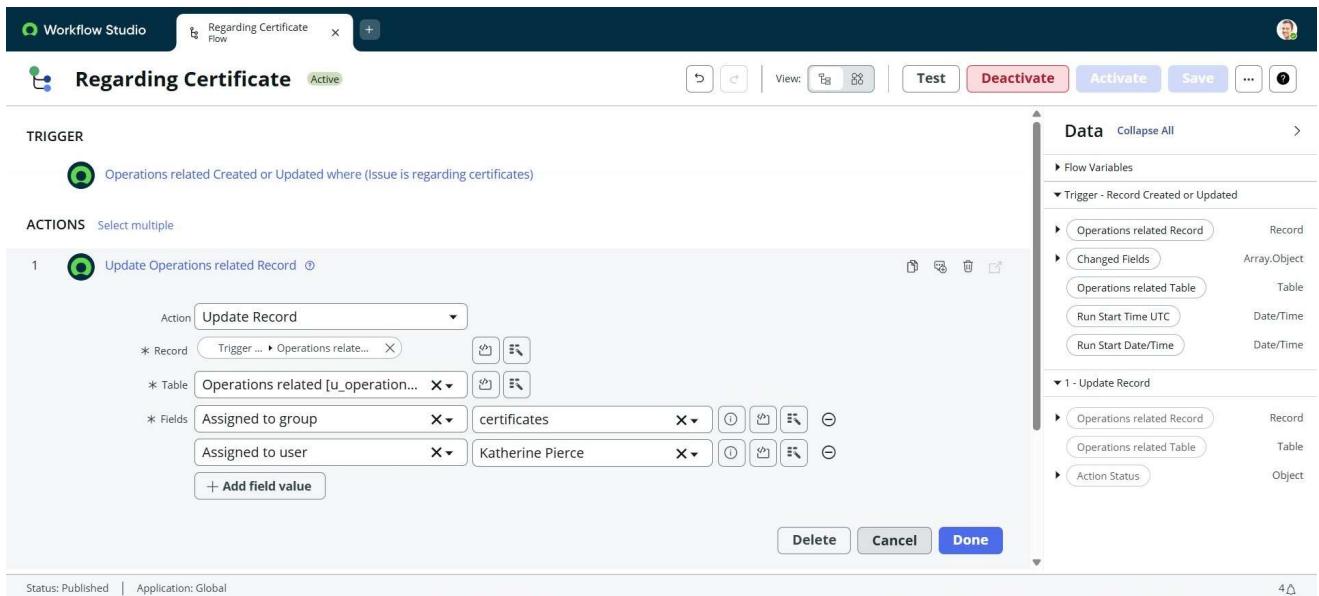
Role
admin

Page navigation and search controls are visible at the top and bottom of the screen.

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

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

The screenshot shows the ServiceNow Workflow Studio interface. The title bar says "Workflow Studio" and the current flow is "Regarding Platform". The main area displays the flow logic:

- Trigger:** Created or Updated
- Table:** Operations related [u_operation...]
- Condition:** All of these conditions must be met:
 - Issue is unable to login to platform
 - Issue is 404 error
 - Issue is regarding user expired
- Run Trigger:** Once

On the right side, there is a sidebar titled "Data" which lists various flow variables and record types.

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

The screenshot shows the ServiceNow record view for an "Operations related" record named "Vegeta". The record details are as follows:

Field	Value
Service request no	ticket0001014
Name	Vegeta
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

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

The screenshot shows a ServiceNow ticket creation interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar labeled 'Operations related - Hinata'. Below the header, the form fields 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
Assigned to user	Katherine Pierce

At the bottom left 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.