

Streamlining Ticket Assignment For Support Operations

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Problem Statement:

The current ticket assignment process is manual and inefficient, leading to delayed response times, uneven workload distribution, and reduced overall effectiveness of support operations.

Objective:

To develop and implement an automated ticket assignment system that ensures faster response times, balanced workload distribution, and improved efficiency in support operations.

Skills:

Skills required include workflow automation, CRM tool proficiency, data analysis, and process optimization for efficient ticket assignment.

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

The screenshot shows the 'User - New Record' form in the ServiceNow interface. The browser address bar shows the URL: dev249720.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked... The ServiceNow header includes the logo, navigation tabs (All, Favorites, History, Workspaces), and a search bar. The breadcrumb trail is 'User > New record'. A blue information bar at the top states: 'To set up the User's password, save the record and then click Set Password.' 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), and 'Department' (empty with a search icon). Below these are 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@gmail.com with an email icon), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone', 'Mobile phone', and 'Photo' (Click to add...). A 'Submit' button is located at the bottom left of the form.

dev249720.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked...

servicenow All Favorites History Workspaces 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 manne niranjan Email niranjanreddymanne2507@gmail.com

First name manne Language -- None --

Last name niranjan Calendar integration Outlook

Title Title Time zone System (America/Los Angeles)

Department Department Date format System (yyyy-MM-dd)

Password needs reset Locked out Active Web service access only Internal Integration User Business phone Mobile phone Photo Click to add...

Submit

Related Links

Create one more user:

7. Create another user with the following details

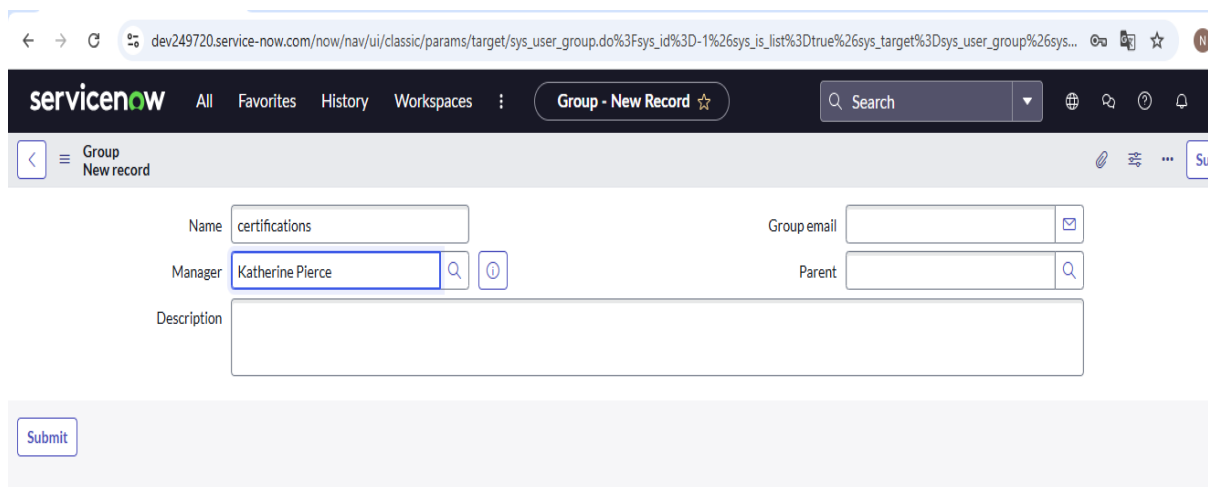
8. Click on submit

The screenshot shows the ServiceNow 'User - New Record' form. The browser address bar shows the URL: dev249720.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked_ite... The ServiceNow header includes the logo, navigation tabs (All, Favorites, History, Workspaces), a 'User - New Record' button, a search bar, and user profile icons. The form title is 'User - New record'. A blue notification bar at the top states: 'To set up the User's password, save the record and then click Set Password.' The form fields are organized into two columns. The left column includes: 'User ID' (text input with 'katherine.pierce'), 'First name' (text input with 'katherine'), 'Last name' (text input with 'pierce'), 'Title' (text input with a help icon), 'Department' (text input with a search icon), 'Password needs reset' (checkbox), 'Locked out' (checkbox), 'Active' (checkbox, checked), 'Web service access only' (checkbox), and 'Internal Integration User' (checkbox). The right column includes: 'Email' (text input with an email icon), 'Language' (dropdown menu with '-- None --'), 'Calendar integration' (dropdown menu with 'Outlook'), 'Time zone' (dropdown menu with 'System (America/Los Angeles)'), 'Date format' (dropdown menu with 'System (yyyy-MM-dd)'), 'Business phone' (text input), 'Mobile phone' (text input), and 'Photo' (link to 'Click to add...'). A 'Submit' button is located at the bottom left of the form. Below the form, there is a section for 'Related links'.

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: dev249720.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user_group%26sys... The ServiceNow header includes the logo, navigation tabs (All, Favorites, History, Workspaces), and a 'Group - New Record' button. The form fields are: Name (certifications), Group email (empty), Manager (Katherine Pierce), Parent (empty), and Description (empty). A 'Submit' button is located at the bottom left.

Create one more group:

7. Create another group with the following details

dev249720.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user_group%26sys...

servicenow All Favorites History Workspaces Group - New Record Search

Group New record

Name platform Group email

Manager Manne Niranjana Parent

Description

Submit

8. 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

servicenow All Favorites History Workspaces Role - New Record Search

Role New record

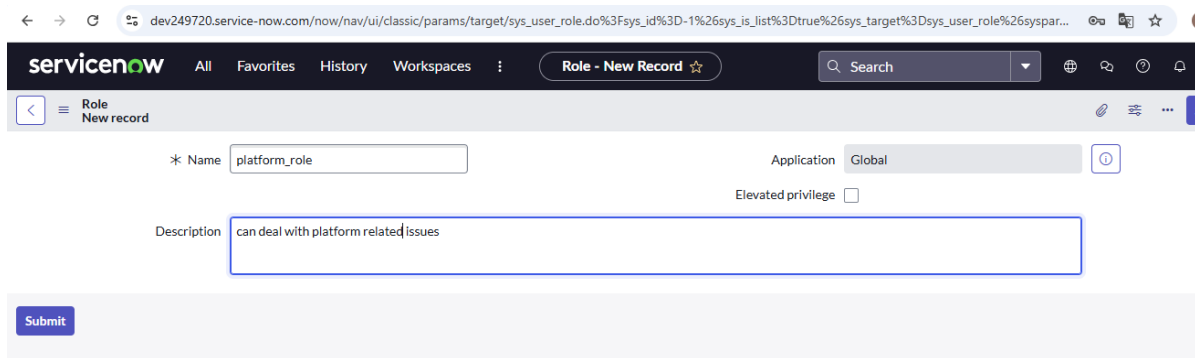
* Name certification_role Application Global

Elevated privilege ☐

Description can deal with certification issues

Create one more role:

7. Create another role with the following details



The screenshot shows the ServiceNow 'Role - New Record' form. The form is titled 'Role - New Record' and has a search bar. The form fields are:

- Name: platform_role
- Application: Global
- Elevated privilege: ☐
- Description: can deal with platform related issues

A 'Submit' button is located at the bottom left of the form.

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

6. Under new menu name : project table

7. Under table columns give the columns

dev249720.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_db_object%26syspa...

servicenow All Favorites History Workspaces Table - New Record Search

Table New record

* Name u_operations_related

Extends table

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name operations related

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
X	assigned to group	Reference	Group			false
X	assigned to user	Reference	User			false
X	Comment	String				false
X	Issue	Choice				false
X	Name	String				false
X	priority	String				false

8. Click on submit

dev249720.service-now.com/now/nav/ui/classic/params/target/sys_dictionary.do%3Fsys_id%3D0aeb7a10c3b72210f7a6b34ed401313e%26sysparm_record_target%...

servicenow All Favorites History Admin Dictionary Entry - Issue Search

Dictionary Entry Issue

Choice Dropdown with -- None --

Create Choice List Delete Column Update

Related Links

[Show Table](#)

[Run Point Scan](#)

[Advanced view](#)

Access Controls Choices (4) Attributes Labels (1)

Label Search

Actions on selected rows... New

Choices

	Label	Value	Language	Sequence	Inactive	Updated
	unable to login to platform	unable to login to platform	en		false	2025-09-01 09:15:36
	404 error	404 error	en		false	2025-09-01 09:15:07
	regarding certificates	regarding certificates	en		false	2025-09-01 09:16:33
	regarding user expired	regarding user expired	en		false	2025-09-01 09:14:39

+ Insert a new row...

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

dev249720.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3Dca0ca9d4c3332210f7a6b34ed401317a%26sysparm_record_target...

servicenow All Favorites History Workspaces **Group - certification** Search

Group certification Update Delete

Name: certification Group email:

Manager: Katherine Pierce Parent:

Description:

Update Delete

Roles (1) Group Members (1) Groups

Role Search Actions on selected rows... Edit...

Group = certification

Created	Role	Granted by	Inherits
2025-09-05 00:21:13	Certification_role	(empty)	true

1 to 1 of 1

Activity 2: Assign Roles & users to platform group

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the platform group
5. Under group members
6. Click on edit
7. Select Manne Niranjana and save
8. Click on roles
9. Select Platform_role and save

servicenow All Favorites History Workspaces : Group - platform Search

Group platform Update Delete

Name platform Group email

Manager Manne Niranjana Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

Role Search Actions on selected rows... Edit...

Group = platform

Created	Role	Granted by	Inherits
2025-09-05 02:40:41	platform_role	(empty)	true

1 to 1 of 1

Milestone 6 : Assign roles to users

Activity 1: 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

The screenshot shows the ServiceNow interface for an Access Control record named 'u_operations_related'. The record has a description 'Default access control on u_operations_related' and 'Applies To' set to 'No. of records matching the condition: 0'. There are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. Below these is a form for adding conditions with fields for 'choose field', 'oper', and 'value'. At the bottom, there is a 'Conditions' section with a blue box explaining that Access Control Rules have two decision types: 'Allow Access' and 'Deny Access'. Below this is a table titled 'Requires role' with three rows: 'u_operations_related_user', 'platform_role', and 'Certification_role'. Each row has a red 'X' icon in the first column. The table has a pagination bar showing '1 to 3 of 3'.

Access Control - u_operations_related

Description: Default access control on u_operations_related

Applies To: No. of records matching the condition: 0

Add Filter Condition Add "OR" Clause

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

Conditions

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

1. Allow Access: Allows access to a resource if all conditions are met.
2. Deny Access: Denies access to a resource unless all conditions are met.

[More Info](#)

Requires role

Role
X u_operations_related_user
X platform_role
X Certification_role

1 to 3 of 3

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 : Application access

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 new

5. Fill the following details to create a new ACL

Access Control - New Record

* Type: record

* Operation: write

Decision Type: Allow If

Application: Global

Active: ☒

Admin overrides: ☒

Protection policy: -- None --

* Name: operations related [u_operations_related]

Priority: Priority

Description:

Applies To: No. of records matching the condition: 0

Add Filter Condition Add "OR" Clause

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

Conditions

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

1. Allow Access: Allows access to a resource if all conditions are met.

2. Deny Access: Denies access to a resource unless all conditions are met.

6. Scroll down under requires role

7. Double click on insert a new row

8. Give admin role

9. Click on submit

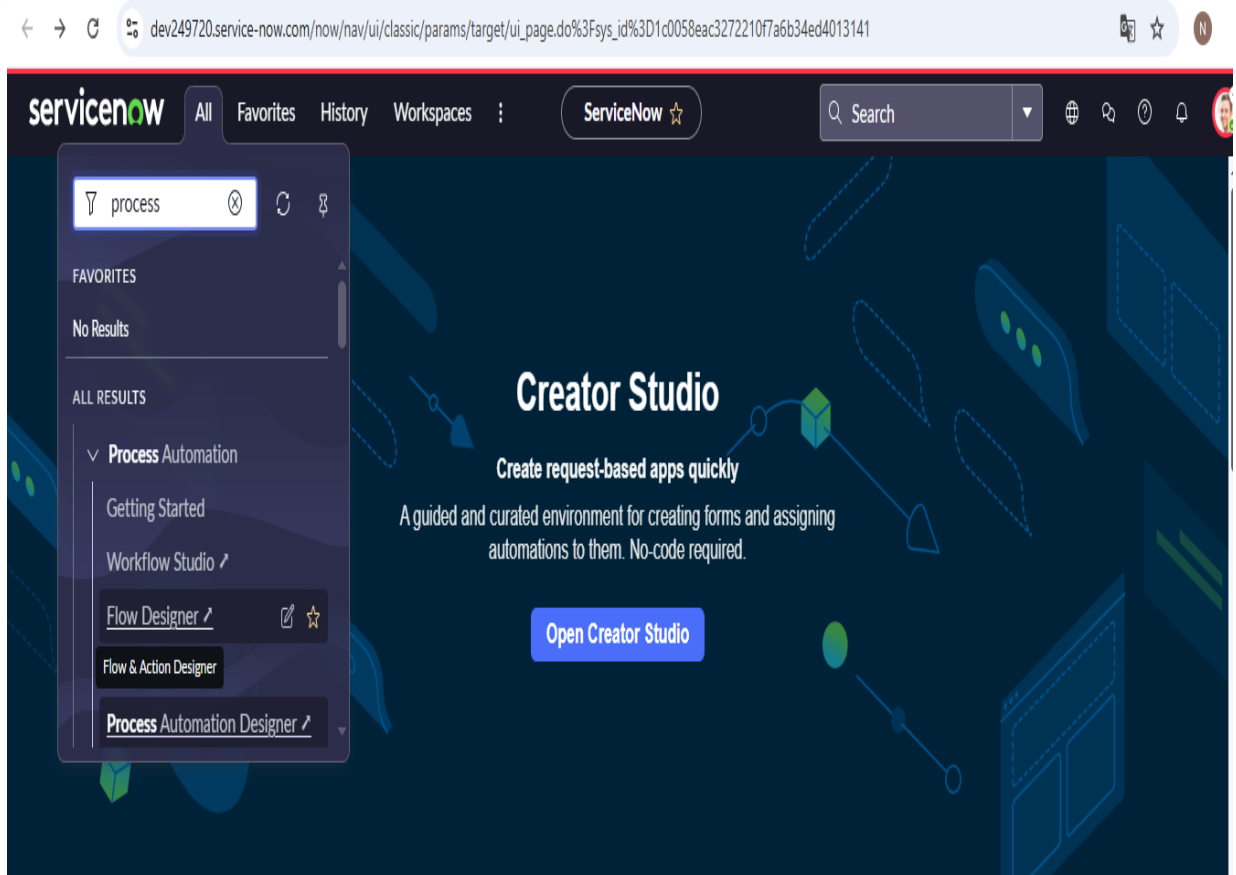
10. Similarly create 4 acl for the following fields

Name	Decision Type	Operation	Type	Active	Updated by	Updated
Search	Search	Search	Search	Search	Search	Search
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-06 00
*	Allow If	write	record	true	admin	2025-09-06 00
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-05 03
u_operations_related	Allow If	read	record	true	admin	2025-09-05 01
u_operations	Allow If	write	record	true	admin	2025-09-01 09

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.

The screenshot shows the 'New Flow' configuration page in Workflow Studio. On the left is a canvas with a placeholder flow diagram. On the right, the 'Let's get the details for your flow' section contains the following fields:

- Flow name ***: Text input with 'regarding certifications'.
- Application ***: Dropdown menu with 'Global' selected.
- Description**: Text area with placeholder 'Describe your flow.'
- Hide additional properties**: A link to expand/collapse more options.
- Protection**: Dropdown menu with '-- None --' selected. A tooltip explains: 'Option that you can select to specify that the flow runs as a system user or the user who initiates the session.'
- Run as**: Dropdown menu with 'System user' selected.
- Flow priority default**: Dropdown menu with 'Medium (default)' selected.




At the bottom right are 'Cancel' and 'Build flow' buttons.

The screenshot shows the 'Flows' list page in Workflow Studio. The top navigation bar includes 'Homepage', 'Operations', and 'Integrations'. Below the navigation bar are tabs for 'Playbooks', 'Flows', 'Subflows', 'Actions', and 'Decision tables'. The 'Flows' tab is active, showing a list of 70 flows. The table columns are: Name, Application, Status, Active, and Updated. A 'New' dropdown menu is open, showing options for 'Playbook', 'Flow', 'Subflow', 'Action', and 'Decision table'. The 'Flow' option is selected. On the right side, there are sections for 'Pick up where you left off' (listing 'Regarding Platform', 'regarding certifications', and 'Create Flow Data') and 'Latest updates' (listing recent modifications by the System Administrator).

Name	Application	Status	Active	Updated
Regarding Platform	Global	Published	true	2025-08-26 10:26 AM
Admin Deployment Approval Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:37:10
Admin Install App to Production Environment Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:37:10
Application Intake Request Flow	Application Intake	Published	true	2025-08-26 08:32:00
Application Intake Request V2	Application Intake	Published	true	2025-08-26 08:31:50
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2025-02-11 15:28:50
Business process approval flow	Global	Published	true	2020-09-27 22:06:10

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.
6. Now under Actions


Click or hit enter to Collapse ServiceNow Core Record Trigger for operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired) Collapse All

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

Trigger


* Table

Condition All of these conditions must be met




or

All of these conditions must be met



or

All of these conditions must be met



or

Flow Variables

▼ Trigger - Record Created or Updated

operations related Record

Changed Fields

operations related Table

Run Start Time UTC

Run Start Date/Time

▼ 1 - Update Record

operations related Record

operations related Table

Action Status

Click on Add an action.

7. Select action in that search for “ Update Record ”.

8. In Record field drag the fields from the data navigation from left side

9. Table will be auto assigned after that Give the field as Give value as “ Certificates ”

10. Click on Done.

11. Click on Save to save the Flow.

12. Click on Activate.

Click or hit enter to Collapse ServiceNow Core Record Trigger for 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... X

Condition: All of these conditions must be met

Issue is unable to login to platform

or

All of these conditions must be met

Issue is 404 error

or

All of these conditions must be met

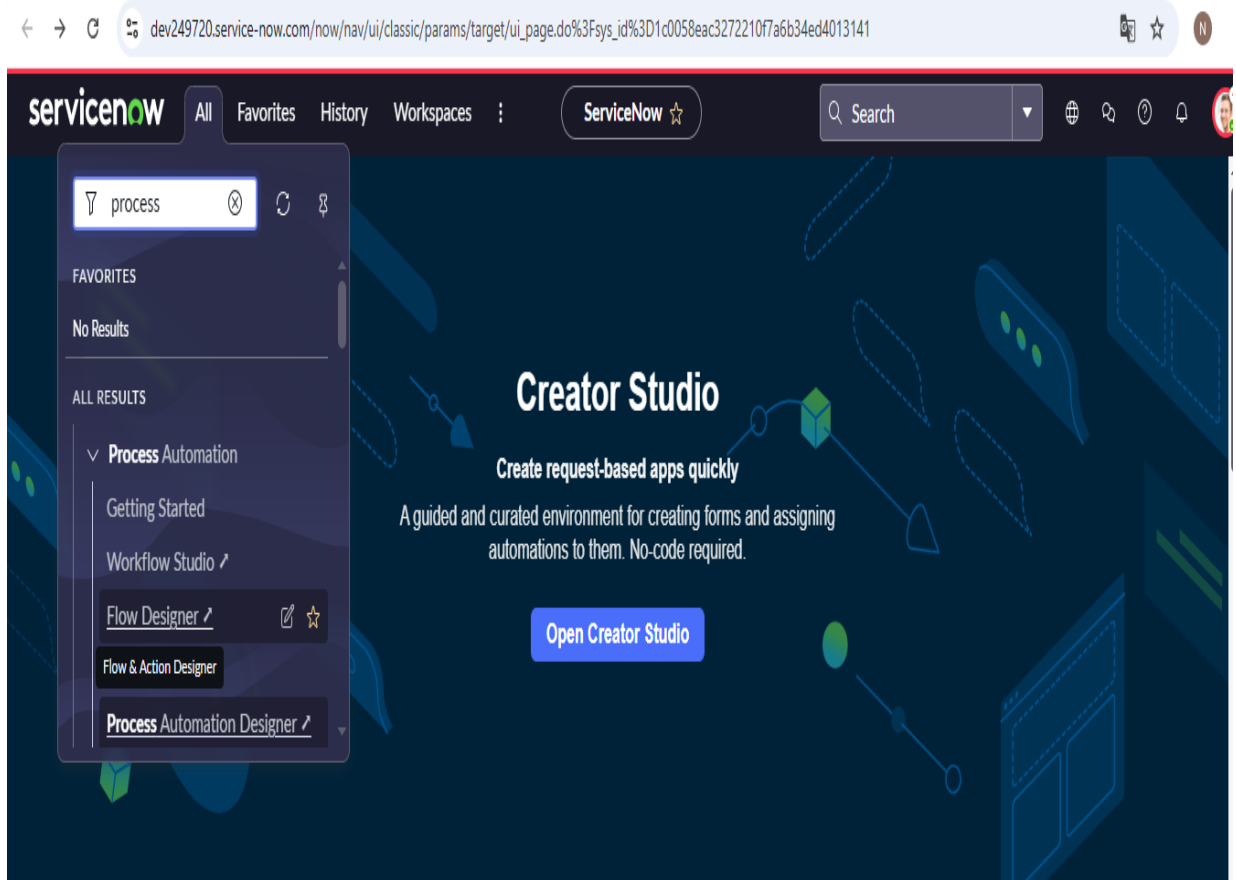
Issue is regarding user expired

Right-hand pane (Data Navigation):

- Flow Variables
- Trigger - Record Created or Updated
 - operations related Record
 - Changed Fields
 - operations related Table
 - Run Start Time UTC
 - Run Start Date/Time
- 1 - Update Record
 - operations related Record
 - operations related Table
 - Action Status

Activity 2: Create a Flow to Assign operations ticket to Platform 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 Platform ”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on 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 : Unable to login to platform

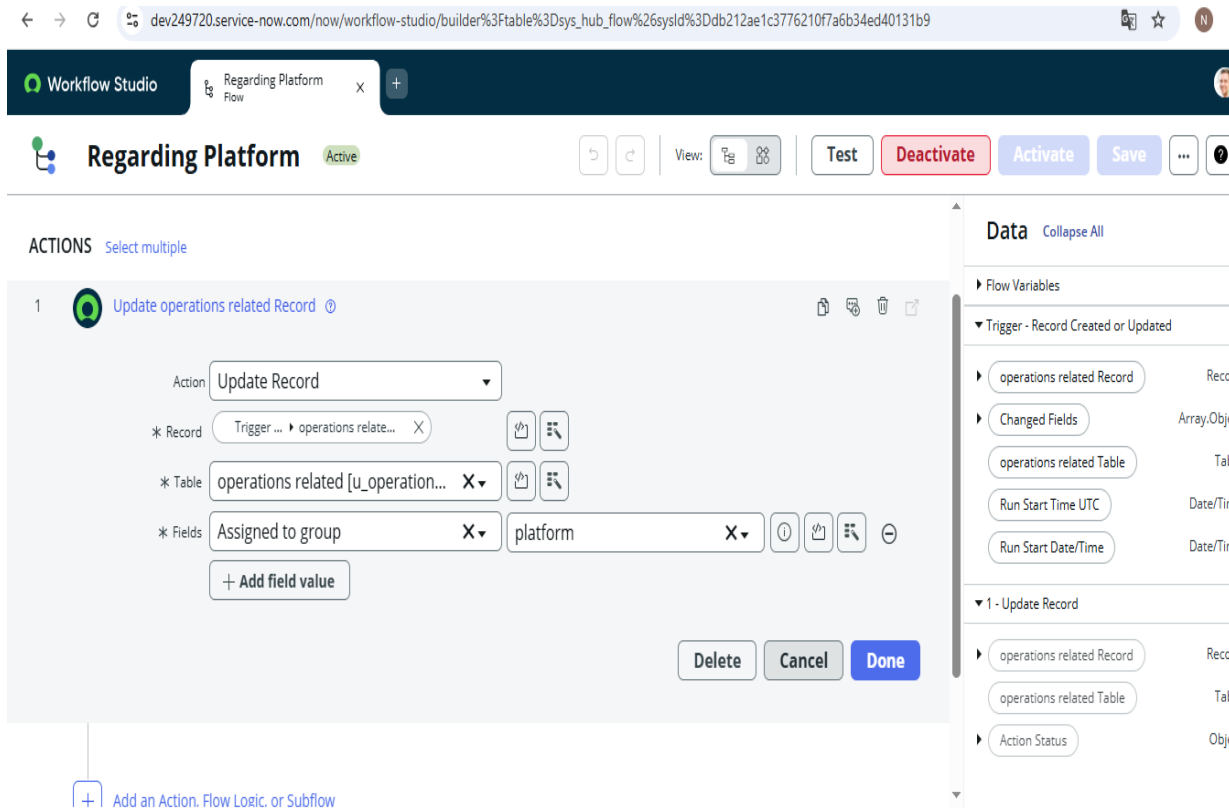
5. Click on New Criteria

Field : issue
Operator : is
Value : 404 Error

6. Click on New Criteria

Field : issue
Operator : is
Value : Regrading User expired

7. Now under Actions.
8. Click on Add an action.
9. Select action in that search for “ Update Record ”.
10. In Record field drag the fields from the data navigation from left side

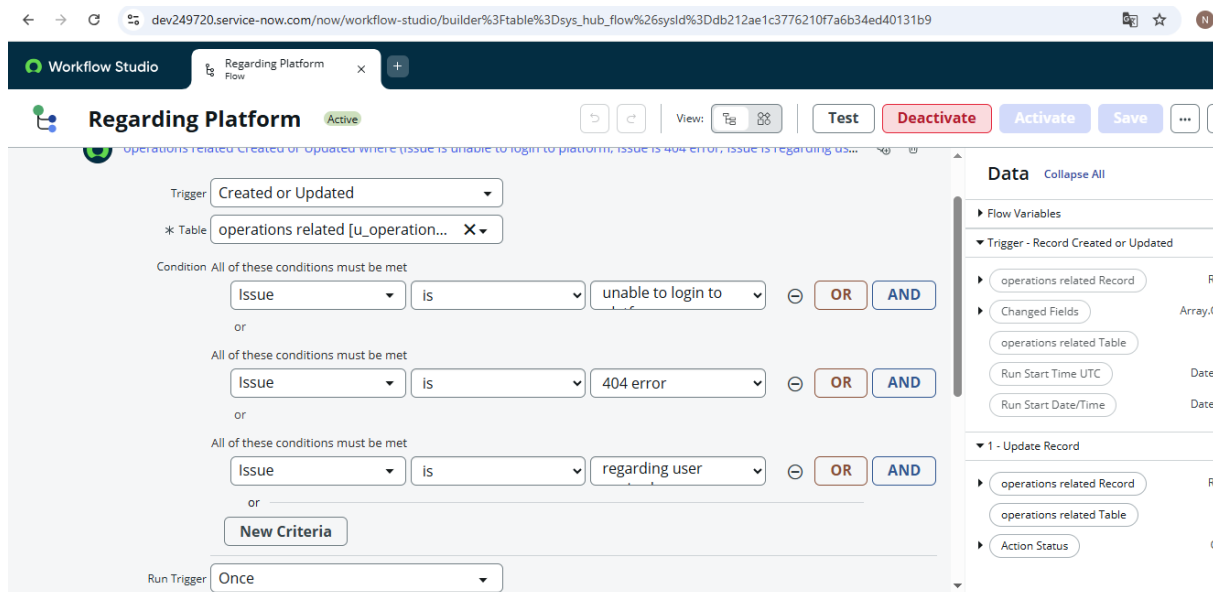


11. Table will be auto assigned after that Give the field as Assigned to group ”.

12. Give value as “ Platform ”.

13. Click on Done.

14. Click on Save to save the Flow.



15. 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.