

Project Title: Streamlining Ticket Assignment for Efficient Support

Team Id: NM2025TMID16469

Team Members:5

Team Leader: Gowri R

Team Member : Harini C

Team Member : Madhumitha S

Team Member : Pushkala D

Team Member: Afrin Banu J

Problem Statement: Current ticket assignment in support teams is often manual and inefficient, leading to delays, uneven workload distribution, and reduced customer satisfaction.

Objective: Automate and streamline ticket assignment to the right agents.

Skills: Problem-solving & analytical thinking

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

ServiceNow Developers | New Record | User | ServiceNow | Student

dev272306.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked_items%3D%26sysparm...

Security Update: MFA Implementation
To enhance the security of your instance, we'll enable Multi-Factor Authentication (MFA) for all users performing non-SSO login in the instance. For more information, see MFA implementation Guide. [Acknowledge](#)

servicenow All Favorites History Workspaces 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: Katherine Pierce
First name: Katherine
Last name: Pierce
Title:
Department:
Password needs reset: ☐
Locked out: ☐
Active: ☒
Internal Integration User: ☐
Email:
Identity type: Human
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...](#)

00:02:50 00:23:59
Related Links
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View Subscriptions

Create one more user

7. Create another user with the following details

8. Click on submit

Media Player | New Record | User | ServiceNow | Student

dev272306.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user%26sysparm_checked_items%3D%26sysparm...

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servicenow All Favorites History Workspaces 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: manne.niranjan
First name: Manne
Last name: Niranjan
Title:
Department:
Password needs reset: ☐
Locked out: ☐
Active: ☒
Internal Integration User: ☐
Email: niranjanreddymanne2507@gmail.com
Identity type: Human
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...](#)

00:01:44 00:25:05
Related Links
Naan Mudhalvan Massive Upskilling Platform - Google Chrome
View Subscriptions

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 Groups creation form and the Groups list table. The form is titled "Group platform" and contains the following fields:

- Name: platform
- Manager: Manne Niranjani
- Group email: [empty]
- Parent: [empty]
- Description: [empty]

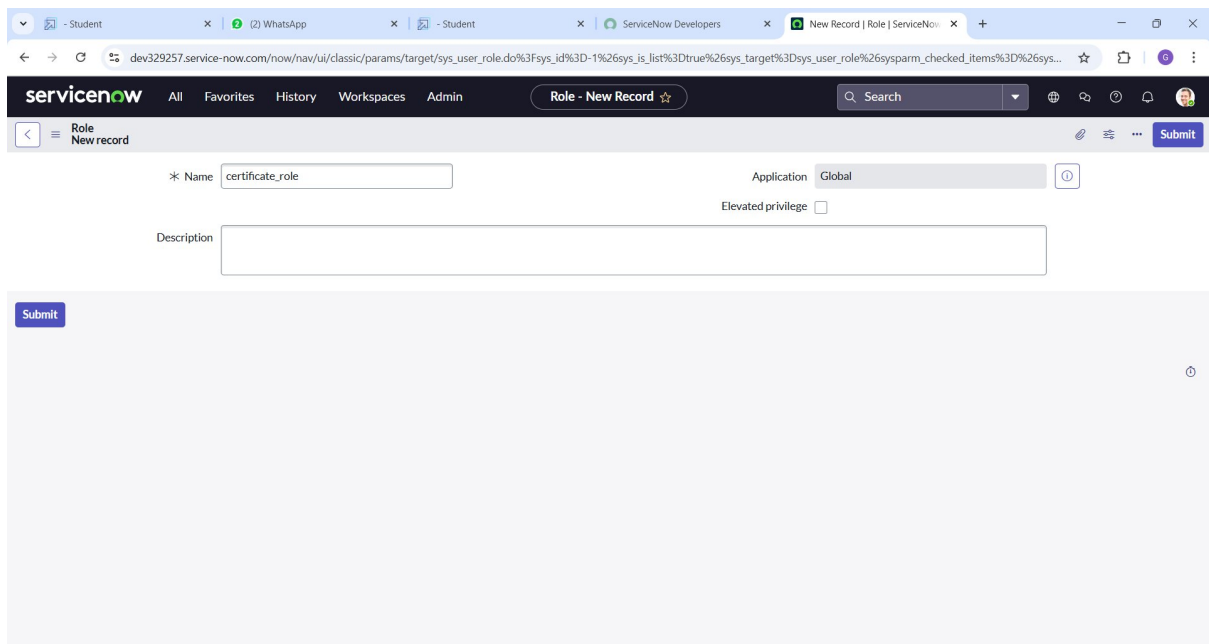
Below the form, there are tabs for "Roles", "Group Members", and "Groups". The "Groups" tab is selected, and the table below it shows the list of groups. The table has columns for "Created", "Role", "Granted by", and "Inherits". The table is currently empty, with a message "No records to display" at the bottom.

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

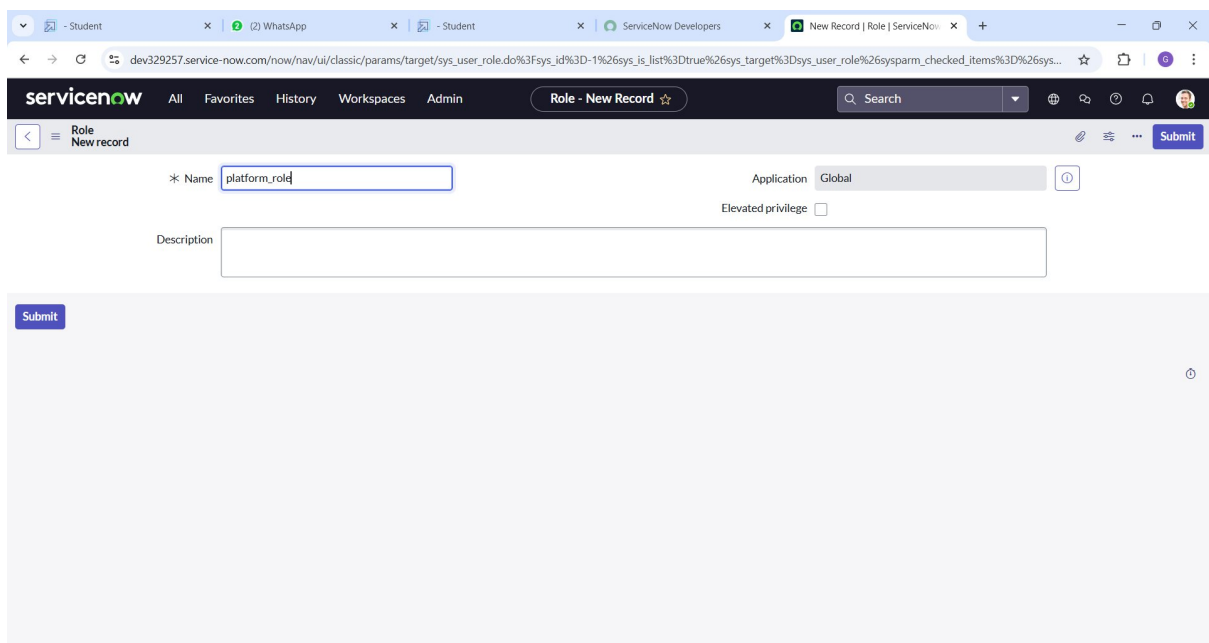


The screenshot shows the ServiceNow 'Role - New Record' form. The browser tabs include 'Student', 'WhatsApp', 'ServiceNow Developers', and 'New Record | Role | ServiceNow'. The URL is 'dev329257.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_user_role%26sysparm_checked_items%3D%26sys...'. The form has a dark header with 'serviceNow' logo, navigation links (All, Favorites, History, Workspaces, Admin), a search bar, and a 'Role - New Record' button. Below the header, the form fields are: '* Name' (certificate_role), 'Application' (Global), 'Elevated privilege' (checkbox), and 'Description' (empty text area). A 'Submit' button is in the top right corner.

Create one more role:

7. Create another role with the following details

8. Click on Submit



The screenshot shows the ServiceNow 'Role - New Record' form with the same browser tabs and URL as the previous image. The form fields are: '* Name' (platform_role), 'Application' (Global), 'Elevated privilege' (checkbox), and 'Description' (empty text area). A 'Submit' button is in the top right corner.

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

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: operations related
 * Name: u_operations_related
 Extends table:

Application: Global
 Create module: ☒
 Create mobile module: ☒
 Add module to menu: -- Create new --
 New menu name: operations related
 Remote Table: ☐

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

Submit Cancel

Related links

8. Click on submit

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: Operations related
 * Name: u_operations_related
 Application: Global
 Remote Table: ☐

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32	false	false
Service request No	String	(empty)	40	false	false
Created	Date/Time	(empty)	40	false	false
Name	String	(empty)	40	false	false
Updates	Integer	(empty)	40	false	false
Updated by	String	(empty)	40	false	false
Ticket raised Date	Date/Time	(empty)	40	false	false
comment	String	(empty)	40	false	false

1 to 14 of 14 New

Create one more table:

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

10. Click on submit

The screenshot displays the ServiceNow interface for a 'Dictionary Entry - Issue'. The top navigation bar includes the ServiceNow logo and various tabs like 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main content area is titled 'Dictionary Entry - Issue' and contains several sections:

- Choice List Specification:** This section includes a description: 'Displays a list of suggested values in a Choice list. In the Advanced view you can select the Choice table and the Choice field to take choice values from, plus a Dependent field.' Below the description is a dropdown menu labeled 'Choice' with the value 'Dropdown with -- None --'.
- Related Links:** This section contains links for 'Show Table', 'Run Point Scan', and 'Advanced view'.
- Access Controls:** This section is active and shows a table of access controls. The table has columns for 'Name', 'Decision Type', 'Operation', 'Type', 'Active', 'Updated by', and 'Updated'. There is one entry in the table:

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-11 22:34:32

Milestone 5 : Assign users to groups Activity

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

ServiceNow Group - certificate

Name: certificate

Manager: Katherine Pirece

Group email:

Parent:

Description:

Update Delete

Created	Role	Granted by	Inherits
2025-09-11 21:31:20	certification_role	(empty)	true

Milestone 6 : Assign roles to table Activity

1. Assign roles to alice user
 1. Open service now. Click on All >> search for tables
 2. Select tables under system definition
 3. Select the operations related tables
 4. Click on the application access
 5. Click elevate role
 6. Click on security admin and click on update
 7. Give platform role and add certificate role
 8. Click on save and update the form

The screenshot shows the ServiceNow interface for the 'Table - Operations related'. It displays a table with the following columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The table contains 13 records, all with 'Allow If' as the Decision Type and 'record' as the Type. The operations include 'read', 'create', 'delete', and 'write'. The records are sorted by 'Updated' date, with the most recent at the top.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	read	record	true	admin	2025-09-09 22:52:56
u_operations_related	Allow If	create	record	true	admin	2025-09-09 22:52:56
u_operations_related	Allow If	delete	record	true	admin	2025-09-09 22:52:57
u_operations_related	Allow If	write	record	true	admin	2025-09-09 22:52:57
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-11 21:59:26
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-11 22:21:04
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-11 22:23:50
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-11 22:24:44
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-11 22:25:38
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-11 22:30:43
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-09-11 22:32:21
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-11 22:33:28
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-11 22:34:32

Milestone 7 :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

The screenshot shows the ServiceNow interface for creating a new Access Control (ACL) for the 'sys_user_group'. The form includes the following fields and values:

- Type: record
- Operation: write
- Decision Type: Allow If
- Admin overrides: ☒
- Protection policy: -- None --
- Name: sys_user_group
- Description: Only user admin can write to group records
- Applies To: No. of records matching the condition: 51 (empty)
- Application: Global
- Active: ☒
- Advanced: ☐

Below the form, there is a 'Conditions' section with a blue box containing the following text:

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

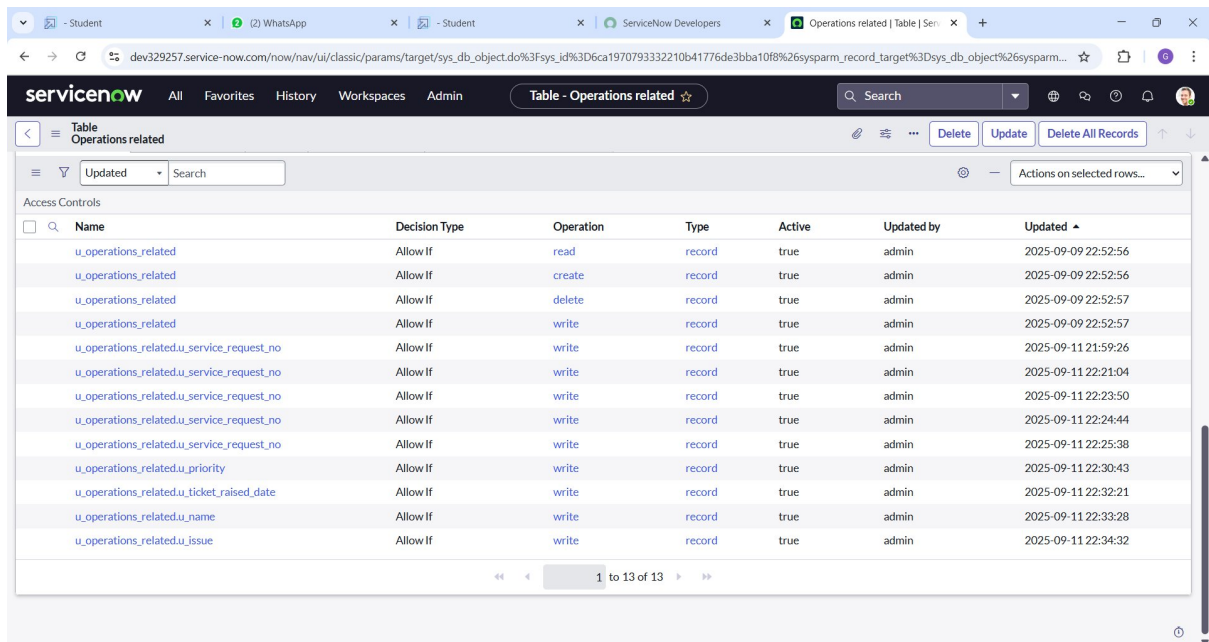
1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

More Info

At the bottom, there is a 'Requires role' field with a dropdown menu.

6. Fill the following details to create a new ACL

7. Scroll down under requires role
8. Double click on insert a new row
9. Give task table and team member role
10. Click on submit
11. Similarly create 4 acl for the following fields



The screenshot shows the ServiceNow interface for the 'Table - Operations related'. The table lists ACL records with columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The records are as follows:

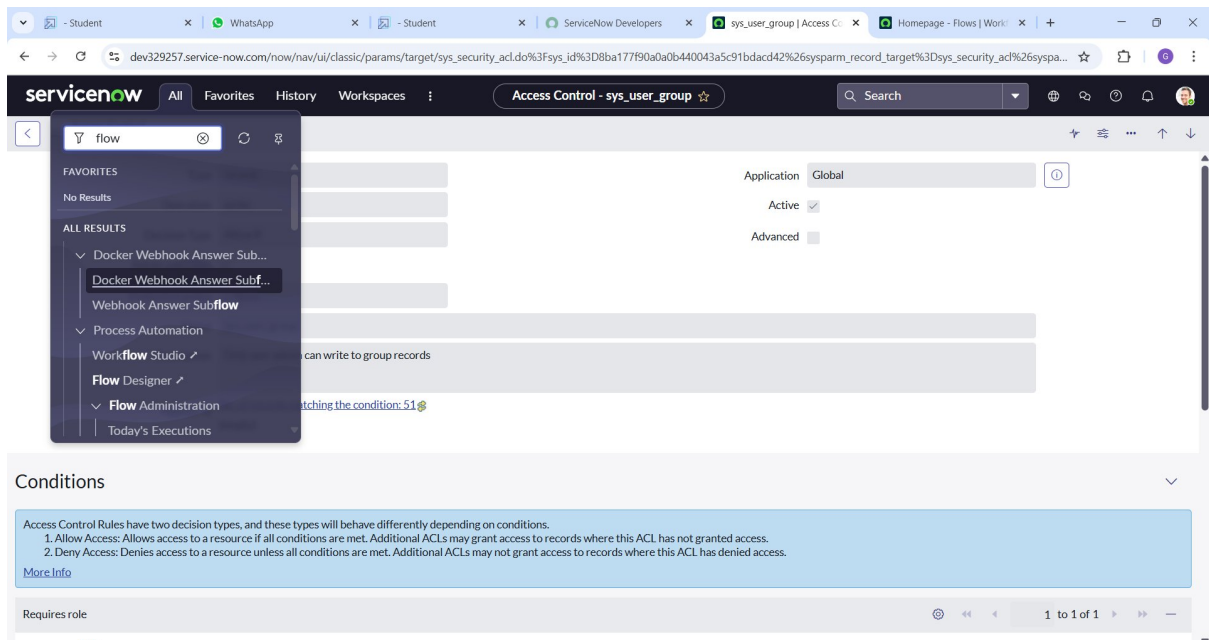
Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	read	record	true	admin	2025-09-09 22:52:56
u_operations_related	Allow If	create	record	true	admin	2025-09-09 22:52:56
u_operations_related	Allow If	delete	record	true	admin	2025-09-09 22:52:57
u_operations_related	Allow If	write	record	true	admin	2025-09-09 22:52:57
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-11 21:59:26
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-11 22:21:04
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-11 22:23:50
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-11 22:24:44
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-11 22:25:38
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-11 22:30:43
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-09-11 22:32:21
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-11 22:33:28
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-11 22:34:32

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 state

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 “ task table”.
6. Application should be Global.
7. Click build flow.



The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes tabs for Playbooks, Flows, Subflows, Triggers, Actions, and Decision tables. A table lists existing flows with columns for Name, Application, Status, Active, and Updated. A 'New' dropdown menu is open, showing options for Playbook, Flow, Subflow, Trigger, Action, and Decision table. The 'New Flow' configuration form is displayed on the right, with fields for Flow name, Application, Description, Protection, Run as, and Flow priority default. The 'Run as' field is set to 'System user'.

Name	Application	Status	Active	Updated
Application Intake Request Flow (Deprecated)	Application Intake	Published	false	2025-09-08 22:31:21
Application Intake Request V2	Application Intake	Published	true	2025-09-08 22:31:16
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2025-07-27 16:45:49
Business process approval flow	Global	Published	true	2020-09-27 22:06:13
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26
Change - Emergency - Review	Global	Published	true	2020-10-27 04:18:08
Change - Normal - Assess	Global	Published	true	2020-10-06 05:37:05
Change - Normal - Authorize	Global	Published	true	2020-10-06 05:38:35

Let's get the details for your flow

Flow name *

Application *

Description

Hide additional properties

Protection

Run as

Flow priority default

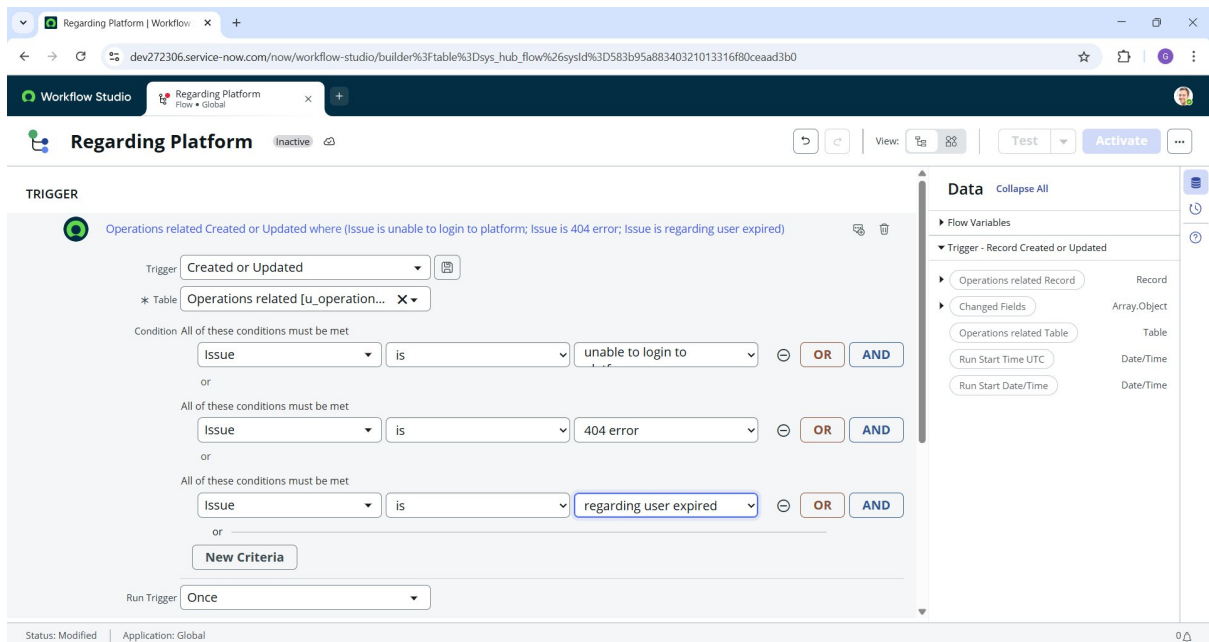
next step: 1. Click on Add a trigger

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

5. After that 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.

Workflow Studio interface for "Regarding Certificate" workflow.

TRIGGER

- Operations related Created or Updated where (Issue is regarding certificates)

ACTIONS Select multiple

- Update Operations related Record

ERROR HANDLER ☐ If an error occurs in your flow, the actions you add here will run.

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)

Status: Draft | Application: Global

click on activate.

Conclusion :

The implementation of the automated ticket routing system at ABC corporation has been a significant success.