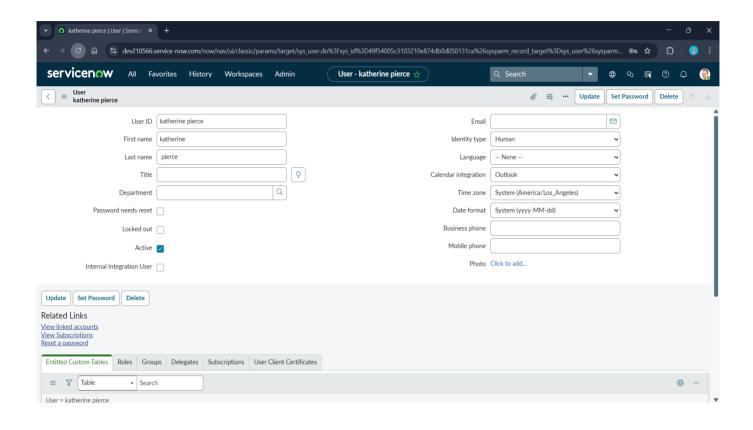
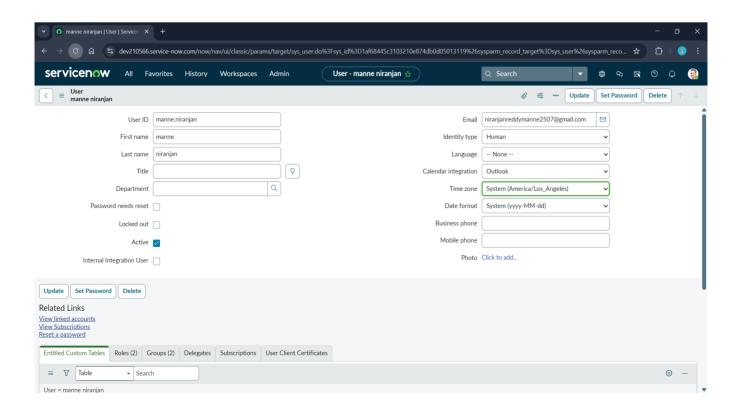
#### • Users Creation:

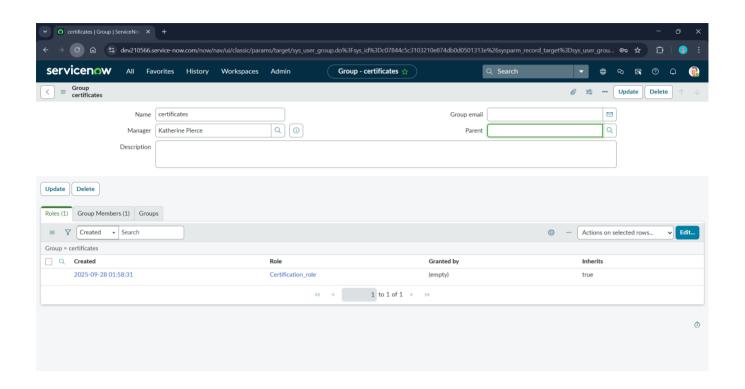
Created two users namely-katherine pierce and manne niranjan.

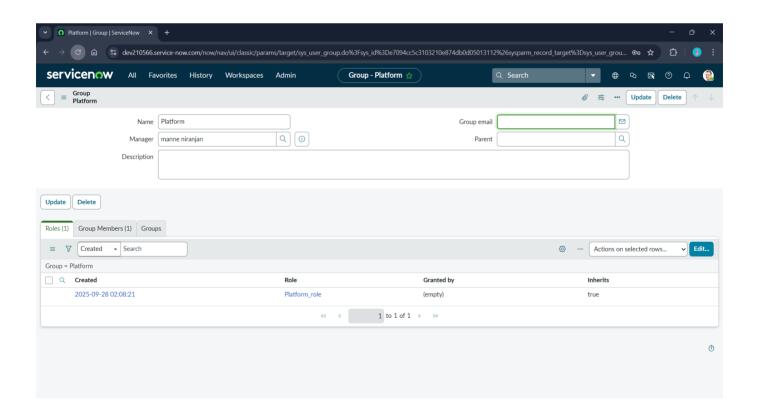




# • Groups Creation:

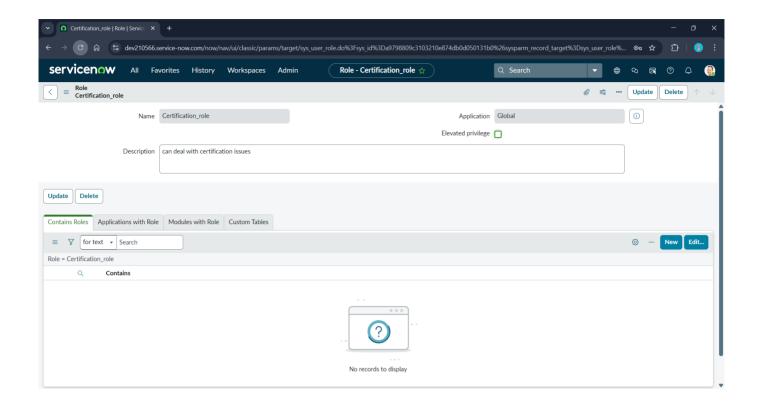
Created two groups namely- certificates and platform.

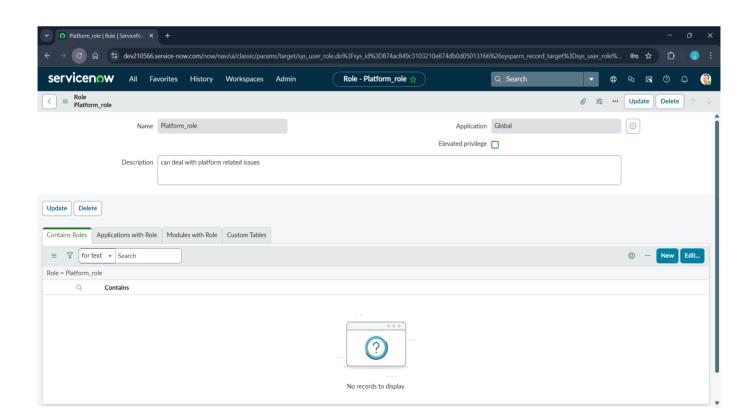




### Roles Creation:

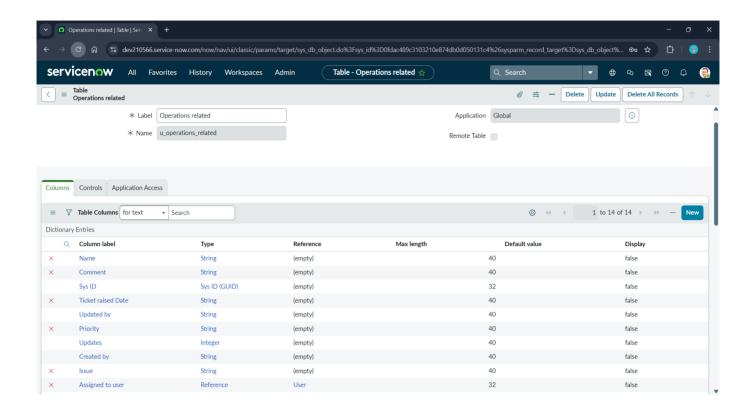
Created two roles namely- Certification role and platform role.



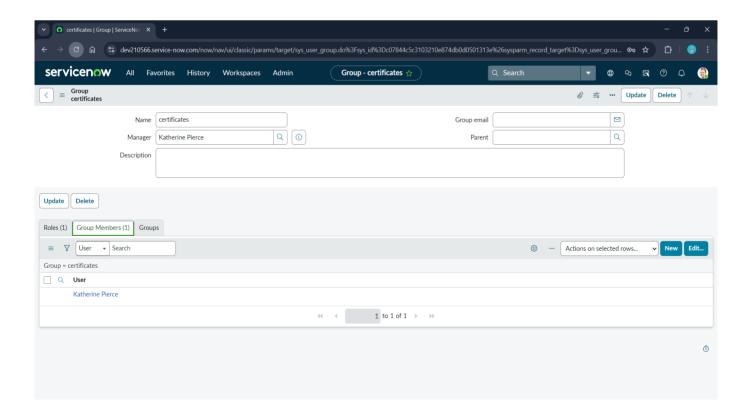


### • Table Creation:

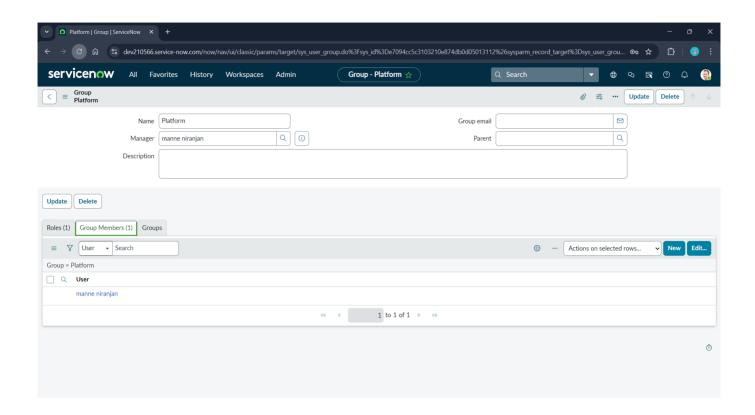
Created a table with name- Operations related and add columns.



• Assign roles & users to certificate group:

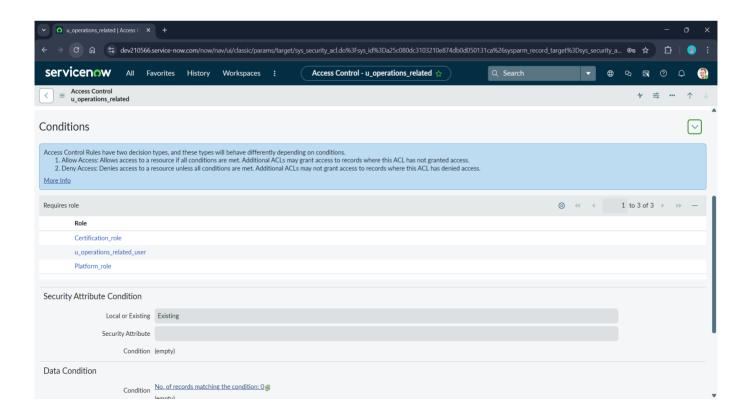


Assign roles & users to platform group:

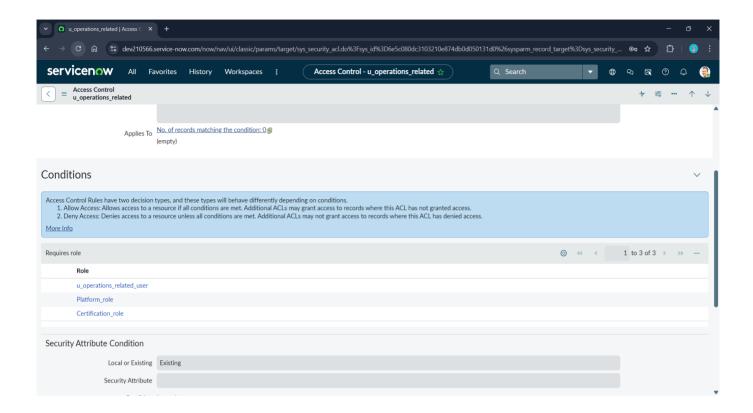


## • Assign role to table:

u operations related for read operation

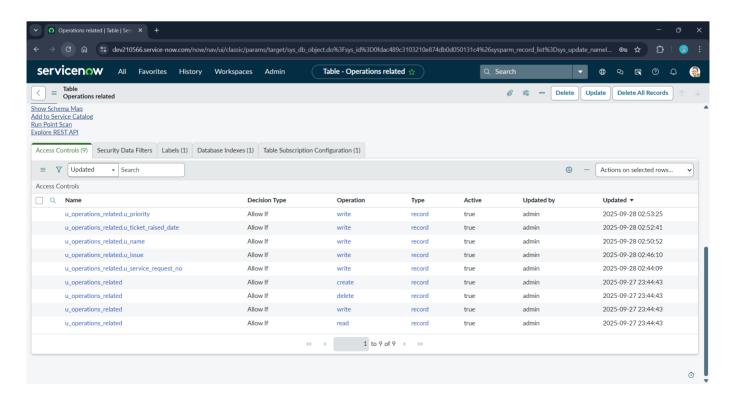


# u\_operations\_related for write operation



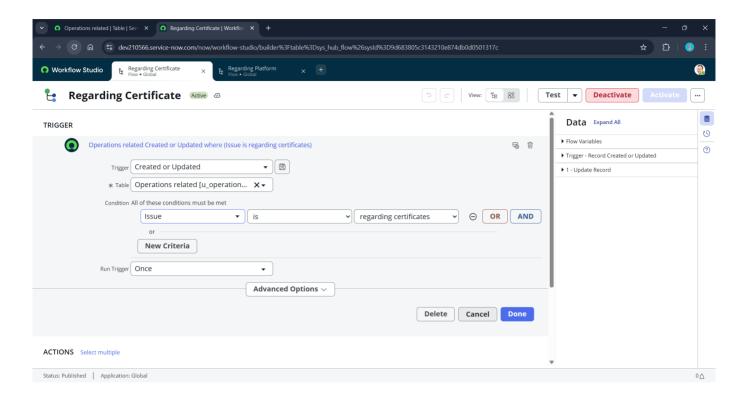
### • Create ACL:

Create 5 ACLs namely- u\_operations\_related.u\_priority, u\_operations\_related.u\_ticket\_raised\_date, u\_operations\_related.u\_name, u\_operations\_related.u\_issue, u\_operations\_related.u\_service request number

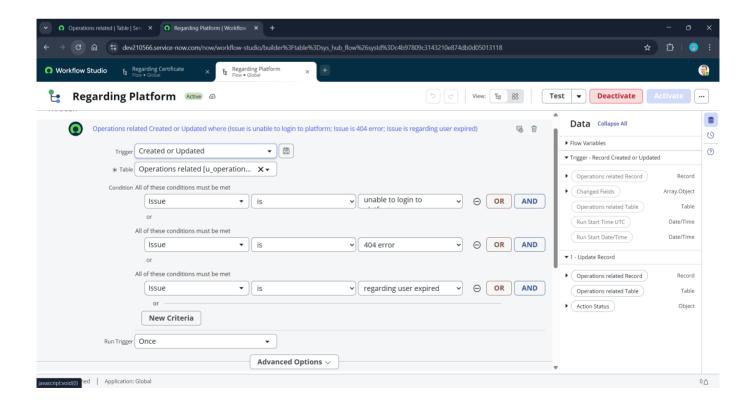


#### Flow:

Create a Flow to Assign operations ticket to certificate group.



Create a Flow to Assign operations ticket to platform group.



## **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.