

- **Users Creation:**

Created two users namely- katherine pierce and manne niranjan.

The screenshot shows the ServiceNow user management interface for a user named 'katherine pierce'. The page is titled 'User - katherine pierce' and includes navigation tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The user's details are as follows:

- User ID:** katherine pierce
- First name:** katherine
- Last name:** pierce
- Title:** (empty)
- Department:** (empty)
- Email:** (empty)
- Identity type:** Human
- 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...

Additional settings include:

- Password needs reset:** ☐
- Locked out:** ☐
- Active:** ☒
- Internal Integration User:** ☐

Buttons for 'Update', 'Set Password', and 'Delete' are located at the top right. Below the user details, there are 'Related Links' for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the bottom, there is a table with columns for 'Entitled Custom Tables', 'Roles', 'Groups', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The table is currently empty, and the search bar shows 'User = katherine pierce'.

The screenshot shows the ServiceNow user management interface for a user named 'manne niranjan'. The page is titled 'User - manne niranjan' and includes navigation tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The user's details are as follows:

- User ID:** manne.niranjan
- First name:** manne
- Last name:** niranjan
- Title:** (empty)
- Department:** (empty)
- 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:** (empty)
- Mobile phone:** (empty)
- Photo:** Click to add...

Additional settings include:

- Password needs reset:** ☐
- Locked out:** ☐
- Active:** ☒
- Internal Integration User:** ☐

Buttons for 'Update', 'Set Password', and 'Delete' are located at the top right. Below the user details, there are 'Related Links' for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the bottom, there is a table with columns for 'Entitled Custom Tables', 'Roles (2)', 'Groups (2)', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The table is currently empty, and the search bar shows 'User = manne niranjan'.

- Groups Creation:**

Created two groups namely- certificates and platform.

certificates | Group | ServiceNow

dev210566.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3Dc07844c5c3103210e874db0d0501313e%26sysparm\_record\_target%3Dsys\_user\_grou...

servicenow

All Favorites History Workspaces Admin

Group - certificates

Search

Update Delete

Group certificates

Name certificates

Manager Katherine Pierce

Description

Group email

Parent

Update Delete

Roles (1) Group Members (1) Groups

Created Search

Actions on selected rows... Edit...

Group = certificates

Created	Role	Granted by	Inherits
2025-09-28 01:58:31	Certification_role	(empty)	true

1 to 1 of 1

Platform | Group | ServiceNow

dev210566.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3De7094cc5c3103210e874db0d05013112%26sysparm\_record\_target%3Dsys\_user\_grou...

servicenow

All Favorites History Workspaces Admin

Group - Platform

Search

Update Delete

Group Platform

Name Platform

Manager manne niranjan

Description

Group email

Parent

Update Delete

Roles (1) Group Members (1) Groups

Created Search

Actions on selected rows... Edit...

Group = Platform

Created	Role	Granted by	Inherits
2025-09-28 02:08:21	Platform_role	(empty)	true

1 to 1 of 1

- **Roles Creation:**

Created two roles namely- Certification\_role and platform\_role.

The screenshot shows the ServiceNow interface for configuring a role named 'Certification\_role'. The page has a dark blue header with the ServiceNow logo and navigation links. The main content area is white and contains the following fields:

- Name:** Certification\_role
- Application:** Global
- Elevated privilege:** ☐
- Description:** can deal with certification issues

Below the form are 'Update' and 'Delete' buttons. Underneath is a tabbed interface with 'Contains Roles' selected. It features a search bar with the text 'for text' and a 'Search' button. Below the search bar, it says 'Role = Certification\_role' and 'Contains'. The main area shows a large empty box with a question mark icon and the text 'No records to display'.

The screenshot shows the ServiceNow interface for configuring a role named 'Platform\_role'. The page has a dark blue header with the ServiceNow logo and navigation links. The main content area is white and contains the following fields:

- Name:** Platform\_role
- Application:** Global
- Elevated privilege:** ☐
- Description:** can deal with platform related issues

Below the form are 'Update' and 'Delete' buttons. Underneath is a tabbed interface with 'Contains Roles' selected. It features a search bar with the text 'for text' and a 'Search' button. Below the search bar, it says 'Role = Platform\_role' and 'Contains'. The main area shows a large empty box with a question mark icon and the text 'No records to display'.

- **Table Creation:**

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

The screenshot shows the ServiceNow interface for configuring a table named 'Operations related'. The 'Columns' tab is active, displaying a list of 14 dictionary entries. The table configuration includes a label 'Operations related', a name 'u\_operations\_related', and an application 'Global'. The 'Columns' tab shows a search bar and a table of dictionary entries.

Column label	Type	Reference	Max length	Default value	Display
Name	String	(empty)	40		false
Comment	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Ticket raised Date	String	(empty)	40		false
Updated by	String	(empty)	40		false
Priority	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Created by	String	(empty)	40		false
Issue	String	(empty)	40		false
Assigned to user	Reference	User	32		false

- **Assign roles & users to certificate group:**

The screenshot shows the ServiceNow interface for configuring a group named 'certificates'. The 'Group Members' tab is active, displaying a list of users. The group configuration includes a name 'certificates', a manager 'Katherine Pierce', and a group email. The 'Group Members' tab shows a search bar and a table of users.

User
Katherine Pierce

- **Assign roles & users to platform group:**

The screenshot shows the ServiceNow 'Group - Platform' configuration page. At the top, there are fields for 'Name' (Platform), 'Group email', 'Manager' (manne niranjan), and 'Parent'. Below these is a 'Description' field. There are 'Update' and 'Delete' buttons. A tab bar shows 'Roles (1)', 'Group Members (1)', and 'Groups'. The 'Group Members (1)' tab is active, displaying a table with one member: 'User' with the name 'manne niranjan'. The table has a search bar and a 'User' dropdown. At the bottom, there are 'New' and 'Edit...' buttons.

- **Assign role to table:**

u\_operations\_related for read operation

The screenshot shows the ServiceNow 'Access Control - u\_operations\_related' configuration page. It features a 'Conditions' section with a green checkmark icon. Below this is a blue box containing text about Access Control Rules and their decision types. A 'Requires role' section lists three roles: 'Certification\_role', 'u\_operations\_related\_user', and 'Platform\_role'. Below this is a 'Security Attribute Condition' section with fields for 'Local or Existing' (Existing), 'Security Attribute', and 'Condition' (empty). At the bottom is a 'Data Condition' section with a 'Condition' field containing the text 'No. of records matching the condition: 0'.

## u\_operations\_related for write operation

The screenshot shows the ServiceNow Access Control interface for the 'u\_operations\_related' record. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header indicates 'Access Control - u\_operations\_related'. Below this, a message states 'Applies To No. of records matching the condition: 0 (empty)'. The 'Conditions' section contains a blue box with text explaining that Access Control Rules have two decision types: 'Allow Access' (grants access if all conditions are met) and 'Deny Access' (denies access unless all conditions are met). Below this, the 'Requires role' section shows a table with roles: 'u\_operations\_related\_user', 'Platform\_role', and 'Certification\_role'. The 'Security Attribute Condition' section has two input fields: 'Local or Existing' (set to 'Existing') and 'Security Attribute' (empty).

Access Control - u\_operations\_related

Applies To No. of records matching the condition: 0 (empty)

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. 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](#)

Requires role

Role
u_operations_related_user
Platform_role
Certification_role

Security Attribute Condition

Local or Existing Existing

Security Attribute

- **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

The screenshot shows the ServiceNow 'Table - Operations related' interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The main header indicates 'Table - Operations related'. Below this, there are links for 'Show Schema Map', 'Add to Service Catalog', 'Run Point Scan', and 'Explore REST API'. The 'Access Controls (9)' tab is selected, showing a table of access controls. The table has columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The table lists 9 access controls, all with 'Allow If' decision type and 'true' active status. The operations are 'write', 'create', 'delete', and 'read'. The 'Updated by' column shows 'admin' for all entries. The 'Updated' column shows various timestamps.

Table - Operations related

Access Controls (9) Security Data Filters Labels (1) Database Indexes (1) Table Subscription Configuration (1)

Updated Search

Actions on selected rows...

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-28 02:53:25
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-09-28 02:52:41
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-28 02:50:52
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-28 02:46:10
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-28 02:44:09
u_operations_related	Allow If	create	record	true	admin	2025-09-27 23:44:43
u_operations_related	Allow If	delete	record	true	admin	2025-09-27 23:44:43
u_operations_related	Allow If	write	record	true	admin	2025-09-27 23:44:43
u_operations_related	Allow If	read	record	true	admin	2025-09-27 23:44:43

1 to 9 of 9

- **Flow:**

Create a Flow to Assign operations ticket to certificate group.

The screenshot shows the ServiceNow Workflow Studio interface for a flow named "Regarding Certificate". The flow is currently "Active". The trigger is set to "Created or Updated" for the table "Operations related [u\_operation...]". The condition is "All of these conditions must be met": "Issue" is "regarding certificates". The "Run Trigger" is set to "Once". The "Data" panel on the right shows the flow variables: "Flow Variables", "Trigger - Record Created or Updated", and "1 - Update Record". The status bar at the bottom indicates "Status: Published" and "Application: Global".

Create a Flow to Assign operations ticket to platform group.

The screenshot shows the ServiceNow Workflow Studio interface for a flow named "Regarding Platform". The flow is currently "Active". The trigger is set to "Created or Updated" for the table "Operations related [u\_operation...]". The condition is "All of these conditions must be met": "Issue" is "unable to login to platform", "Issue" is "404 error", and "Issue" is "regarding user expired". The "Run Trigger" is set to "Once". The "Data" panel on the right shows the flow variables: "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", and "Action Status". The status bar at the bottom indicates "Status: Published" and "Application: Global".

**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.