

Streamlining Ticket Assignment for Efficient Support Operations

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

The screenshot shows the 'User' creation form. The top bar includes back, forward, and search buttons, along with 'Update', 'Set Password', and 'Delete' buttons. The main form fields are as follows:

User ID	manne.niranjan	Email	niranjanreddymanne2507@gr
First name	Manne	Language	-- None --
Last name	Niranjan	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

6. Click on submit

Create one more user:

7. Create another user with the following details

The screenshot shows the 'User' creation form for Katherine Pierce. The top bar includes back, forward, and search buttons, along with 'Update', 'Set Password', and 'Delete' buttons. The main form fields are as follows:

User ID	Katherine Pierce	Email	
First name	Katherine	Language	-- None --
Last name	Pierce	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

8. Click on submit

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

The screenshot shows a form titled "Group certificates". The fields are as follows:

- Name: certificates
- Manager: Katherine Pierce
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

6. Click on submit

Create one more group:

1. Create another group with the following details

The screenshot shows a form for creating a new group named "Platform". The fields are as follows:

- Name: Platform
- Manager: Manne Niranjan
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

2. Click on submit

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 a form for creating a new role named "Certification_role". The fields are as follows:

- Name: Certification_role
- Requires Subscription: Unspecified
- Description: Can deal with certification issues
- Application: Global
- Elevated privilege: (unchecked)

6. Click on submit

Create one more role:

Create another role with the following details

Name	Platform_role	Application	Global	
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>	
Description	Can deal with platform related issues			

Click on submit

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 : Operations related
Check the boxes Create module & Create mobile module
6. Under new menu name : Operations related
7. Under table columns give the columns

Q	Column label	Type	Reference	Max length	Default value	Display
	Created by	String	(empty)	40		false
	Created	Date/Time	(empty)	40		false
	Sys ID	Sys ID (GUID)	(empty)	32		false
	Updates	Integer	(empty)	40		false
	Updated by	String	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
✗	Assigned to group	Reference	Group	40		false
✗	Assigned to user	Reference	User	32		false
✗	Comment	String	(empty)	40		false
✗	Issue	String	(empty)	40		false
✗	Name	String	(empty)	40		false
✗	Priority	String	(empty)	40		false
✗	Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
✗	Ticket raised Date	Date/Time	(empty)	40		false
+	Insert a new row...					

8. Click on submit

Create choices for the issue filed by using form design
Choices are

- unable to login to platform
- 404 error
- regarding certificates
- regarding user expired

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

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 Niranjan and save
8. Click on roles
9. Select Platform_role and save

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**

Access Control Rules allow access to the specified resource if *all three* 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. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Role
u_operations_related_user
Platform_role
Certification_role
Insert a new row...

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

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
u_operations_related.u_service_request_no

Type: record Operation: write Application: Global Active:

Admin overrides: Protection policy: -- None --

Name: Operations related [u_operations_related] Service request No:

Description:

Condition: 4 records match condition
Add Filter Condition Add "OR" Clause

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

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

<input type="checkbox"/>	u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
	u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
	u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
	u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
	u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

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.

servicenow All

Flow

FAVORITES

No Results

ALL RESULTS

✓ Docker Webhook Answer Subf...

Docker Webhook Answer Subf...

Webhook Answer Subflow

✓ Process Automation Flow & Action Designer

Flow Designer ↗

Flow Designer ↗

Flow Administration

servicenow Flow Designer

Flows Subflows Actions Executions Connections Help

New ▾

Flow Subflow Action Data Stream

Name	Internal name	Application	Status	Active	Updated	Updated by
Standard Laptop task	standard_laptop_task	Global	Published	true	2024-04-16 23:35:53	admin
Email Sending For P1	email_sending_for_p1	Global	Published	false	2024-04-16 04:22:31	admin
Daily Task Reminder	daily_task_reminder	Global	Draft	false	2024-04-16 00:08:03	admin

Flow properties

* Flow name

Description

Application

Protection

Run As

[Cancel](#) [Submit](#)

The screenshot shows a modal dialog titled "Flow properties". Inside the dialog, there are five input fields: "Flow name" containing "Regarding certificates", "Description" containing "Describe your flow", "Application" set to "Global", "Protection" set to "-- None --", and "Run As" set to "System User". At the bottom right are two buttons: "Cancel" and "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
 - a. Operator : is
 - b. Value : Regrading Certificates
5. After that click on Done.

TRIGGER

Operations related Created or Updated (Trigger: Created or Updated regarding certificates)

Trigger: Created or Updated

* Table: Operations related [u_operations_related]

Condition: All of these conditions must be met

Issue is Regarding certificates OR AND

Run Trigger: For every update

Advanced Options

Delete Cancel Done

6. Now under Actions.
7. Click on Add an action.
8. Select action in that search for “ Update Record ”.
9. In Record field drag the fields from the data navigation from left side
10. Table will be auto assigned after that
11. Give the field as “ Assigned to group ”
12. Give value as “ Certificates ”
13. Click on Done.
14. Click on Save to save the Flow.

ACTIONS Select multiple

1 now Update Operations related Record

Action: Update Record

* Record: Trigger ... Operations relate...

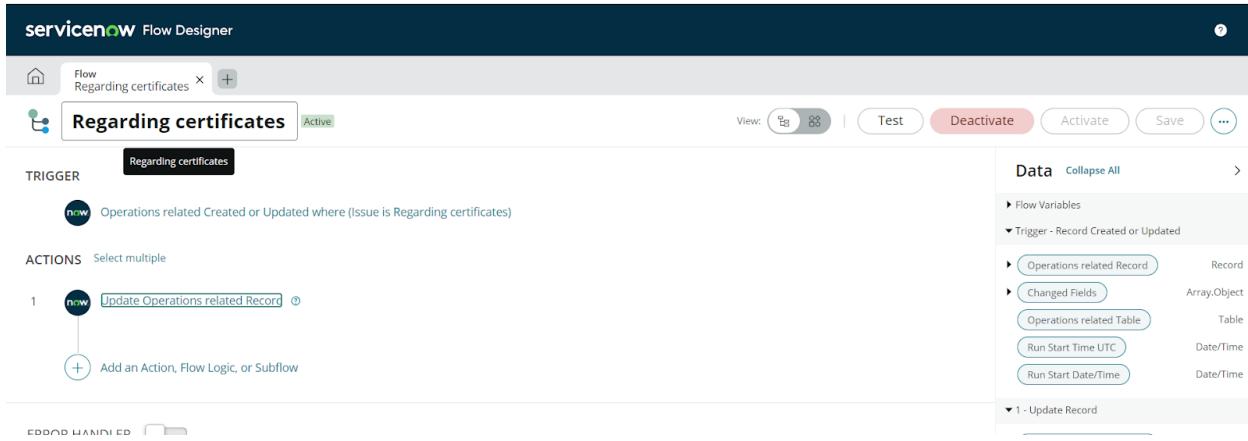
* Table: Operations related [u_operations_related]

* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done

15. Click on Activate.



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. After that click on Done.

8. Now under Actions.

9. Click on Add an action.

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

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

12. Table will be auto assigned after that

13. Give the field as “ Assigned to group ”.

14. Give value as “ Platform ”.

15. Click on Done.

16. Click on Save to save the Flow.

17. 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.