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

Create one more user:
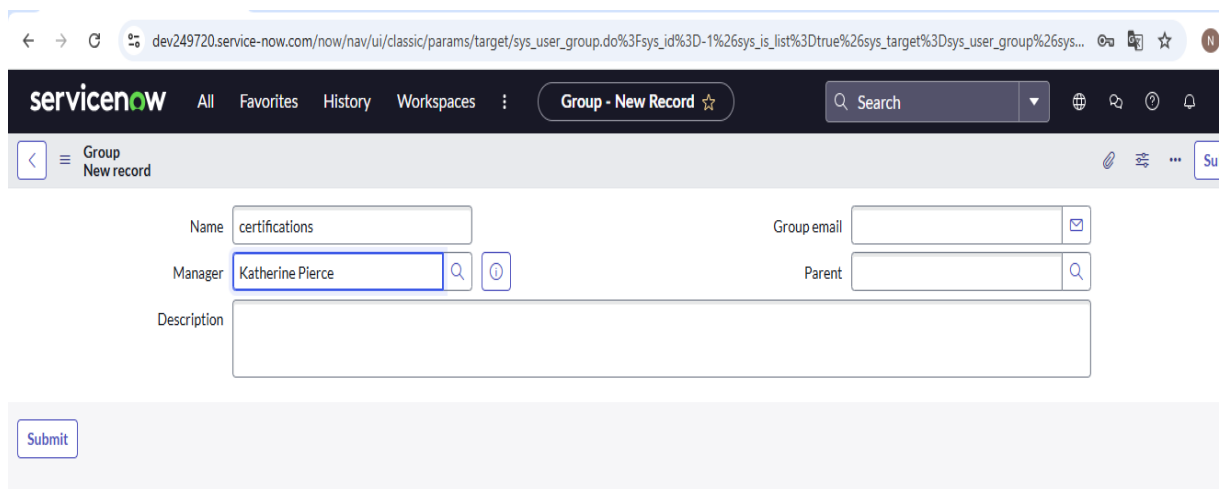
7. Create another user with the following details

8. Click on submit

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

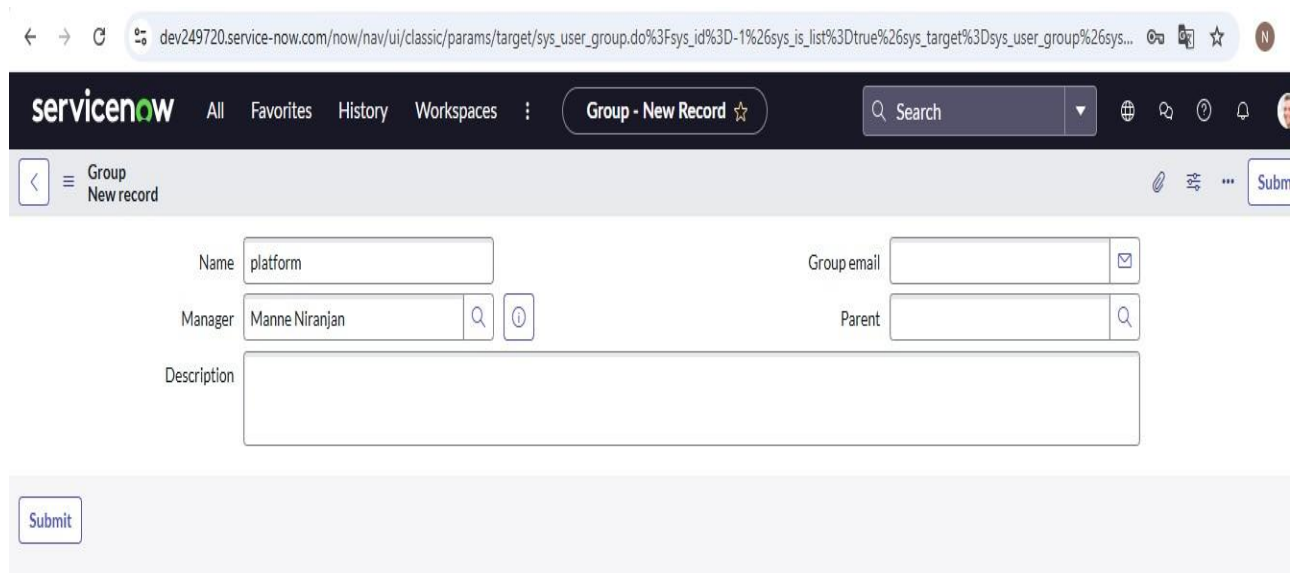5. Fill the following details to create a new group

6. Click on submit

Create one more group:

7. Create another group with the following details
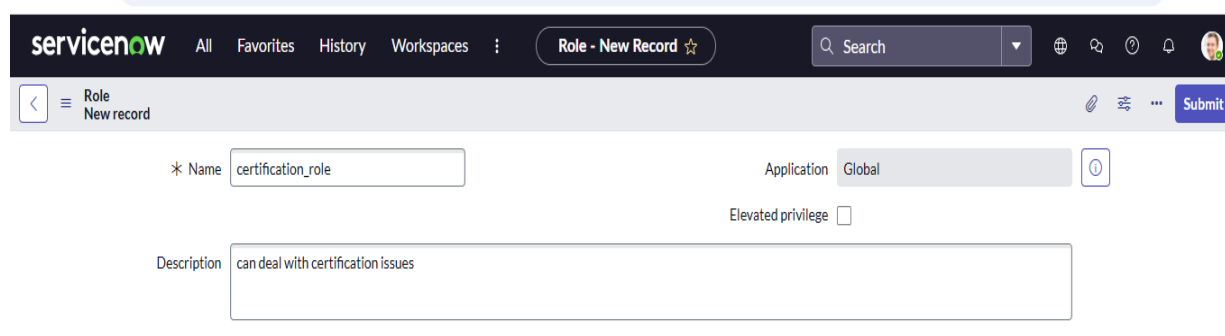
8. Click on submit

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

Create one more role:

7.Create another role with the following details

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

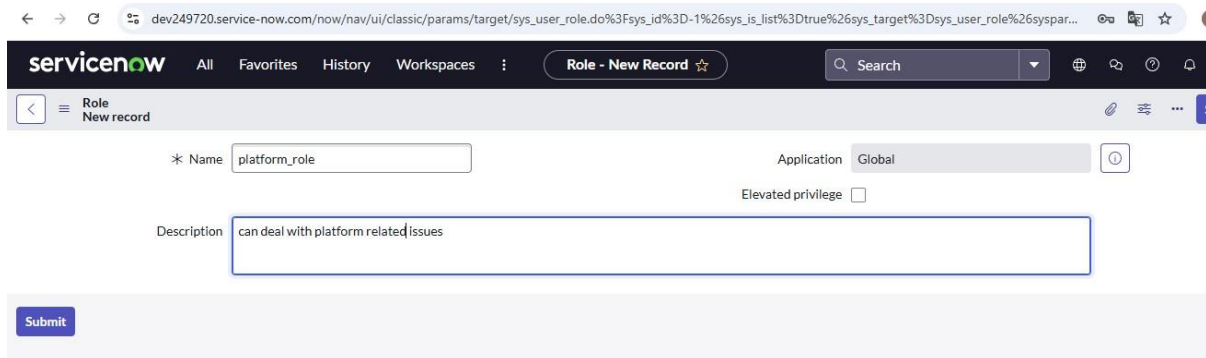5. Fill the following details to create a new table

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

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

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

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

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

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

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 ▼
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.
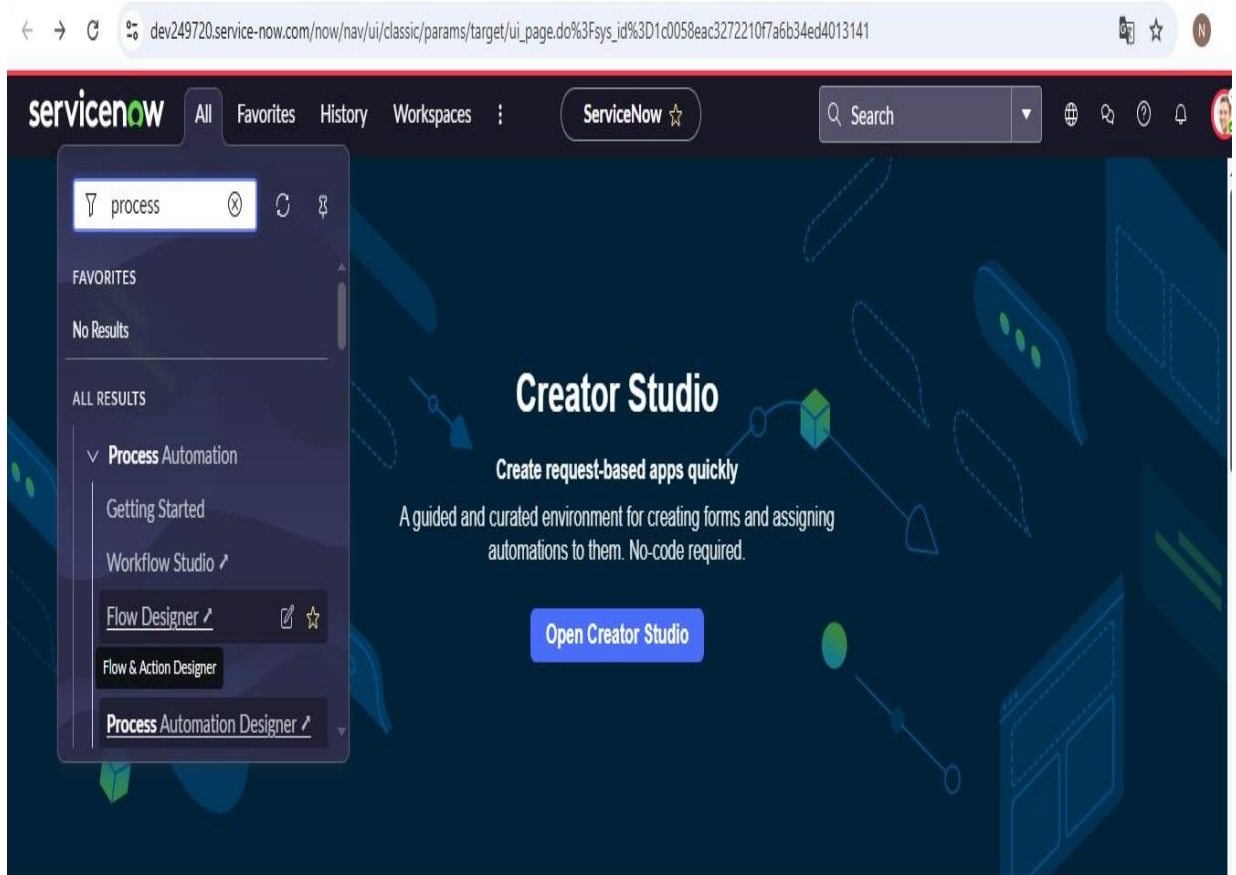
5. Under Flow properties Give Flow Name as " Regarding Certificate".
6. Application should be Global.
7. Select Run user as " System user " from that choice.

8. Click on Submit.

Let's get the details for your flow

Flow name ✱ ⓘ

regarding certifications

Application ✱ ⓘ

Global

Description ⓘ

Describe your flow.

⌄ Hide additional properties

Protection ⓘ

-- None --

> Option that you can select to specify that the flow runs as a system user or the user who initiates the session.

Run as ⓘ

System user

Flow priority default ⓘ

Medium (default)

Cancel   Build flow

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 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_t
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.

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.
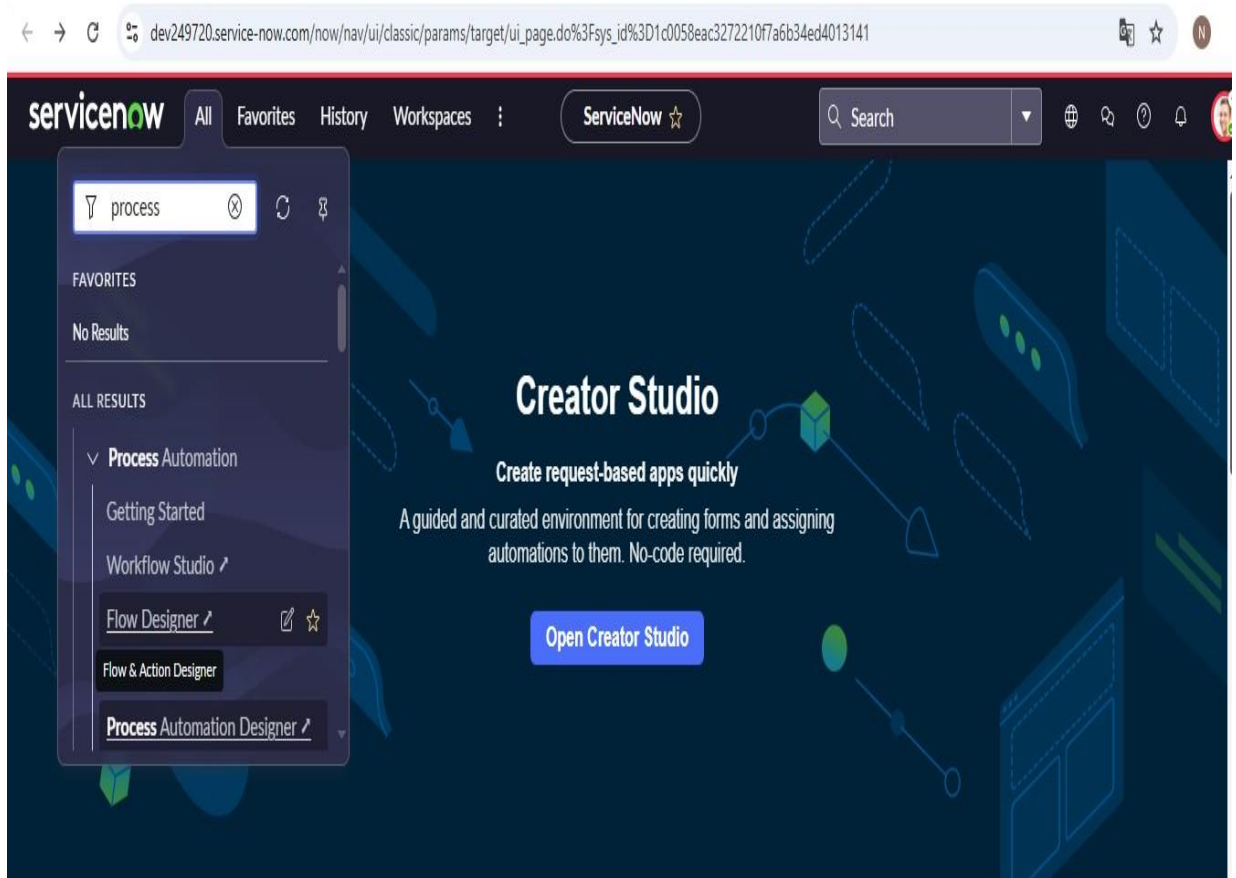
1. Click on Add a trigger
2. Select the trigger in that Search for "create or update a record" and select that.
3. Give the table name as " Operations related ".
4. Give the Condition as
   Field : issue
   Operator : is
   Value : Unable to login to platform

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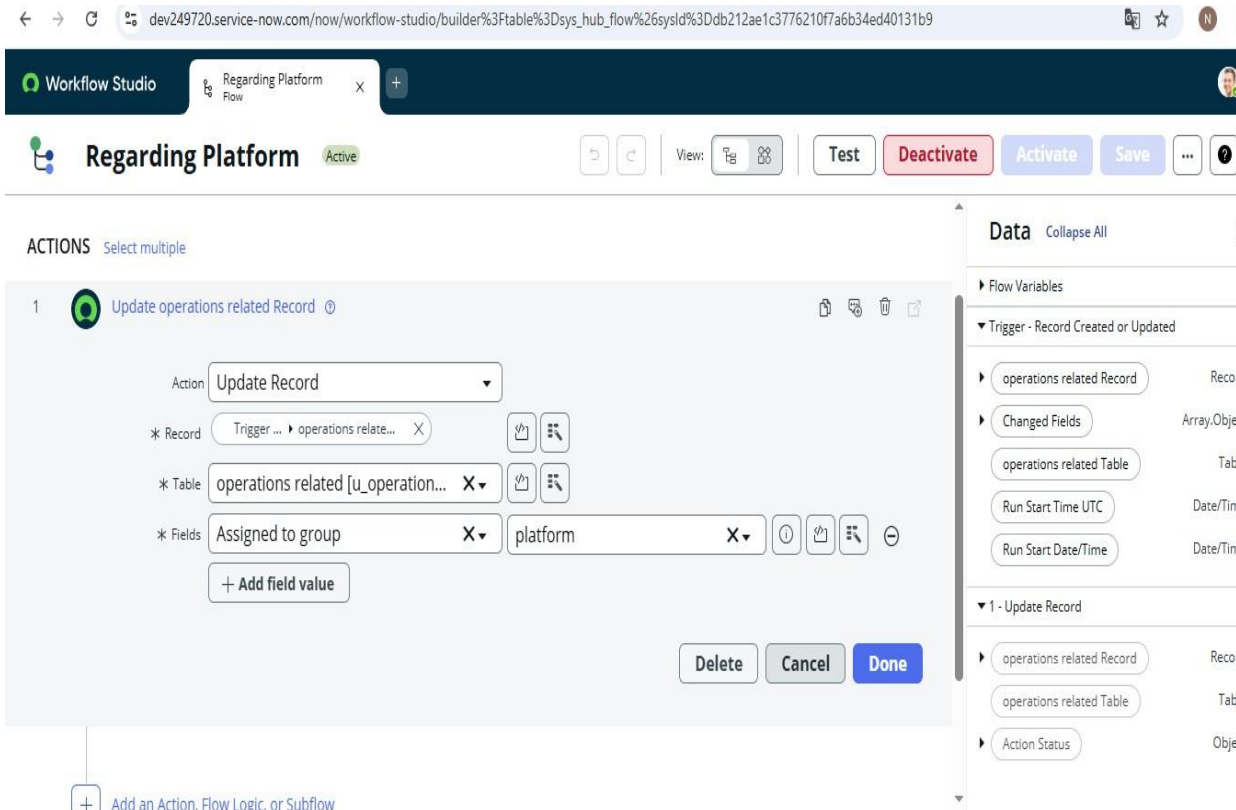
7. Now under Actions.
8. Click on Add an action.
9. Select action in that search for " Update Record ".
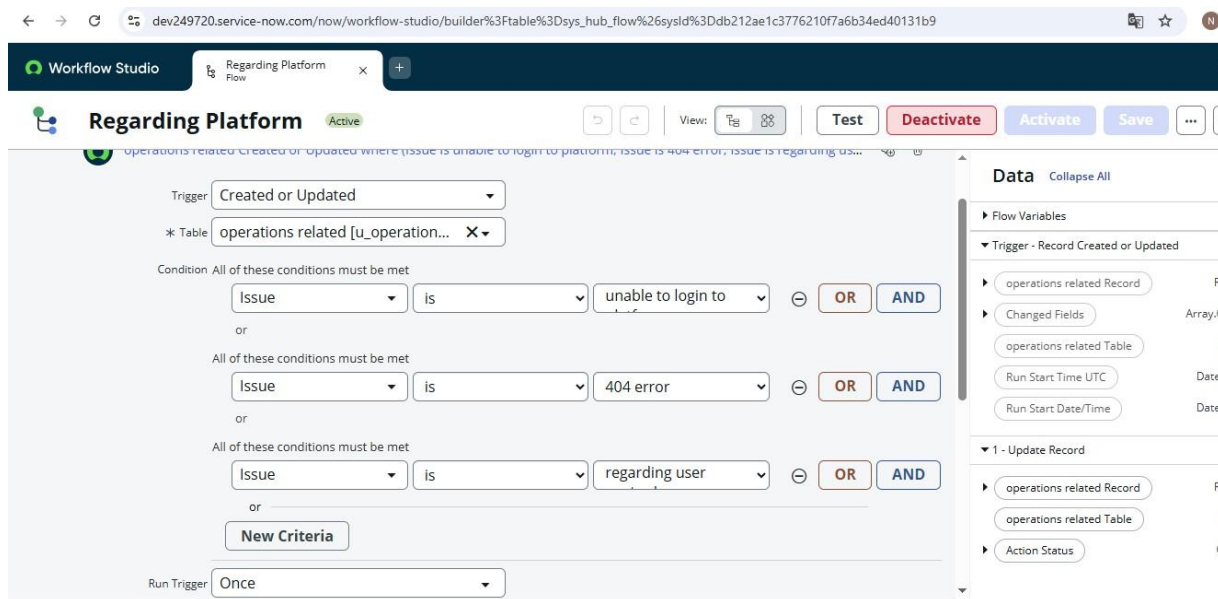10. In Record field drag the fields from the data navigation from left side

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.

Drive Link:

https://drive.google.com/file/d/10wTI0N4BzdD7HSAEtAnKS-UN73EiZ6o9/view?usp=drive_link

Click Here TO Watch Demo Video