

Streamlining Ticket Assignment For Efficient Support Operations

Team Id: NM2025TMID13112

Team Members: 4

Team Leader: INDHUMATHI.S

Team Member 1 : DEEPALAKSHMI.S

Team Member 2 : BABYSHALME.K

Team Member 3 : JEEVITHA.S

Problem Statement: In many support operations, ticket assignment is done manually or through inefficient processes, which often leads to delays, misrouting of requests, uneven workload distribution among agents, and poor customer satisfaction. The lack of an optimized system for assigning tickets results in longer resolution times and decreased efficiency in handling customer issues. Therefore, there is a need to streamline the ticket assignment process to ensure that support requests are routed to the right team or agent quickly and accurately.

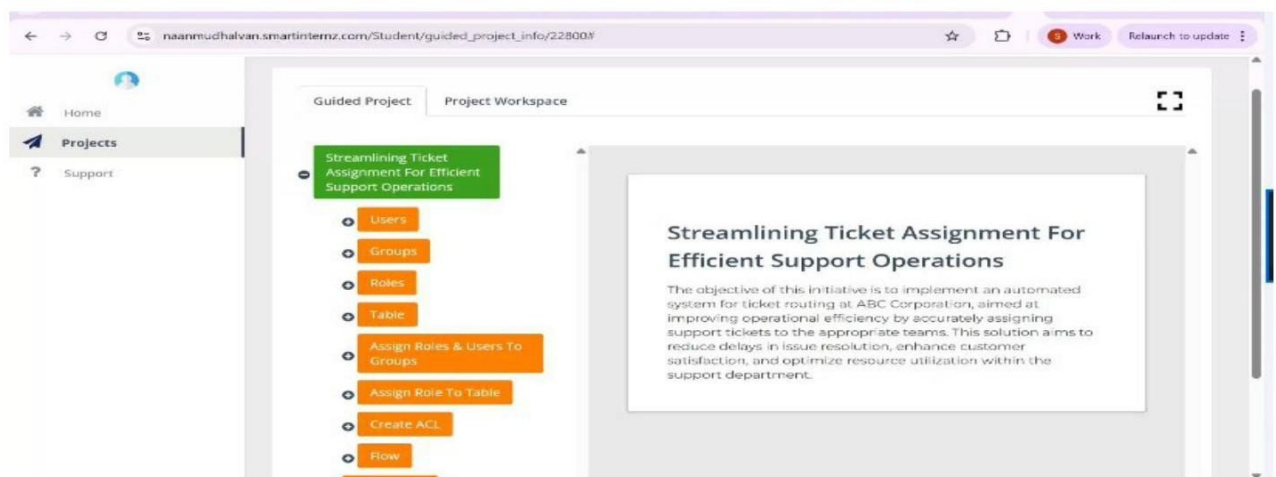
Objective:

"Streamlining Ticket Assignment for Efficient Support Operations"

Streamlining making a process simpler, faster, and smoother.

Ticket Assignment deciding which support request (ticket) should go to which support agent or team.

Efficient Support Operations running customer support in a way that saves time, reduces errors, and improves service quality.



TASK INTENTION

Milestone 1 : Users

Activity 1: Create Users

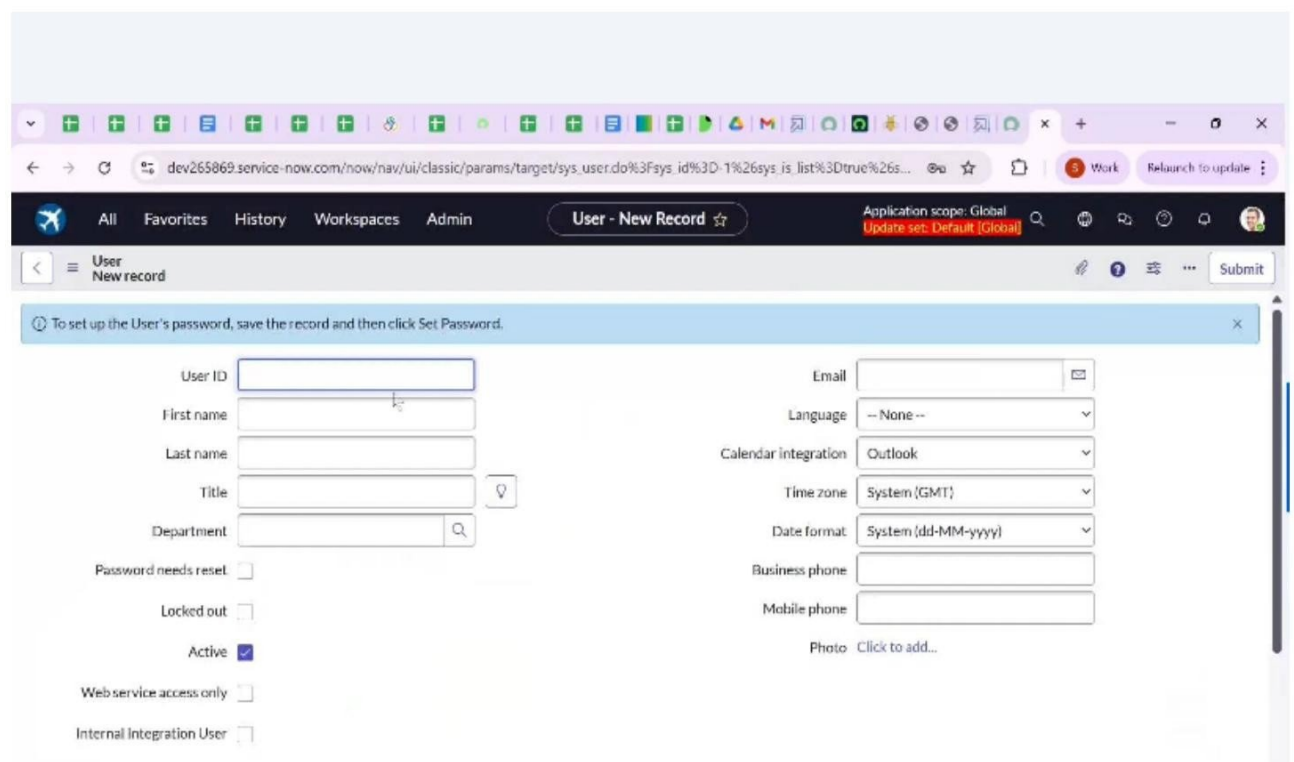
Open service now

Click on All >> search for users

Select Users under system security

Click on new

Fill the following details to create a new user



dev265869.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D1%26sys_js_list%3Dtrue%26s...

Work Relaunch to update

All Favorites History Workspaces Admin User - New Record Application scope: Global Update set: Default (Global)

User New record Submit

To set up the User's password, save the record and then click Set Password.

User ID

First name

Last name

Title

Department

Password needs reset ☐

Locked out ☐

Active ☒

Web service access only ☐

Internal Integration User ☐

Email

Language -- None --

Calendar integration Outlook

Time zone System (GMT)

Date format System (dd-MM-yyyy)

Business phone

Mobile phone

Photo Click to add...

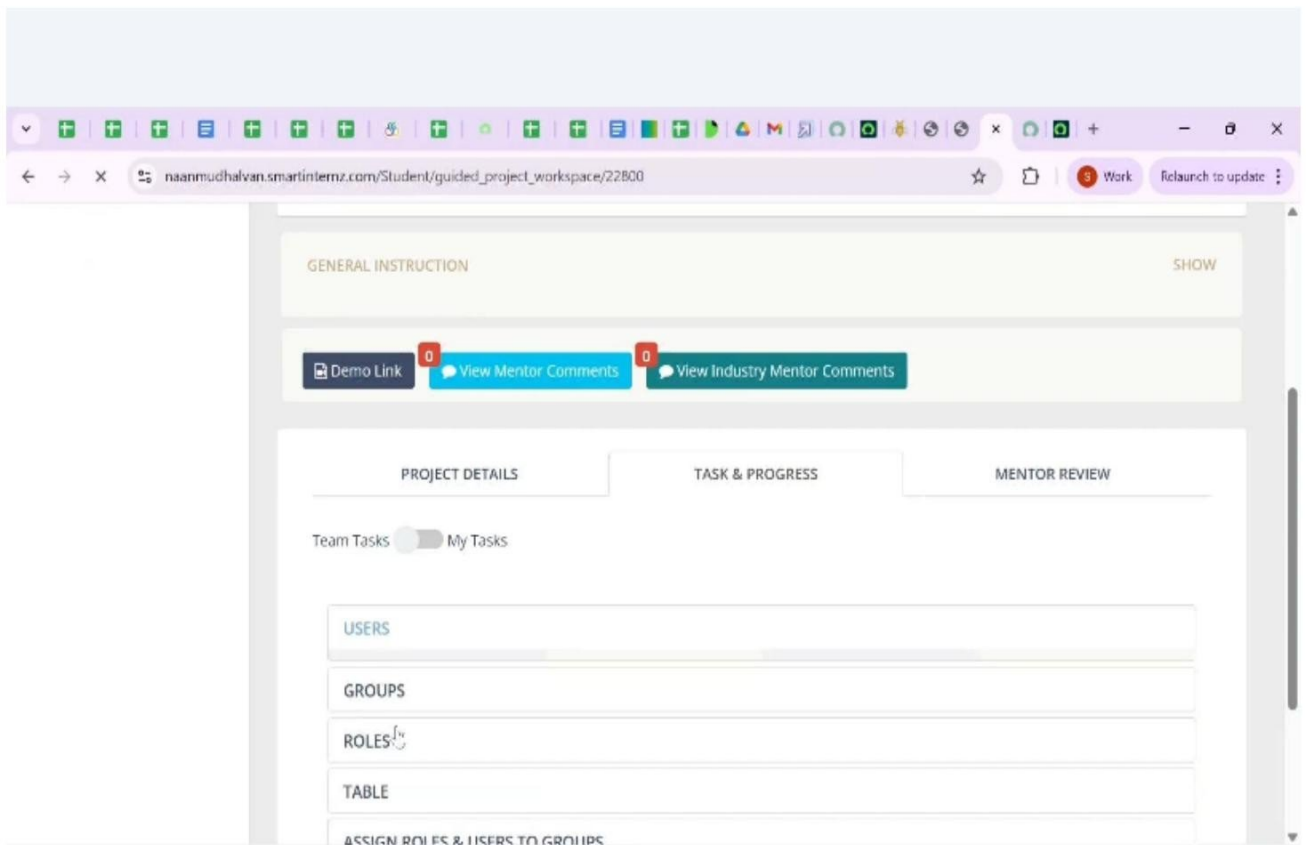
Click on submit

Create one more user:

Create another user with the following details

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

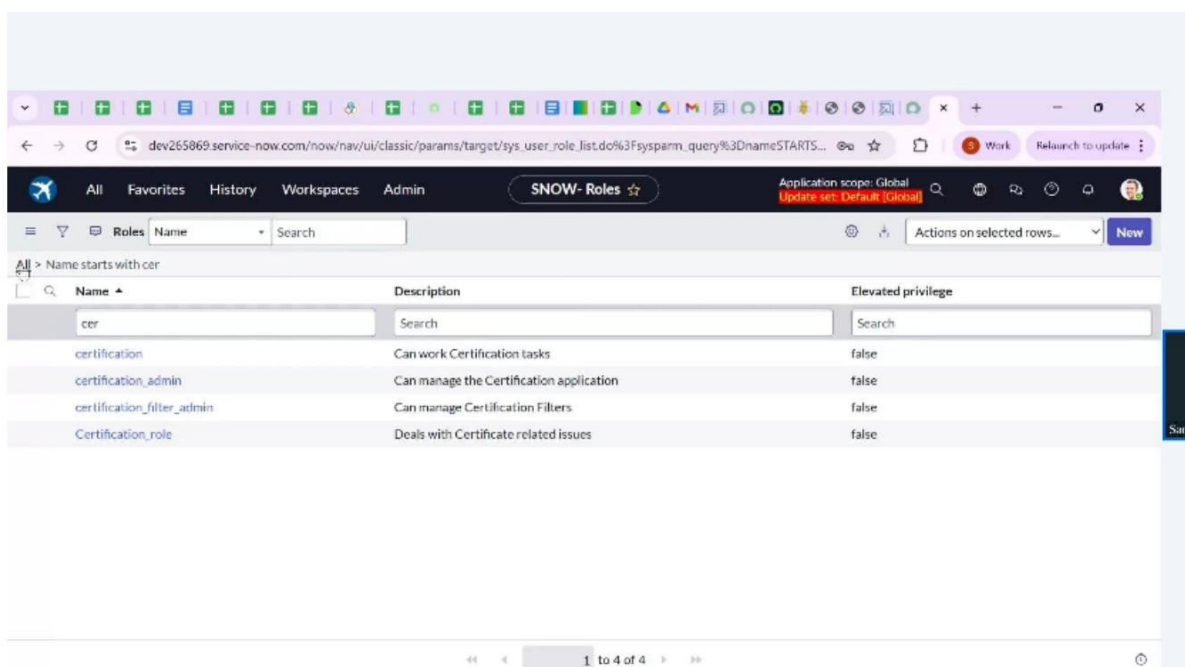


The screenshot shows a web browser window with the URL `naanmudhalvan.smartinternz.com/Student/guided_project_workspace/22800`. The page displays a 'GENERAL INSTRUCTION' section with a 'SHOW' button. Below this are two buttons: 'Demo Link' and 'View Mentor Comments' (with a red notification badge '0'). Another button 'View Industry Mentor Comments' (with a red notification badge '0') is also present. The main content area is divided into three tabs: 'PROJECT DETAILS', 'TASK & PROGRESS', and 'MENTOR REVIEW'. Under 'PROJECT DETAILS', there is a toggle switch for 'Team Tasks' (selected) and 'My Tasks'. Below the toggle are four input fields labeled 'USERS', 'GROUPS', 'ROLES' (with a small '14' icon), and 'TABLE'. At the bottom, there is a section labeled 'ASSIGN ROLES & USERS TO GROUPS'.

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



The screenshot shows the ServiceNow Roles page. The breadcrumb trail is 'All > Name starts with cer'. The table lists roles with columns for Name, Description, and Elevated privilege.

Name	Description	Elevated privilege
cer	Search	Search
certification	Can work Certification tasks	false
certification_admin	Can manage the Certification application	false
certification_filter_admin	Can manage Certification Filters	false
Certification_role	Deals with Certificate related issues	false

Create one more role:

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

Milestone 4 : Table

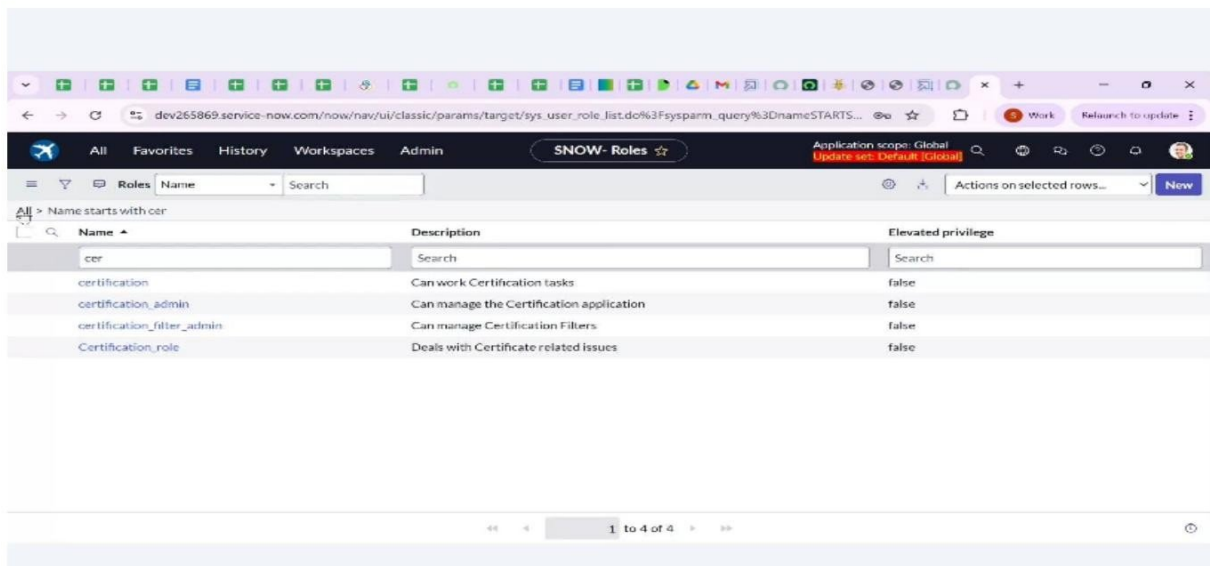
Activity 1: Create Table

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



Name	Description	Elevated privilege
cer	Search	Search
certification	Can work Certification tasks	false
certification_admin	Can manage the Certification application	false
certification_filter_admin	Can manage Certification Filters	false
Certification_role	Deals with Certificate related issues	false

Milestone 4 : Table

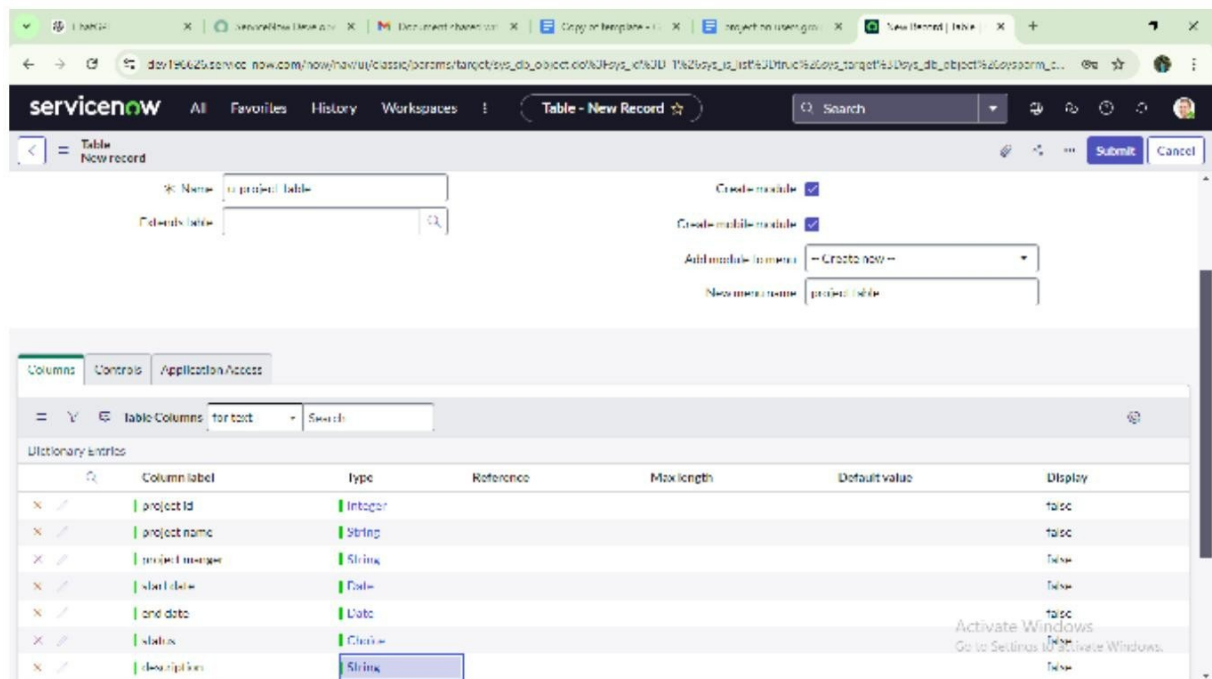
Activity 1: Create Table

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 column1
8. Click on submit



The screenshot shows the 'Table - New Record' form in ServiceNow. The form is titled 'Table - New Record' and has a search bar. The 'Name' field is filled with 'project table'. The 'Create module' and 'Create mobile module' checkboxes are checked. The 'Add module to menu' dropdown is set to 'Create new'. The 'New menu name' field is filled with 'project table'.

Below the form, there is a 'Columns' tab. The 'Columns' tab is active, showing a list of columns for the 'project table'. The columns are listed in a table with headers: Column label, Type, Reference, Max length, Default value, and Display. The columns are: projectid (Integer), projectname (String), projectimage (String), startdate (Date), enddate (Date), status (Choice), and description (String).

Column label	Type	Reference	Max length	Default value	Display
projectid	Integer				false
projectname	String				false
projectimage	String				false
startdate	Date				false
enddate	Date				false
status	Choice				false
description	String				false

Create one more table:

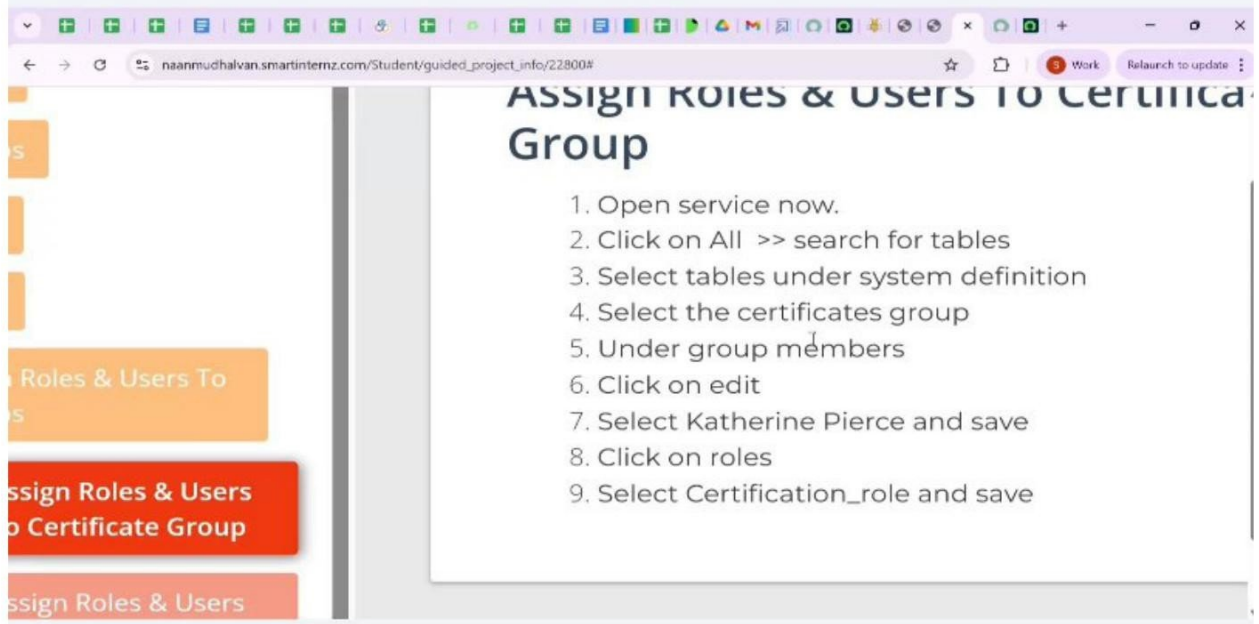
9. Create another table as: task table 2 and fill with following details.

10. Click on submit.

Milestone 5 : Assign Roles & Users to certificate group

Activity 1: 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



Milestone 6 : Assign roles to table

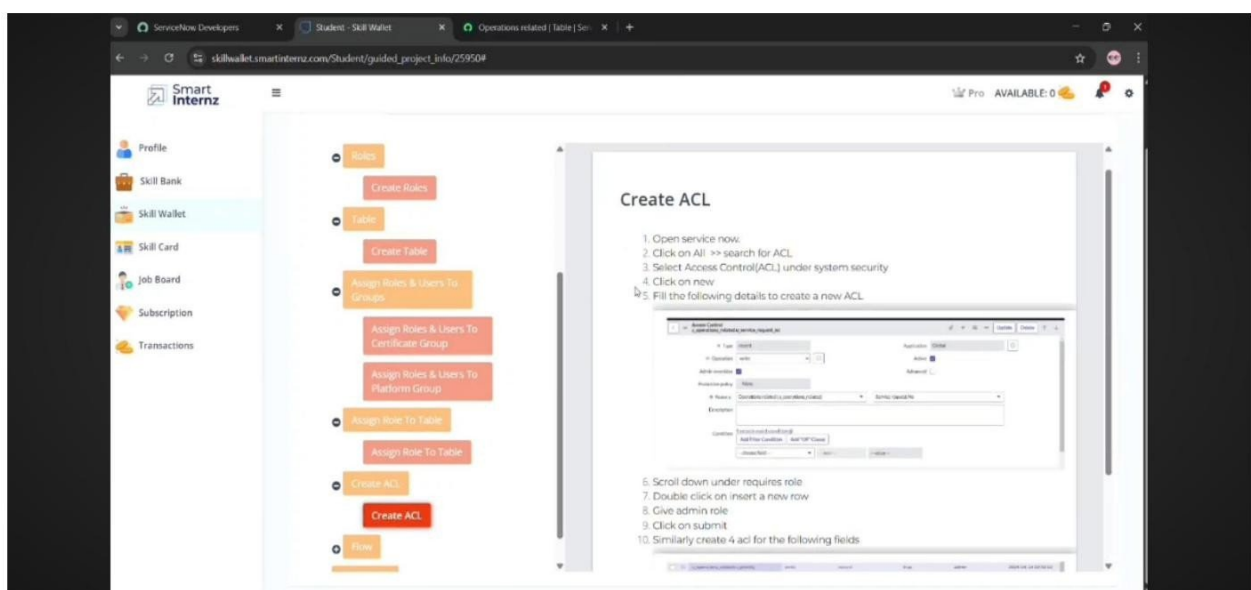
Activity 1: Assign roles to alice user

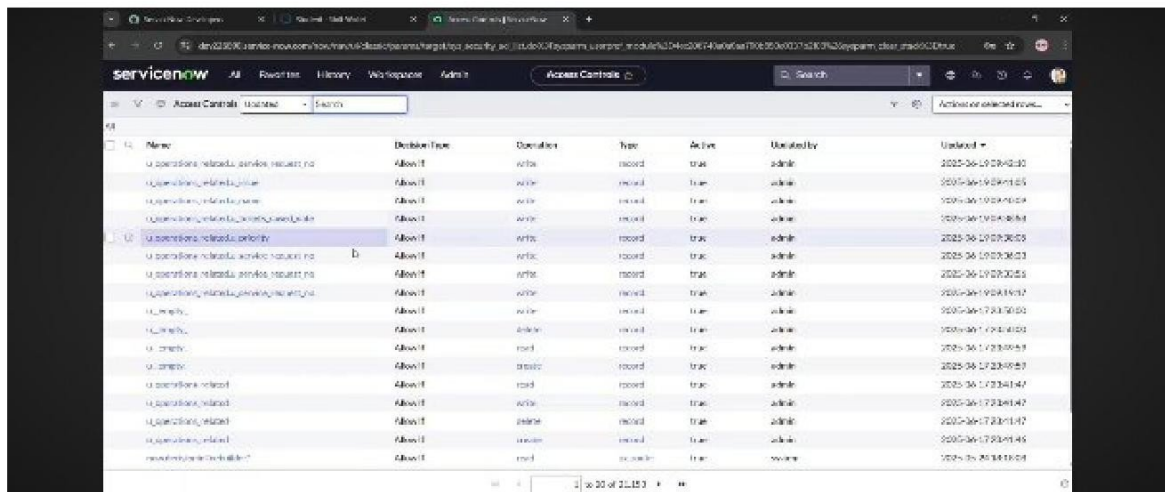
1. Open servicenow. Click on All >> search for user
2. Select tables under system definition
3. Select the project manager user
4. Under project manager
5. Click on edit
6. Select project member and save
7. click on edit add u_project_table role and u_task_table role

8.click on save and update the form

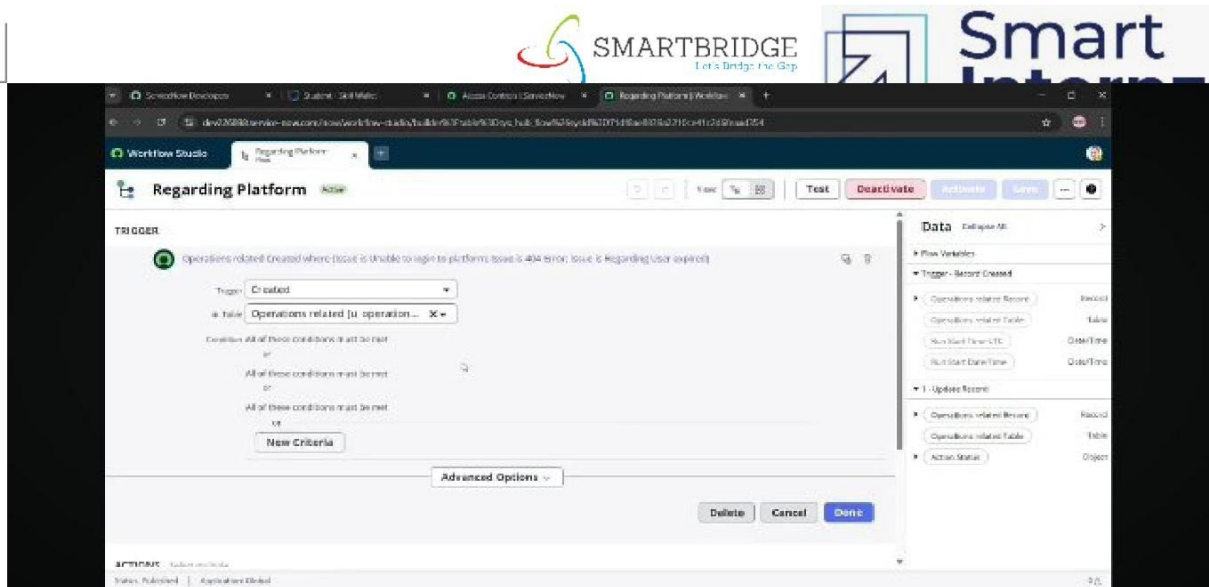
Create ACL

1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on now
5. Fill the following details to create a now 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

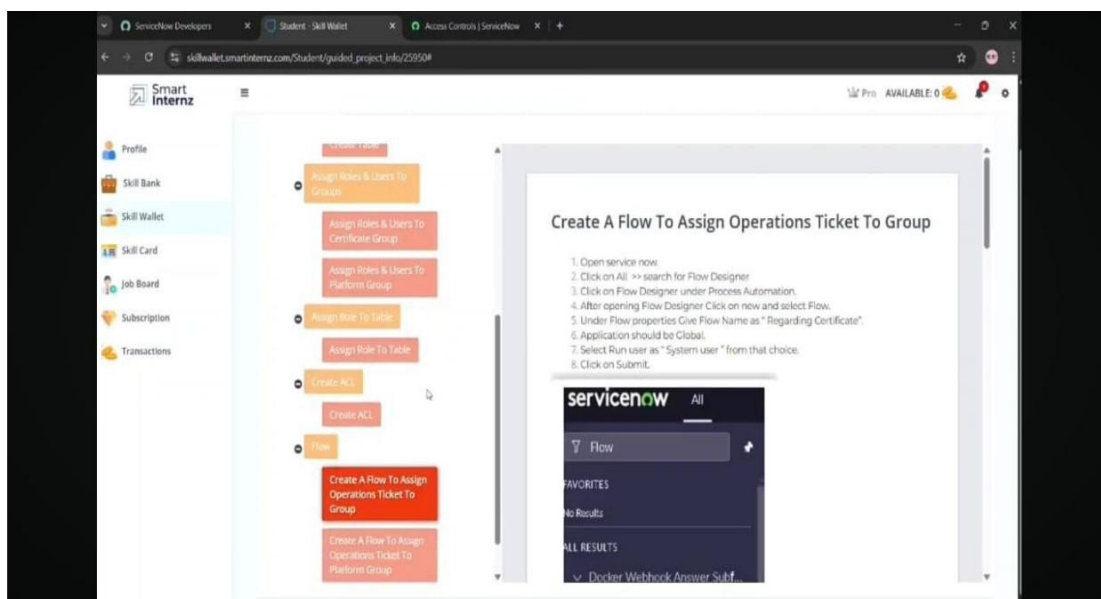




1. Open service now.



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



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dev226898.service-now.com/how/now/ui/classic/params/target/sys_security_acl_list.do%3Fsysparm_userpref_module%3Dacc206740a0aa7006850a033762600926sysparm_clear_stack%3Dtrue

servicenow All Favorites History Workspaces Admin Access Controls Search

flow

FAVORITES
No Results

ALL RESULTS

- ▼ Docker Webhook Answer
- Docker Webhook Answer Subflow
- Webhook Answer Subflow
- ▼ Process Automation
- Workflow Studio
- Flow Designer
- ▼ Flow Administration
- Today's Executions

Decision Type	Operation	Type	Active	Updated by	Updated
Allow If	write	record	true	admin	2025-06-19 09:42:10
Allow If	write	record	true	admin	2025-06-19 09:41:05
Allow If	write	record	true	admin	2025-06-19 09:40:09
Allow If	write	record	true	admin	2025-06-19 09:38:58
Allow If	write	record	true	admin	2025-06-19 09:38:05
Allow If	write	record	true	admin	2025-06-19 09:36:33
Allow If	write	record	true	admin	2025-06-19 09:33:56
Allow If	write	record	true	admin	2025-06-19 09:19:17
Allow If	write	record	true	admin	2025-06-17 23:50:00
Allow If	delete	record	true	admin	2025-06-17 23:50:00
u_empty	read	record	true	admin	2025-06-17 23:49:59
u_empty	create	record	true	admin	2025-06-17 23:49:59
u_operations_related	read	record	true	admin	2025-06-17 23:41:47
u_operations_related	write	record	true	admin	2025-06-17 23:41:47
u_operations_related	delete	record	true	admin	2025-06-17 23:41:47
u_operations_related	create	record	true	admin	2025-06-17 23:41:46
now.decisioninthebuilder	read	ux_route	true	system	2025-05-24 18:18:08

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dev226898.service-now.com/now/workflow-studio/now/flow

Workflow Studio

Homepage Operations Integrations

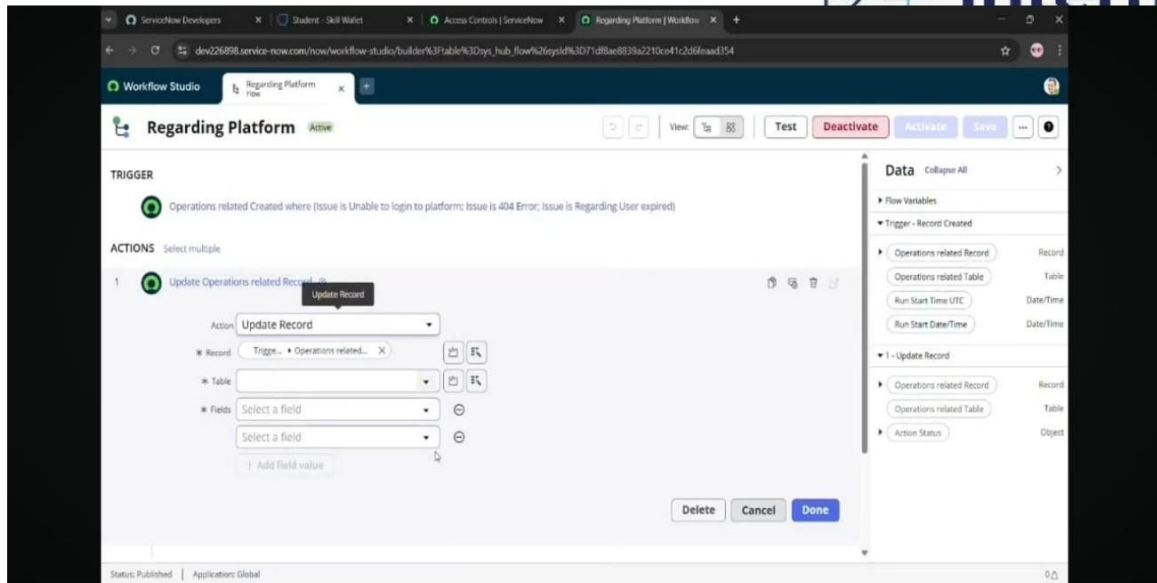
Playbooks Flows Subflows Actions Decision tables New

Pick up where you left off

- Regarding Platform
Last updated: 21 d. ago by System Ad...
- Regarding Certificate
Last updated: 21 d. ago by System Ad...
- Create Flow Data
Last updated: 4 year ago by System Ad...

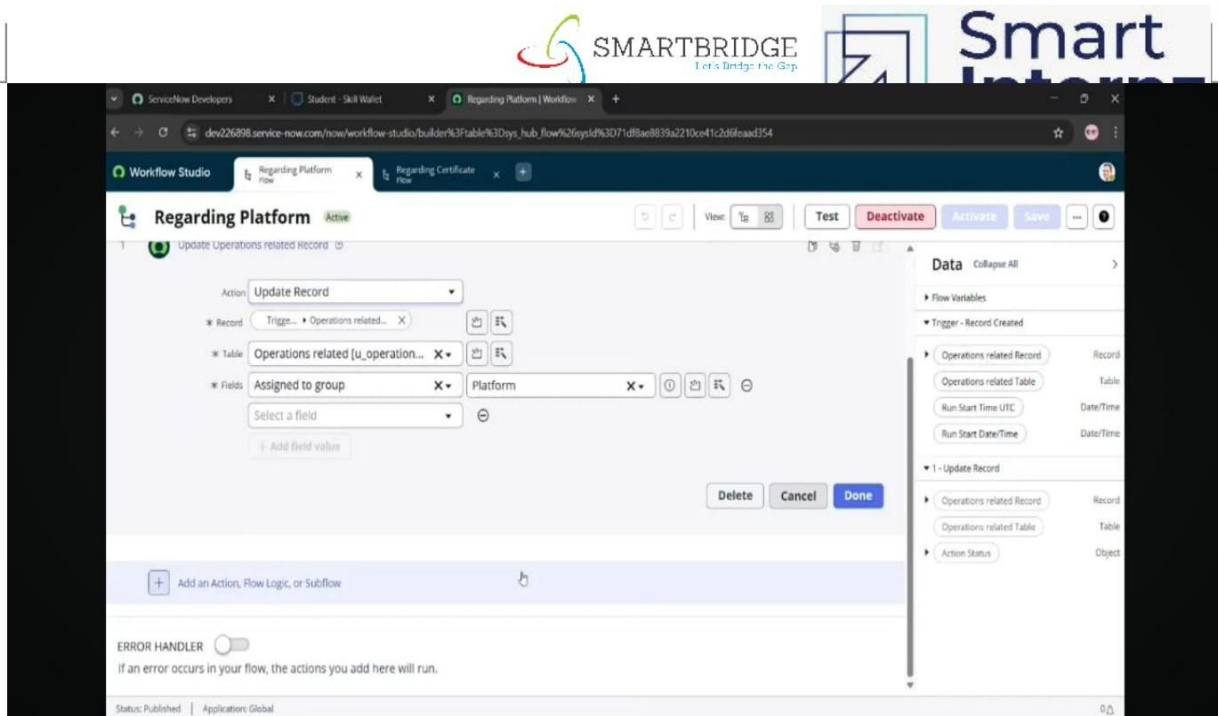
Latest updates

- System Administrator modified
Regarding Platform
21 d. ago
- System Administrator modified
Regarding Certificate
21 d. ago
- System Administrator modified
Create Flow Data
4 year ago
- System Administrator modified
Deployment Environment Type
Flow



Create A Flow To Assign Operations Ticket To Platform Group

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

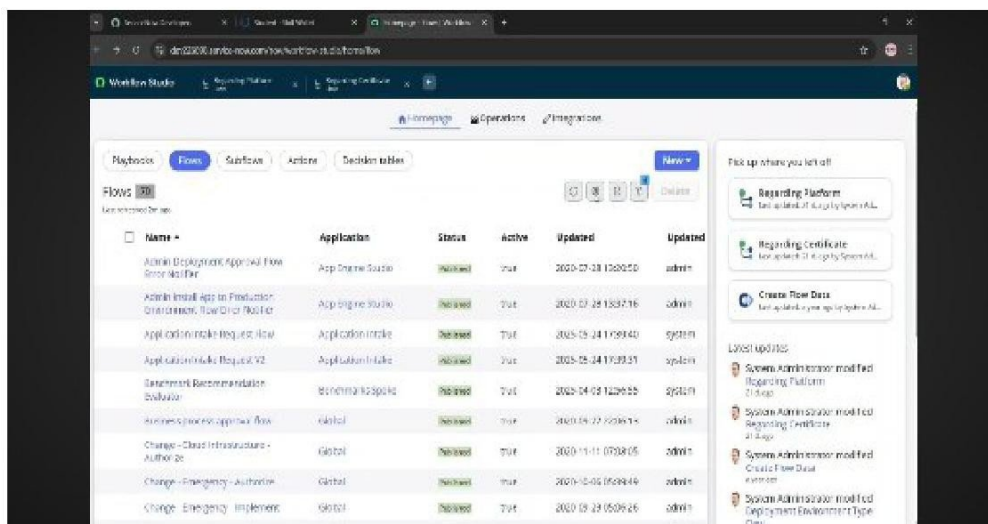
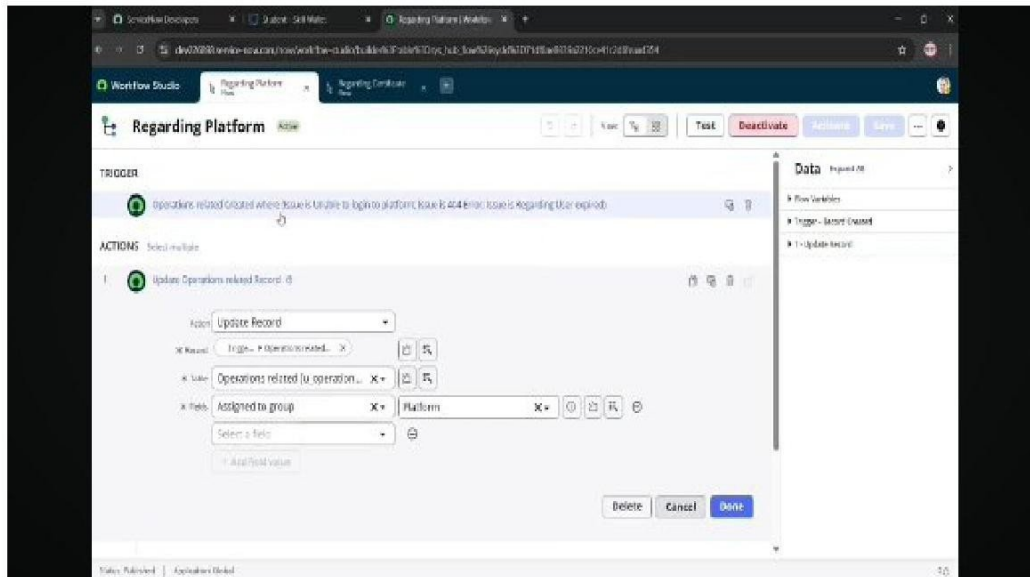
13. Give the field as Assigned to group"

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 issues.¹