



## **STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS**

**Team Id: NM2025TMID13112**

**Team Members:4**

**Team Leader: S. INDHUMATHI**

**Team Member 1 : S. DEEPALAKSHMI**

**Team Member 2 : S. JEEVITHA**

**Team Member 3 : K. BABYSHALME**

### **Problem Statement:**

The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.

### **Objective:**

#### **Enhance User Experience:**

Provide personalized and intuitive experiences for students, faculty, and staff, ensuring they have the tools and support needed to excel.

#### **Improve Operational Efficiency:**

Streamline core institutional processes by automating administrative tasks, which improves productivity across departments.

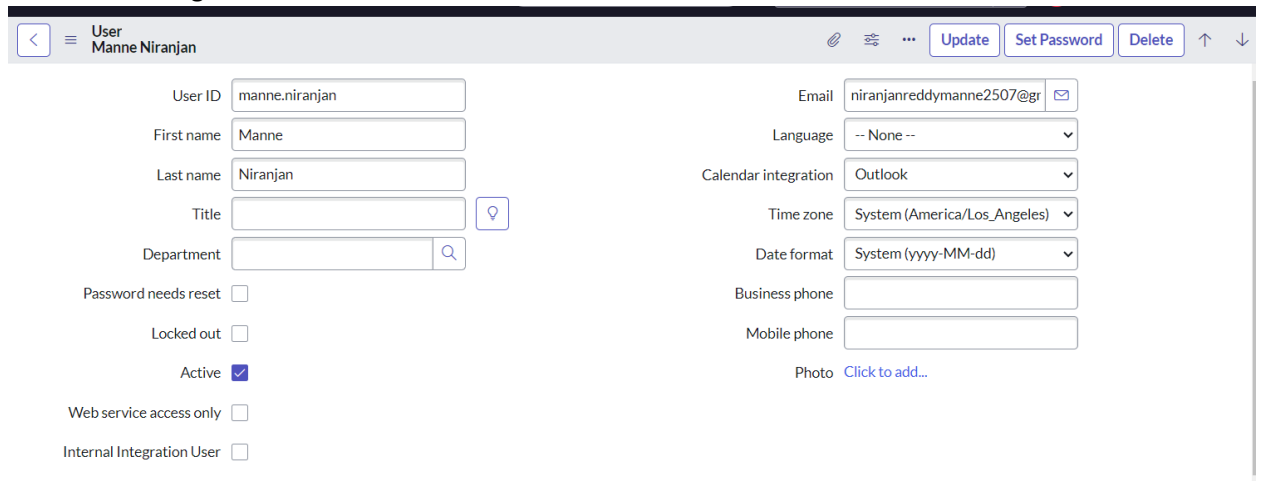
#### **Foster Digital Transformation:**

Modernize the institution by adopting digital tools and processes to adapt to the evolving demands of the digital economy and prepare students for the future.

# TASK INITIATION

## 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



User ID: manne.niranjan

First name: Manne

Last name: Niranjan

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Email: niranjanreddymanne2507@gr

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los\_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

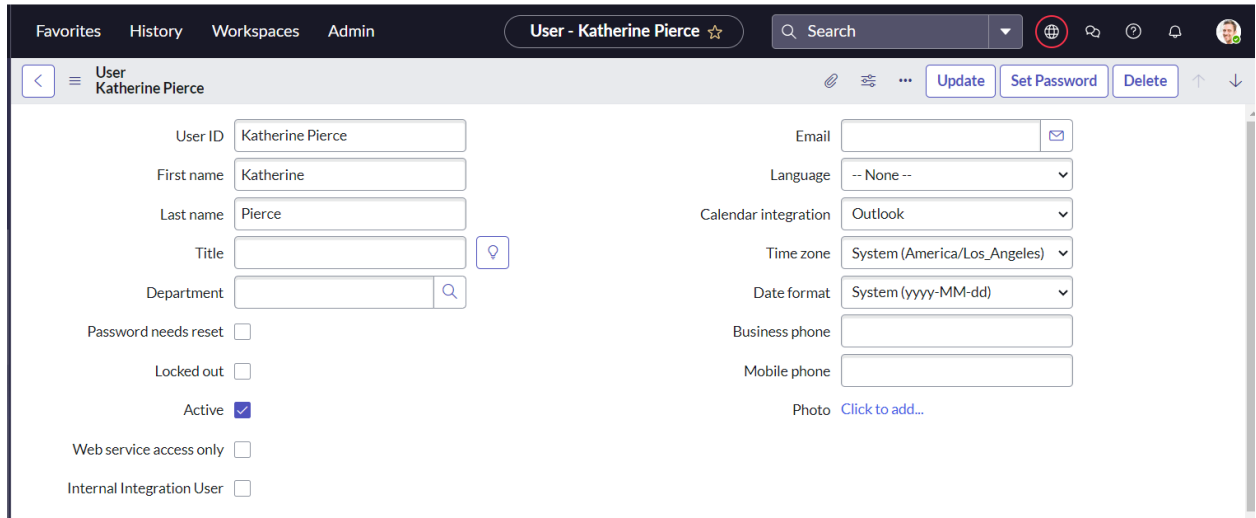
Mobile phone:

Photo: [Click to add...](#)

6. Click on submit

Create one more user:

7. Create another user with the following details

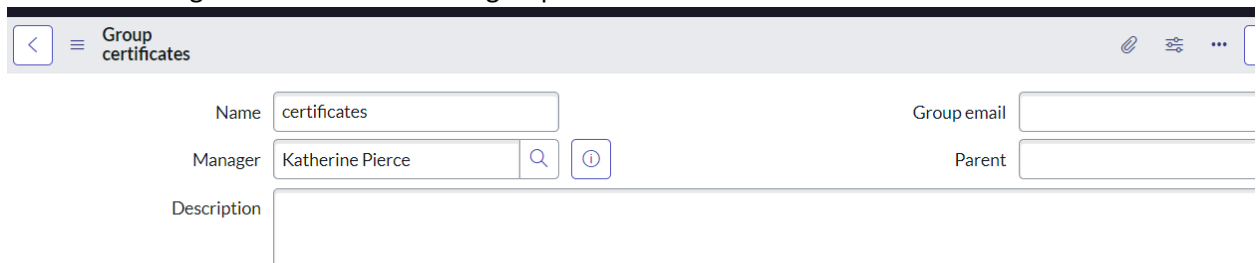


The screenshot shows the 'User - Katherine Pierce' form in the Smart Internz application. The form is divided into two main sections: user identification and settings. The user identification section includes fields for User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title (empty), and Department (empty with a search icon). The settings section includes checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. On the right side, there are dropdown menus for Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), and Date format (System (yyyy-MM-dd)). There are also input fields for Business phone and Mobile phone, and a 'Photo' link to add a profile picture. At the top, there are navigation tabs for Favorites, History, Workspaces, and Admin, and a search bar.

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 the 'Group certificates' form in the Smart Internz application. The form is divided into two main sections: group identification and settings. The group identification section includes fields for Name (certificates), Manager (Katherine Pierce with a search icon), and Description (empty). The settings section includes input fields for Group email and Parent. At the top, there are navigation tabs for Favorites, History, Workspaces, and Admin, and a search bar.

6. Click on submit



Create one more group:



1. Create another group with the following details

---

Name	<input type="text" value="Platform"/>	Group email	<input type="text"/>	
Manager	<input type="text" value="Manne Niranjan"/>	Parent	<input type="text"/>	
Description	<input type="text"/>			

---

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

---

Name	<input type="text" value="Certification_role"/>	Application	<input type="text" value="Global"/>	
Requires Subscription	<input type="text" value="Unspecified"/>	Elevated privilege	<input type="checkbox"/>	
Description	<input type="text" value="Can deal with certification issues"/>			

---

6. Click on submit

Create one more role:

Create another role with the following details

---

Name	<input type="text" value="Platform_role"/>	Application	<input type="text" value="Global"/>	
Requires Subscription	<input type="text" value="Unspecified"/>	Elevated privilege	<input type="checkbox"/>	
Description	<input type="text" value="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

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

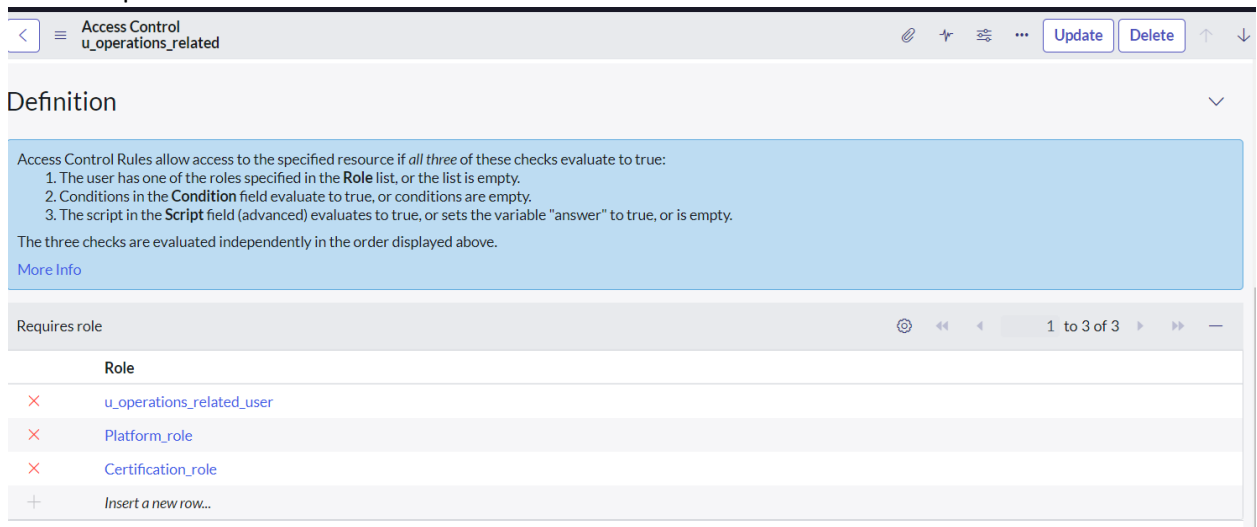
### **Assign roles & users to platform group**

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 Niranjana 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 u\_operations\_related

**Definition**





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](#)

**Requires role**

Role
 u_operations_related_user
 Platform_role
 Certification_role
 Insert a new row...

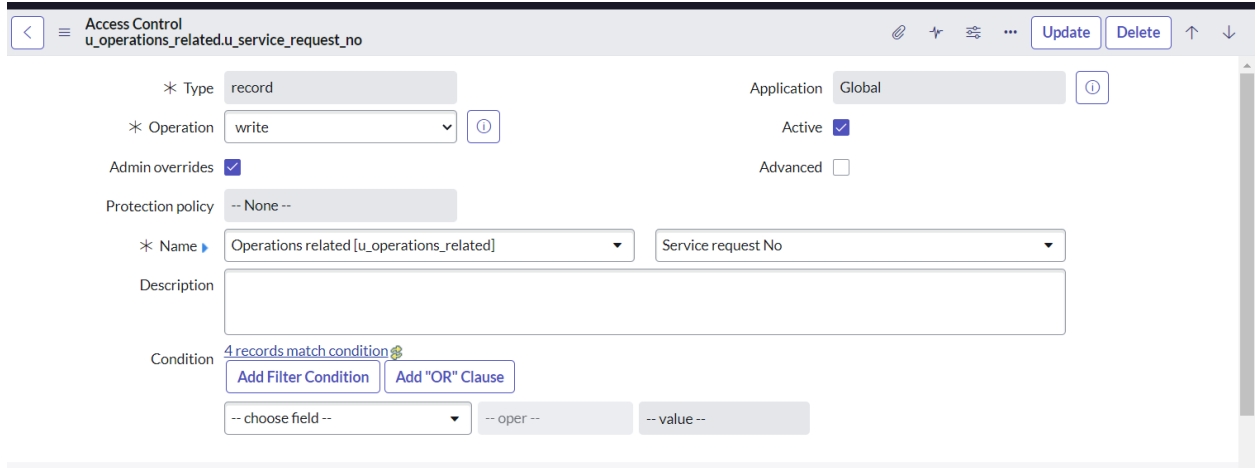
1 to 3 of 3

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"/>	<input type="radio"/>	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

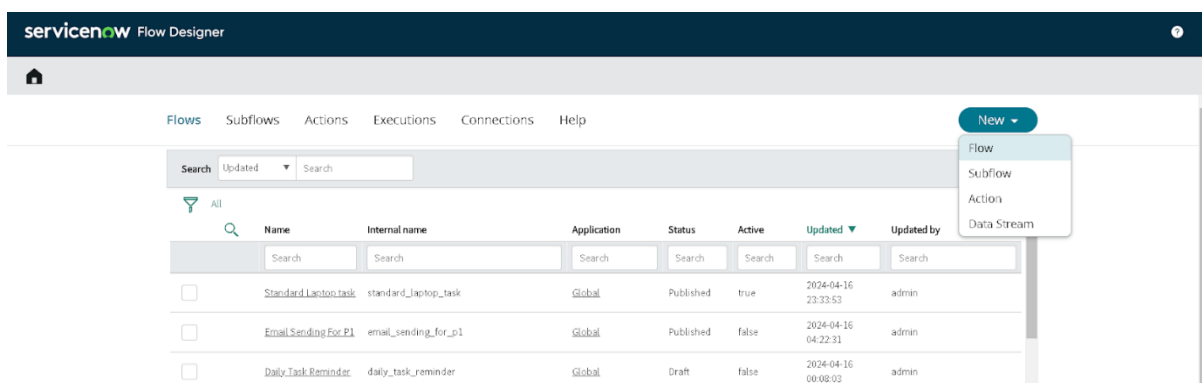
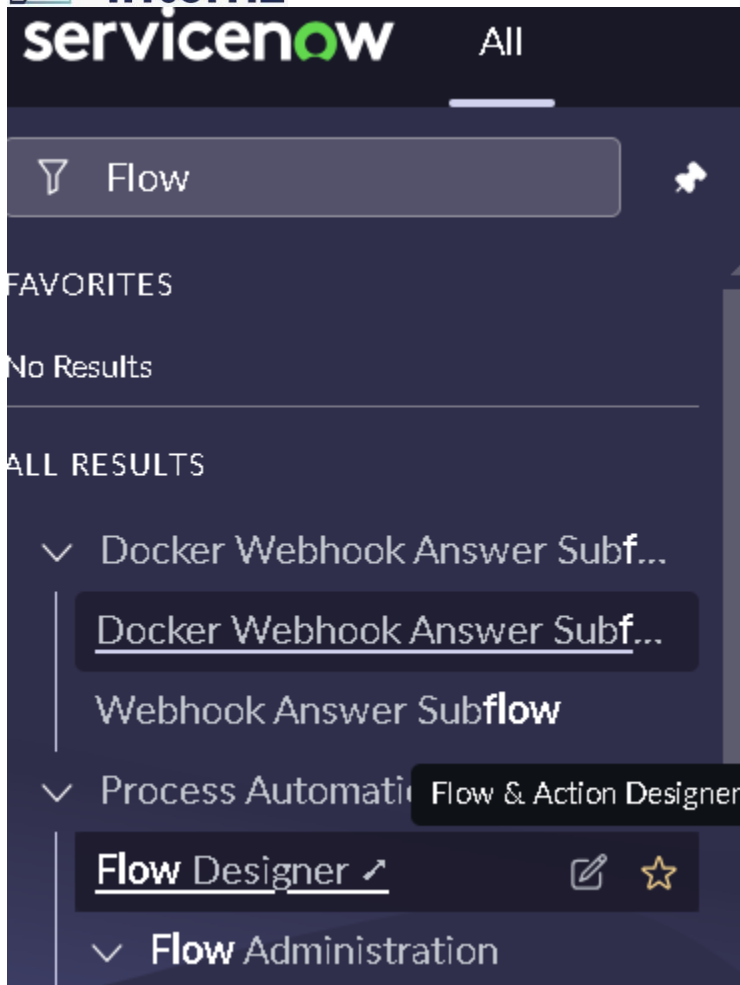
### Create a Flow to Assign operations ticket to group

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.





SMARTBRIDGE  
Let's Bridge the Gap



## Flow properties



* Flow name	<input type="text" value="Regarding certificates"/>
Description	<input type="text" value="Describe your flow"/>
Application	<input type="text" value="Global"/>
Protection	<input type="text" value="-- None --"/>
Run As	<input type="text" value="System User"/>

[Cancel](#)[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 : 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

or

New Criteria

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.
15. Click on Activate.

ACTIONS Select multiple

1 **Update Operations related Record**

Action: Update Record

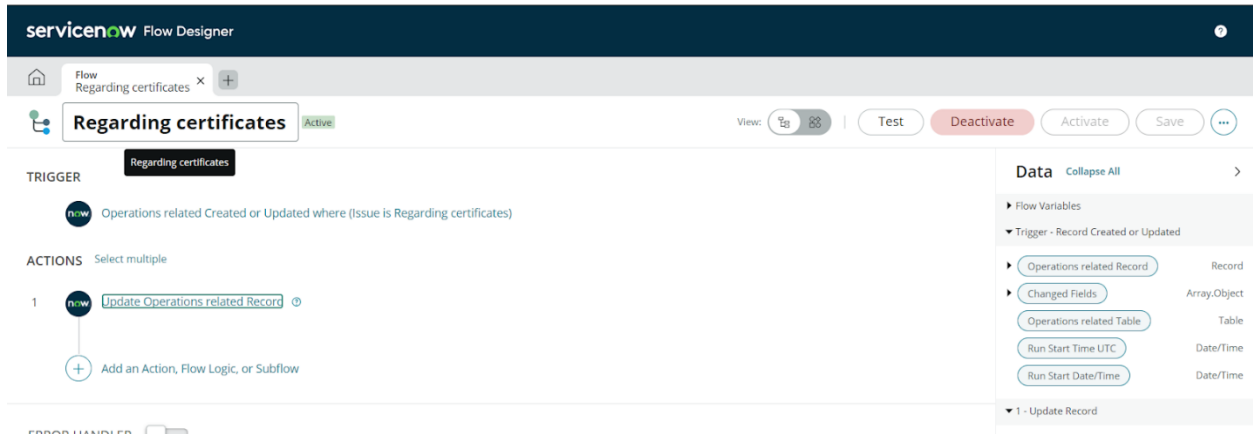
\* Record: Trigger ... Operations relate...

\* Table: Operations related [u\_operations\_related]

\* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done



The screenshot shows the ServiceNow Flow Designer interface. The top bar indicates the flow is named 'Regarding certificates' and is currently 'Active'. The main workspace is divided into two sections: 'TRIGGER' and 'ACTIONS'. The 'TRIGGER' section contains a single trigger: 'Operations related Created or Updated where (Issue is Regarding certificates)'. The 'ACTIONS' section contains one action: 'Update Operations related Record'. A right-hand panel titled 'Data' shows the data structure for the flow, including variables like 'Flow Variables', 'Trigger - Record Created or Updated', 'Operations related Record', 'Changed Fields', 'Operations related Table', 'Run Start Time UTC', and 'Run Start Date/Time'.

## 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

Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

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.

