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M.A.M.
College of Engineering

DEPARTMENT OF ARTIFICIAL INTELLIGENCE AND DATA SCIENCE

**TITLE : Streamlining Ticket Assignment for Efficient
Support Operations**

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Streamlining Ticket Assignment for Efficient Support Operations

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.

Users

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 - Manne Niranjana' form in ServiceNow. The form is divided into two main sections. The left section contains fields for User ID (manne.niranjana), First name (Manne), Last name (Niranjana), Title (empty), and Department (empty). Below these are checkboxes for Password needs reset, Locked out, Active (checked), Web service access only, and Internal Integration User. The right section contains fields for Email (niranjareddymanne2507@gr), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and Photo (Click to add...). The form has a top bar with a back button, a search icon, and buttons for Update, Set Password, and Delete.

1. Click on submit
2. Create one more user:
3. Create another user with the following details

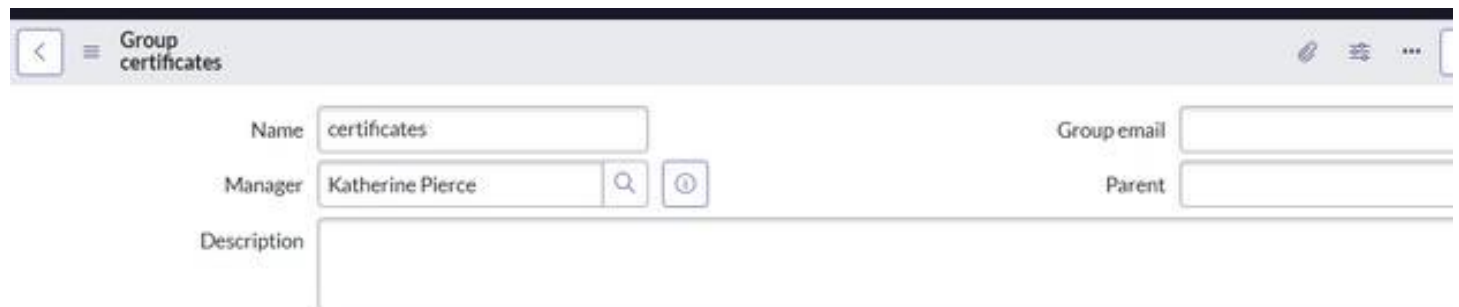
The screenshot shows the 'User - Katherine Pierce' form in ServiceNow. The form is divided into two main sections. The left section contains fields for User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title (empty), and Department (empty). Below these are checkboxes for Password needs reset, Locked out, Active (checked), Web service access only, and Internal Integration User. The right section contains fields for Email, Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and Photo (Click to add...). The form has a top bar with a back button, a search icon, and buttons for Update, Set Password, and Delete.

1. Click on submit

Groups

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

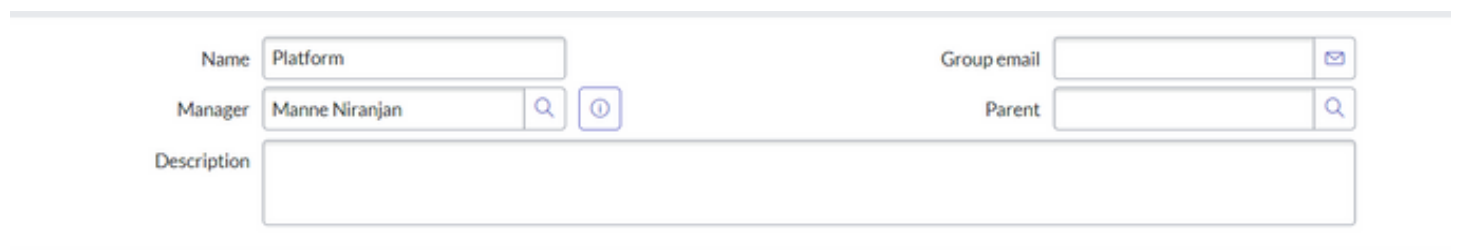


The screenshot shows the 'Group certificates' form in ServiceNow. The form has a header bar with a back arrow, a hamburger menu, the title 'Group certificates', and icons for edit, refresh, and more options. The form fields are: 'Name' with the value 'certificates', 'Manager' with the value 'Katherine Pierce' and search and info icons, 'Group email' (empty), 'Parent' (empty), and 'Description' (empty).

- 1.
2. Click on submit

Create one more group:

1. Create another group with the following details



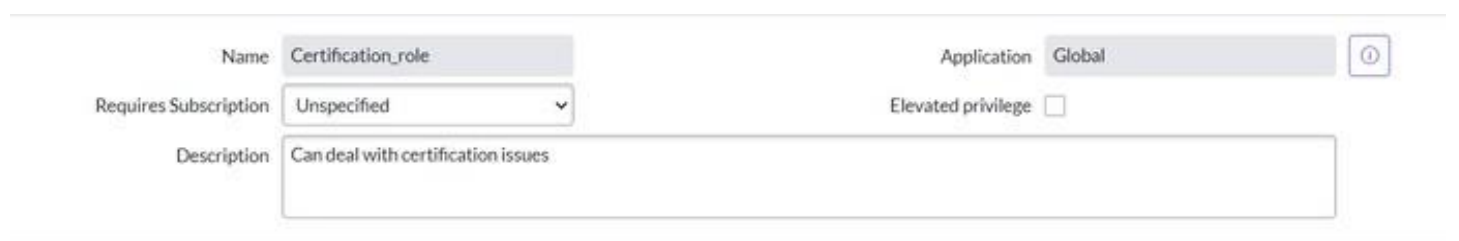
The screenshot shows the 'Platform' group form in ServiceNow. The form has a header bar with a back arrow, a hamburger menu, the title 'Platform', and icons for edit, refresh, and more options. The form fields are: 'Name' with the value 'Platform', 'Manager' with the value 'Manne Niranjana' and search and info icons, 'Group email' (empty), 'Parent' (empty), and 'Description' (empty).

- 1.
2. Click on submit

Roles

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 the 'Certification_role' form in ServiceNow. The form has a header bar with a back arrow, a hamburger menu, the title 'Certification_role', and icons for edit, refresh, and more options. The form fields are: 'Name' with the value 'Certification_role', 'Application' with the value 'Global' and an info icon, 'Requires Subscription' with the value 'Unspecified' and a dropdown arrow, 'Elevated privilege' (checkbox), and 'Description' with the value 'Can deal with certification issues'.

- 1.
2. 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

Tables:

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 tableLabel : Operations relatedCheck 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...					

- 1.
2. Click on submit

Create choices for the issue filed by using form designChoices are

- unable to login to platform
- 404 error

- regarding certificates
- regarding user expired

Assign roles & users to certificate group

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.
2. Click on u_operations_related write operation
3. Under Requires role
4. Double click on insert a new row
5. Give platform role

Create ACL

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 Application: Global

* Operation: write Active: ☒

Admin overrides: ☒ Advanced: ☐

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 --

- 1.
2. Scroll down under requires role
3. Double click on insert a new row
4. Give admin role
5. Click on submit
6. Similarly create 4 acl for the following fields

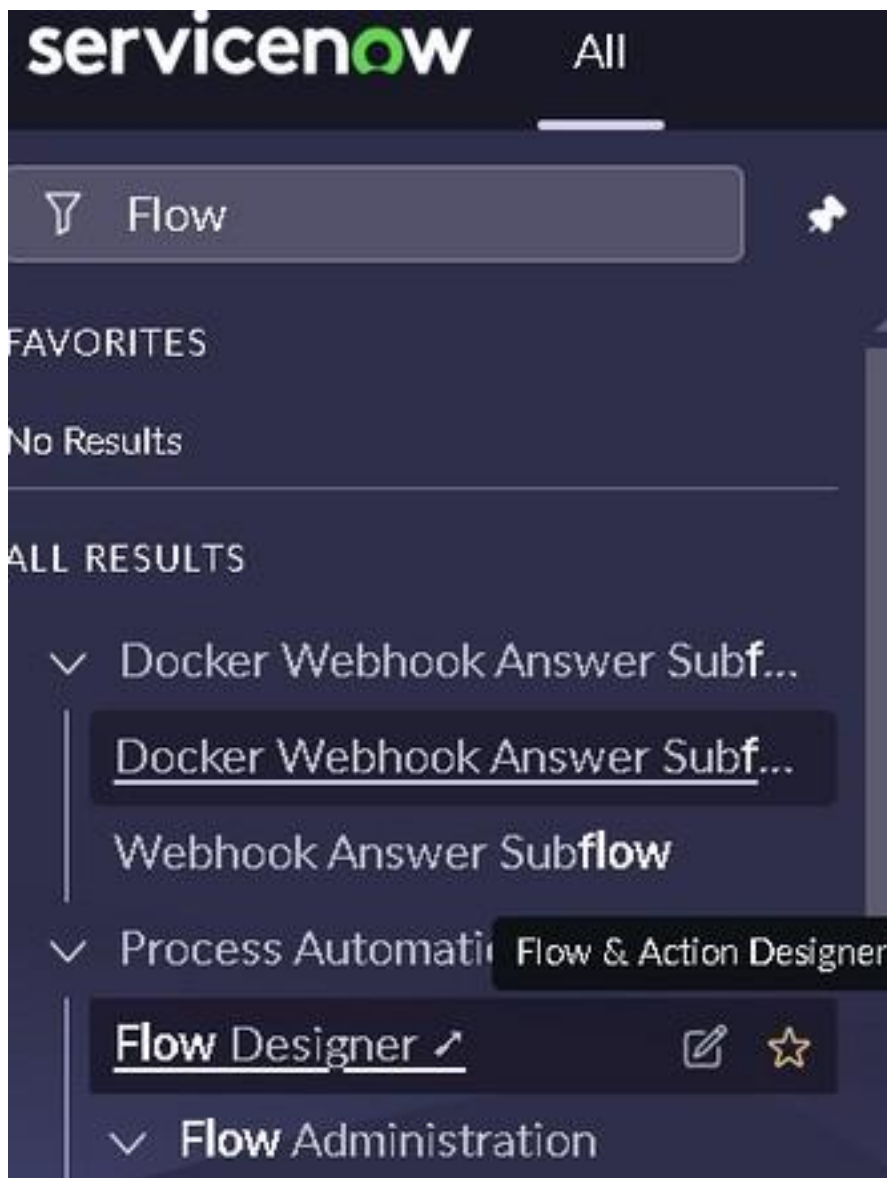
u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

1.

Flow

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 Flow Designer

Flows Subflows Actions Executions Connections Help

New ▾

- Flow
- Subflow
- Action
- Data Stream

Search Updated ▾ Search

All

	Name	Internal name	Application	Status	Active	Updated ▾	Updated by
	Search	Search	Search	Search	Search	Search	Search
<input type="checkbox"/>	Standard Backup Task	standard_backup_task	Global	Published	true	2024-04-16 23:23:52	admin
<input type="checkbox"/>	Email Sender for P1	email_sender_for_p1	Global	Published	false	2024-04-16 04:22:33	admin
<input type="checkbox"/>	Daily Task Reminder	daily_task_reminder	Global	Draft	false	2024-04-16 00:02:02	admin

Flow properties

* Flow name

Description

Application

Protection

Run As

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.

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 asField : issue

Operator : is

Value : Unable to login to platform

1. Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

1. Click on New Criteria

Field : issue

Operator : is

Value : Regrading User expired

1. After that click on Done.
2. Now under Actions.
3. Click on Add an action.
4. Select action in that search for “ Update Record ”.
5. In Record field drag the fields from the data navigation from left side
6. Table will be auto assigned after that
7. Give the field as “ Assigned to group ”.
8. Give value as “ Platform ”.
9. Click on Done.
10. Click on Save to save the Flow.
11. Click on Activate.

TRIGGER

Operations related Created or Updated Trigger: Created or Updated (arding 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

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel Done

1. Now under Actions.
2. Click on Add an action.
3. Select action in that search for "Update Record".
4. In Record field drag the fields from the data navigation from left side
5. Table will be auto assigned after that
6. Give the field as "Assigned to group"
7. Give value as "Certificates"
8. Click on Done.
9. Click on Save to save the Flow.
10. Click on Activate.

ACTIONS Select multiple

1 Update Operations related Record

Action: Update Record

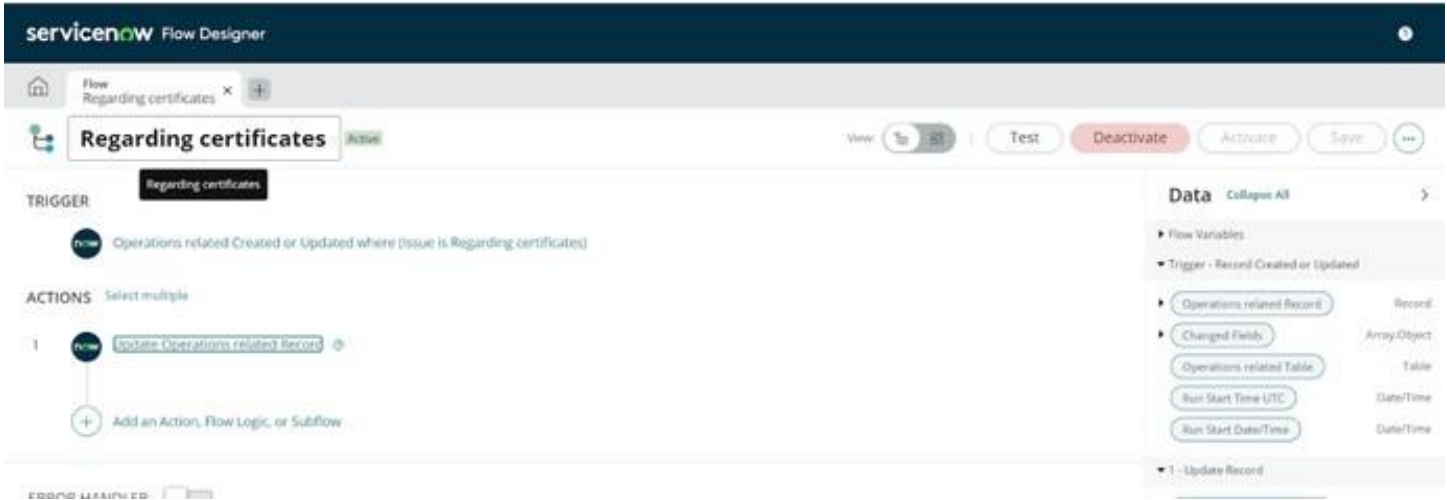
* Record: Trigger ... Operations relate...

* Table: Operations related [u_operations_related]

* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done



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.