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**DEPARTMENT OF  
COMPUTER SCIENCE ENGINEERING**

**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

This screenshot shows the 'User' creation form for 'Manne Niranjan'. The form includes fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title, Department, Password needs reset (unchecked), Locked out (unchecked), Active (checked), Web service access only (unchecked), Internal Integration User (unchecked), Email (niranjanreddymanne2507@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...).

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

This screenshot shows the 'User' creation form for 'Katherine Pierce'. The form includes fields for User ID (Katherine.Pierce), First name (Katherine), Last name (Pierce), Title, Department, Password needs reset (unchecked), Locked out (unchecked), Active (checked), Web service access only (unchecked), Internal Integration User (unchecked), 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...).

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 a form titled 'Group certificates'. It has fields for Name (containing 'certificates'), Manager (containing 'Katherine Pierce'), Group email (empty), and Parent (empty). There are also fields for Description and other metadata.

- 1.
2. Click on submit

Create one more group:

1. Create another group with the following details

The screenshot shows a form for creating a group named 'Platform'. It includes fields for Name (Platform), Manager (Manne Niranjan), 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 a form for creating a role named 'Certification\_role'. It includes fields for Name (Certification\_role), Application (Global), Requires Subscription (Unspecified), Elevated privilege (unchecked), and Description (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 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...					

- 1.
2. 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

### 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 Nirajan 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
<input checked="" type="checkbox"/>	u_operations_related_user
<input checked="" type="checkbox"/>	Platform_role
<input checked="" type="checkbox"/>	Certification_role
<input type="button" value="Insert a new row..."/>	

1 to 3 of 3

- 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	<input checked="" type="checkbox"/>
Admin overrides	<input checked="" type="checkbox"/>	Advanced	<input type="checkbox"/>
Protection policy	--None--		
* Name	Operations related[u_operations_related]	Service request No	
Description			
Condition	4 records match condition @		
	<a href="#">Add Filter Condition</a> <a href="#">Add "OR" Clause</a>		
	-- 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

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

The screenshot shows the ServiceNow interface with the following details:

- Header:** servicenow All
- Search Bar:** Flow
- FAVORITES:** No Results
- ALL RESULTS:**
  - Docker Webhook Answer Subflow (selected)
  - Webhook Answer Subflow
  - Process Automation Flow & Action Designer
  - Flow Designer (selected)
  - 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 License task	standard_license_task	Global	Published	True	2024-04-16 23:33:52	admin
Email reminder for P1	email_reminder_for_p1	Global	Published	False	2024-04-16 04:22:31	admin
Daily Task Reminder	daily_task_reminder	Global	Draft	False	2024-04-16 09:01:03	admin

## Flow properties

\* Flow name: Regarding certificates

Description: Describe your flow

Application: Global

Protection: -- None --

Run As: 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 asField : 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.

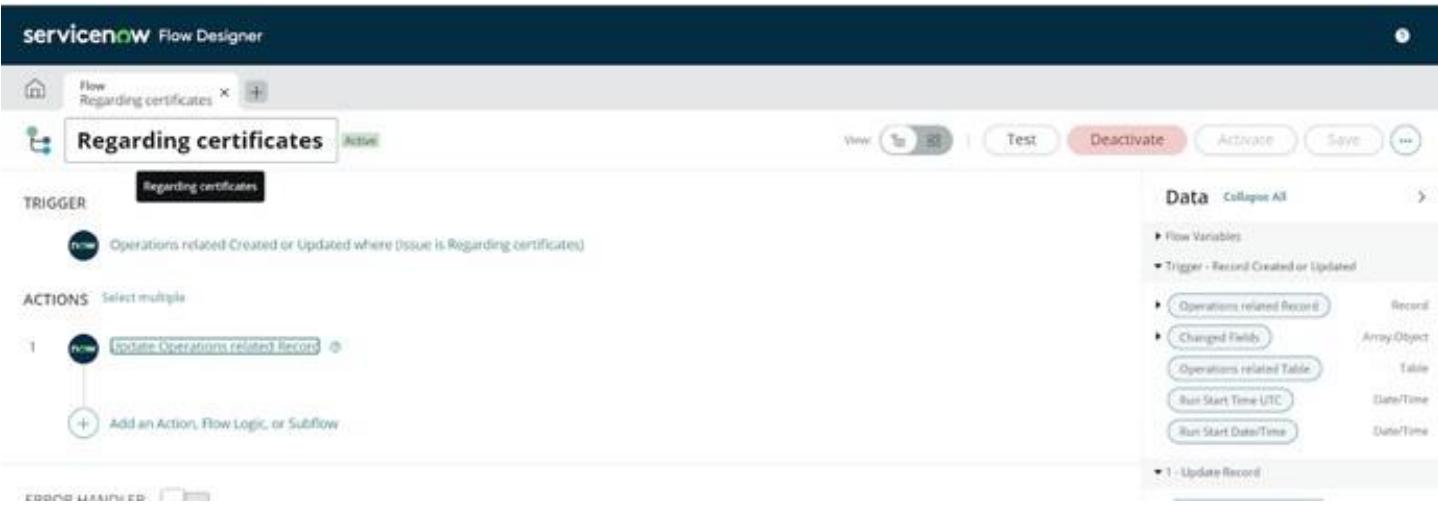
## TRIGGER

The screenshot shows the 'Trigger' configuration screen. At the top, it says 'Operations related Created or Trigger: Created or Updated (arding certificates)'. The 'Trigger' dropdown is set to 'Created or Updated'. The 'Table' dropdown is set to 'Operations related [u\_operations\_related]'. Below these, there's a 'Condition' section with a dropdown menu showing 'Issue is Regarding certificates'. There are 'OR' and 'AND' buttons, and a 'New Criteria' button. Under 'Run Trigger', it says 'For every update'. At the bottom right are 'Delete', 'Cancel', and 'Done' buttons.

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

The screenshot shows the 'Actions' configuration screen. It lists one action: '1 Update Operations related Record'. The 'Action' dropdown is set to 'Update Record'. The 'Record' dropdown is set to 'Trigger ... ▶ Operations relate...'. The 'Table' dropdown is set to 'Operations related [u\_operations\_related]'. The 'Fields' dropdown shows 'Assigned to group' and 'certificates'. At the bottom right are 'Delete', 'Cancel', and 'Done' buttons.



## 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.