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**UNIVERSITY COLLEGE OF ENGINEERING – PATTUKKOTTAI**

**RAJAMADAM – 614701**

(A CONSTITUENT COLLEGE OF ANNA UNIVERSITY, CHENNAI)

Department of  
**COMPUTER SCIENCE AND ENGINEERING**  
Accompanied with  
**NAAN MUDHALVAN AND SERVICENOW  
ADMINISTRATION**

Completed the project named as

**Streamlining Ticket Assignment  
for Efficient Support Operations**

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

**Team ID :** NM2025TMID03360

**Team Size :** 4

**Team Leader :** Jayasri K

**Team member :** Dharshini K

**Team member :** Dharshini N

**Team member :** Nivetha N

## ***Project overview:***

This project aims to improve how support teams handle and assign incoming tickets. Currently, manual ticket assignment can lead to delays mistakes, and frustrated customers. By streamlining the process, tickets will be automatically sent to the right agents. This ensures faster responses and better use of team skills and time.

The project will use rules, automation, and smart workflows to manage assignments. It will help balance workloads and reduce pressure on individual team members. As a result, customers will receive quicker and more accurate Support. Overall, the project will make support operations more efficient and reliable.

## ***Problem statement:***

ABC Corporation, a leading technology company, was facing challenges with efficiently assigning support tickets to the appropriate teams. With a vast array of products and services, the support team found it increasingly difficult to manually route tickets to the right groups, leading to delays in issue resolution and customer dissatisfaction.

## ***Objective:***

The objective of this initiative is to implement

1. The system will quickly route tickets to the right teams, helping to solve issues faster and reduce waiting time.
2. It will improve customer satisfaction by ensuring that customers get faster and more accurate responses to their problems.
3. The automated system will help balance workloads among support teams, making better use of available staff and resources.

## ***Tools and Technologies Used:***

- Platform: ServiceNow
- Modules Utilized: Incident Management, Flow Designer, Role & Access Management, ACL Configuration

## ***INSTANCE:***

Setting up ServiceNow instance

1. Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Now you will navigate to the ServiceNow.

# TASK INITIATION:

## ACTIVITY 1:create Users

### STEPS:

- 1.Open service now.
- 2.Click on All >> search for user
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

The screenshot shows the 'User - New Record' form in ServiceNow. The form is divided into two main sections: 'User' and 'Related Links'. The 'User' section contains the following fields and options:

- User ID:
- First name:
- Last name:
- Title:
- Department:
- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Web service access only: ☐
- Internal Integration User: ☐

The 'Related Links' section contains the following fields and options:

- Email:
- Language:
- Calendar integration:
- Time zone:
- Date format:
- Business phone:
- Mobile phone:
- Photo:

The 'Submit' button is located at the bottom left of the form.

The screenshot shows the 'User - New Record' form in ServiceNow, with a message at the top: 'To set up the User's password, save this record and then click Set Password.' The form is divided into two main sections: 'User' and 'Related Links'. The 'User' section contains the following fields and options:

- User ID:
- First name:
- Last name:
- Title:
- Department:
- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Web service access only: ☐
- Internal Integration User: ☐

The 'Related Links' section contains the following fields and options:

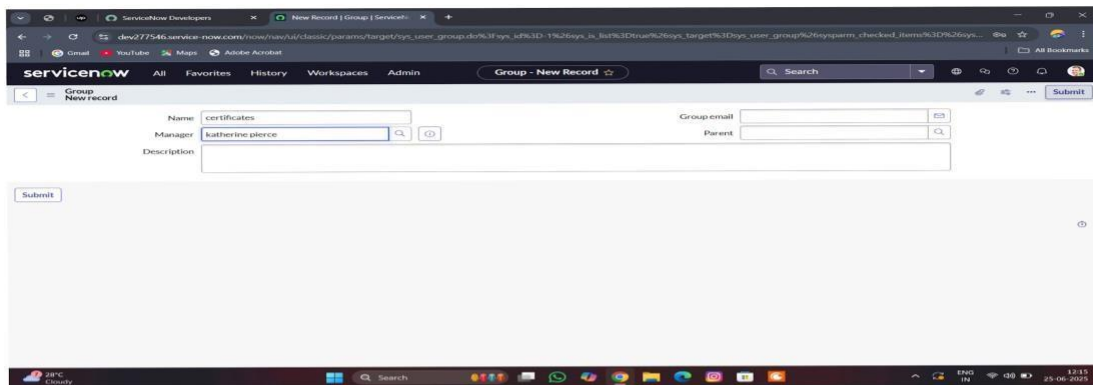
- Email:
- Language:
- Calendar integration:
- Time zone:
- Date format:
- Business phone:
- Mobile phone:
- Photo:

The 'Submit' button is located at the bottom left of the form.

## ACTIVITY 2 :Create Groups

### STEPS:

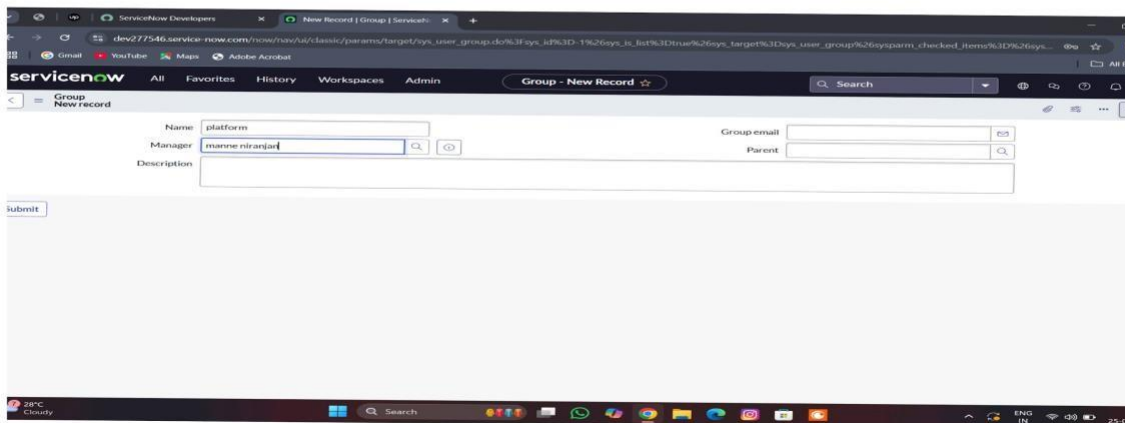
- 1.Open service now.
- 2.Click on All >> search for groups
- 3.Select groups under system security
- 4.Click on new
- 5.Fill the following details to create a new group
- 6.click on submit Create one more Group
- 7.Create another group with the following details
- 8.Click on submit



The screenshot shows the 'Group - New Record' form in ServiceNow. The form has the following fields:

- Name: certificates
- Manager: katherine pierce
- Group email: (empty)
- Parent: (empty)
- Description: (empty)

A 'Submit' button is located at the bottom left of the form.



The screenshot shows the 'Group - New Record' form in ServiceNow. The form has the following fields:

- Name: platform
- Manager: manne niranjan
- Group email: (empty)
- Parent: (empty)
- Description: (empty)

A 'Submit' button is located at the bottom left of the form.

## ACTIVITY 3 :Create Roles

### STEPS:

- 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

The screenshot shows the ServiceNow web interface for creating a new role. The browser address bar shows the URL: `dev272203.service-now.com/now/nav/ui/default/ui/params/target/sys_user_role.do%3Fsys_id%3D0302017d16c3122c50ad1b79ec05013122%26sysparm_record_target%3Dsys_user_role%26sysparm_reco...`. The page title is "Role - certification\_role".

The form fields are as follows:

- Name:** `certification_role`
- Application:** `Global`
- Elevated privilege:** ☐
- Description:** `can deal with certification issues`

Below the form, there are "Update" and "Delete" buttons. The "Contains Roles" tab is selected, showing a search bar with the text "for text" and a "Search" button. Below the search bar, the text "Role - certification\_role" is displayed. The "Contains" section shows "No records to display".

The Windows taskbar at the bottom shows the date and time as 15:34 on 26-06-2025.

## ACTIVITY 4: Create Tables

### STEPS:

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
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

**Table Operations related**  
+ Name u\_operations\_related Remote Table

Buttons: Delete, Update, Delete All Records

Columns Controls Application Access

Table Columns Column label Search 1 to 14 of 14 New

Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
Updates	Updated by	Integer	(empty)	40		false
Updated	Updated by	String	(empty)	40		false
Updated	Updated	Date/Time	(empty)	40		false
Ticket raised date	Ticket raised date	Date/Time	(empty)	40		false
Sys ID	Sys ID	Sys ID (GUID)	(empty)	32		false
Service request No	Service request No	String	(empty)	40		false
Priority	Priority	String	(empty)	40		false
Name	Name	String	(empty)	40		false
Issue	Issue	String	(empty)	40		false
Created by	Created by	String	(empty)	40		false
Created	Created	Date/Time	(empty)	40		false
Comment	Comment	String	(empty)	40		false
Assigned to user	Assigned to user	Reference	User	32		false
Assigned to group	Assigned to group	Reference	Group	32		false
Insert a new row...						

Buttons: Delete, Update, Delete All Records

**Related Links**  
Form Builder  
Dealed Form  
Layout Form  
Layout List  
Show Form  
Show List  
Show Schema Map  
Add to Service Catalog  
Run Point Scan  
Explore REST API

Access Controls (13) Security Data Filters Labels (1) Database Indexes (3) Table Subscription Configuration (1)

Access Controls Name Search Actions on selected rows...

Name	Decision Type	Operation	Type	Active	Updated by	Update
u_operations_related	Allow If	delete	record	true	admin	2025-08-31:1
u_operations_related	Allow If	read	record	true	admin	2025-08-31:1
u_operations_related	Allow If	write	record	true	admin	2025-08-31:1
u_operations_related	Allow If	create	record	true	admin	2025-08-31:1
u_operations_related	Allow If	write	record	true	admin	2025-08-31:1
u_operations_related	Allow If	read	record	true	admin	2025-08-31:1
u_operations_related	Allow If	delete	record	true	admin	2025-08-31:1
u_operations_related.u_issue	Allow If	create	record	true	admin	2025-08-31:1
u_operations_related.u_name	Allow If	create	record	true	admin	2025-08-31:1
u_operations_related.u_priority	Allow If	create	record	true	admin	2025-08-31:1
u_operations_related.u_service_request_no	Allow If	create	record	true	admin	2025-08-31:1
u_operations_related.u_ticket_raised_date	Allow If	create	record	true	admin	2025-08-31:1

1 to 13 of 13

# ACTIVITY 5: ASSIGN ROLES & USERS TO GROUP

## STEPS:

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

The screenshot displays the ServiceNow interface for configuring a group named 'certificates'. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The 'Group - certificates' page shows the following details:

- Name: certificates
- Group email: [empty]
- Manager: katherine.pierce
- Parent: [empty]
- Description: [empty]

Below the form, there are 'Update' and 'Delete' buttons. The 'Roles' tab is selected, showing a table of roles assigned to the group.

Created	Role	Granted by	Inherits
2025-06-25 00:08:13	certification_role	(empty)	true

The table indicates that the 'certification\_role' has been assigned to the 'certificates' group. The bottom of the screen shows the Windows taskbar with various application icons and the system clock.



# ACTIVITY 6:Assign roles & users to platform group

## STEPS:

- 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 role
- 9.give platform role and save

Job to add or remove role(s) from user(s) of group has been queued

Name:  Group email:

Manager:  Parent:

Description:

Roles (1) | Group Members (1) | Groups

Created Search Actions on selected rows... Edit...

Created	Role	Granted by	Inherits
2025-06-25 00:10:37	platform_role	(empty)	true

1 to 1 of 1

## ACTIVITY 7:Assign roles to tables

### STEPS:

- 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

The screenshot shows the ServiceNow 'Access Control - New Record' form. At the top, there is a warning: 'Warning: A role, security attribute, data condition, script or ACL control via reference fields is required to properly secure access with this ACL.' The form fields are as follows:

- Type:** record
- Operation:** write
- Decision Type:** Allow If
- Application:** Global
- Active:** ☒
- Advanced:** ☐
- Admin overrides:** ☒
- Protection policy:** -- None --
- Name:** \*
- Description:** (empty text area)
- Applies To:** Not a valid table name. Below this are buttons for 'Add Filter Condition' and 'Add OR Clause'.
- Requires role:** A dropdown menu showing '-- None --' with a search icon.

At the bottom, there is a 'Conditions' section with a blue background containing the following text:

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

A 'More Info' link is located at the bottom left of the conditions section.

## ACTIVITY 8: Create ACL

### STEPS:

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

The screenshot shows the ServiceNow web interface for creating a new Access Control (ACL) rule. The browser address bar shows the URL: `dev277546.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D3d3d4f3e1ec3da2650746f1173e4013120%26sysparm_record_target%3Dsys_security_acl%26sysparm_recor...`. The page title is "Access Control - u\_operations\_related".

At the top, there are buttons for "Add Filter Condition" and "Add OR Clause". Below these are dropdown menus for "choose field", "oper", and "value".

The main section is titled "Conditions". It contains a blue box with the following text:

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

Below this box is a "More Info" link.

The "Requires role" section shows a table with the following roles:

Role
u_operations_related_user
platform_role
certification_role

Below the table is a button labeled "Insert a new row...".

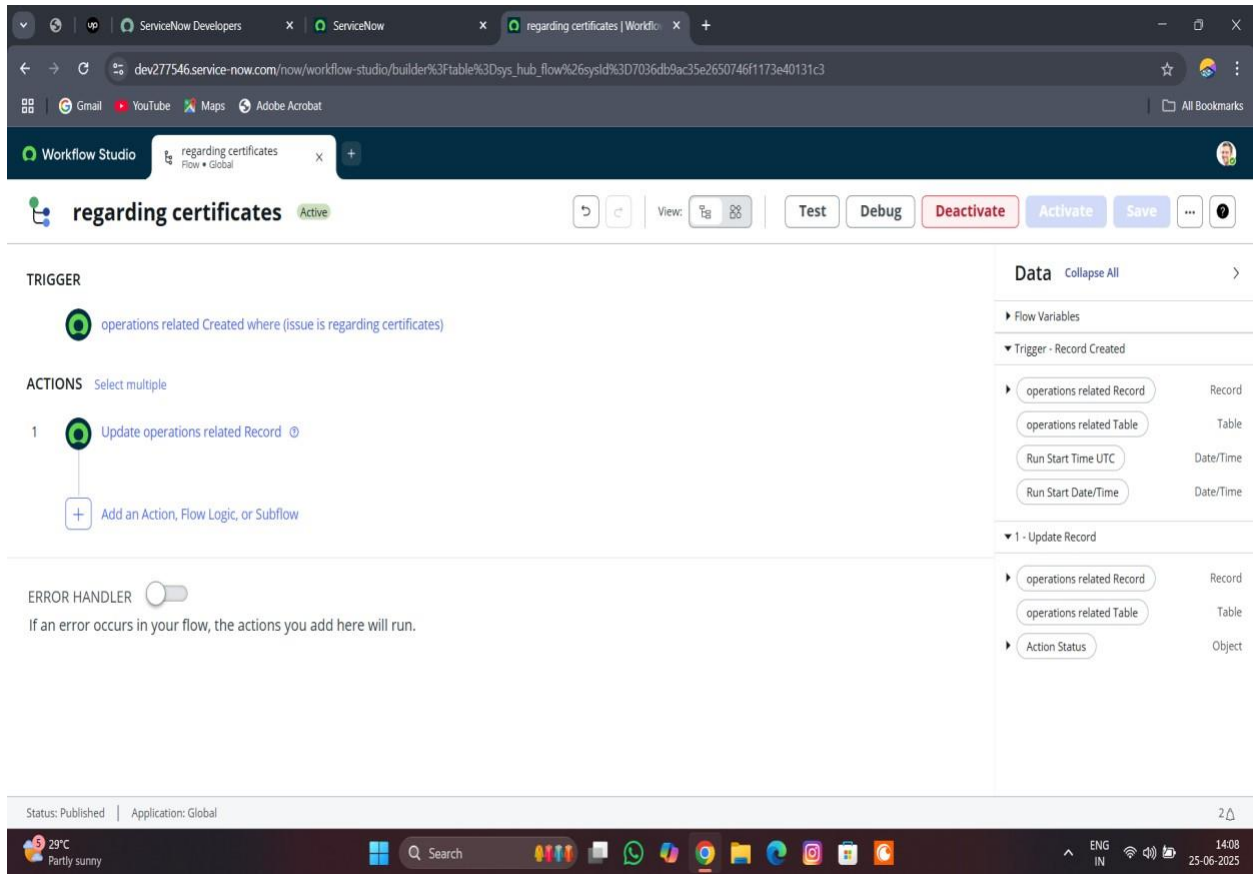
The "Security Attribute Condition" section has radio buttons for "Local or Existing", "Existing", and "Local". The "Local" option is selected.

The bottom of the screen shows a Windows taskbar with the date and time: 12:45, 25-06-2025.

## ***ACTIVITY 9: Create a Flow to Assign operations ticket to group***

### **STEPS:**

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.
- 
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.
  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.

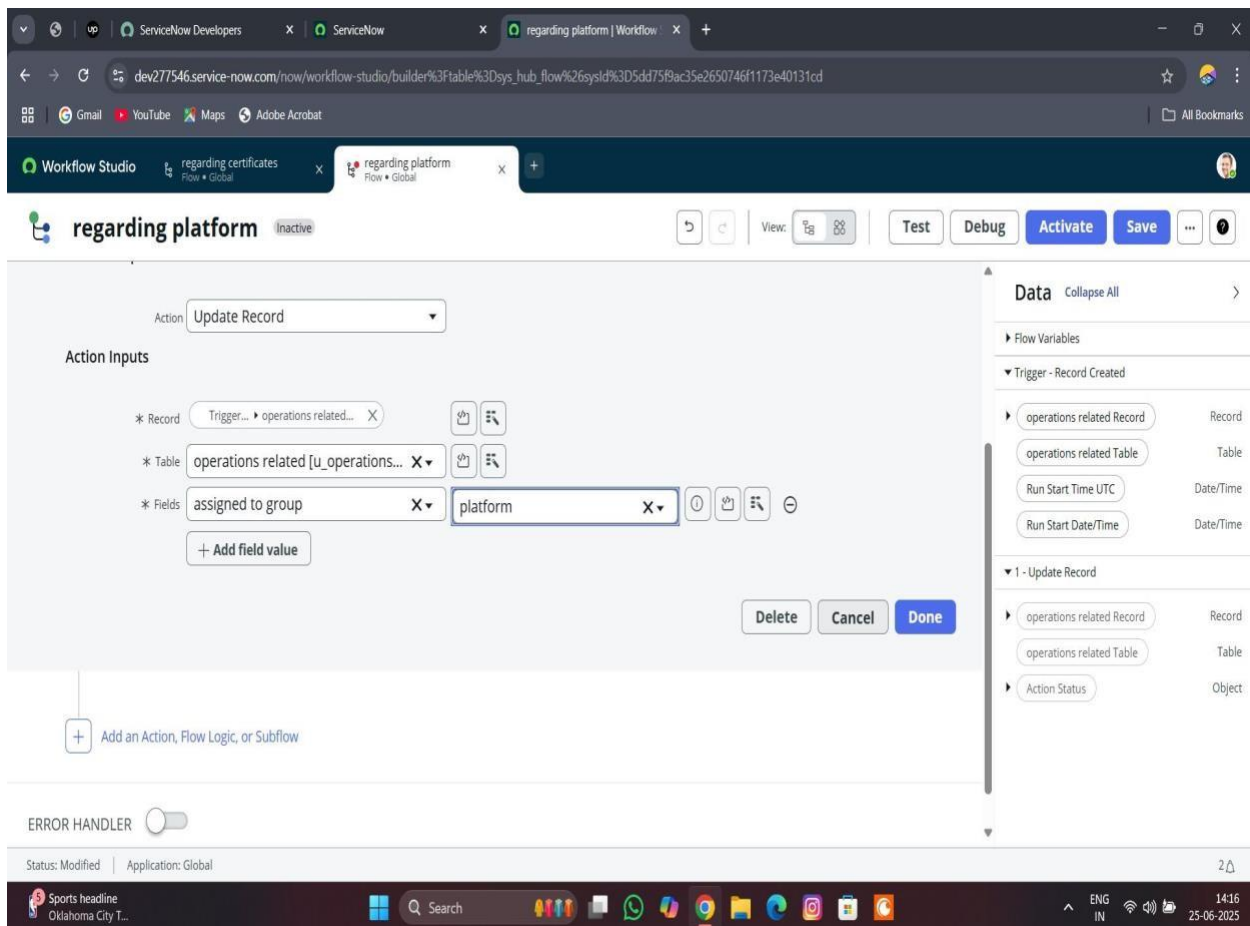


## ACTIVITY 10: Create a Flow to Assign operations ticket to Platform

### STEPS:

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 : Regarding 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.























# PROJECT PLANNING & SCHEDULING:

Assigned task to the group members are shown below

**Note:** Request you to please click on "Tick mark  " after assigning the activities for each milestone.

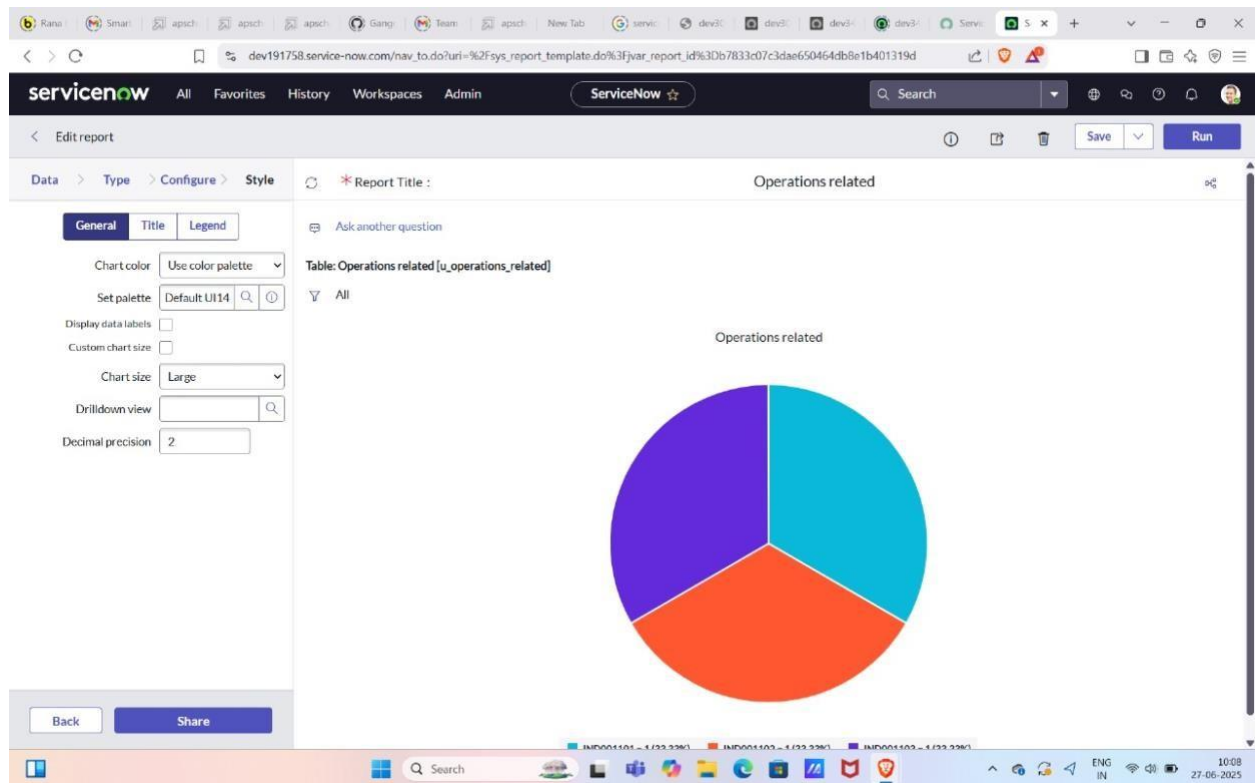
Assign Roles & Responsibilities to Team

[→ Proceed to Workspace](#)

Users	▼	Create Users	▼	* Yalla Dhilleeswari		
Groups	▼	Create Groups	▼	* Yalla Dhilleeswari		
Roles	▼	Create roles	▼	* Uppada Lalitha		
Table	▼	Create Table	▼	* Thadangi Susmitha		
Assign roles & use	▼	Assign roles & use	▼	* Uppada Lalitha		
Assign roles & use	▼	Assign roles & use	▼	* Thadangi Susmitha		
Assign role to tab	▼	Assign role to tab	▼	* Sidipilli Mounika		
Create ACL	▼	Create ACL	▼	* Sidipilli Mounika		
Flow	▼	Create a Flow to /	▼	* Sidipilli Mounika		
Flow	▼	Create a Flow to /	▼	* Sidipilli Mounika		

[+ ADD](#)

## RESULT:



## CONCLUSION:

Streamlining ticket assignment improves support efficiency by automatically routing tickets to the right agents or teams, reducing response and resolution times, and enhancing customer satisfaction. It ensures balanced workloads, prevents burnout, and minimizes manual errors that can affect service quality.

Automation supports SLA compliance by prioritizing tickets and ensuring timely handling while enhancing visibility, accountability, and performance tracking. It also enables teams to scale efficiently and adopt advanced tools like AI-based routing. However, regular review and updates of assignment rules are essential to prevent issues like incorrect routing or inflexibility.