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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

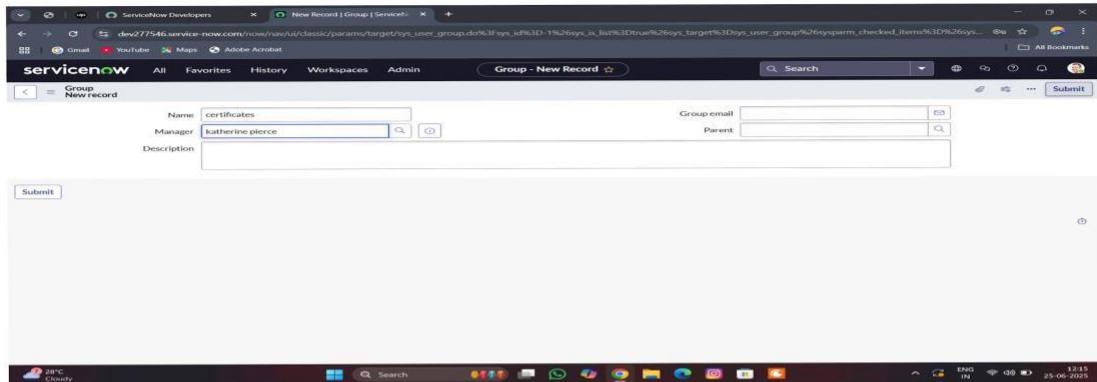
The screenshot shows the 'User - New Record' form in ServiceNow. The 'User ID' field contains 'miraniranjana'. Other fields include 'First name' (miraniranjana), 'Last name' (miraniranjana), 'Title' (miraniranjana), 'Department' (miraniranjana), 'Email' (miraniranjana@dmr2507@gmail.com), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (miraniranjana), 'Mobile phone' (miraniranjana), and a 'Photo' placeholder. Buttons for 'Submit' and 'Related Links' are visible at the bottom.

The screenshot shows the 'User - New Record' form again. This time, the 'User ID' field contains 'Katherine place'. Other fields include 'First name' (Katherine), 'Last name' (place), 'Title' (place), 'Department' (place), 'Email' (Katherine.place@dmr2507@gmail.com), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (Katherine.place), 'Mobile phone' (Katherine.place), and a 'Photo' placeholder. A note at the top says '(D) To set up the User's password, save the record and then click Set Password.' Buttons for 'Submit' and 'Related Links' are visible at the bottom.

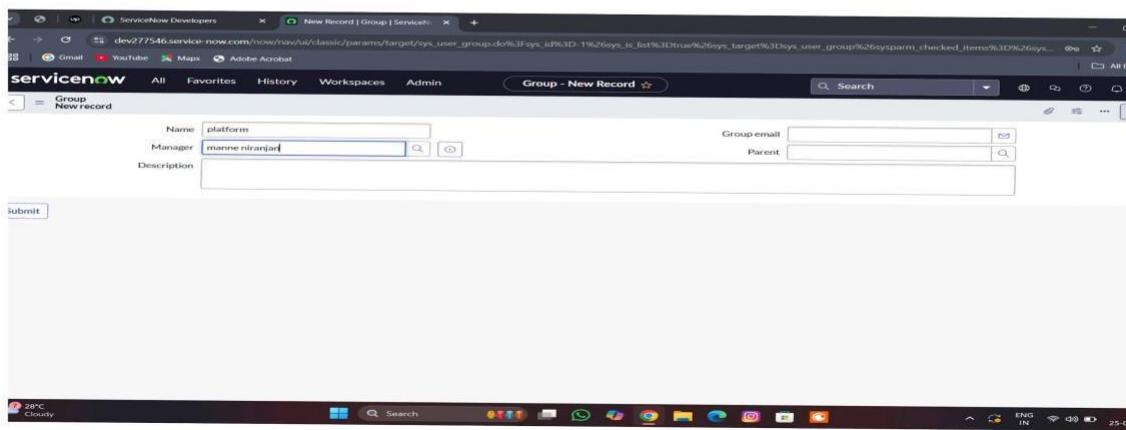
ACTIVITY 2 :Create Groups

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 ServiceNow Group - New Record interface. The 'Name' field contains 'certificates'. The 'Manager' field contains 'katherine.pierce'. The 'Submit' button is visible at the bottom left.

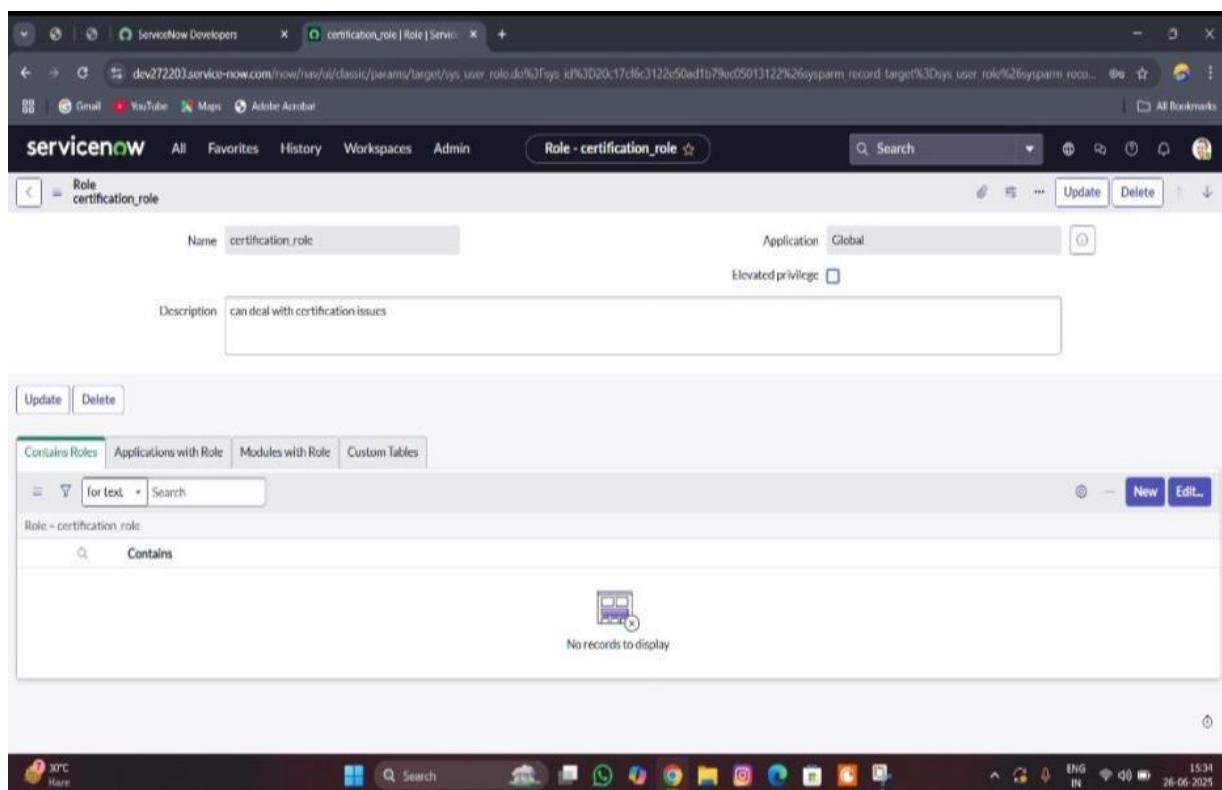


The screenshot shows the ServiceNow Group - New Record interface. The 'Name' field contains 'platform'. The 'Manager' field contains 'manne.miranjan'. The 'Submit' button is visible at the bottom left.

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



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

The screenshot shows the 'Table: Operations related' configuration page. At the top, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a list of 14 columns with their respective types, references, max lengths, default values, and display status. Below the columns is a section for 'Dictionary Entries' with a table containing 14 rows of column metadata. The 'Access Controls' tab is also visible at the bottom, showing a list of 13 access controls for the table.

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

Name	Decision Type	Operation	Type	Active	Updated by	Update
u_operations_related	Allow If	delete	record	true	admin	2025-03-11 00:11:1
u_operations_related	Allow If	read	record	true	admin	2025-03-11 00:10:3
u_operations_related	Allow If	write	record	true	admin	2025-03-11 00:10:3
u_operations_related	Allow If	create	record	true	admin	2025-03-11 00:11:1
u_operations_related	Allow If	create	record	true	admin	2025-03-11 00:10:3
u_operations_related	Allow If	write	record	true	admin	2025-03-11 00:11:1
u_operations_related	Allow If	read	record	true	admin	2025-03-11 00:10:3
u_operations_related	Allow If	delete	record	true	admin	2025-03-11 00:10:3
u_operations_related.u_issue	Allow If	create	record	true	admin	2025-03-11 00:17:1
u_operations_related.u_name	Allow If	create	record	true	admin	2025-03-11 00:11:2
u_operations_related.u_priority	Allow If	create	record	true	admin	2025-03-11 00:13:3
u_operations_related.u_service_request_no	Allow If	create	record	true	admin	2025-03-11 00:13:0
u_operations_related.u_ticket_raised_date	Allow If	create	record	true	admin	2025-03-11 00:15:3

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 shows the ServiceNow web interface for creating a new group named "certificates". The group is managed by "katherine.pierce". A single role, "certification_role", is assigned to the group. The status bar at the bottom indicates the user is in English (ENG) and the date is 25-06-2025.

Group - certificates

Name	Manager	Description	Group email	Parent
certificates	katherine.pierce			

Roles (1)

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

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 Niranjan and save
8. Click on role
9. Give platform role and save

The screenshot shows the ServiceNow web interface for creating a new group. The URL in the address bar is `dev277546.service-now.com/nav/ui/classic/params/target/sy_user_group.do?sys_id%3D8badb29ac3da2650746f1173e4013102%26sysparm_record_rows%3D14%26sysparm_record_target...`. The page title is "Group - platform".

The form fields are as follows:

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

At the bottom, there are "Update" and "Delete" buttons. Below the form, a table titled "Group = platform" shows one row of data:

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

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 interface for creating a new record. The top navigation bar includes links for Gmail, YouTube, Maps, and Adobe Acrobat. The main title is "Access Control - New Record". The page displays the following fields:

- * Type: record
- * Operation: write
- Decision Type: Allow If
- Active:
- Admin overrides:
- Protection policy: None
- * Name: (dropdown menu)
- Description: (text input field)
- Applies To: Not a valid table name:

A warning message at the top states: "Warning: A role, security attribute, data condition, script or ACL control via reference fields is required to properly secure access with this ACL." Below the form, a section titled "Conditions" contains a note about Access Control Rules and two numbered options: 1. Allow Access and 2. Deny Access. There is also a "More Info" link.

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 Access Control interface for the 'u_operations_related' table. The top navigation bar includes links for ServiceNow Developers, Gmail, YouTube, Maps, and Adobe Acrobat. The main title is 'Access Control - u_operations_related'. Below the title, there are buttons for 'Add Filter Condition' and 'Add OR Clause', and a search bar. The main content area is titled 'Conditions' and contains a message about decision types: 'Allow Access' (grants access if all conditions are met) and 'Deny Access' (denies access if all conditions are met). A 'More Info' link is present. The 'Requires role' section lists three roles: 'u_operations_related_user', 'platform_role', and 'certification_role', with 'platform_role' currently selected. At the bottom, there is a 'Security Attribute Condition' section with a 'Local or Existing' dropdown set to 'Local'. The status bar at the bottom right shows the date as 25-06-2025 and the time as 12:45.

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.

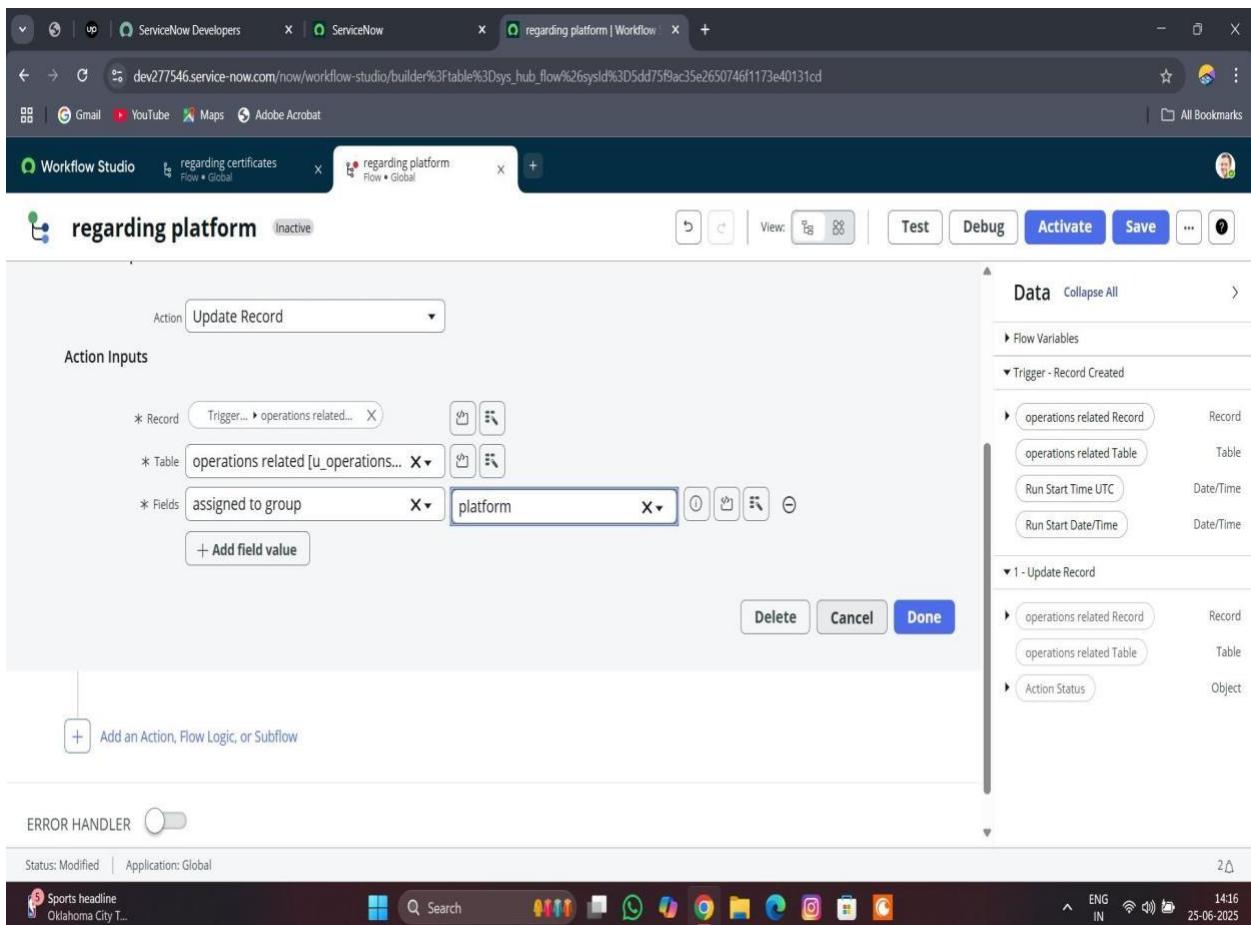
The screenshot shows the ServiceNow Workflow Studio interface. A flow named "regarding certificates" is active. The flow consists of a single trigger: "operations related Created where (issue is regarding certificates)". This triggers one action: "Update operations related Record". The action is set to run at "Run Start Time UTC". The flow is published and global. The status bar at the bottom indicates the flow is published and global.

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 : 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.



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.

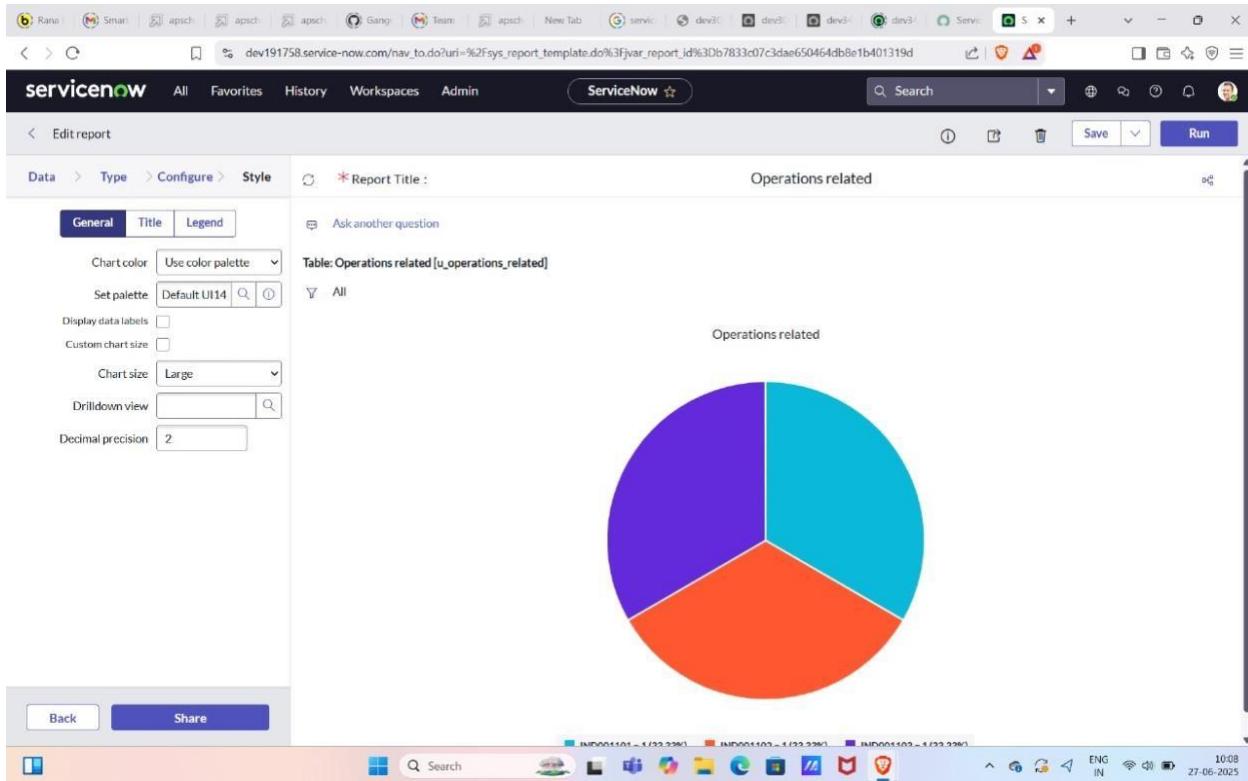
Assign Roles & Responsibilities to Team

[→ Proceed to Workspace](#)

Users	Create Users	* Yalla Dhilleeswari	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Groups	Create Groups	* Yalla Dhilleeswari	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Roles	Create roles	* Uppada Lalitha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Table	Create Table	* Thadangi Susmitha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assign roles & user	Assign roles & user	* Uppada Lalitha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assign roles & user	Assign roles & user	* Thadangi Susmitha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assign role to tab	Assign role to tab	* Sidipilli Mounika	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Create ACL	Create ACL	* Sidipilli Mounika	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Flow	Create a Flow to /	* Sidipilli Mounika	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Flow	Create a Flow to /	* Sidipilli Mounika	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[+ 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.