

## **Project Title**

**Streamlining Ticket Assignment for Efficient Support Operations**

**Team ID:NM2025TMID15665**

**Team Leader :KEERTHIKA.R**

**Team Member1: LAKSHAN.N**

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**Team Member 3: GOWTHAM.A**

### **PROBLEM STATEMENT:**

Tickets raised by customers are often delayed if not assigned properly. This project solves that issue by streamlining ticket assignment.

### **OBJECTIVE:**

- To understand the process of ticket assignment.
- To learn how to use the Smart Internz portal for guided projects.
- To complete milestone-based tasks for efficient support operations.

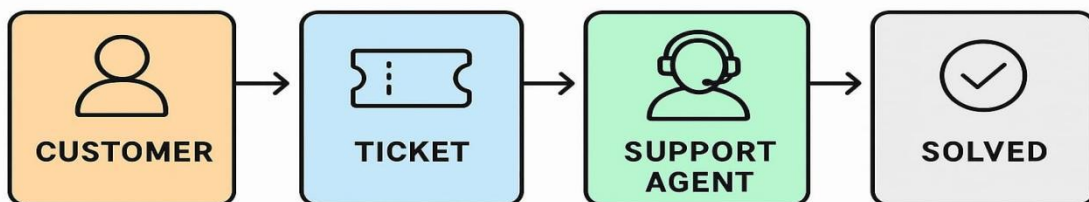
### **SKILLS:**

- Portal login & navigation
- User, group, and role handling
- Ticket management
- Workflow design

## INTRODUCTION TO THE PROJECT:

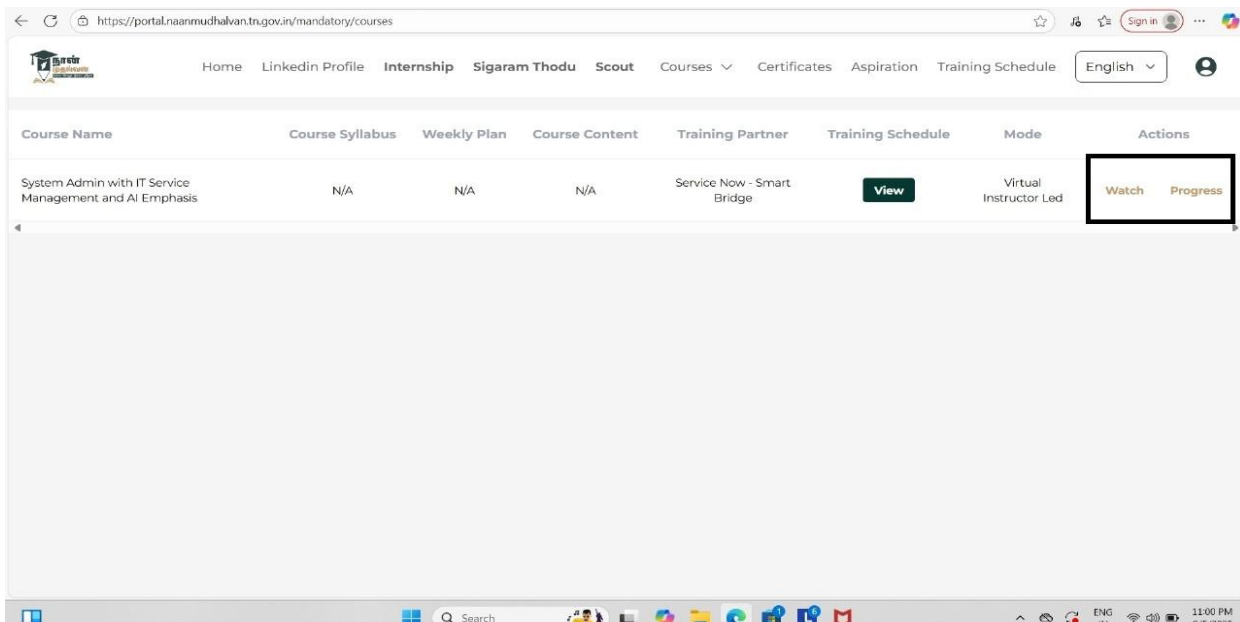
- The project “Streamlining Ticket Assignment for Efficient Support Operations” explains how support tickets are managed. A ticket means a customer issue. If not assigned properly it causes delay.
- This project is done through the Smart internz Portal. The work is divided into milestones. Each milestone teaches us one step in handling cases.

## #WORKFLOW OF TICKET ASSIGNMENT

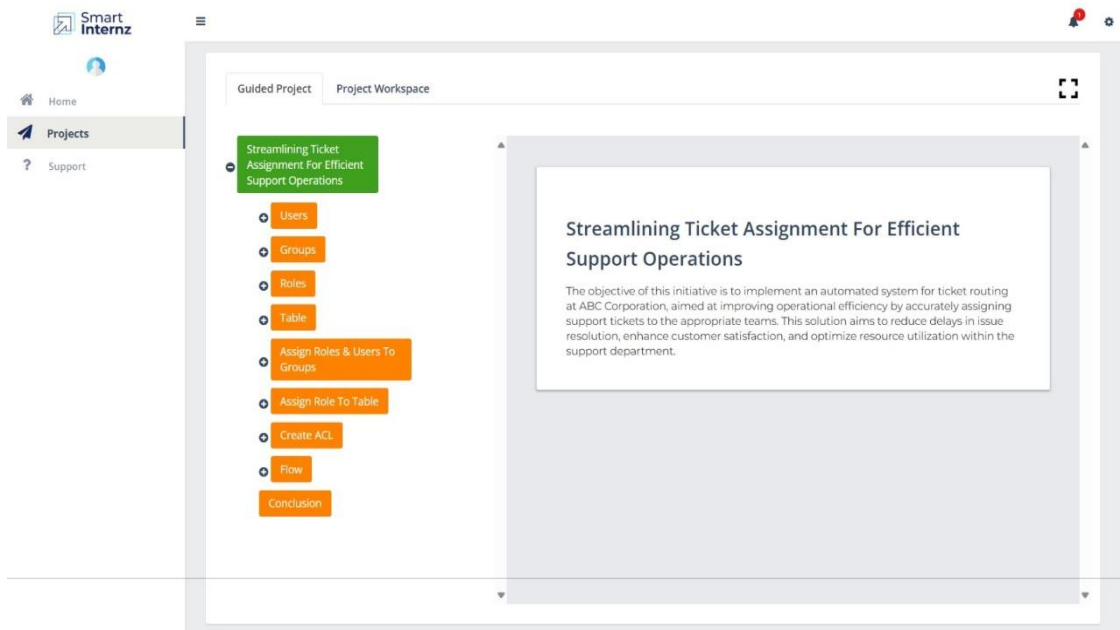


## STEP1:Portal Login and Access

1. Open Naan Mudhalvan Portal and login with your username, password and captcha verification.
2. Select the Mentorship program (SmartBridge) and navigate to courses-> Mandatory course.
3. Under Actions, click watch to open the smart internz portal.



4. In the Smart internz portal, you will see three tabs: Home, Project, Support. Click project.
- 5 Go to Guided Projects -> Workspaces to view all milestones.













6. The Workspace displays all the project milestones for tracking and completion.



## **WORKFLOW INITIATION:**




### **Milestone1:Create Users**

1. Login to ServiceNow.
2. Search for Users in the left menu.
3. Click Users under System Security.
4. Press to add new user.
5. Fill details like Name, ID, Email and save.

**servicenow** All Favorites History Workspaces Admin **User - New Record**      


  **User**  
New record    **Submit**

 To set up the User's password, save the record and then click Set Password. 

User ID	<input type="text" value="Renz"/>	Email	<input type="text" value="renzcarol@gmail.com"/> 
First name	<input type="text" value="Renz"/>	Language	-- None --
Last name	<input type="text" value="Carol"/>	Calendar integration	Outlook
Title	<input type="text"/> 	Time zone	System (America/Los_Angeles)
Department	<input type="text"/> 	Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	<input type="text"/>
Locked out	<input type="checkbox"/>	Mobile phone	<input type="text"/>
Active	<input checked="" type="checkbox"/>	Photo	<a href="#">Click to add...</a>
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

**Submit**

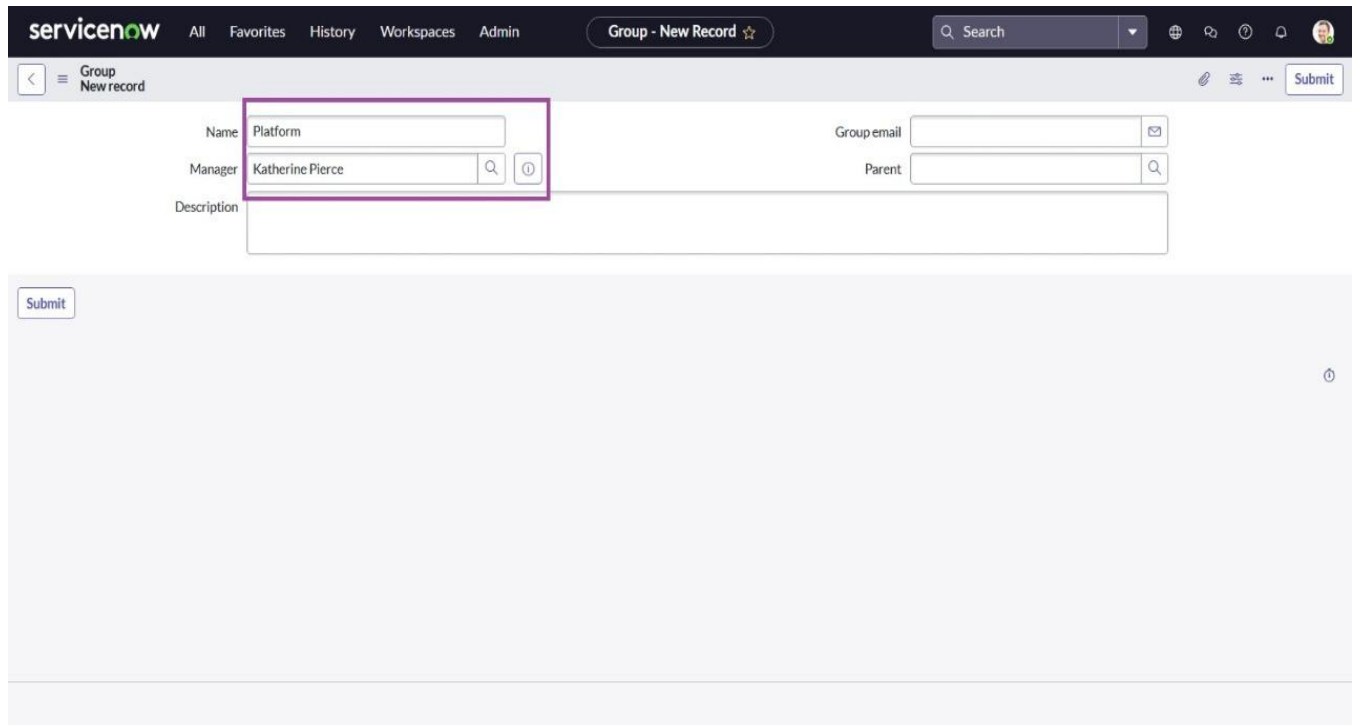
**Related Links**  
[View linked accounts](#)  
[View Subscriptions](#)



6. Do the same again to create another user.
7. Click on submit.

## Milestone 2: **Create Groups**

1. Login to ServiceNow.
2. In the left search box, type Groups.
3. Click on Groups under System Security.
4. Press New to add a group.



servicenow All Favorites History Workspaces Admin Group - New Record

< Group New record

Name  Group email

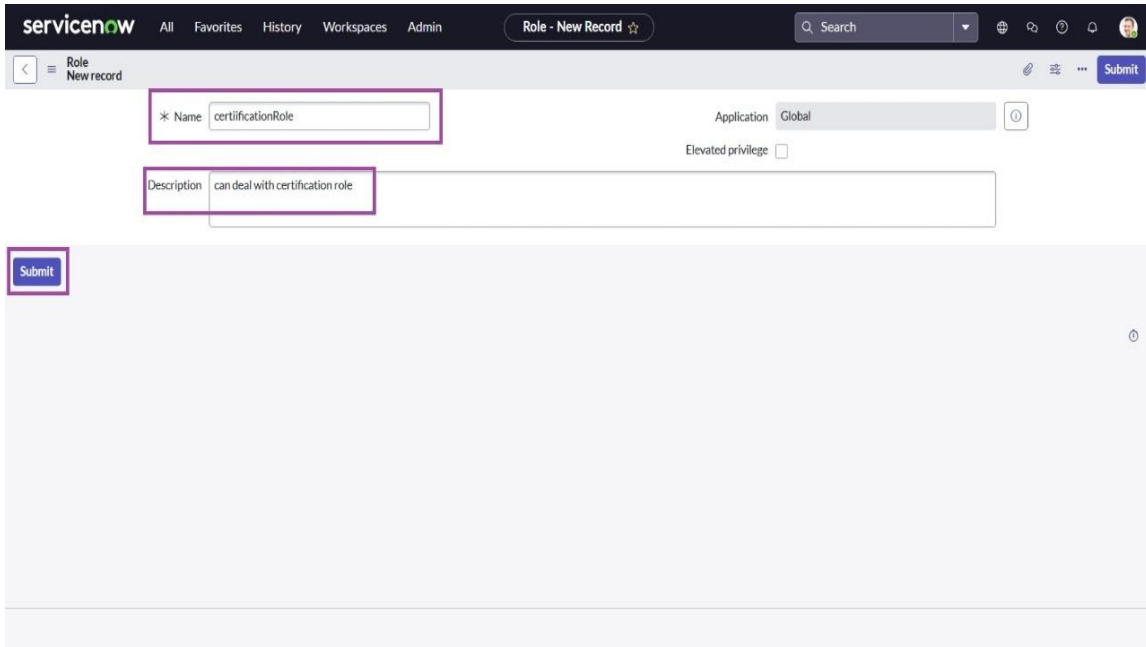
Manager    Parent

Description

5. Enter the group details.
6. Click Submit to save.

## Milestone 3: **Create Roles**

1. Login to ServiceNow.
2. In the search bar, type Roles.
3. Select Roles from the System Security section.
4. Click New to add a role.
5. Enter the role details and save by clicking Submit.
6. Repeat the same steps to create one more role.



servicenow All Favorites History Workspaces Admin Role - New Record

Search

Role New record

\* Name certificationRole

Application Global

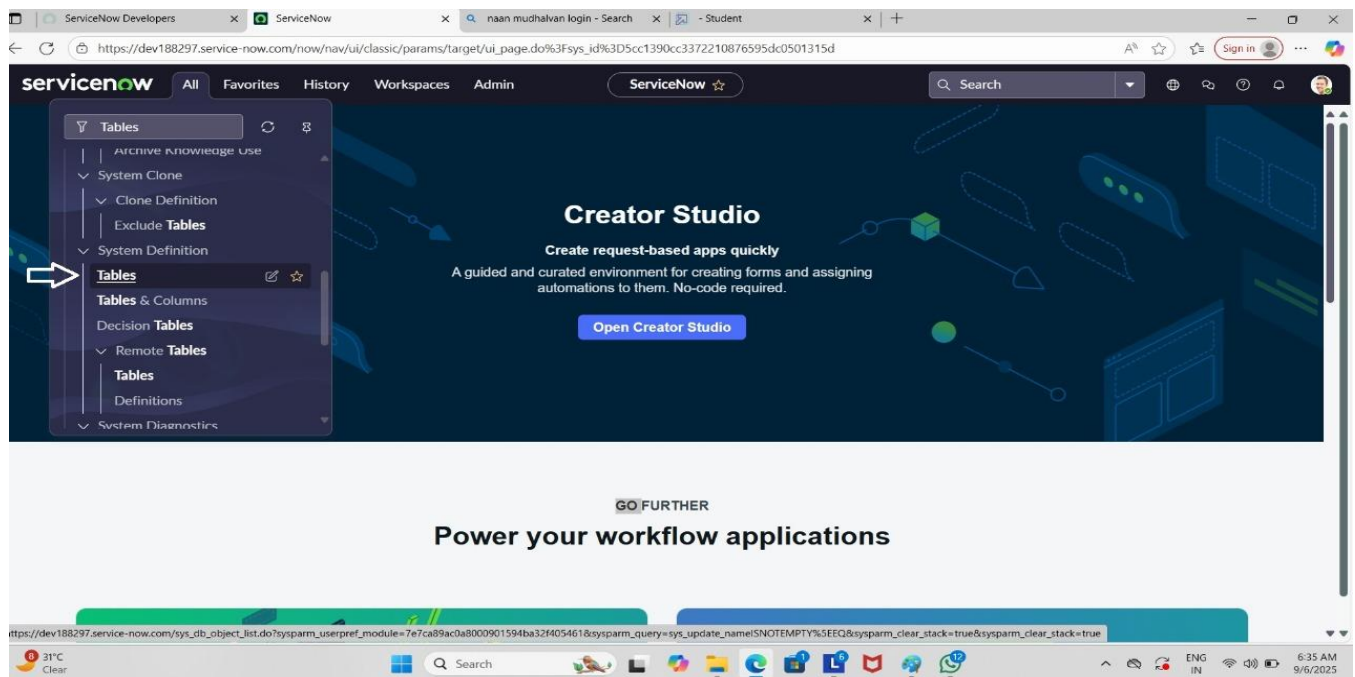
Elevated privilege ☐

Description can deal with certification role

Submit

## Milestone 4: Create Table

1. On the ServiceNow interface, search for Tables in the left panel.
2. Choose Tables under System Definition.



3. Click New to create a table.
4. Enter details like:  
Label: Project Table  
Check Create module and Create mobile module



**servicenow** All Favorites History Workspaces Admin **Table - New Record** Search

Table New record Submit Cancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label Project Table  
 \* Name u\_project\_table  
 Extends table

Application Global

Create module ☒  
 Create mobile module ☒  
 Add module to menu -- Create new --  
 New menu name Project Table

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

Submit Cancel

Related Links

5. Under New Menu Name, type Project Table.
  6. Add the required columns for the table.
  7. Click Submit to save.
  8. Create choices for the issue filed by using form design
- Choices are:
- Unable to login platform
  - 404 error
  - Regarding certificates
  - Regarding user expired

servicenow All Favorites History Workspaces Admin Dictionary Entry - Issue

Choice Dropdown with -- None --

Create Choice List Delete Column Update

Related Links  
[Show Table](#)  
[Run Point Scan](#)  
[Advanced view](#)

Access Controls (1) Choices (4) Attributes Labels (1)

Label Search

Choices

	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	regarding user expired	regarding user expired	en		false	2025-08-31 10:37:34
<input type="checkbox"/>	regarding certificates	regarding certificates	en		false	2025-08-31 10:39:27
<input type="checkbox"/>	unable to login	unable to login	en		false	2025-08-31 10:38:55
<input type="checkbox"/>	404 error	404 error	en		false	2025-08-31 10:38:31

1 to 4 of 4

## Milestone 5: Assign Roles & Users

### Activity 1: Certificate Group

1. Log in to ServiceNow.
2. From the navigation filter, search for group (under System Definition).
3. Open the Certificates group.
4. In the Group Members section, choose Edit.
5. Add Katherine Pierce and save the changes.

servicenow All Favorites History Workspaces Admin Group - certificates

Name certificates

Manage Katherine Pierce

Group email

Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

Created Search

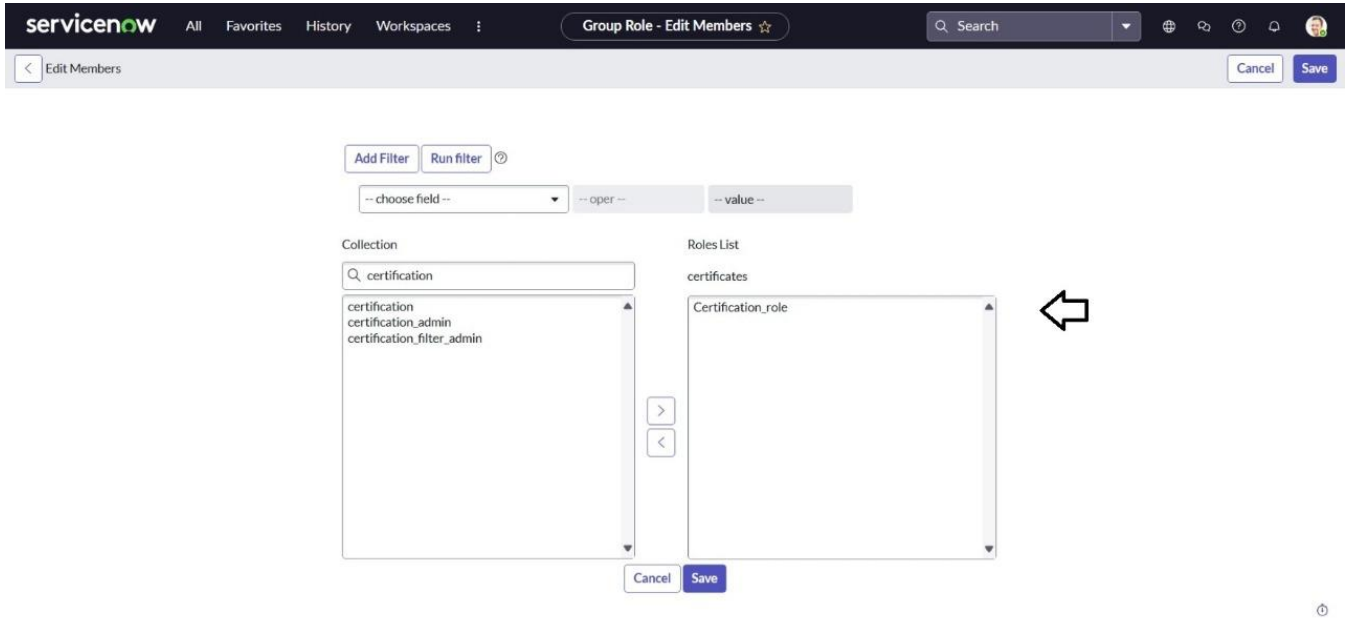
Group = certificates

	Created	Role	Granted by	Inherits
<input type="checkbox"/>	2025-08-31 10:53:22	Certification_role	(empty)	true

1 to 1 of 1

Edit...

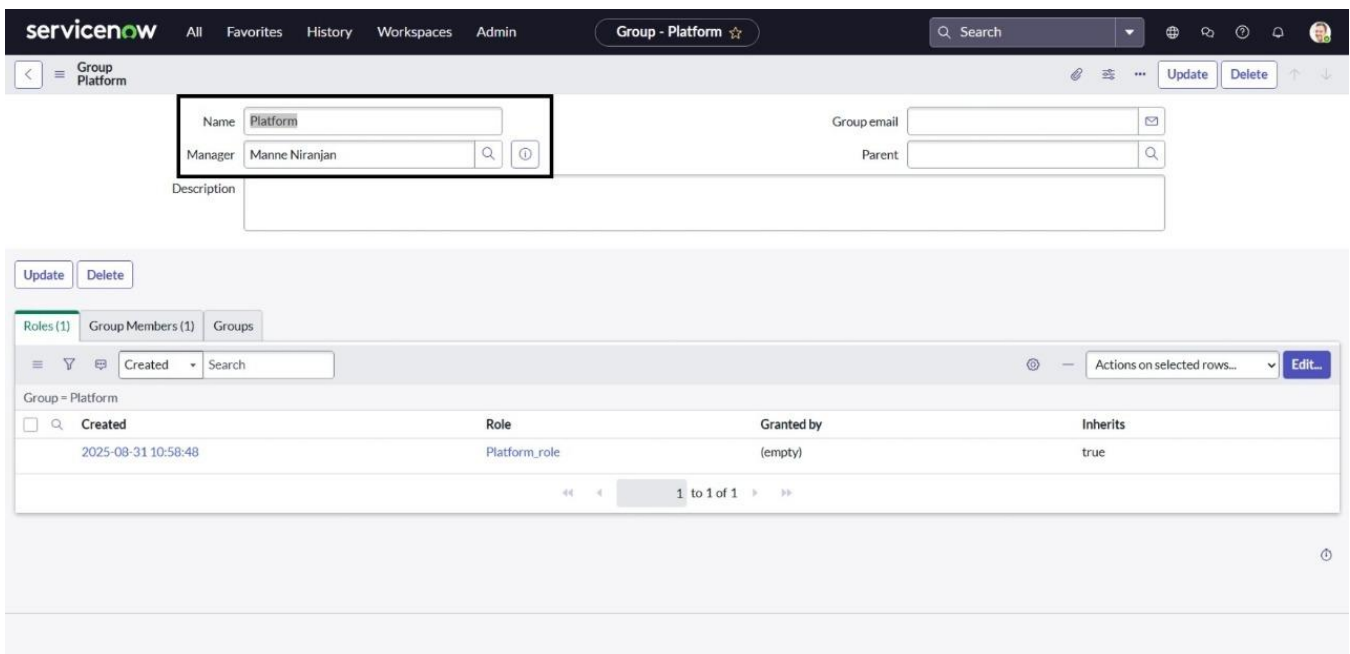
6. Now go to the Roles tab.
7. Assign the Certification role and save.



## Activity 2:

### Assign Roles & Users – **Platform Group**

1. Log in to ServiceNow.
2. Go to groups through the System Definition module.
3. Open the Platform group.
4. Under Group Members, click Edit.
5. Add Manne Niranjana and save.



serviceNow All Favorites History Workspaces Admin Group - Platform

Name  Group email

Manager  Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

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

Group = Platform

Created	Role	Granted by	Inherits
2025-08-31 10:58:48	Platform_role	(empty)	true

1 to 1 of 1

6. Open the Roles section.
7. Assign the Platform role and save.

Add Filter Run filter

-- choose field -- -- oper -- -- value --

Collection

Platform

platform\_analytics\_admin  
platform\_ml\_create  
platform\_ml\_read  
platform\_ml\_write

Contains Roles List

Platform\_role

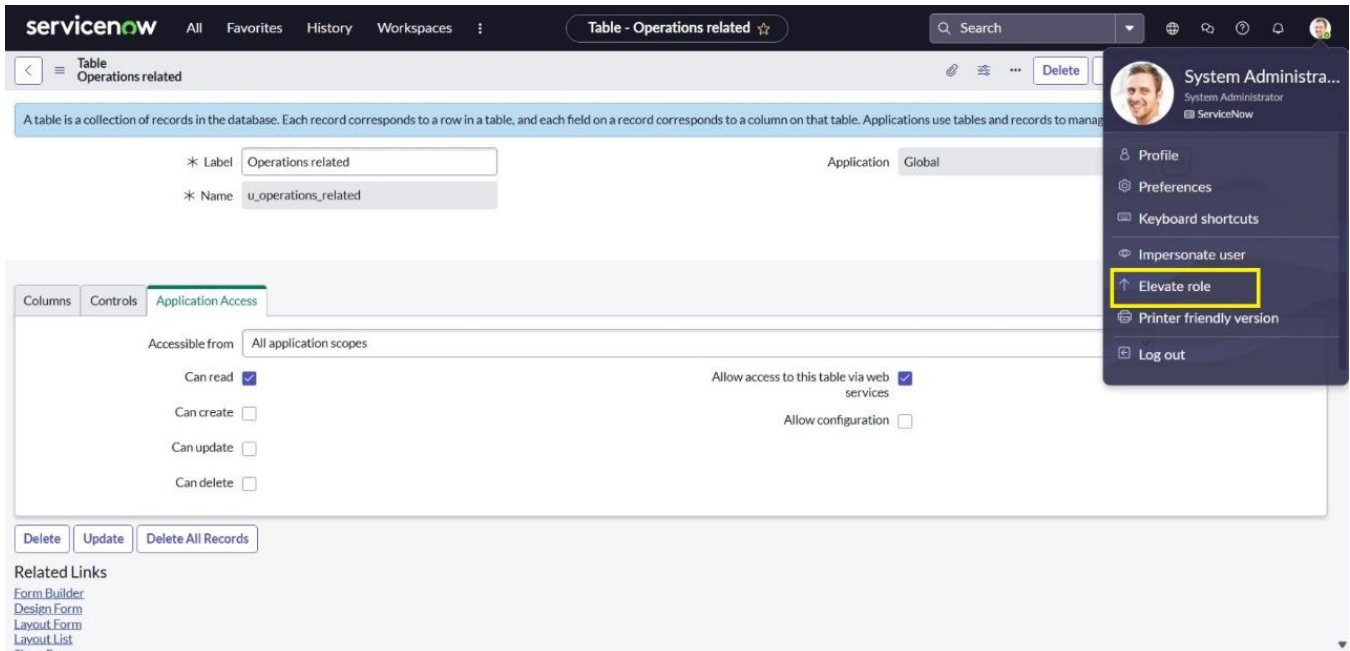
--None--

> <

Cancel Save

## Milestone 6: **Assign Role to Table:**

1. Log in to ServiceNow.
2. From the navigation, go to All → Tables.
3. Open the Operations Related table.
4. Select Application Access.
5. Open u\_operations\_related – Read operation.
6. Click the profile icon (top-right) choose elevate role.



The screenshot shows the ServiceNow interface for configuring the 'Operations related' table. The 'Application Access' tab is active, displaying a list of permissions. The 'Can read' checkbox is checked, and the 'Allow access to this table via web services' checkbox is also checked. The 'Elevate role' option in the user profile dropdown menu is highlighted with a yellow box.

Table - Operations related

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data.

\* Label: Operations related

\* Name: u\_operations\_related

Application: Global

Columns Controls **Application Access**

Accessible from: All application scopes

Can read ☒

Can create ☐

Can update ☐

Can delete ☐

Allow access to this table via web services ☒

Allow configuration ☐

Delete Update Delete All Records

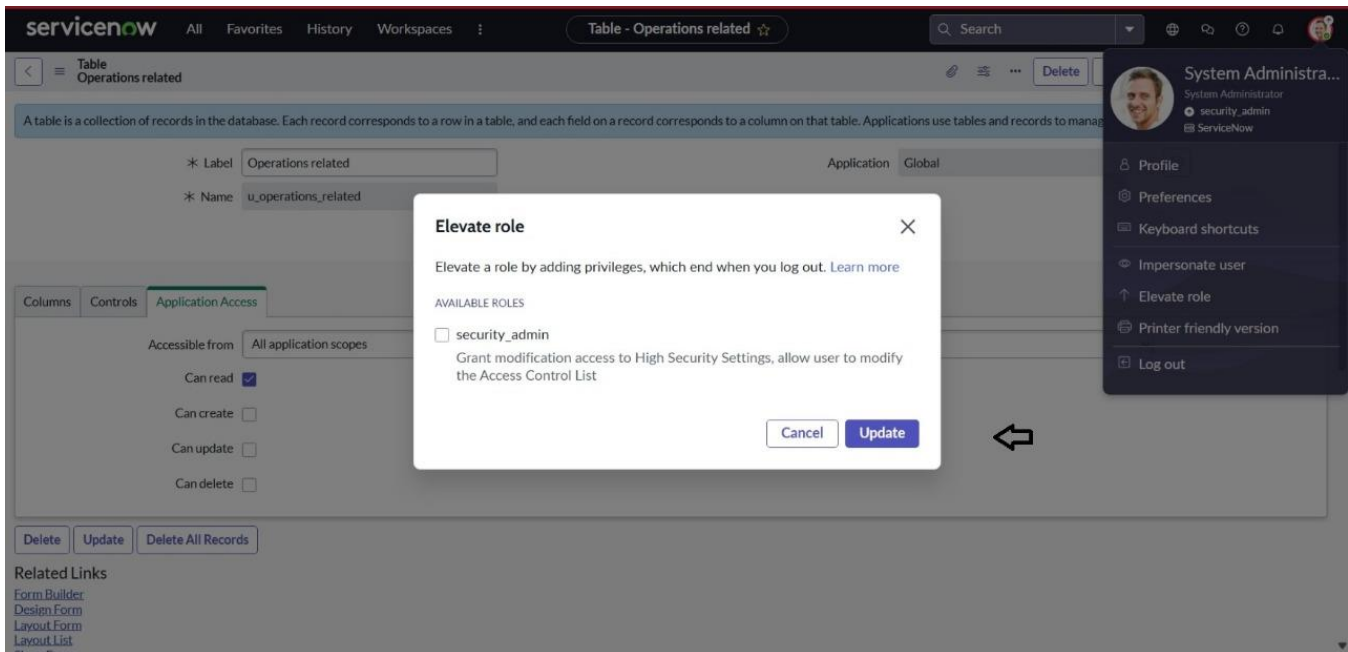
Related Links

- [Form Builder](#)
- [Design Form](#)
- [Layout Form](#)
- [Layout List](#)
- [Show Errors](#)

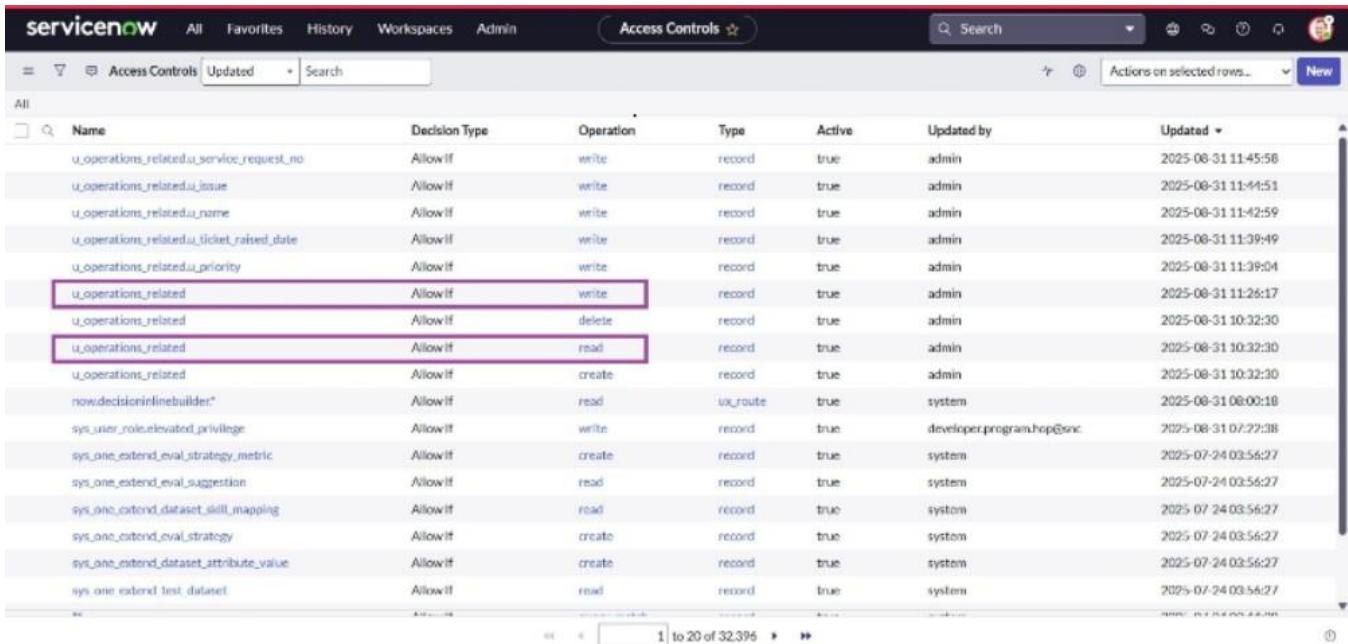
User Profile: System Administrator, ServiceNow

- Profile
- Preferences
- Keyboard shortcuts
- Impersonate user
- Elevate role**
- Printer friendly version
- Log out

7. Choose Elevate Role → enable Security Admin → click Update.



8. In the Requires Role section, double-click to add a new row.
9. Assign Platform role and Certificate role, then save.
10. Now open `u_operations_related` – Write operation.



Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-08-31 11:45:58
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-08-31 11:44:51
u_operations_related.u_name	Allow If	write	record	true	admin	2025-08-31 11:42:59
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-08-31 11:39:49
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-08-31 11:39:04
u_operations_related	Allow If	write	record	true	admin	2025-08-31 11:26:17
u_operations_related	Allow If	delete	record	true	admin	2025-08-31 10:32:30
u_operations_related	Allow If	read	record	true	admin	2025-08-31 10:32:30
u_operations_related	Allow If	create	record	true	admin	2025-08-31 10:32:30
now.decisioninlinebuilder*	Allow If	read	ux_route	true	system	2025-08-31 08:00:18
sys_user_role.elevated_privilege	Allow If	write	record	true	developer.program.hop@snc	2025-08-31 07:27:38
sys_one_extend_eval_strategy_metric	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_eval_suggestion	Allow If	read	record	true	system	2025-07-24 03:56:27
sys_one_extend_dataset_skill_mapping	Allow If	read	record	true	system	2025-07-24 03:56:27
sys_one_extend_eval_strategy	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_dataset_attribute_value	Allow If	create	record	true	system	2025-07-24 03:56:27
sys one extend test dataset	Allow If	read	record	true	system	2025-07-24 03:56:27

11. Again under Requires Role, double-click to add new rows.
12. Assign Platform role and Certificate role, then save.

## Milestone 7: **Create ACL**

1. Log in to ServiceNow.
2. In the navigation filter, search for ACL.
3. Go to Access Control (ACL) under System Security.
4. Click on New.
5. Fill in the required details for creating a new ACL.
6. Scroll down to the Requires Role section.
7. Double-click to insert a new row.
8. Add the required role(s)
9. Click Submit.
10. Similarly, create 4 more ACLs for the remaining fields.





servicenow

Access Controls

Access Controls

Updated

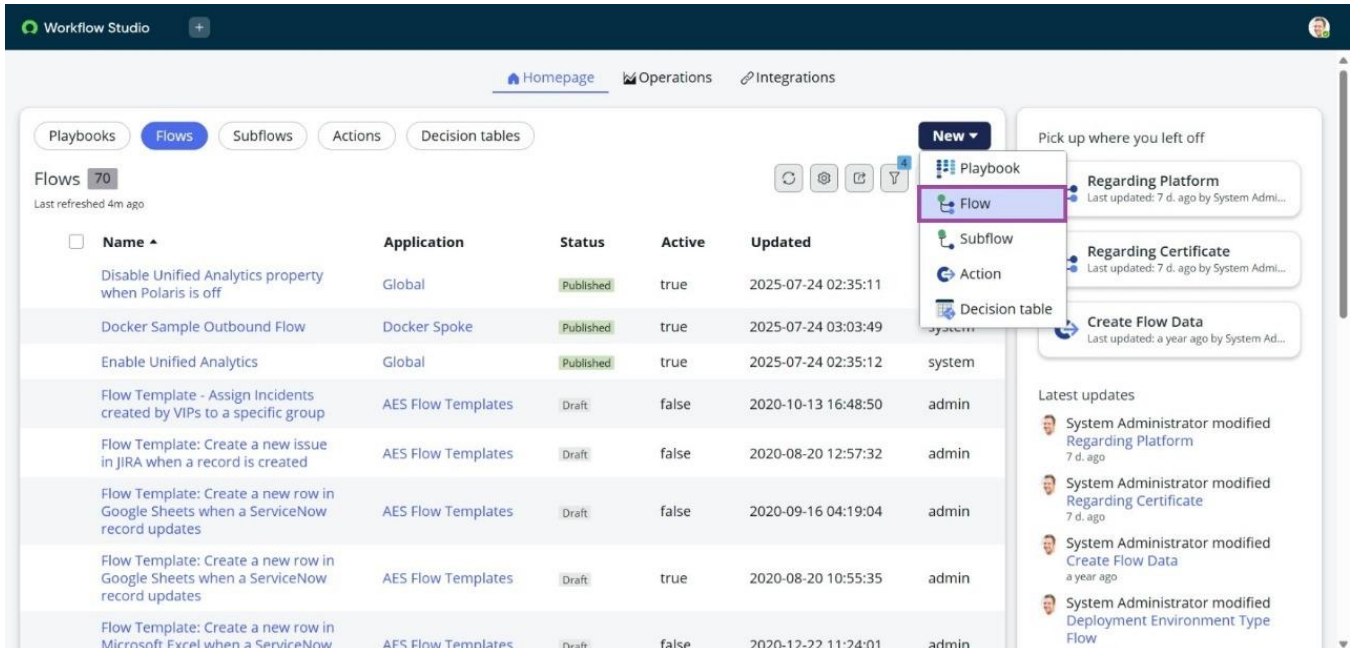
Search

Actions on selected rows...

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-08-31 11:45:58
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-08-31 11:44:51
u_operations_related.u_name	Allow If	write	record	true	admin	2025-08-31 11:42:59
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-08-31 11:39:49
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-08-31 11:39:04
u_operations_related	Allow If	write	record	true	admin	2025-08-31 11:26:17
u_operations_related	Allow If	delete	record	true	admin	2025-08-31 10:32:30
u_operations_related	Allow If	read	record	true	admin	2025-08-31 10:32:30
u_operations_related	Allow If	create	record	true	admin	2025-08-31 10:32:30
now.decisioninlinebuilder*	Allow If	read	ux_route	true	system	2025-08-31 08:00:18
sys_user_role.elevated_privilege	Allow If	write	record	true	developer.program.hop@snc	2025-08-31 07:22:38
sys_one_extend_eval_strategy_metric	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_eval_suggestion	Allow If	read	record	true	system	2025-07-24 03:56:27
sys_one_extend_dataset_skill_mapping	Allow If	read	record	true	system	2025-07-24 03:56:27
sys_one_extend_eval_strategy	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_dataset_attribute_value	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_test_dataset	Allow If	read	record	true	system	2025-07-24 03:56:27

## Milestone 8: Create Flow in Flow Designer

1. Log in to ServiceNow.
2. Go to All → Flow Designer under Process Automation.
3. Click New → Flow.




Name	Application	Status	Active	Updated	User
Disable Unified Analytics property when Polaris is off	Global	Published	true	2025-07-24 02:35:11	
Docker Sample Outbound Flow	Docker Spoke	Published	true	2025-07-24 03:03:49	
Enable Unified Analytics	Global	Published	true	2025-07-24 02:35:12	system
Flow Template - Assign Incidents created by VIPs to a specific group	AES Flow Templates	Draft	false	2020-10-13 16:48:50	admin
Flow Template: Create a new issue in JIRA when a record is created	AES Flow Templates	Draft	false	2020-08-20 12:57:32	admin
Flow Template: Create a new row in Google Sheets when a ServiceNow record updates	AES Flow Templates	Draft	false	2020-09-16 04:19:04	admin
Flow Template: Create a new row in Google Sheets when a ServiceNow record updates	AES Flow Templates	Draft	true	2020-08-20 10:55:35	admin
Flow Template: Create a new row in Microsoft Excel when a ServiceNow	AES Flow Templates	Draft	false	2020-12-22 11:24:01	admin

### 4. In Flow Properties,

- Flow Name: Regarding Certificate
- Application: Global
- Run user: System User

### 6. Click build flow.

Workflow Studio New Flow



### Let's get the details for your flow

Flow name \*

Application \*

Description

Hide additional properties

Protection

Run as

Flow priority default

Cancel **Build flow**

➤ Add Trigger

6. Click Add a Trigger.
7. Select Create or Update a Record.
8. Set Table: Operations Related.
9. Add Condition:
  - Field: Issue
  - Operator: is
  - Value: Regarding Certificates
10. Click Done.

Workflow Studio Regarding Certificate Flow +

**Regarding Certificate** Active Test Deactivate Activate Save ... ?

**TRIGGER**

Operations related Created or Updated where (Issue is regarding certificates)

Trigger: Created or Updated

\* Table: Operations related [u\_operation... X]

Condition: All of these conditions must be met

Issue is regarding certificates OR AND

or

New Criteria

Run Trigger: Once

Advanced Options

Delete Cancel Done

**ACTIONS** Select multiple

Status: Published | Application: Global

**Data** Collapse All

- Flow Variables
- Trigger - Record Created or Updated
  - Operations related Record (Record)
  - Changed Fields (Array.Object)
  - Operations related Table (Table)
  - Run Start Time UTC (Date/Time)
  - Run Start Date/Time (Date/Time)
- 1 - Update Record
  - Operations related Record (Record)
  - Operations related Table (Table)
  - Action Status (Object)

## ➤ Add Action

11. Under Actions, click Add an Action.
12. Choose Update Record.
13. In Record fields, drag fields from Data Panel on the left.
14. Table will be auto-assigned.
15. Set field: Assigned to group.
16. Value: Certificates.
17. Click Done.

Workflow Studio Regarding Certificate Flow

Regarding Certificate Active

ACTIONS Select multiple

1 Update Operations related Record

Action: Update Record

\* Record: Trigger → Operations relate...

\* Table: Operations related [u\_operation...]

\* Fields: Assigned to Groups certificates

Select a field

+ Add field value

Delete Cancel Done

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

Status: Published Application: Global

Data Collapse All

Flow Variables

Trigger - Record Created or Updated

- Operations related Record Record
- Changed Fields Array.Object
- Operations related Table Table
- Run Start Time UTC Date/Time
- Run Start Date/Time Date/Time

1 - Update Record

- Operations related Record Record
- Operations related Table Table
- Action Status Object

18. Click Save → then Activate the flow.

Workflow Studio Regarding Certificate Flow

Regarding Certificate Active

TRIGGER

Operations related Created or Updated where (Issue is regarding certificates)

ACTIONS Select multiple

1 Update Operations related Record

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

Status: Published Application: Global

Data Collapse All

Flow Variables

Trigger - Record Created or Updated

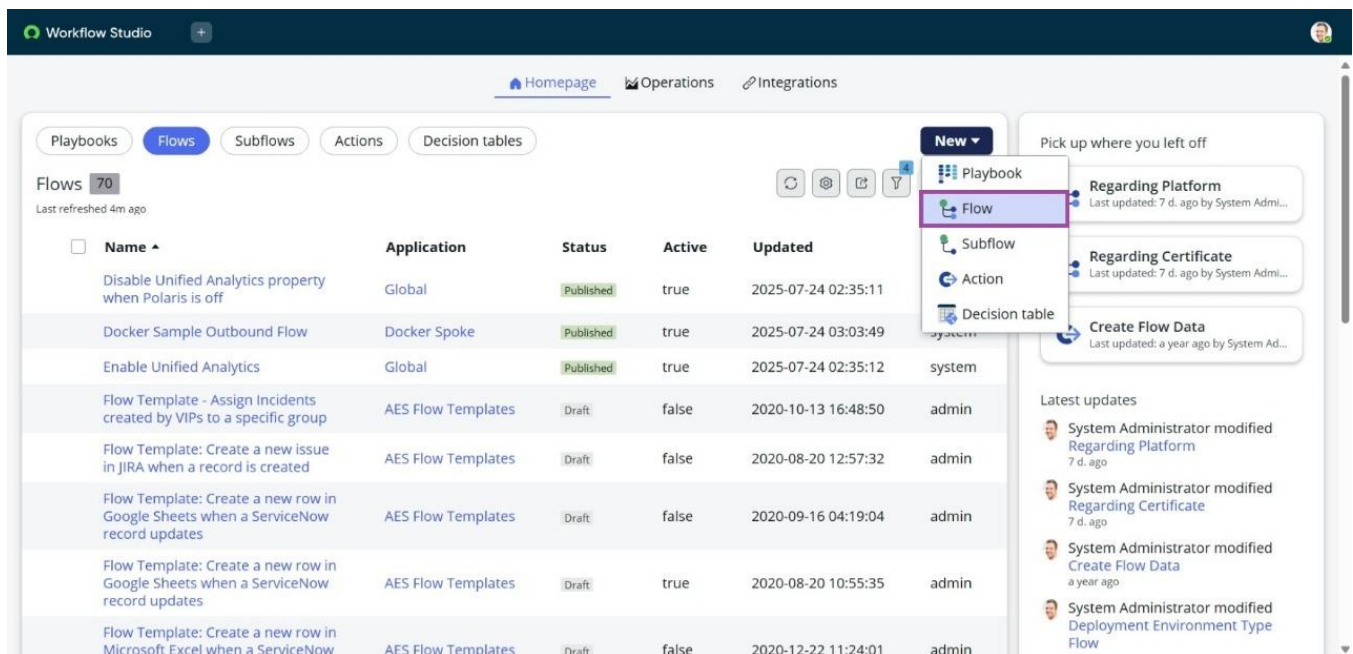
- Operations related Record Record
- Changed Fields Array.Object
- Operations related Table Table
- Run Start Time UTC Date/Time
- Run Start Date/Time Date/Time

1 - Update Record

- Operations related Record Record
- Operations related Table Table
- Action Status Object

## Activity 2: Create Flow to Assign Operations Ticket to Platform Group.

1. Log in to ServiceNow.
2. From the navigation, go to All → Flow Designer under Process Automation.
3. Click New → Flow.



The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes 'Workflow Studio', 'Homepage', 'Operations', and 'Integrations'. Below the navigation bar, there are tabs for 'Playbooks', 'Flows', 'Subflows', 'Actions', and 'Decision tables'. The 'Flows' tab is active, showing a list of flows. A 'New' dropdown menu is open, with 'Flow' selected. The list of flows includes:

Name	Application	Status	Active	Updated	Owner
Disable Unified Analytics property when Polaris is off	Global	Published	true	2025-07-24 02:35:11	system
Docker Sample Outbound Flow	Docker Spoke	Published	true	2025-07-24 03:03:49	system
Enable Unified Analytics	Global	Published	true	2025-07-24 02:35:12	system
Flow Template - Assign Incidents created by VIPs to a specific group	AES Flow Templates	Draft	false	2020-10-13 16:48:50	admin
Flow Template: Create a new issue in JIRA when a record is created	AES Flow Templates	Draft	false	2020-08-20 12:57:32	admin
Flow Template: Create a new row in Google Sheets when a ServiceNow record updates	AES Flow Templates	Draft	false	2020-09-16 04:19:04	admin
Flow Template: Create a new row in Google Sheets when a ServiceNow record updates	AES Flow Templates	Draft	true	2020-08-20 10:55:35	admin
Flow Template: Create a new row in Microsoft Excel when a ServiceNow record updates	AES Flow Templates	Draft	false	2020-12-22 11:24:01	admin

On the right side, there is a 'Pick up where you left off' section with cards for 'Regarding Platform', 'Regarding Certificate', and 'Create Flow Data'. Below this is a 'Latest updates' section showing recent modifications by the System Administrator.

4. In Flow Properties, set:
  - Flow Name: Regarding Platform
  - Application: Global
  - Run User: System User

Workflow Studio

New Flow

Let's get the details for your flow

Flow name \*

Application \*

Description

Hide additional properties

Protection

Run as

Flow priority default

Cancel

5. Click Submit.

➤ Add Trigger

6. Click Add a Trigger.

7. Choose Create or Update a Record.

8. Table: Operations Related

9. Add Conditions:

Criteria 1 → Field: Issue, Operator: is, Value: Unable to login to platform

Criteria 2 → Field: Issue, Operator: is, Value: 404 Error

Criteria 3 → Field: Issue, Operator: is, Value: Regarding User expired



Workflow Studio

Regarding Platform Flow

Regarding Platform Active

View: [Icon] [Icon] [Icon]

Test Deactivate Activate Save

TRIGGER

Operations related Created or Updated where (Issue is unable to login; Issue is 404 error; Issue is regarding user expired)

Trigger: Created or Updated

\* Table: Operations related [u\_operation...]

Condition: All of these conditions must be met

Issue is unable to login

or

All of these conditions must be met

Issue is 404 error

or

All of these conditions must be met

Issue is regarding user expired

New Criteria

Run Trigger: Once

Status: Published Application: Global

Data Collapse All

Flow Variables

Trigger - Record Created or Updated

Operations related Record Record

Changed Fields Array.Object

Operations related Table Table

Run Start Time UTC Date/Time

Run Start Date/Time Date/Time

1 - Update Record

Operations related Record Record

Operations related Table Table

Action Status Object

10. Click Done.

➤ Add Action

11. Under Actions, click Add an Action.

12. Select Update Record.

13. From the Data Panel on the left, drag the required fields.

14. Table will be auto-assigned.

15. Field: Assigned to group

16. Value: Platform



Workflow Studio

Regarding Platform Flow

Regarding Platform Active

View: [Icons]

Test Deactivate Activate Save

TRIGGER

Operations related Created or Updated where (Issue is unable to login; Issue is 404 error; Issue is regarding user expired)

ACTIONS Select multiple

1 Update Operations related Record

Action: Update Record

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

\* Table: Operations related [u\_operation...]

\* Fields: Assigned to Groups Platform

+ Add field value

Delete Cancel Done

Data Collapse All

Flow Variables

Trigger - Record Created or Updated

Operations related Record Record

Changed Fields Array.Object

Operations related Table Table

Run Start Time UTC Date/Time

Run Start Date/Time Date/Time

1 - Update Record

Operations related Record Record

Operations related Table Table

Action Status Object

+ Add an Action, Flow Logic, or Subflow

Status: Published Application: Global

17. Click Done.

18. Click Save, then Activate the flow.

Workflow Studio

Regarding Platform Flow

Regarding Platform Active

View: [Icons]

Test Deactivate Activate Save

TRIGGER

Operations related Created or Updated where (Issue is unable to login; Issue is 404 error; Issue is regarding user expired)

ACTIONS Select multiple

1 Update Operations related Record

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

Data Collapse All

Flow Variables

Trigger - Record Created or Updated

Operations related Record Record

Changed Fields Array.Object

Operations related Table Table

Run Start Time UTC Date/Time

Run Start Date/Time Date/Time

1 - Update Record

Operations related Record Record

Operations related Table Table

Action Status Object

+ Add an Action, Flow Logic, or Subflow

Status: Published Application: Global

## **CONCLUSION:**

This Project Successfully Automated Ticket Assignment InServicenow, Reducing Manual Effort And Delays. By Assigning Proper Roles, Groups, And Flows, Tickets Are Now Routed ToThe Right Teams Instantly.

The Streamlined Process Ensures Quicker Response Times And Improved Productivity. Automation Also Minimizes Human Errors, Making Support Operations More Reliable.

Overall, The Project Highlights How Servicenow Can Transform Ticket Management IntoA Smarter And Efficient System

