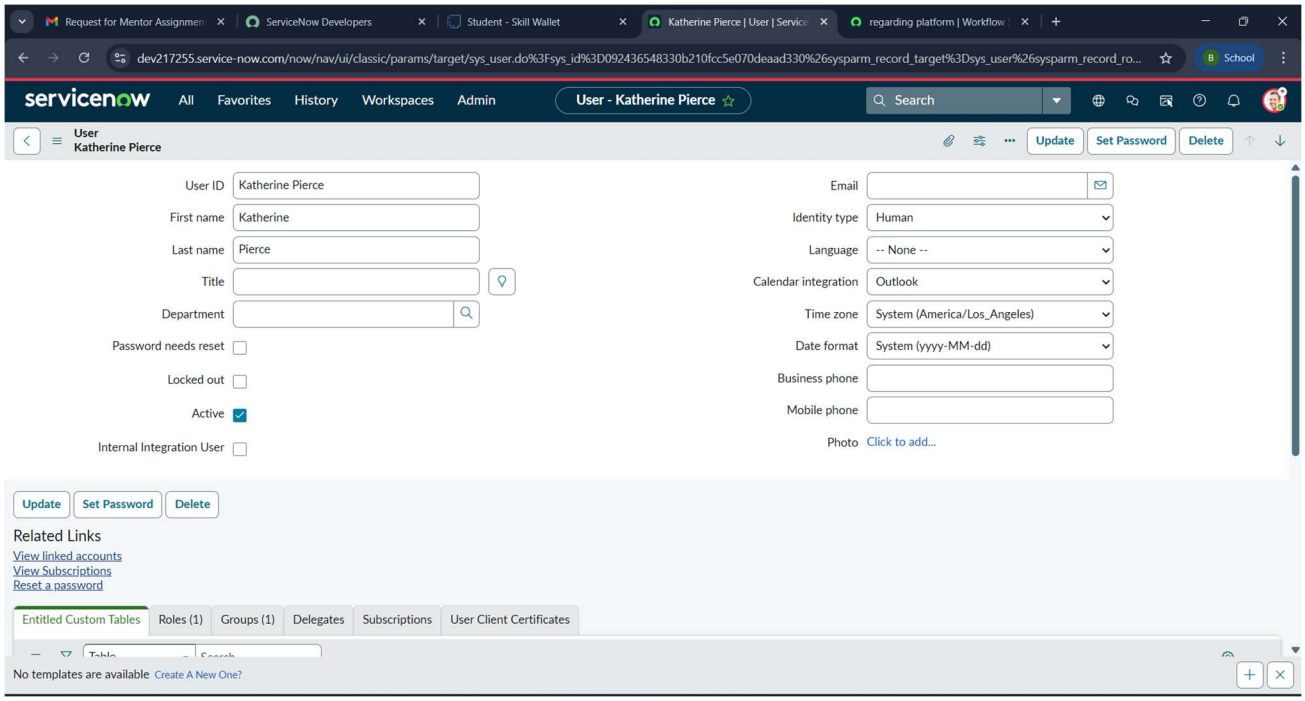
Streamlining Ticket Assignment For Efficient Support Operations

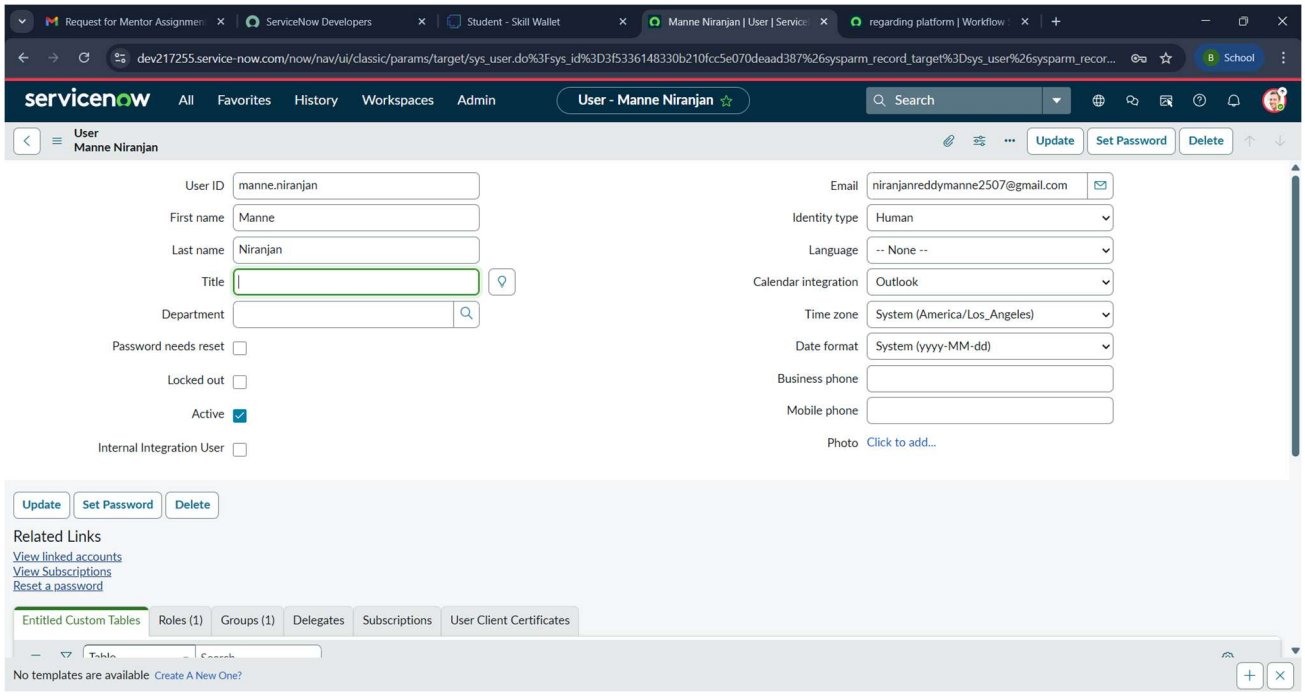
Introduction:

1. The project *Streamlining Ticket Assignment for Efficient Support Operations* on the ServiceNow platform focused on developing a comprehensive and secure support management system to enhance operational efficiency. I began by defining user access structures—creating distinct user accounts, grouping them by their functional responsibilities, and assigning appropriate roles to ensure proper access control. A custom ticket table was designed and configured with clear relationships between Users, Roles, and Groups, supported by rules that automatically assign roles based on responsibilities. To strengthen data protection, I implemented robust Create ACL permissions and controlled data visibility. Furthermore, I built an automated Flow that intelligently manages the entire ticket assignment lifecycle—from creation to closure—ensuring faster response times and improved workflow consistency. This project demonstrates my ability to design, secure, and automate end-to-end ITSM solutions that optimize support operations on the ServiceNow platform.

2. Users :

1. Open service now.
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Create a new user Manne niranjan
6. Click on submit
7. Create one more user Katherine pierce
8. Click on submit

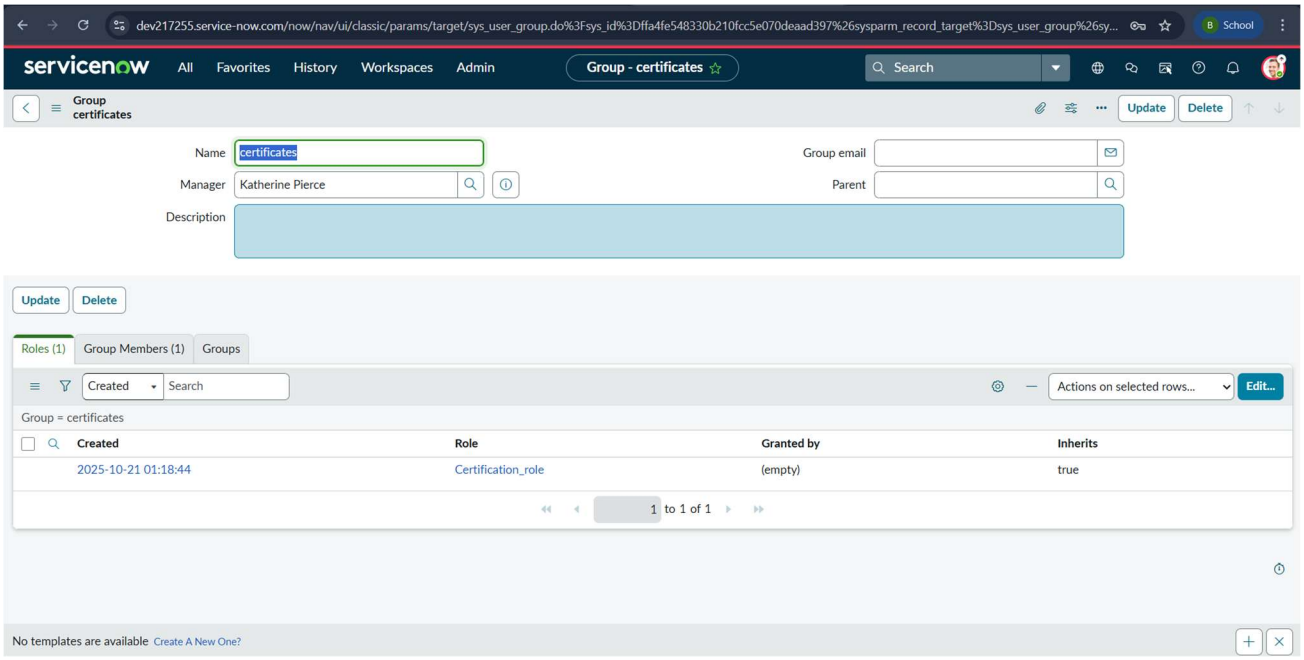




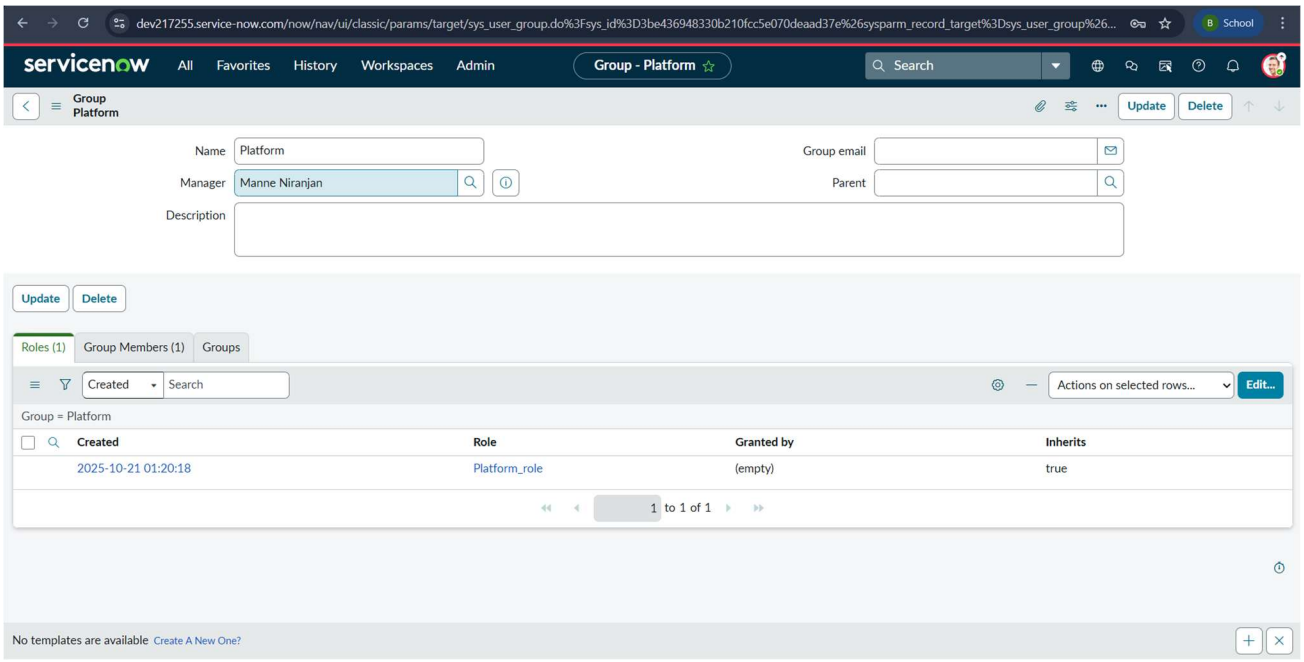
3. Groups :

1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security

4. create a new group
5. Click on submit



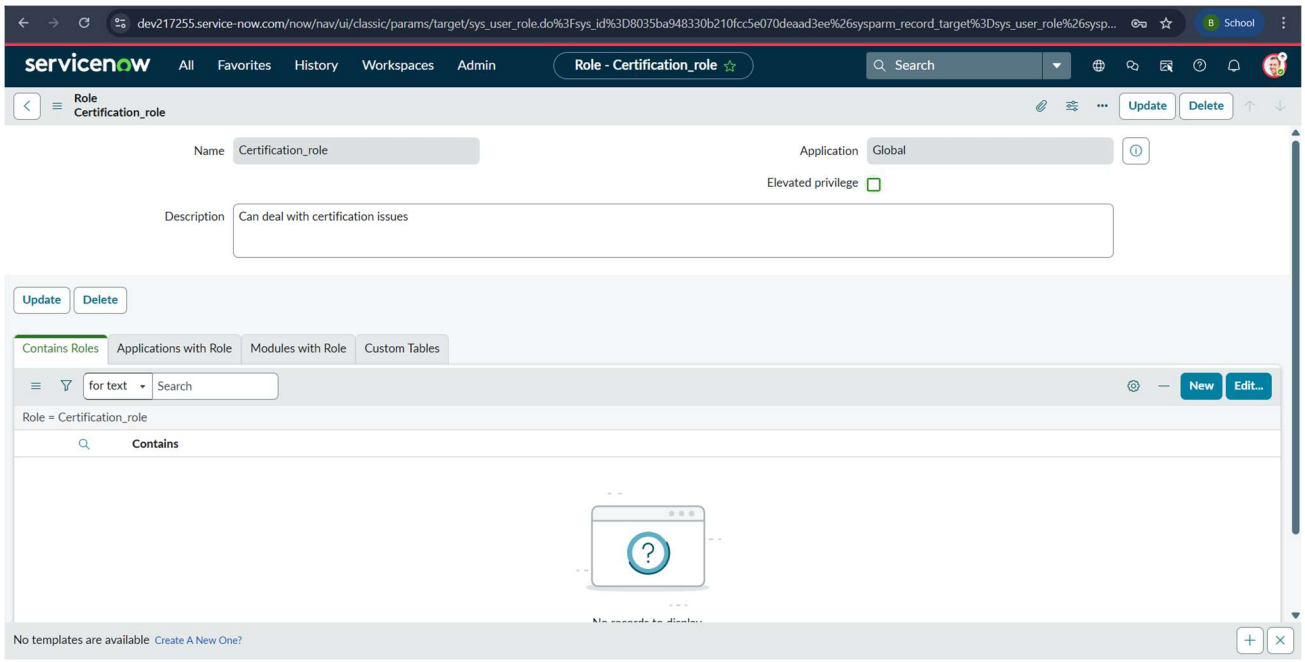
6. Create another group



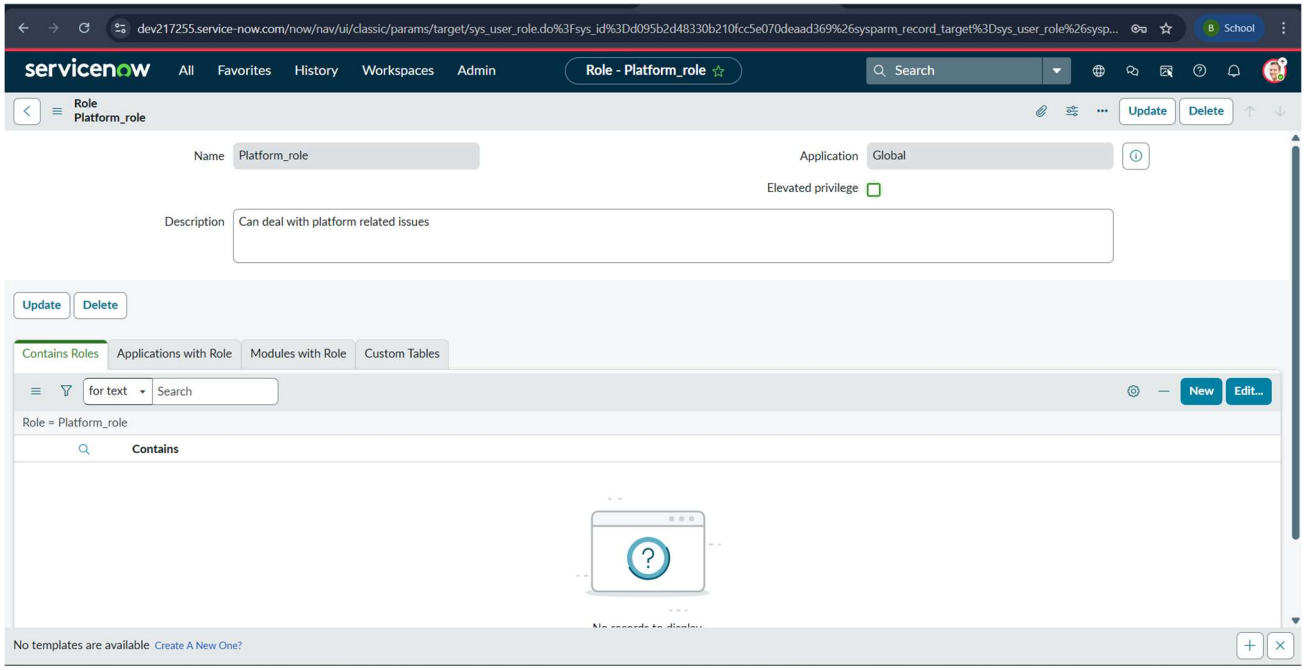
4. Roles :

1. Click on All >> search for roles

2. Select roles under system security
3. Click on new
4. Create a new role



5. Create another role



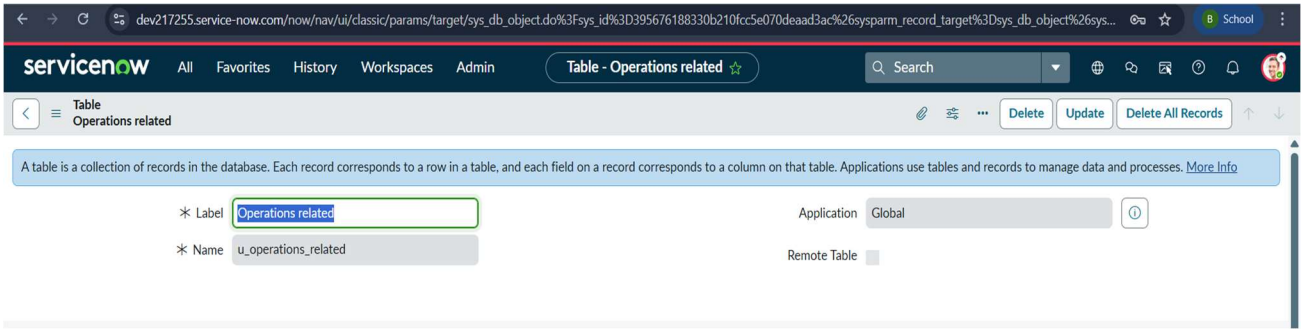
4 . Table :

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

Label : Operations related

Check the boxes Create module & Create mobile module

3. Under new menu name : Operations related
4. Under table columns give the columns



5. Click on submit

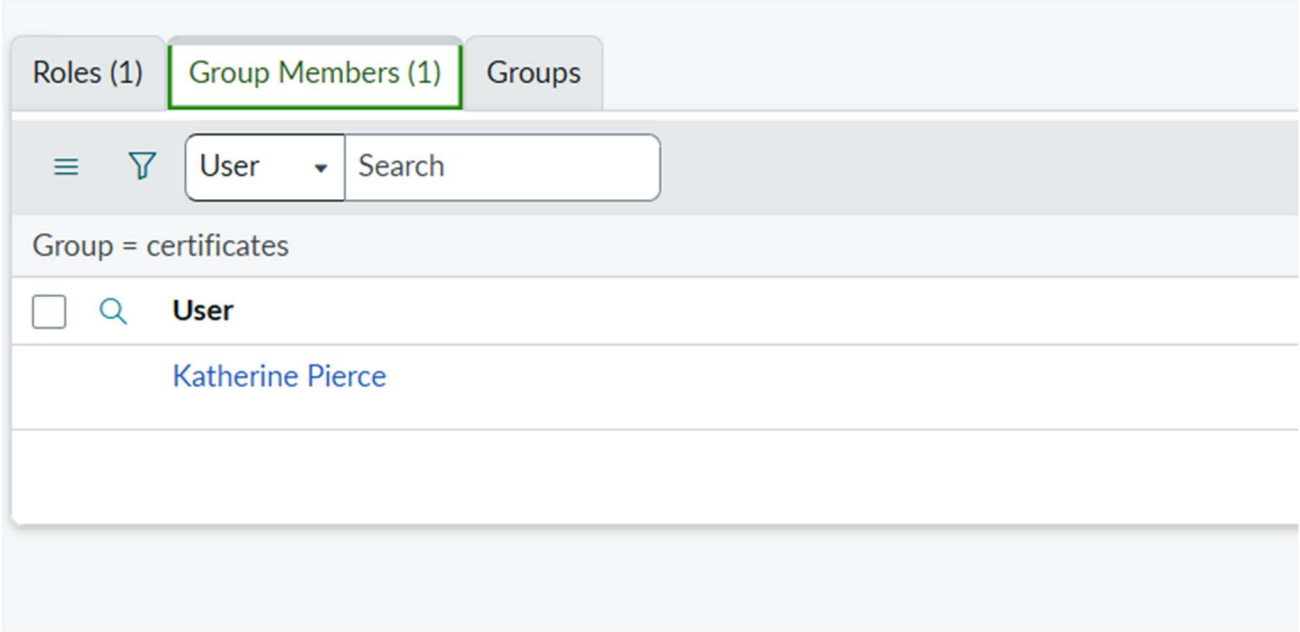
Create choices for the issue filed by using form design

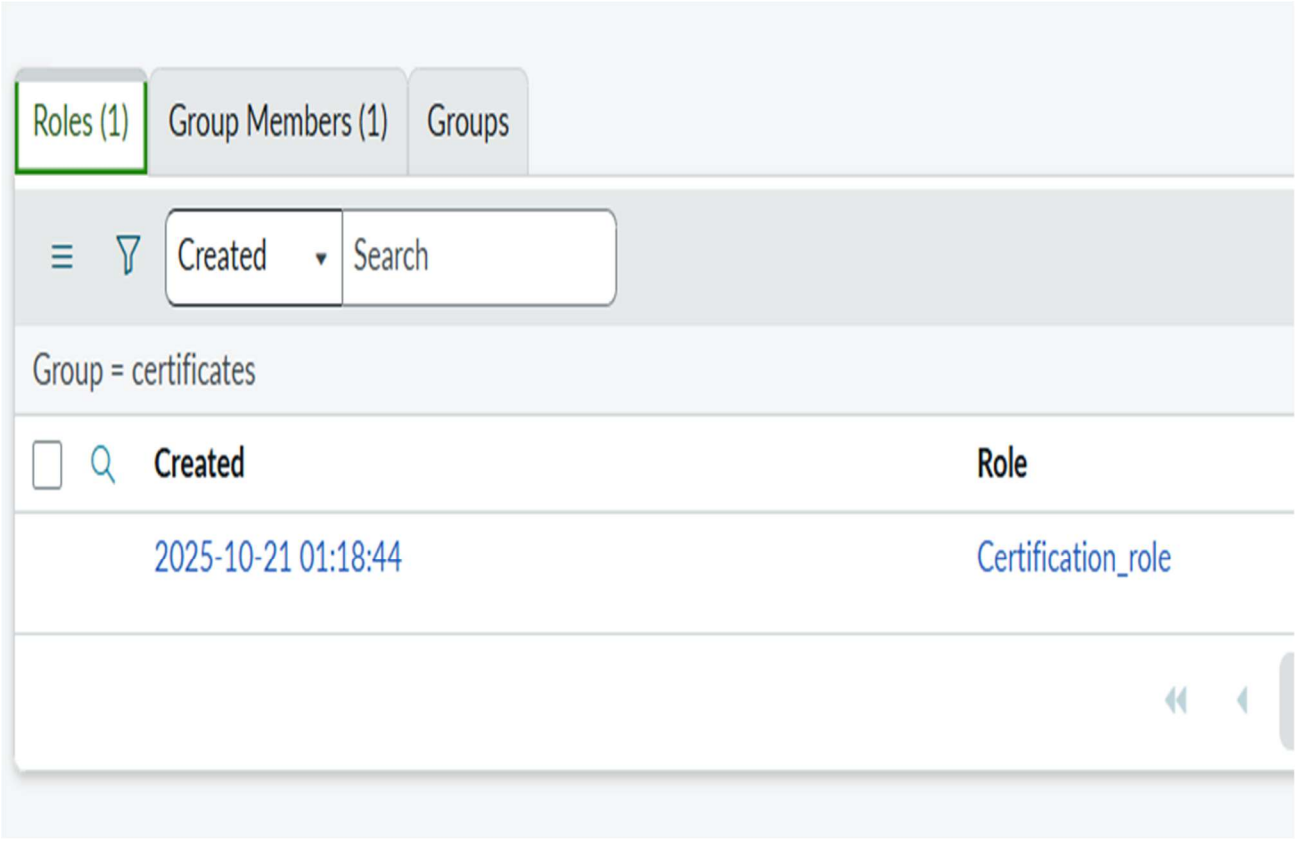
Choices are

- unable to login to platform
- 404 error
- regarding certificates
- regarding user expired

5 . Assingn Roles and Users to Certificate Groups :

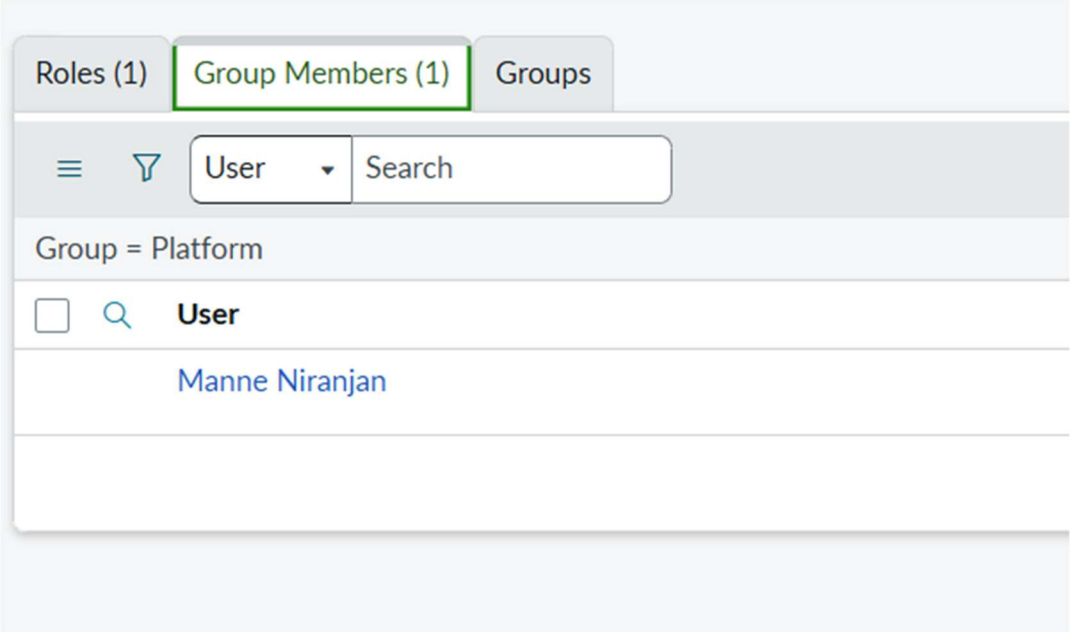
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification_role and save

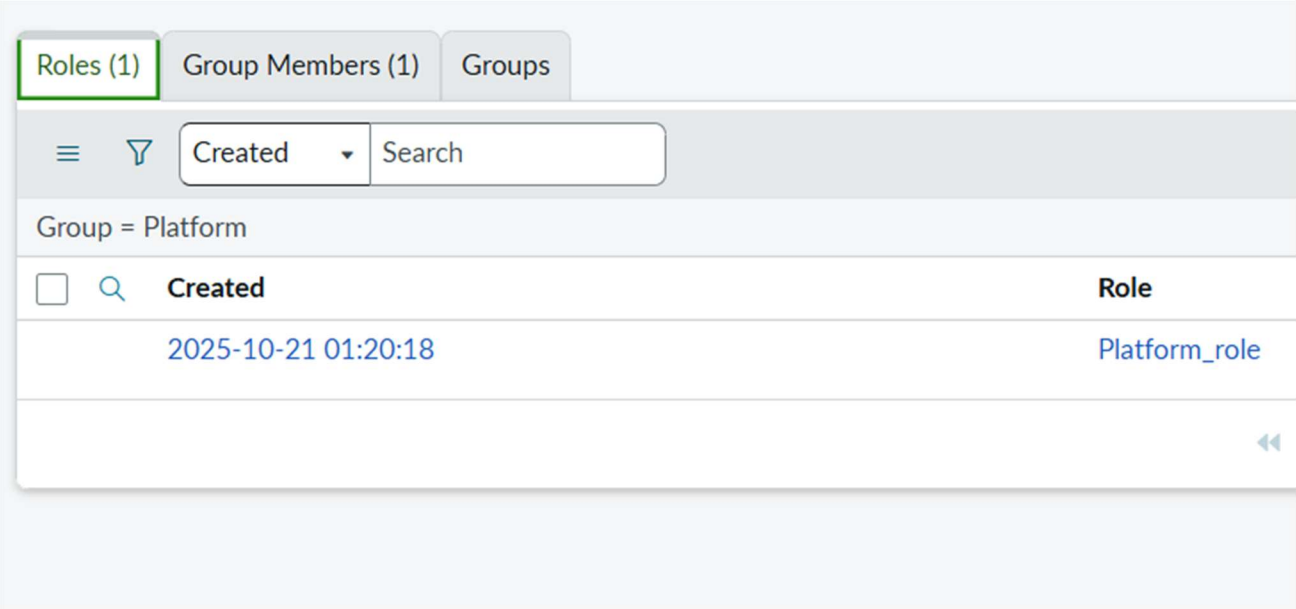

Roles (1)
Group Members (1)
Groups
User
Search
Group = certificates
User
Katherine Pierce


Roles (1)
Group Members (1)
Groups
Created
Search
Group = certificates
Created
Role
2025-10-21 01:18:44
Certification_role

6. Assign roles and users to platform Group :

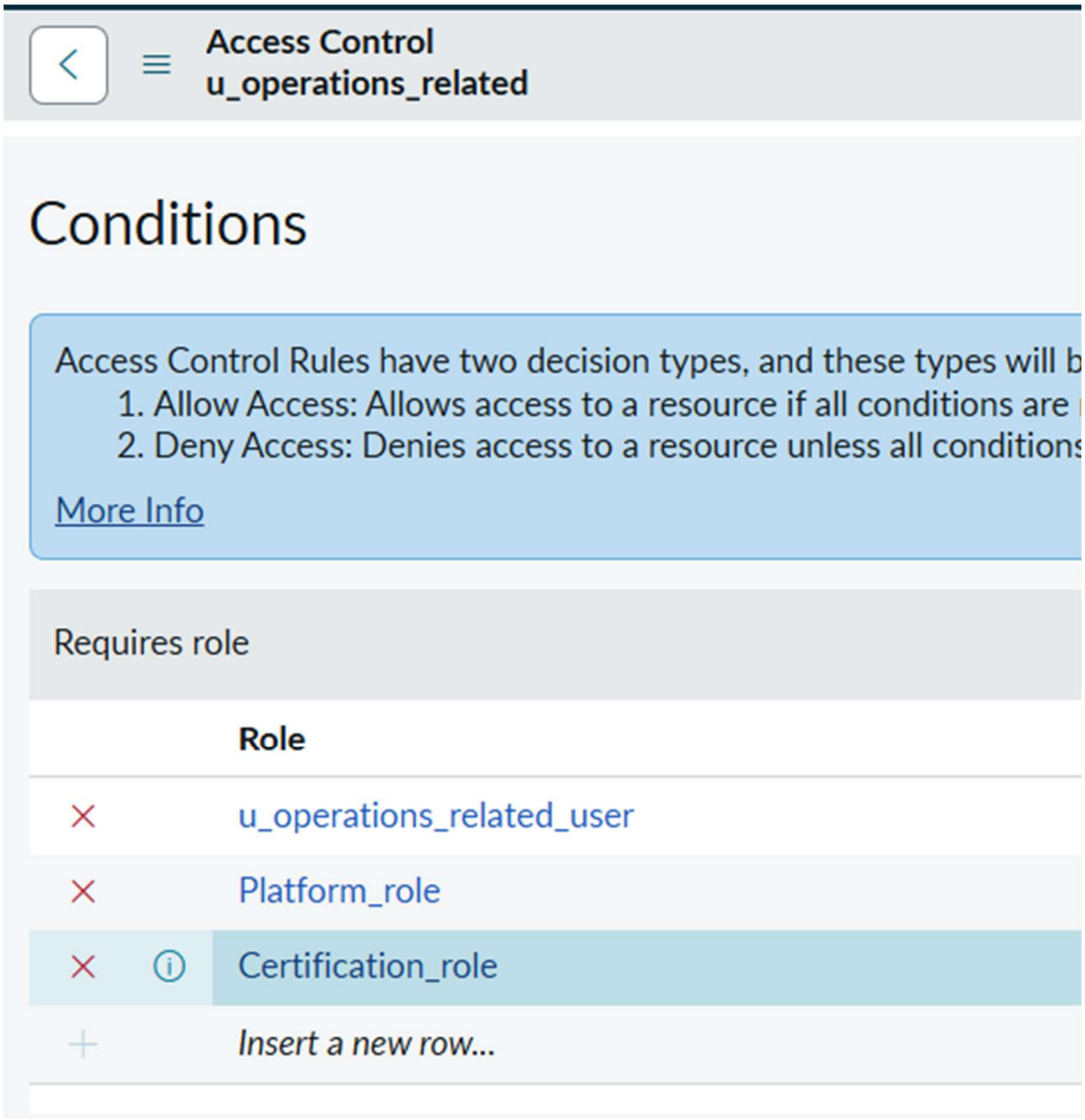
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the platform group
5. Under group members
6. Click on edit
7. Select Manne Niranjan and save
8. Click on roles
9. Select Platform_role and save





7. 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



8.Create ACL:

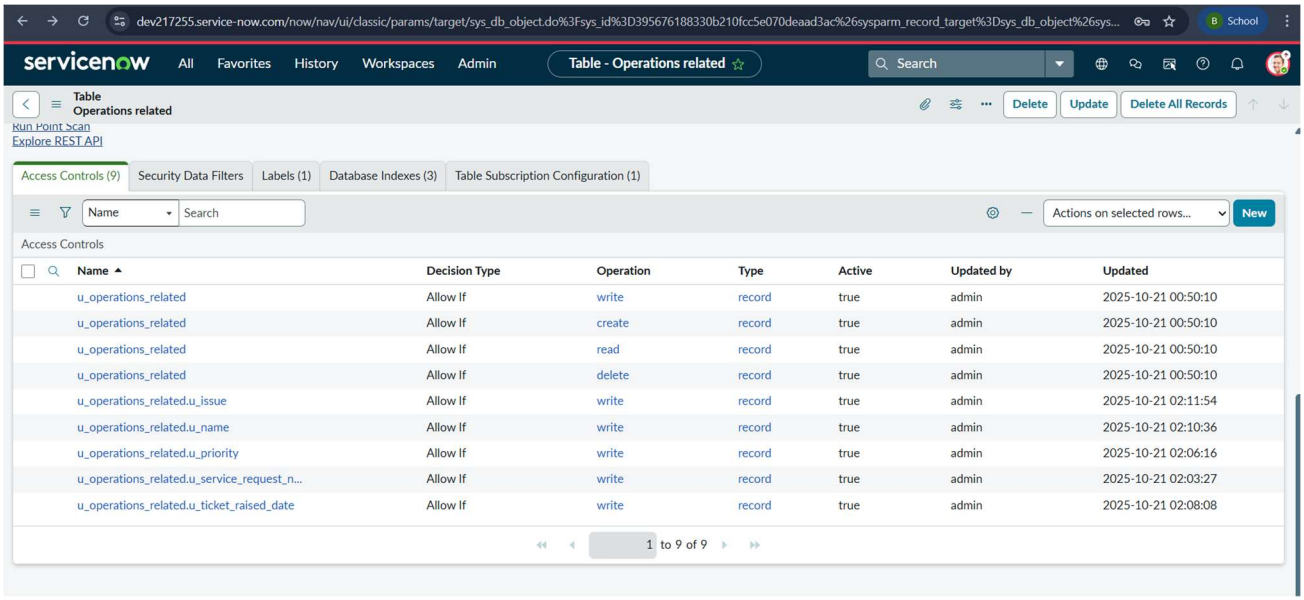
1.Open service now.

2.Click on All >> search for ACL

3.Select Access Control (ACL) under system security

4.Click on new

5.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

9.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.

9.Click on Add a trigger

10.Select the trigger in that Search for “create or update a record” and select that.

11.Give the table name as “ Operations related ”.

12.Give the Condition as
Field : issue
Operator : is
Value : Regrading Certificates

13.After that click on Done

14.Now under Actions.

15.Click on Add an action.

16.Select action in that search for “ Update Record ”.

17.In Record field drag the fields from the data navigation from left side

18.Table will be auto assigned after that

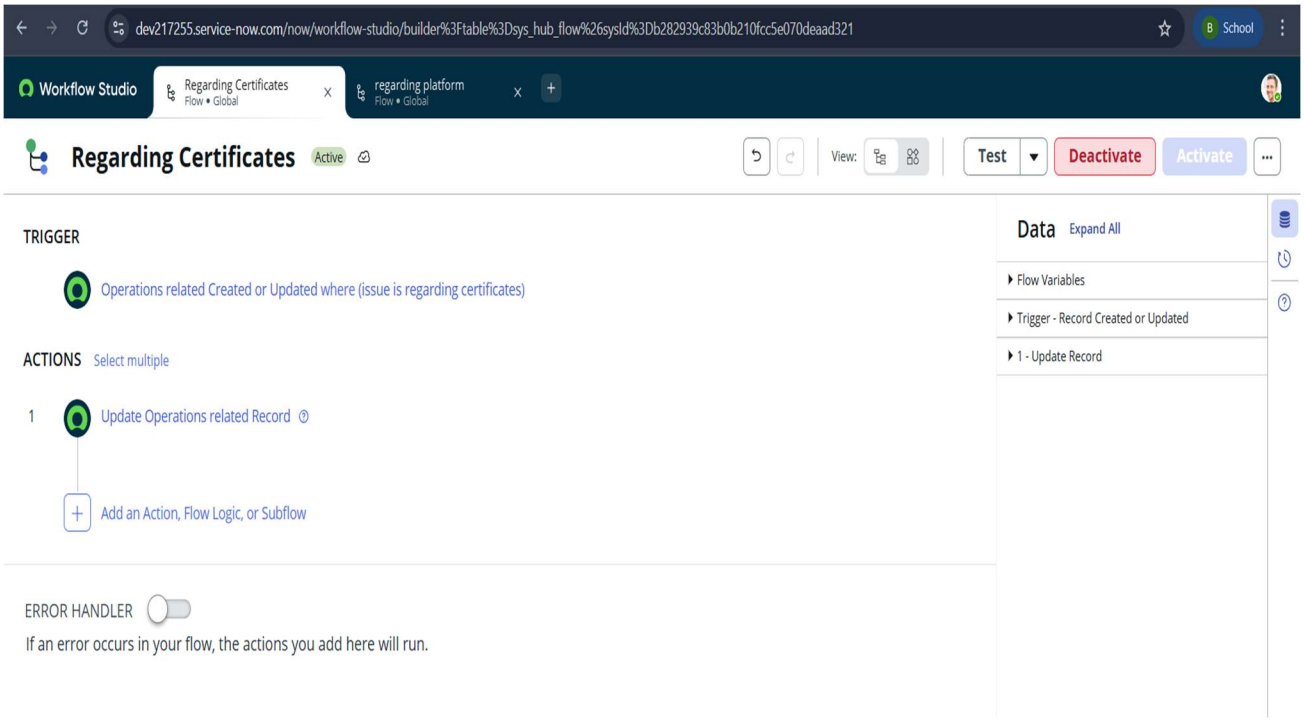
19.Give the field as “ Assigned to group ”

20.Give value as “ Certificates ”

21.Click on Done.

22.Click on Save to save the Flow.

23.Click on Activate.



10.Create a Flow to Assign operation 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 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

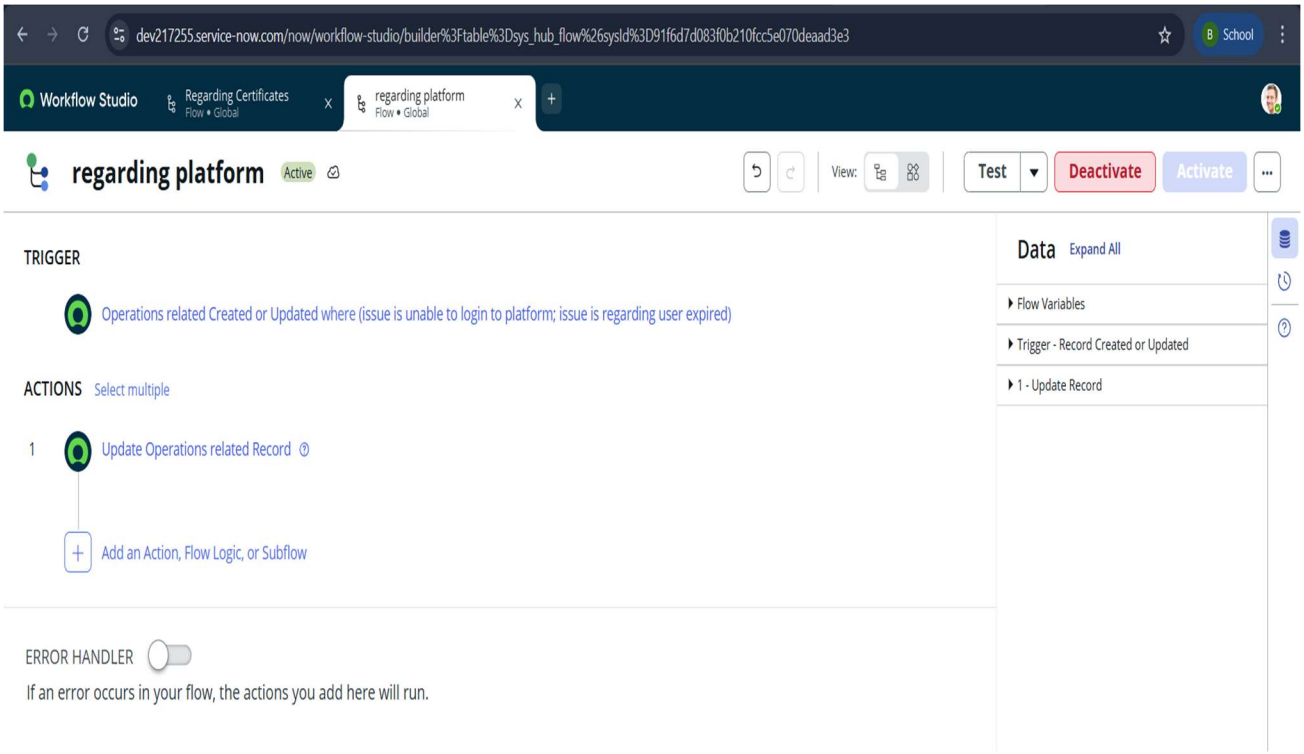
13.Give the field as “Assigned to group”.

14.Give value as “Platform”.

15.Click on Done.

16.Click on Save to save the Flow.

17.Click on Activate.



regarding platform	Global	Published	true
regarding certificatess	Global	Draft	false
regarding certificates	Global	Published	true

Conclusion:

The implementation of the automated ticket routing system at ABC Corporation proved to be a major success. By utilizing the capabilities of the ServiceNow platform, the project effectively optimized the process of assigning support tickets to the right teams, eliminating the inefficiencies of manual routing and reducing delays in issue resolution. This automation not only improved response times and overall workflow efficiency but also enhanced transparency, accountability.