

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

ServiceNow User Profile for Katherine Pierce

User ID: Katherine Pierce
 First name: Katherine
 Last name: Pierce
 Title:
 Department:
 Email:
 Identity type: Human
 Language: -- None --
 Calendar integration: Outlook
 Time zone: System (America/Los_Angeles)
 Date format: System (yyyy-MM-dd)
 Business phone:
 Mobile phone:
 Photo: Click to add...

Password needs reset: ☐
 Locked out: ☐
 Active: ☒
 Internal Integration User: ☐

Update Set Password Delete

Related Links
[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

Entitled Custom Tables
 Roles (1) Groups (1) Delegates Subscriptions User Client Certificates

No templates are available [Create A New One?](#)

ServiceNow User Profile for Manne Niranjana

User ID: manne.niranjana
 First name: Manne
 Last name: Niranjana
 Title:
 Department:
 Email: niranjareddymanne2507@gmail.com
 Identity type: Human
 Language: -- None --
 Calendar integration: Outlook
 Time zone: System (America/Los_Angeles)
 Date format: System (yyyy-MM-dd)
 Business phone:
 Mobile phone:
 Photo: Click to add...

Password needs reset: ☐
 Locked out: ☐
 Active: ☒
 Internal Integration User: ☐

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3. Groups :

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

- create a new group
- Click on submit

dev217255.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3Dffa4fe548330b210fcc5e070deaad397%26sysparm_record_target%3Dsys_user_group%26sys...

servicenow All Favorites History Workspaces Admin Group - certificates Search

Group certificates Update Delete

Name: certificates Group email: Manager: Katherine Pierce Parent: Description:

Update Delete

Roles (1) Group Members (1) Groups

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

Group = certificates

| Created | Role | Granted by | Inherits |
|---------------------|--------------------|------------|----------|
| 2025-10-21 01:18:44 | Certification_role | (empty) | true |

1 to 1 of 1

No templates are available Create A New One?

- Create another group

dev217255.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D3be436948330b210fcc5e070deaad37e%26sysparm_record_target%3Dsys_user_group%26sys...

servicenow All Favorites History Workspaces Admin Group - Platform Search

Group Platform Update Delete

Name: Platform Group email: Manager: Manne Niranjana Parent: Description:

Update Delete

Roles (1) Group Members (1) Groups

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

Group = Platform

| Created | Role | Granted by | Inherits |
|---------------------|---------------|------------|----------|
| 2025-10-21 01:20:18 | Platform_role | (empty) | true |

1 to 1 of 1

No templates are available Create A New One?

4. Roles :

- Click on All >> search for roles

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

The screenshot shows the ServiceNow interface for configuring a role. The browser address bar displays a URL from dev217255.service-now.com. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The page title is 'Role - Certification_role'. Below the title, there are fields for 'Name' (Certification_role), 'Application' (Global), and 'Elevated privilege' (unchecked). A 'Description' field contains the text 'Can deal with certification issues'. Below these fields are 'Update' and 'Delete' buttons. A tabbed interface shows 'Contains Roles' as the active tab, with other tabs for 'Applications with Role', 'Modules with Role', and 'Custom Tables'. A search bar with the placeholder 'for text' and a 'Search' button is present. Below the search bar, the text 'Role = Certification_role' is displayed. A large empty box with a question mark icon and the text 'No templates are available. Create A New One?' is shown at the bottom.

5. Create another role

The screenshot shows the ServiceNow interface for configuring a role. The browser address bar displays a URL from dev217255.service-now.com. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The page title is 'Role - Platform_role'. Below the title, there are fields for 'Name' (Platform_role), 'Application' (Global), and 'Elevated privilege' (unchecked). A 'Description' field contains the text 'Can deal with platform related issues'. Below these fields are 'Update' and 'Delete' buttons. A tabbed interface shows 'Contains Roles' as the active tab, with other tabs for 'Applications with Role', 'Modules with Role', and 'Custom Tables'. A search bar with the placeholder 'for text' and a 'Search' button is present. Below the search bar, the text 'Role = Platform_role' is displayed. A large empty box with a question mark icon and the text 'No templates are available. Create A New One?' is shown at the bottom.

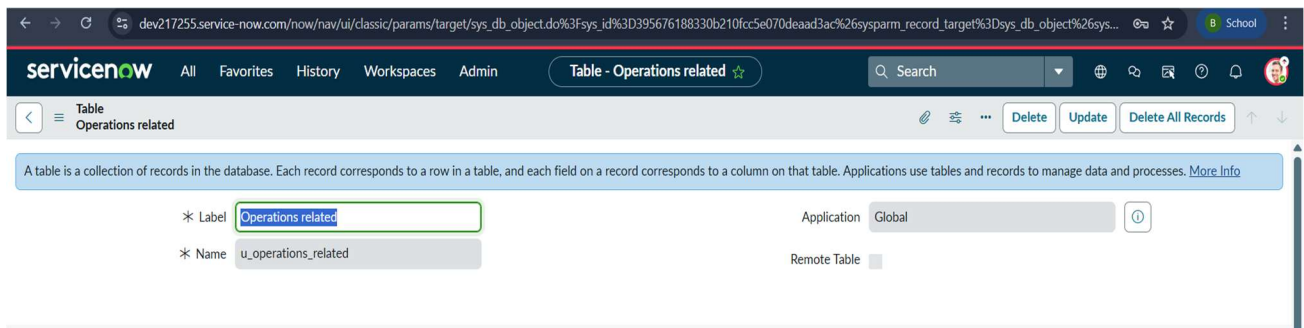
4 . Table :

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 :

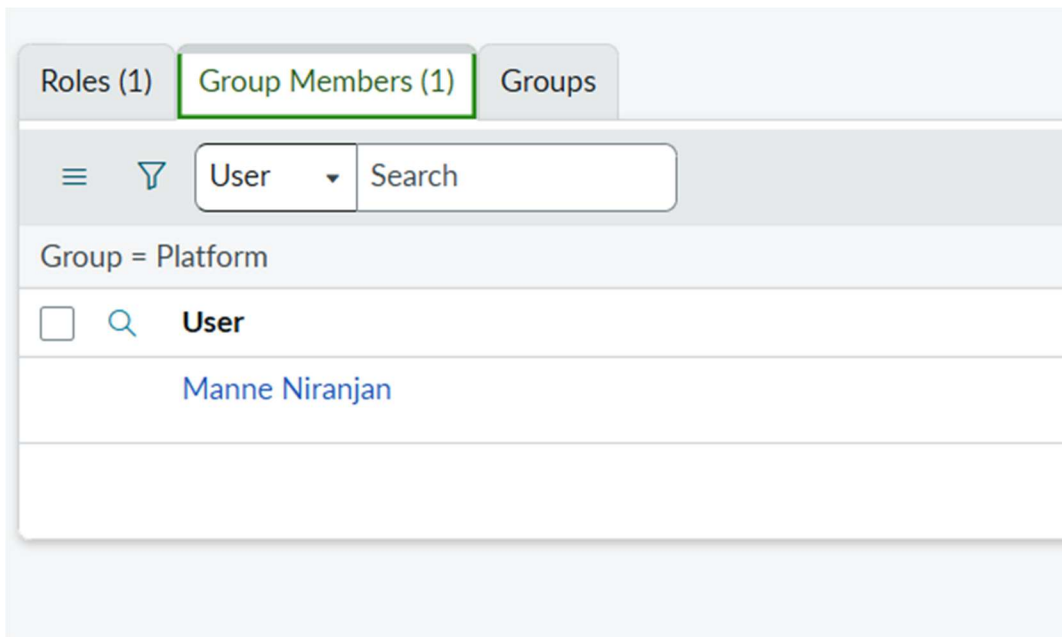
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification_role and save

| Roles (1) | Group Members (1) | Groups |
|--------------------------|---|--------|
| ≡ | <input type="text" value="User"/> <input type="text" value="Search"/> | |
| Group = certificates | | |
| <input type="checkbox"/> | <input type="text" value="User"/> | |
| | Katherine Pierce | |
| | | |

| Roles (1) | Group Members (1) | Groups |
|--------------------------|--|--------------------|
| ≡ | <input type="text" value="Created"/> <input type="text" value="Search"/> | |
| Group = certificates | | |
| <input type="checkbox"/> | <input type="text" value="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 Niranjana and save
8. Click on roles
9. Select Platform_role and save



| | | | |
|--|--|--------------------------------------|---------------|
| Roles (1) | | Group Members (1) | Groups |
| <div> <div> <div></div> <div></div> </div> <div>Created</div> <div>Search</div> </div> | | | |
| Group = Platform | | | |
| <input type="checkbox"/> | | Created | Role |
| | | 2025-10-21 01:20:18 | Platform_role |
| | | <div> <div></div> <div></div> </div> | |

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

 **Access Control**
u_operations_related


Conditions

Access Control Rules have two decision types, and these types will be

1. Allow Access: Allows access to a resource if all conditions are met
2. Deny Access: Denies access to a resource unless all conditions are met

[More Info](#)

Requires role

| | Role |
|---|--|
| × | u_operations_related_user |
| × | Platform_role |
| × |  Certification_role |
| + | <i>Insert a new row...</i> |

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

| Name | Decision Type | Operation | Type | Active | Updated by | Updated |
|---|---------------|-----------|--------|--------|------------|---------------------|
| u_operations_related | Allow If | write | record | true | admin | 2025-10-21 00:50:10 |
| u_operations_related | Allow If | create | record | true | admin | 2025-10-21 00:50:10 |
| u_operations_related | Allow If | read | record | true | admin | 2025-10-21 00:50:10 |
| u_operations_related | Allow If | delete | record | true | admin | 2025-10-21 00:50:10 |
| u_operations_related.u_issue | Allow If | write | record | true | admin | 2025-10-21 02:11:54 |
| u_operations_related.u_name | Allow If | write | record | true | admin | 2025-10-21 02:10:36 |
| u_operations_related.u_priority | Allow If | write | record | true | admin | 2025-10-21 02:06:16 |
| u_operations_related.u_service_request_n... | Allow If | write | record | true | admin | 2025-10-21 02:03:27 |
| u_operations_related.u_ticket_raised_date | Allow If | write | record | true | admin | 2025-10-21 02:08:08 |

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

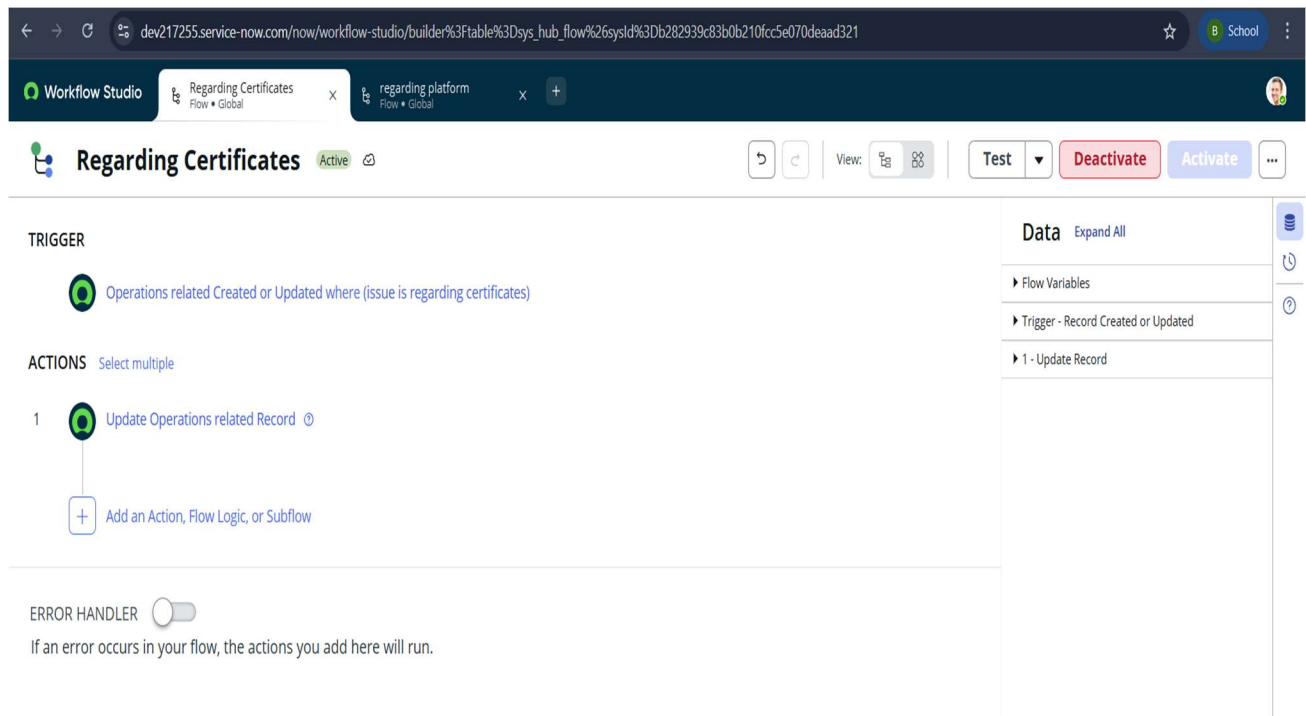
19. Give the field as " Assigned to group "

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.

Workflow Studio

Regarding Certificates

regarding platform

regarding platform

Active

Test

Deactivate

Activate

TRIGGER

Operations related Created or Updated where (issue is unable to login to platform; 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

Expand All

Flow Variables

Trigger - Record Created or Updated

1 - Update Record

| | | | |
|-------------------------|--------|-----------|-------|
| 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.