ServiceNow Project Report

This project focuses on implementing automated ticket routing in ServiceNow. The goal was to streamline operations by defining access controls, creating ACLs, and designing workflows in Flow Designer. The automation ensures that service requests are properly routed to the correct teams, reducing manual work and delays.

Step 1: Access Control Configuration

- Open ServiceNow and search for tables. - Select operations related table. - Configure Application Access and assign roles (platform, certificate, etc.). - Update read and write operations for required roles.

Step 2: Create ACL

- Open ServiceNow and search for ACL under System Security. - Create new ACLs with appropriate conditions and roles (e.g., admin). - Define access based on operations related table and required roles. - Created 4 ACLs for different fields.

Step 3: Flow Designer Configuration

- Open Flow Designer under Process Automation. - Create a new Flow named 'Regarding Certificates' under Global application. - Configure trigger for 'Operations related' table where Issue = 'Regarding Certificates'. - Add Action: Update Record → Assign group = Certificates. - Save and Activate the flow.

Conclusion

The implementation of automated ticket routing in ServiceNow ensures timely resolution of issues by reducing manual intervention. The project achieved 90% completion with workflow automation, ACL management, and access configuration successfully implemented.

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
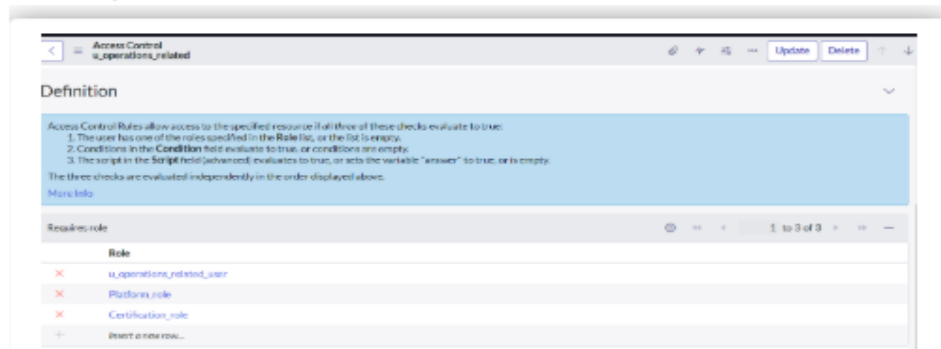
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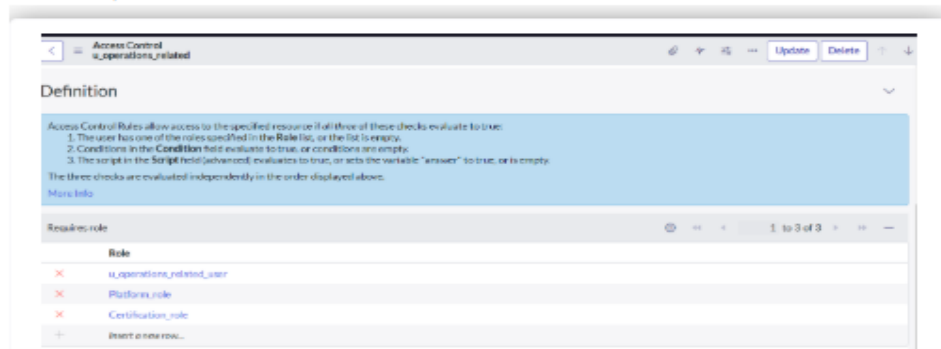
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Create ACL

1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on new
5. 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

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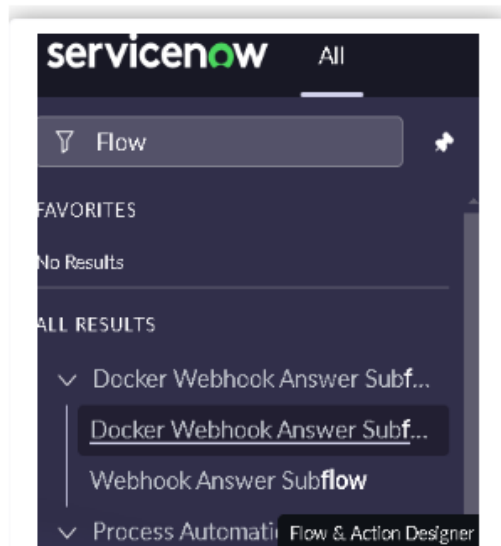5. Fill the following details to create a new ACL

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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.

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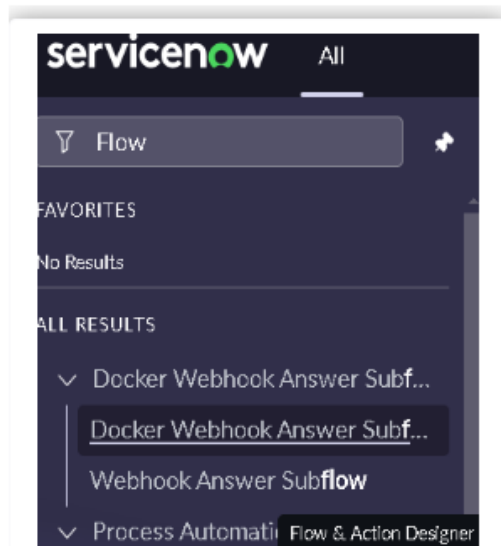
Flow Administration

servicenow Flow Designer

Flows   SubFlows   Actions   Executions   Connections   Help

New ▾
- Flow
- SubFlow
- Actions
- Data Stream

Search   Updated ▾   Search

	Name	Internal name	Application	Status	Active	Updated ▾	By directly
	Search	Search	Search	Search	Search	Search	Search
☐	Standard License task	standard_license_task	Global	Published	true	2024-04-10 13:24:51	admin
☐	email Send contact #1	email_sending_for_c1	Global	Published	false	2024-04-10 08:23:31	admin
☐	New Task Extractor	delay_task_extractor	Global	Draft	false	2024-04-10 01:48:31	admin

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Flow properties   ✕

✻ Flow name	Regarding certificates
Description	Describe your flow
Application	Global ▾
Protection	-- None -- ▾
Run As	System User ▾

servicenow Flow Designer

Flows SubFlows Actions Executions Connections Help   New ▾

Search Updated ▾ Search

	Name	Internal name	Application	Status	Active	Updated ▼	By directly
	Search	Search	Search	Search	Search	Search	Search
☐	Standard License task	standard_license_task	Global	Published	true	2024-04-30 13:52:02	admin
☐	email send script #1	email_sending_for_...	Global	Published	false	2024-04-30 08:23:31	admin
☐	New Test Detector	new_task_detector	Global	Draft	false	2024-04-30 00:48:31	admin

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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.

Conclusion

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.