

SRIVIDYACOLLEGE OF ENGINEERING & TECHNOLOGY

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Approved by AICTE, New Delhi and Affiliated to Anna



University, Chennai

Subject Name : ServiceNow Administrator(NM1051)

(Under Naan Mudhalvan Scheme)

Project Title: Streamlining Ticket Assignment for Efficient Support Operations

Team Id : NM2025TMID06613

Team Members

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Streamlining Ticket Assignment for Efficient Support Operations



Objective:

The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.

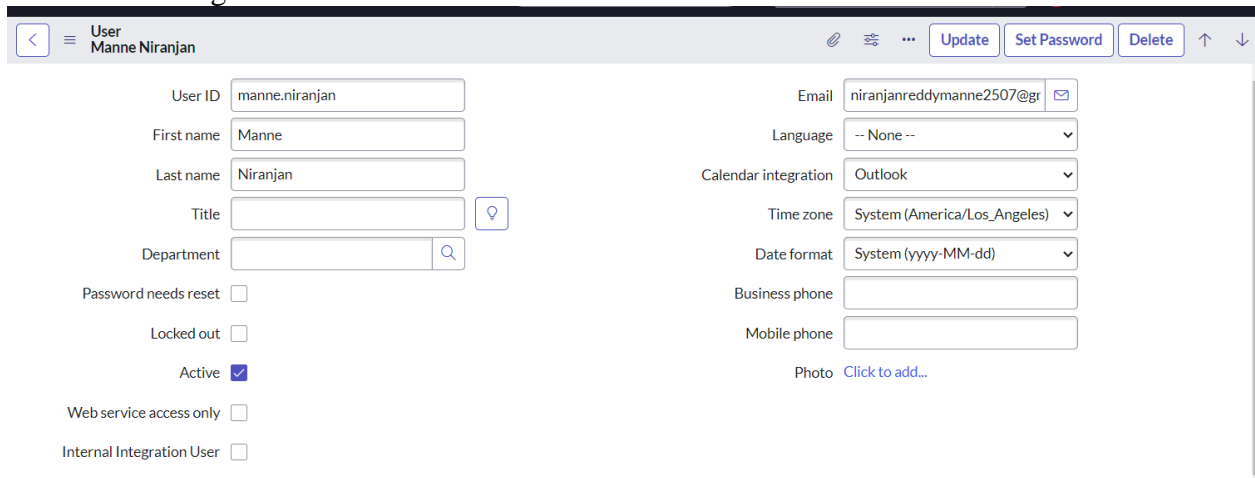
Problem Statement:

At ABC Corporation , the manual process of assigning support tickets to relevant teams often leads to delays, misrouting, and inefficient resource utilization. This results in slower issue resolution times and reduced customer satisfaction. There is need for an automated ticket assignment system that can intelligently and accurately route tickets to the appropriate support teams based on issue type , priority , and workload distribution. This will streamline support operations , enhance productivity , and improve overall customer service quality.

USERS:

Create Users

1. Open service now.
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user



The screenshot shows the 'User' form in ServiceNow for a user named 'Manne Niranjan'. The form is divided into two main sections: 'Basic Information' on the left and 'Advanced Information' on the right. The 'Basic Information' section includes fields for 'User ID' (manne.niranjan), 'First name' (Manne), 'Last name' (Niranjan), 'Title' (empty), and 'Department' (empty with a search icon). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The 'Advanced Information' section includes fields for 'Email' (niranjanreddymanne2507@gr), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone', 'Mobile phone', and 'Photo' (Click to add...).

Field	Value
User ID	manne.niranjan
First name	Manne
Last name	Niranjan
Title	
Department	
Password needs reset	<input type="checkbox"/>
Locked out	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>
Web service access only	<input type="checkbox"/>
Internal Integration User	<input type="checkbox"/>
Email	niranjanreddymanne2507@gr
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...

6. Click on submit

Create one more user:

7. Create another user with the following details

The screenshot shows a user management interface. At the top, there's a navigation bar with 'Favorites', 'History', 'Workspaces', and 'Admin'. Below this, a breadcrumb trail shows 'User - Katherine Pierce'. The form itself is divided into two columns. The left column contains fields for 'User ID' (Katherine Pierce), 'First name' (Katherine), 'Last name' (Pierce), 'Title' (empty), and 'Department' (empty with a search icon). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right column contains fields for 'Email' (empty with an envelope icon), 'Language' (dropdown set to '-- None --'), 'Calendar integration' (dropdown set to 'Outlook'), 'Time zone' (dropdown set to 'System (America/Los Angeles)'), 'Date format' (dropdown set to 'System (yyyy-MM-dd)'), 'Business phone' (empty), 'Mobile phone' (empty), and a 'Photo' field with a 'Click to add...' link. At the top right of the form, there are buttons for 'Update', 'Set Password', and 'Delete'.

8. Click on submit

Groups:

Create Groups





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

The screenshot shows a 'Group certificates' form. The top bar has a breadcrumb trail 'Group certificates'. The form has three main sections. The first section contains 'Name' (certificates) and 'Group email' (empty). The second section contains 'Manager' (Katherine Pierce with a search icon and an info icon) and 'Parent' (empty). The third section is a large text area for 'Description'. At the top right of the form, there are icons for editing, deleting, and other actions.

6. Click on submit

Create one more group:

1. Create another group with the following details


Name	<input type="text" value="Platform"/>	Group email	<input type="text"/>	
Manager	<input type="text" value="Manne Niranjana"/>  	Parent	<input type="text"/>	
Description	<input type="text"/>			

2. Click on submit

Roles:

Create Roles


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

Name	<input type="text" value="Certification_role"/>	Application	<input type="text" value="Global"/>	
Requires Subscription	<input type="text" value="Unspecified"/>	Elevated privilege	<input type="checkbox"/>	
Description	<input type="text" value="Can deal with certification issues"/>			

6. Click on submit

7. Create one more role:

Create another role with the following details

Name	<input type="text" value="Platform_role"/>	Application	<input type="text" value="Global"/>	
Requires Subscription	<input type="text" value="Unspecified"/>	Elevated privilege	<input type="checkbox"/>	
Description	<input type="text" value="Can deal with platform related issues"/>			

8. Click on submit

Table:

Create Table

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

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
✗ Assigned to group	Reference	Group	40		false
✗ Assigned to user	Reference	User	32		false
✗ Comment	String	(empty)	40		false
✗ Issue	String	(empty)	40		false
✗ Name	String	(empty)	40		false
✗ Priority	String	(empty)	40		false
✗ Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
✗ Ticket raised Date	Date/Time	(empty)	40		false
+ Insert a new row...					

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

Assign roles & users to groups:

Assign roles & users to certificate group

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

Assign roles & 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

Assign role to table:

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
13. Click on update

Access Control
u_operations_related

Definition

Access Control Rules allow access to the specified resource if *all three* of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Requires role

	Role
×	u_operations_related_user
×	Platform_role
×	Certification_role
+	Insert a new row...

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

Create ACL:

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

Access Control
u_operations_related.u_service_request_no

* Type: record

* Operation: write

Application: Global

Active: ☒

Admin overrides: ☒

Advanced: ☐

Protection policy: -- None --

* Name: Operations related [u_operations_related]

Service request No

Description

Condition: 4 records match condition

Add Filter Condition Add "OR" Clause

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

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

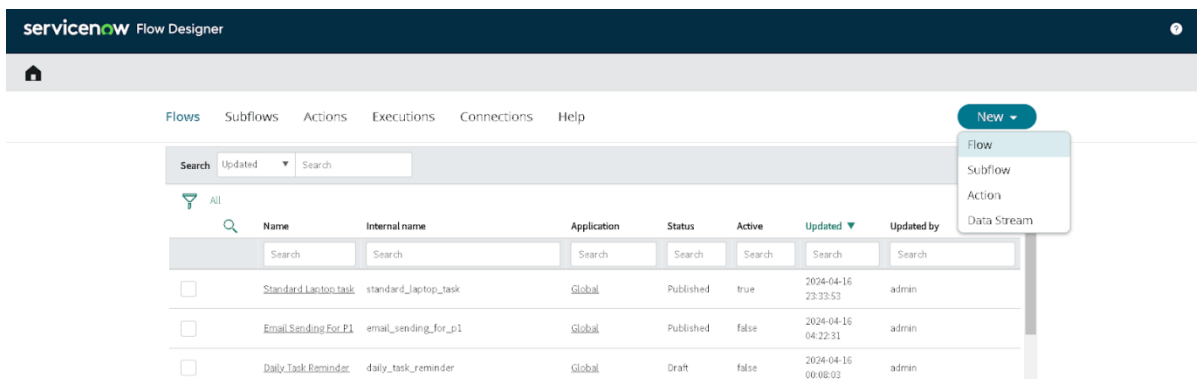
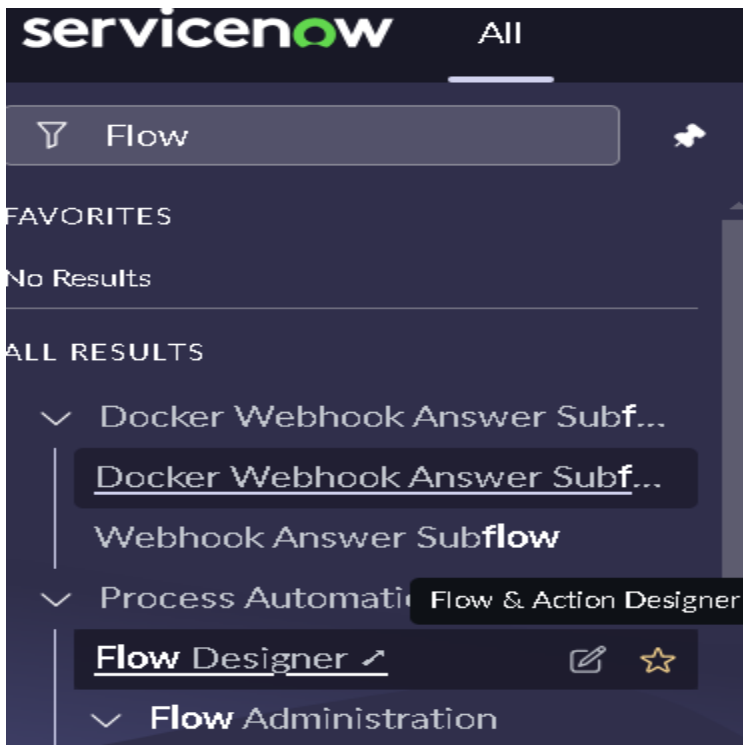
<input type="checkbox"/>	<input type="radio"/>	u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
		u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
		u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
		u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
		u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

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.



Flow properties

* Flow name

Description

Describe your flow

Application

Global

Protection

-- None --

Run As

System User

Cancel

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.

now

Operations related Created or Updated

Trigger: Created or Updated regarding certificates)

Trigger

Created or Updated

* Table

Operations related [u_operations_related]

Condition

All of these conditions must be met

Issue

is

Regarding certificates

OR

AND

or

New Criteria

Run Trigger

For every update

Advanced Options

Delete

Cancel

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.

ACTIONS Select multiple

1 **new** Update Operations related Record ⓘ

Action: Update Record

* Record: Trigger ... > Operations relate... X

* Table: Operations related [u_operations_related] X

* Fields: Assigned to group X certificates X ⓘ ⚙️ ⊖

+ Add field value

Delete Cancel Done

servicenow Flow Designer

Flow: Regarding certificates x +

Regarding certificates Active

View: ⚙️ 88 | Test Deactivate Activate Save ...

TRIGGER

new Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1 **new** Update Operations related Record ⓘ

+ Add an Action, Flow Logic, or Subflow

EDDOD HANDLED

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

Create a Flow to Assign operations 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

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.