

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

Team Id: NM2025TMID14417

Team Members: 4

Team Leader: S V AKSHAYA SHREE

Team Member 1: N SHYAM

Team Member 2: ABDUL SAMADHU J

Team Member 3: SWATHI A

Problem Statement: Manual or inefficient ticket assignment leads to increased resolution times, agent overload, and decreased customer satisfaction due to misallocation and delays in processing support requests.

Objective: To implement a streamlined ticket assignment system that uses predefined rules and automation to route support tickets to the most appropriate agents, reducing assignment times and ensuring efficient handling of customer issues.

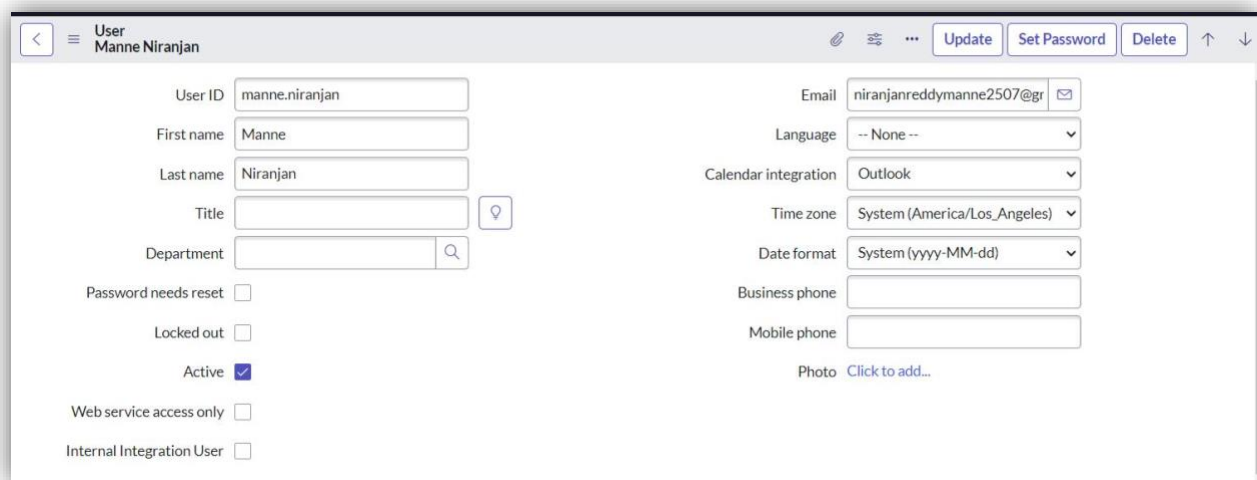
Skills: Business Analysis, Process Improvement, Technical Skills, Data Analysis, Project Management, User Training

TASK INITIATION

Milestone 1 :

Users Activity 1: 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
6. Click on submit

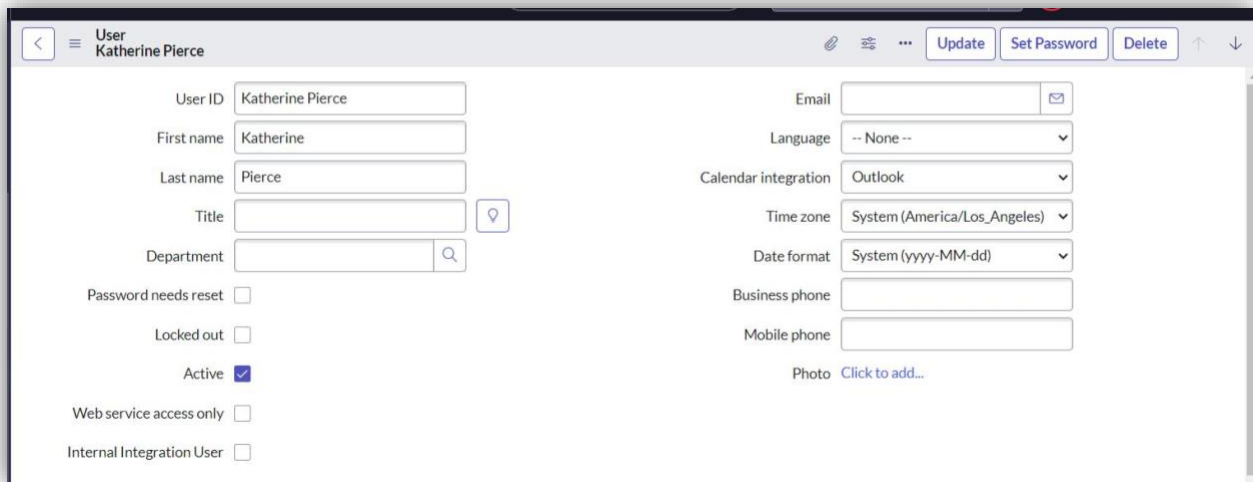


The screenshot shows the 'User' form in ServiceNow for a user named Manne Niranjan. The form is divided into two main sections: user identification and system settings. The user identification section includes fields for User ID, First name, Last name, Title, and Department. The system settings section includes fields for Email, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active', 'Web service access only', and 'Internal Integration User'. The 'Active' checkbox is checked. The form has a top navigation bar with a back button, a menu icon, the user name 'Manne Niranjan', and action buttons: 'Update', 'Set Password', and 'Delete'. There are also up and down arrow buttons on the right side of the top bar.

Field	Value
User ID	manne.niranjan
First name	Manne
Last name	Niranjan
Title	
Department	
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...
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"/>

Create one more user :

7. Create another user with the following details



The screenshot shows a user management interface for a user named Katherine Pierce. The interface is divided into two main sections: user identification and profile details. The user identification section includes fields for User ID, First name, Last name, Title, and Department, along with checkboxes for Password needs reset, Locked out, Active, Web service access only, and Internal Integration User. The profile details section includes fields for Email, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone, along with a Photo field with a 'Click to add...' link. The interface also features a top navigation bar with a back arrow, a menu icon, the user name 'Katherine Pierce', and action buttons for 'Update', 'Set Password', and 'Delete'.

Field	Value
User ID	Katherine Pierce
First name	Katherine
Last name	Pierce
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	
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...

8. Click on submit

Milestone 2 : Groups

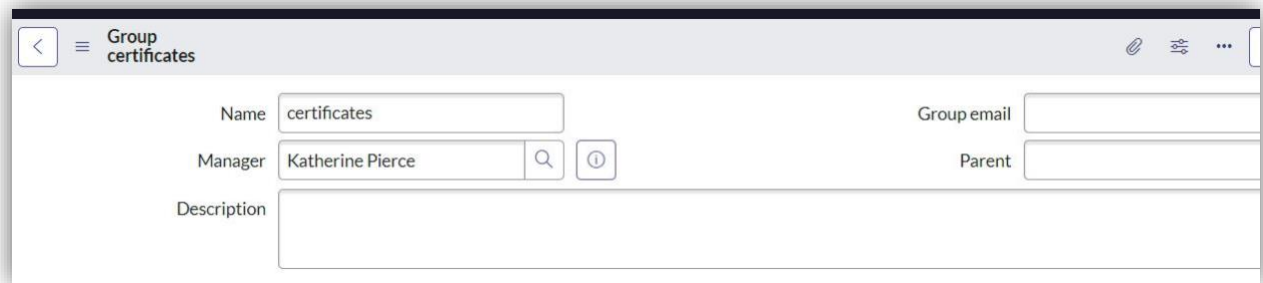
1. Open service now.

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



Group certificates

Name: certificates

Manager: Katherine Pierce

Group email:

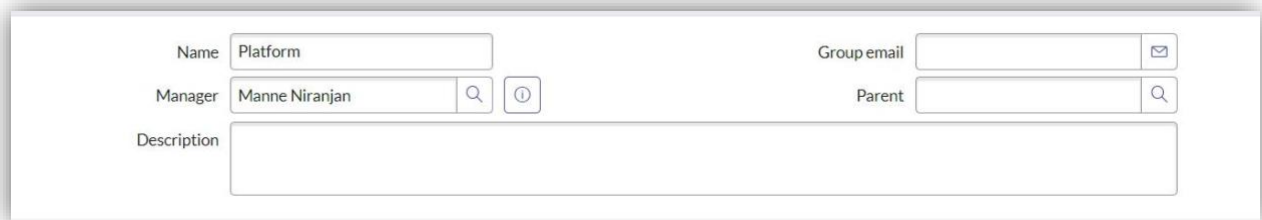
Parent:

Description:

6. Click on submit

Create another group:

7. Full the following details to create another group



Group certificates

Name: Platform

Manager: Manne Niranjana

Group email:

Parent:

Description:

8. Click on submit

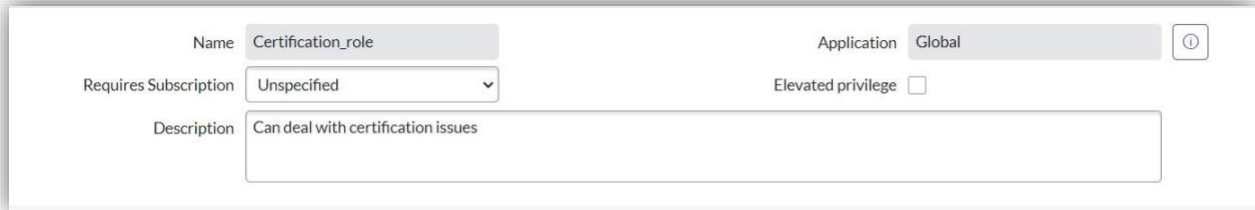
Milestone 3 :

Roles Activity 1: 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

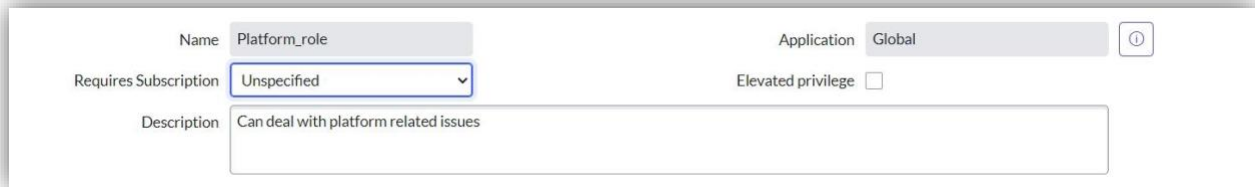


A screenshot of a web form for creating a new role. The form has a light gray background and rounded corners. It contains the following fields: 'Name' with the value 'Certification_role', 'Application' with the value 'Global', 'Requires Subscription' with a dropdown menu showing 'Unspecified', 'Elevated privilege' with an unchecked checkbox, and 'Description' with the text 'Can deal with certification issues'. There is a small circular icon with an 'i' in the top right corner.

6. Click on submit

Create another role :

7. Fill the following details to create another role



A screenshot of a web form for creating another role. The form has a light gray background and rounded corners. It contains the following fields: 'Name' with the value 'Platform_role', 'Application' with the value 'Global', 'Requires Subscription' with a dropdown menu showing 'Unspecified', 'Elevated privilege' with an unchecked checkbox, and 'Description' with the text 'Can deal with platform related issues'. There is a small circular icon with an 'i' in the top right corner.

8. Click on submit

Milestone 4 :

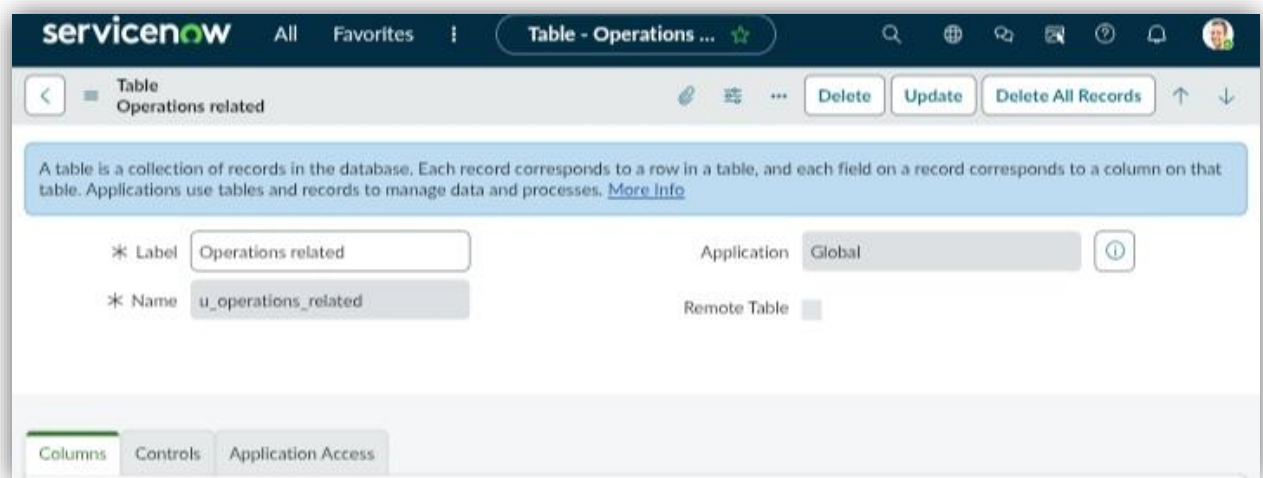
Activity 1: Create Table

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



The screenshot shows the ServiceNow interface for configuring a new table. The header includes the ServiceNow logo, navigation tabs (All, Favorites), and a breadcrumb trail 'Table - Operations ...'. Below the header, there's a section for 'Table Operations related' with buttons for 'Delete', 'Update', and 'Delete All Records'. A blue informational box explains that a table is a collection of records in the database. The main configuration area contains fields for 'Label' (Operations related), 'Name' (u_operations_related), 'Application' (Global), and 'Remote Table' (unchecked). At the bottom, there are tabs for 'Columns', 'Controls', and 'Application Access'.

servicenow All Favorites Table - Operations ...

Table Operations related Delete Update Delete All Records

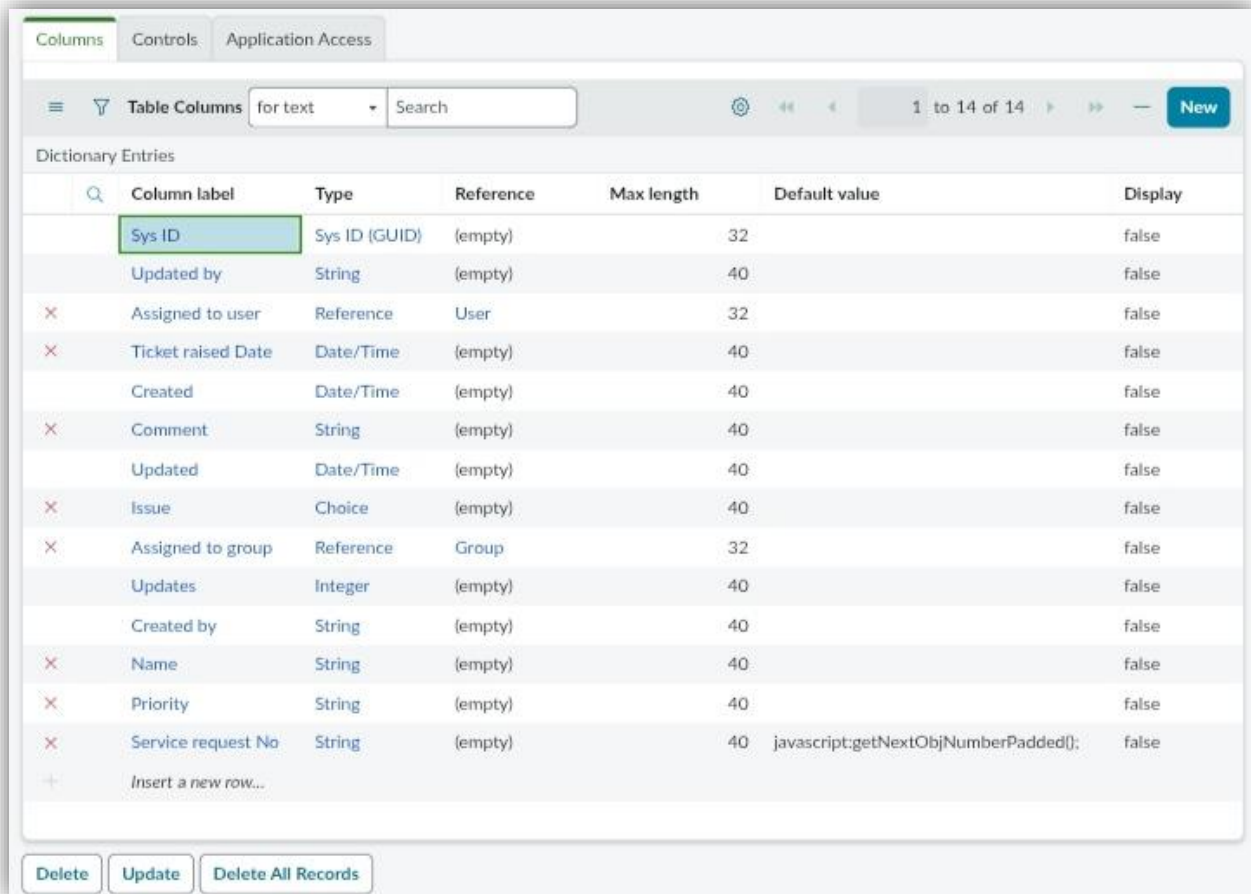
A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label Operations related Application Global

* Name u_operations_related Remote Table

Columns Controls Application Access

7. Under table columns give the columns



Columns Controls Application Access

Table Columns for text Search 1 to 14 of 14 New

Dictionary Entries

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

Delete Update Delete All Records

8. Click on submit or (update – if any changes required)

9. Create choices for the issue filed by using form design

Choices are :

The screenshot shows the ServiceNow interface for a 'Dictionary Entry Issue'. The 'Access Controls' table is visible with the following data:

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-08-31 05:26:23

The 'Choices' table is also visible with the following data:

Label	Value	Language	Sequence	Inactive	Updated
regarding certificates	regarding certificates	en		false	2025-08-31 02:21:45
404 error	404 error	en		false	2025-08-31 02:21:28
unable to login to platform	unable to login to platform	en		false	2025-08-31 02:20:53
regarding user expired	regarding user expired	en		false	2025-08-31 02:22:05

10. Click on update

Milestone 5: Assign roles & users to groups

Activity 1: Assign roles & users to certificate group

1. Open service now
2. Click on all >> search for groups
3. Select certificate group
4. Click on edit
5. Select roles (certificate_role)
6. Select group members (Katherine pierce)

dev209813.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3Da1fc548483f72210ac2454b6feaad3ad%26sysparm_record_target%3Dsys_user_group%26s...

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
2025-08-31 02:33:04	Certification_role	(empty)	true

1 to 1 of 1

dev209813.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3Da1fc548483f72210ac2454b6feaad3ad%26sysparm_record_target%3Dsys_user_group%26s...

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

User Search Actions on selected rows... New Edit...

Group = certificates

User
Katherine Pierce

1 to 1 of 1

7. Click on save

Activity 2 : Assign roles & users to platform group

1. Open service now
2. Click on all >> search for groups
3. Select certificate group
4. Click on edit
5. Select roles (platform_role)
6. Select group members (Manne Niranjana)

The screenshot displays the ServiceNow Groups page for the 'Platform' group. The page includes a header with the ServiceNow logo and navigation tabs. The main content area shows the group details and two sections for roles and members.

Group Details:

- Name: Platform
- Manager: Manne Niranjana
- Group email: [empty]
- Parent: [empty]
- Description: [empty]

Roles:

Created	Role	Granted by	Inherits
2025-08-31 02:37:10	Platform_role	(empty)	true

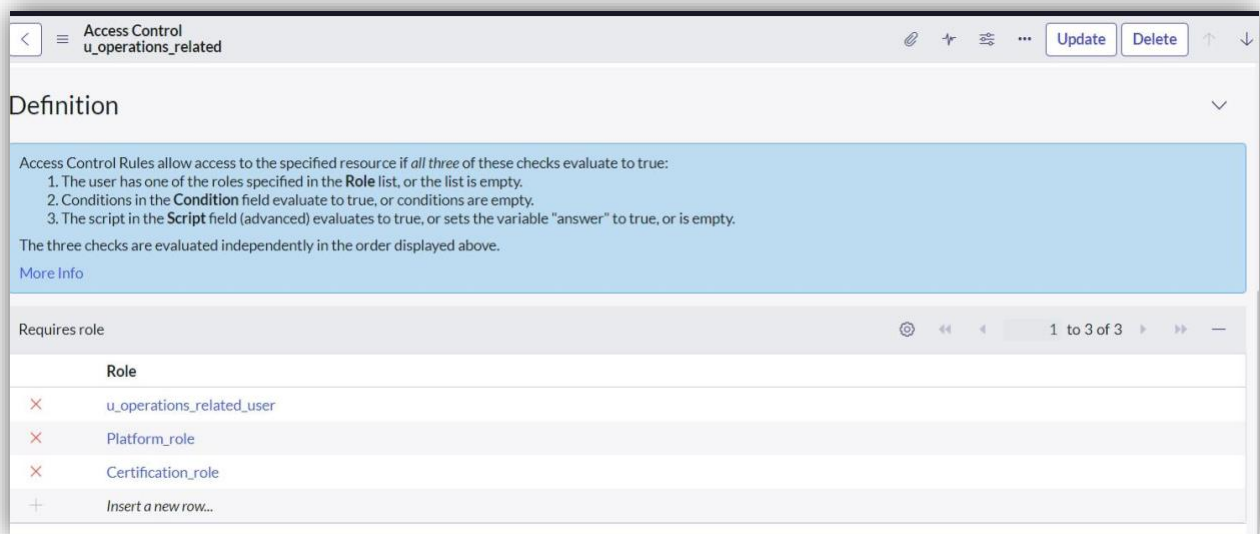
Group Members:

User
Manne Niranjana

7. Click on save

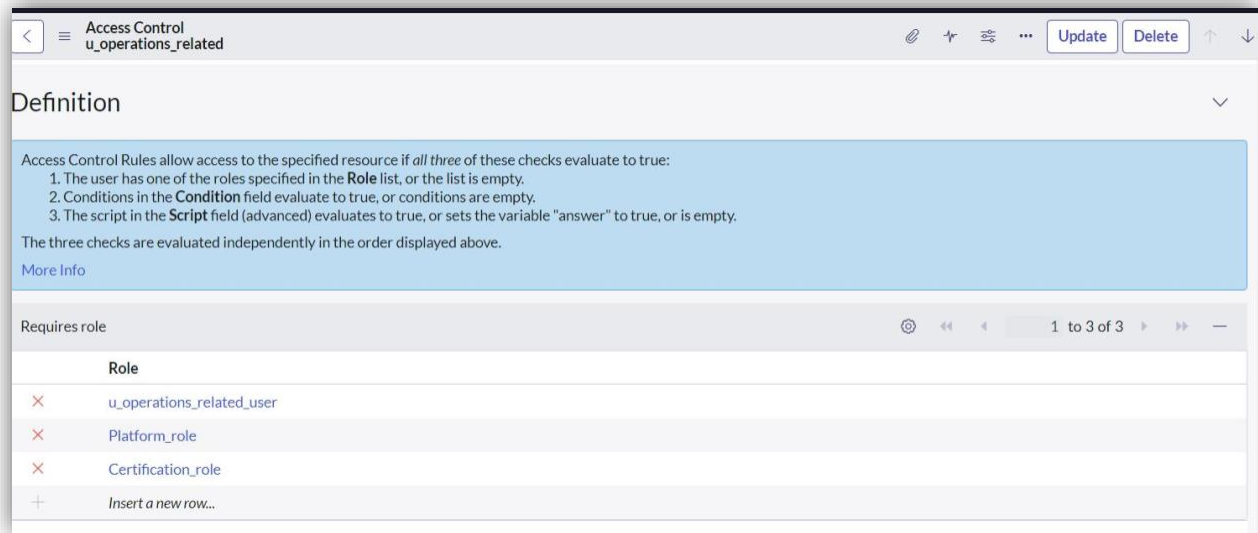
Milestone 6: Assign role to table

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 & add certificate role



12. Click on update

13. Click on u_operations_related write operation
14. Under Requires role
15. Double click on insert a new row
16. Give platform role & add certificate role



17. Click on update

Milestone 7: 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. Creating write access control for u_operations_related_service_request_No

The screenshot shows the 'Access Control' configuration window for the field 'u_operations_related.u_service_request_no'. The configuration includes the following fields and options:

- Type:** record
- Operation:** write
- Application:** Global
- Active:** ☒
- Advanced:** ☐
- Admin overrides:** ☒
- Protection policy:** -- None --
- Name:** Operations related [u_operations_related] (dropdown) and Service request No (dropdown)
- Description:** (empty text box)
- Condition:** 4 records match condition (with a help icon). Below this are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. At the bottom, there are three dropdown menus: '-- choose field --', '-- oper --', and '-- value --'.

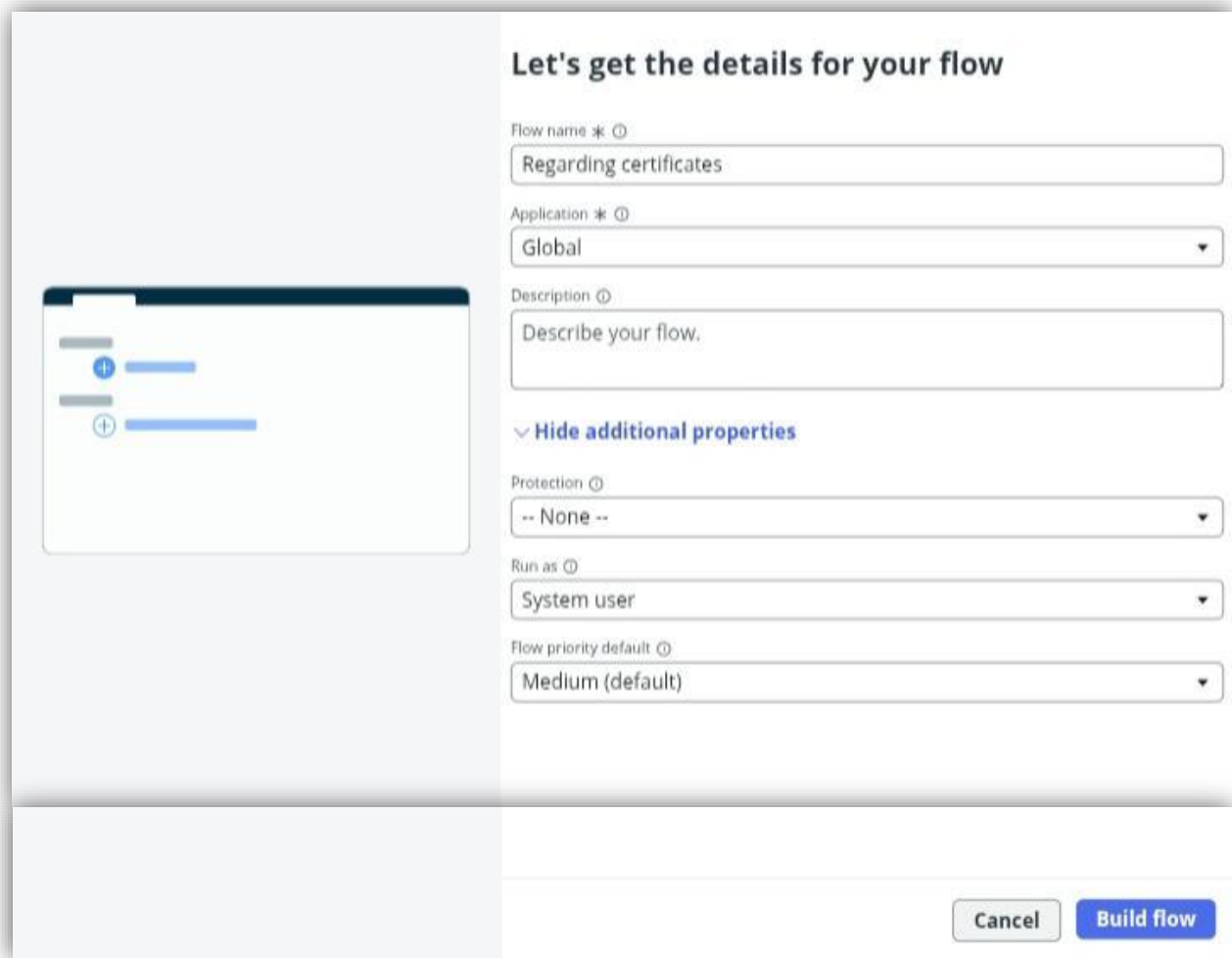
7. Scroll down under requires role
8. Double click on insert a new row
9. Give admin role & click on submit
10. create 4 acl for the following fields

<input type="checkbox"/>	<input type="info"/>	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

Milestone 8: Flow

Activity 1: Create a Flow to Assign operations ticket to certificate 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 build flow



Let's get the details for your flow

Flow name * ⓘ
Regarding certificates

Application * ⓘ
Global ▼

Description ⓘ
Describe your flow.

▼ Hide additional properties

Protection ⓘ
-- None -- ▼

Run as ⓘ
System user ▼

Flow priority default ⓘ
Medium (default) ▼

Cancel Build flow

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.

The screenshot shows a 'TRIGGER' configuration window. At the top, it says 'Operations related Created or Updated (Trigger: Created or Updated regarding certificates)'. Below this, the 'Trigger' is set to 'Created or Updated' and the 'Table' is 'Operations related [u_operations_related]'. The 'Condition' section shows 'All of these conditions must be met' with a single condition: 'Issue is Regarding certificates'. There are 'OR' and 'AND' buttons for logic, and a 'New Criteria' button. The 'Run Trigger' is set to 'For every update'. At the bottom right, there are 'Delete', 'Cancel', and 'Done' buttons.

1. Now under Actions.

2. Click on Add an action.

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

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

5. Table will be auto assigned after that

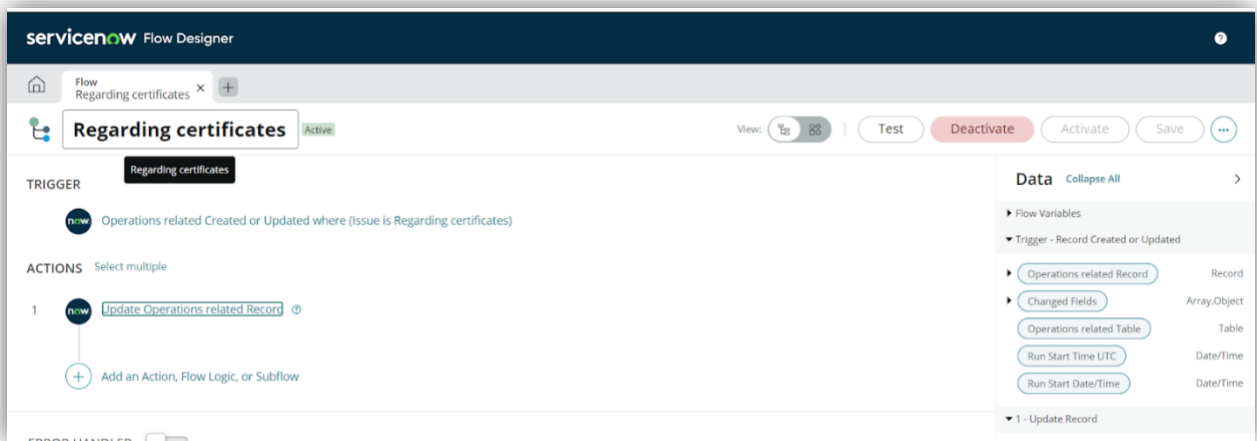
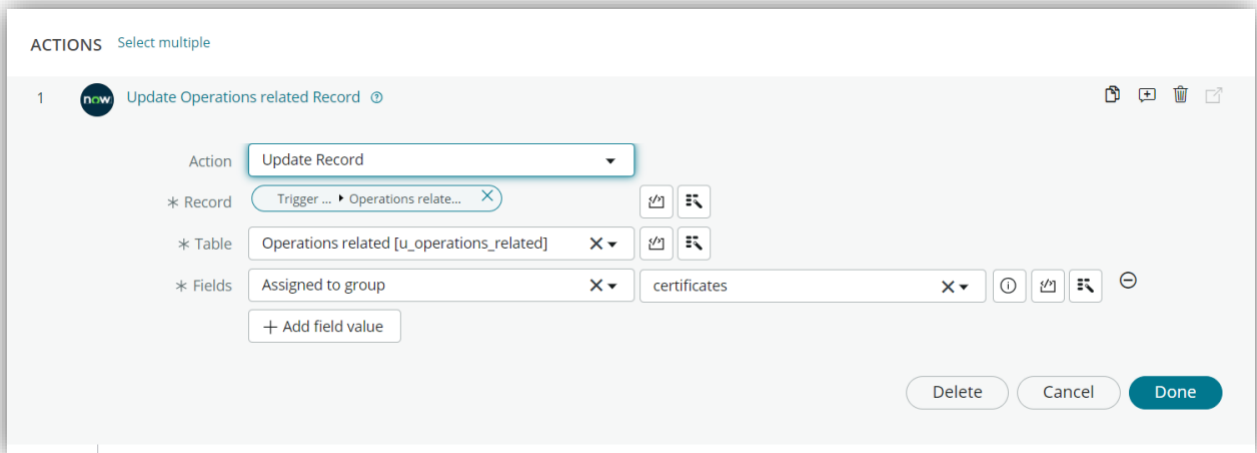
6. Give the field as “ Assigned to group ”

7. Give value as “ Certificates ”

8. Click on Done.

9. Click on Save to save the Flow.

10. Click on Activate.



Activity 2 : 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.

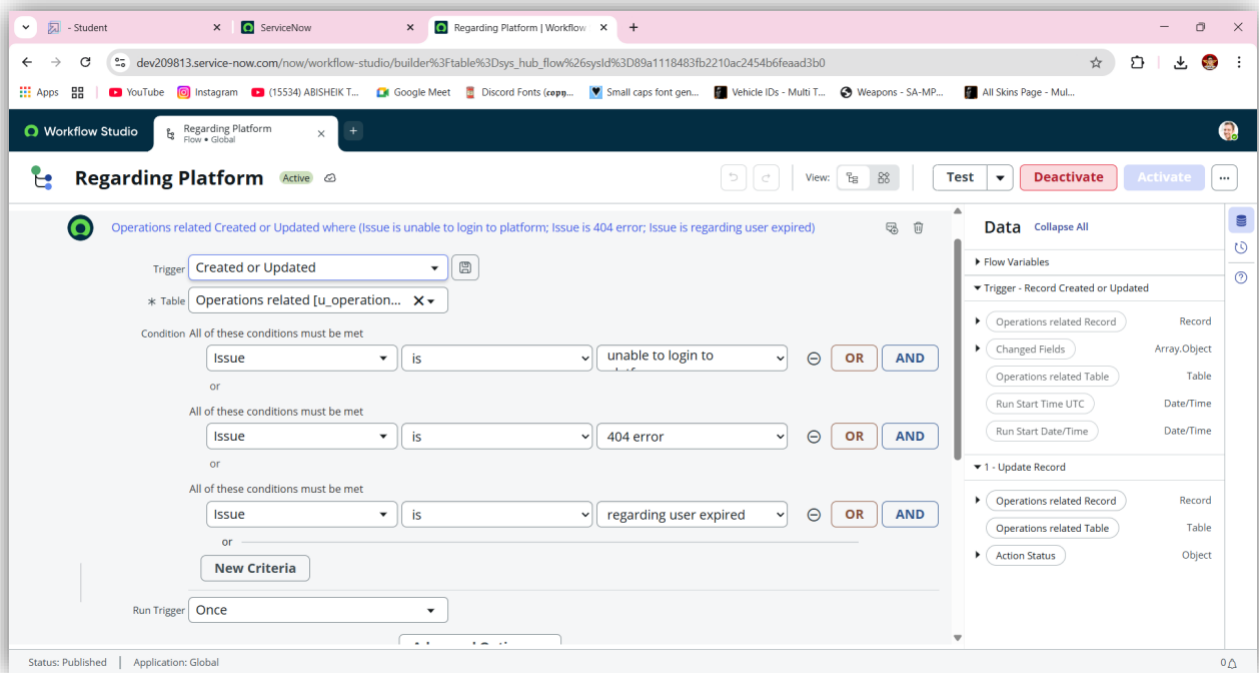
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ Regarding Platform ”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.

The screenshot shows the ServiceNow Workflow Studio interface. On the left is a canvas with a blue header and two blue bars, each with a plus icon. The right panel is titled "Let's get the details for your flow" and contains the following fields:

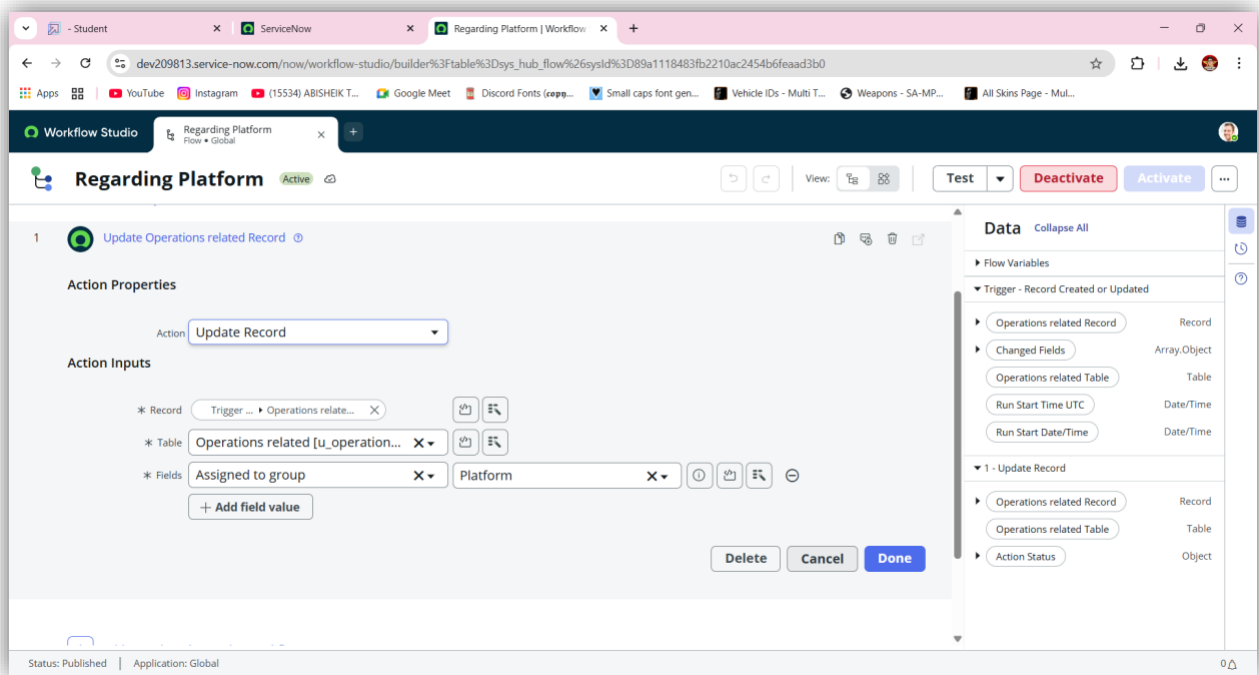
- Flow name ***: Text input field containing "Regarding Platform".
- Application ***: Dropdown menu set to "Global".
- Description**: Text area with the placeholder "Describe your flow.".
- Hide additional properties**: A blue link to expand more options.
- Protection**: Dropdown menu set to "-- None --".
- Run as**: A dropdown menu with "System user" selected. Below it, a list shows "User who initiates session" and "System user" (which is checked with a blue checkmark).

At the bottom right of the right panel are two buttons: "Cancel" and "Build flow".

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.



1. Now under Actions.
2. Click on Add an action.
3. Select action in that search for “ Update Record ”.
4. In Record field drag the fields from the data navigation from left side
5. Table will be auto assigned after that
6. Give the field as “ Assigned to group ”.
7. Give value as “ Platform ”.
8. Click on Done.
9. Click on Save to save the Flow.
10. 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.