

Streamlining Ticket Assignment for Efficient Support Operations

Team Id: NM2025TMID17493

Team Members: 4

Team Leader: Pooja.T

Team Member 1: KAVYA LV

Team Member 2: Nithiya.S

Team Member 3: Jeevitha.D

Problem Statement:

Objective:

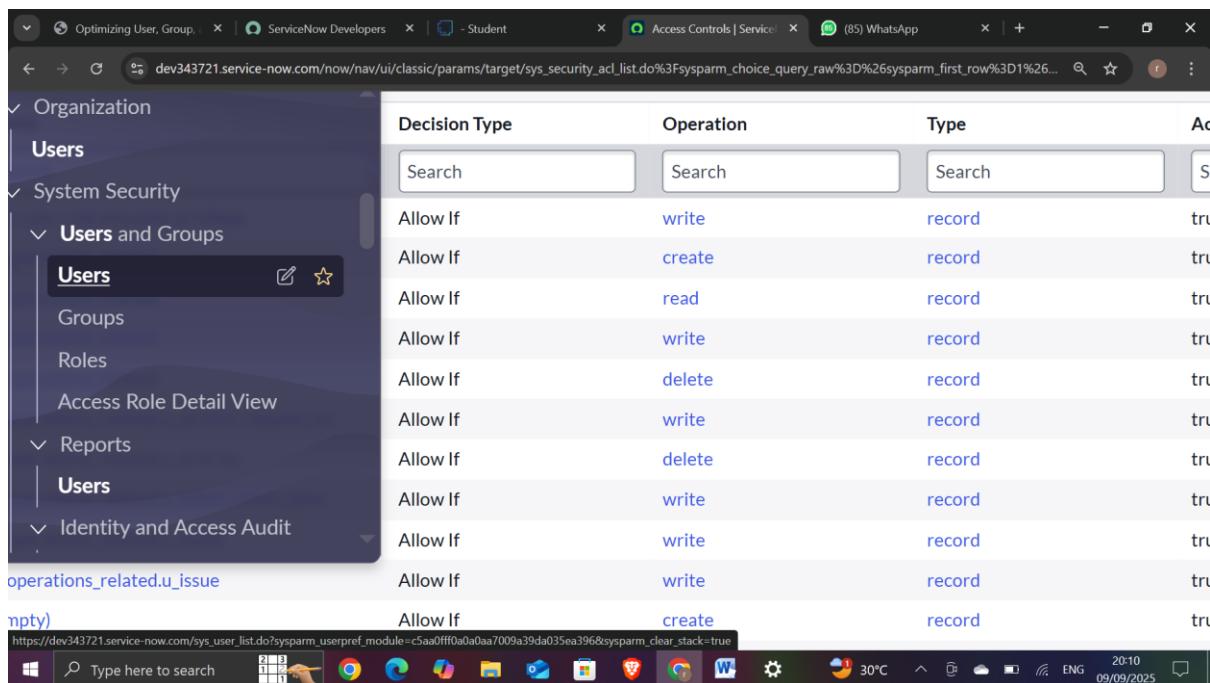
Skills:

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

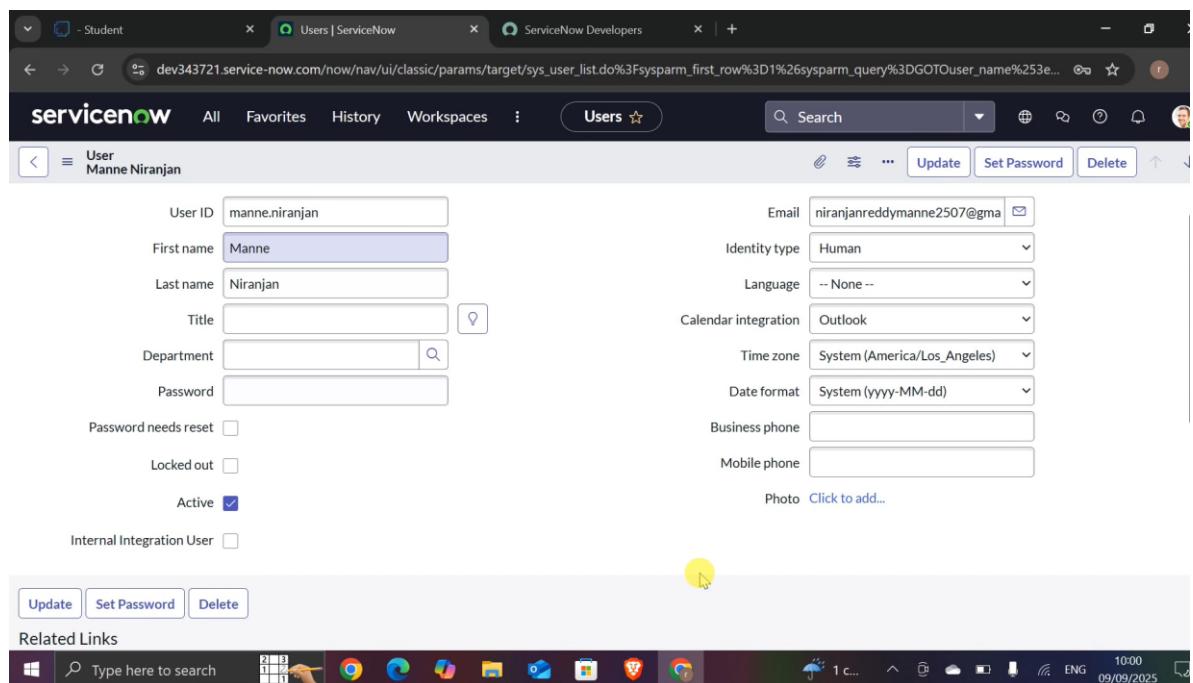


The screenshot shows the ServiceNow Access Controls interface. On the left, a sidebar navigation includes 'Organization', 'System Security' (with 'Users and Groups' expanded), 'Reports' (with 'Users' expanded), and 'Identity and Access Audit'. The main content area displays a table of security rules:

Decision Type	Operation	Type	Action
Allow If	write	record	true
Allow If	create	record	true
Allow If	read	record	true
Allow If	write	record	true
Allow If	delete	record	true
Allow If	write	record	true
Allow If	delete	record	true
Allow If	write	record	true
Allow If	write	record	true
Allow If	create	record	true

The URL in the browser is: dev343721.service-now.com/nav/ui/classic/params/target/sys_security_acl_list.do?sysparm_choice_query_raw%3D%26sysparm_first_row%3D1%26...

4. Click on new
5. Fill the following details to create a new user
6. Click on submit



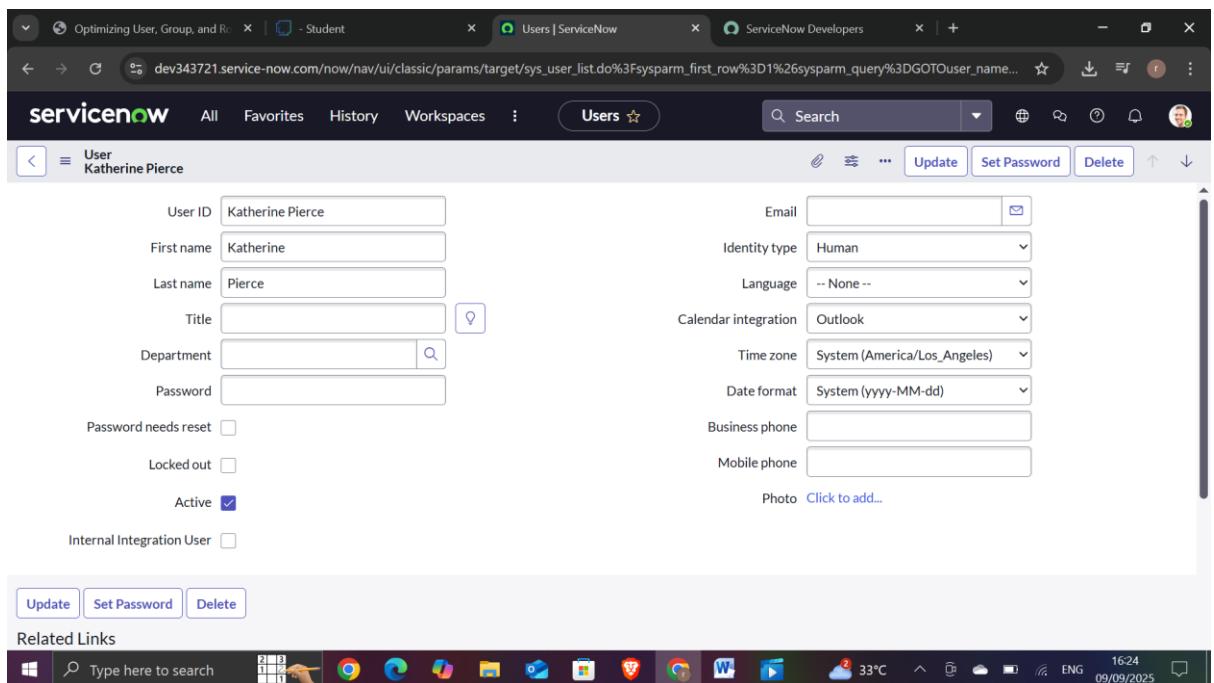
The screenshot shows the ServiceNow User creation form for 'User Manne Nirajan'. The form fields include:

- User ID: manne.niranjan
- First name: Manne
- Last name: Niranjan
- Title: (empty)
- Department: (empty)
- Password: (empty)
- Password needs reset:
- Locked out:
- Active:
- Internal Integration User:
- Email: nirajanreddymanne2507@gmail.com
- Identity type: Human
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...

At the bottom, there are buttons for **Update**, **Set Password**, and **Delete**.

Create one more user:

7. Create another user with the following details



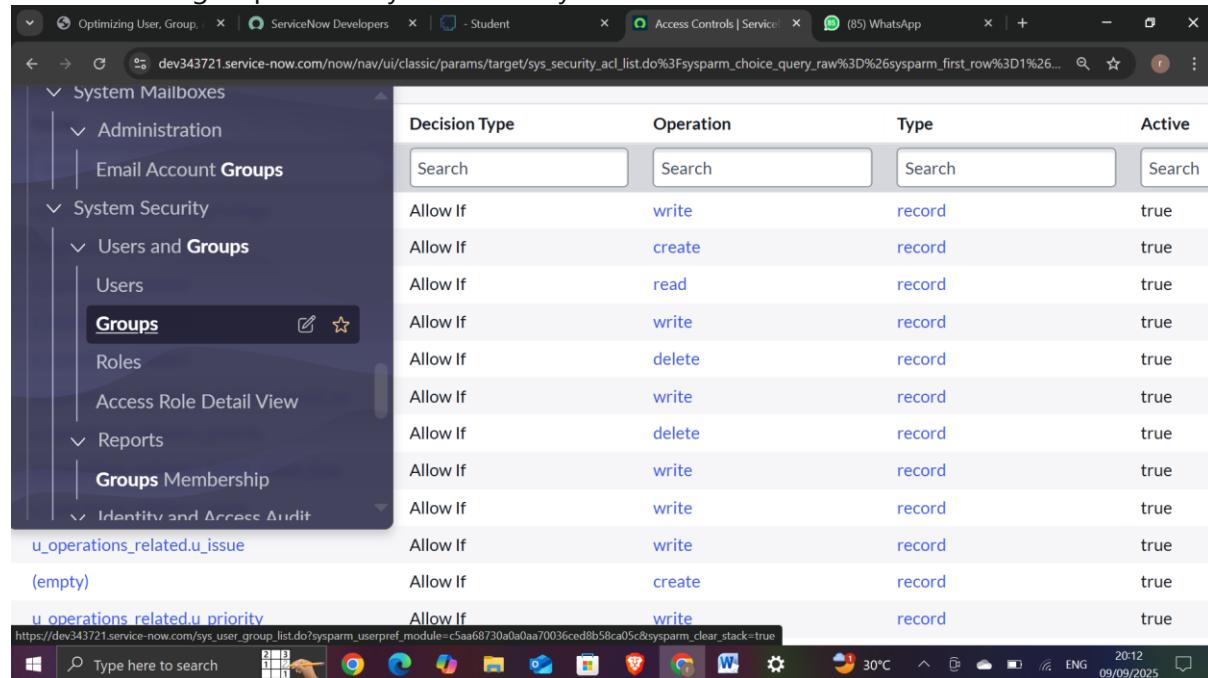
The screenshot shows the ServiceNow 'Users' record edit page for a user named Katherine Pierce. The left sidebar shows the user's details: User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title (empty), Department (empty), Password (empty), and several checkboxes for password reset, locked out, and internal integration user status. The right side contains fields for Email, Identity type (Human), Language (None), Calendar integration (Outlook), Time zone (System (America/Los_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Photo' field with a 'Click to add...' link is also present. At the bottom are 'Update', 'Set Password', and 'Delete' buttons.

8. Click on submit

Milestone 2: Groups

Activity 1: Create Groups

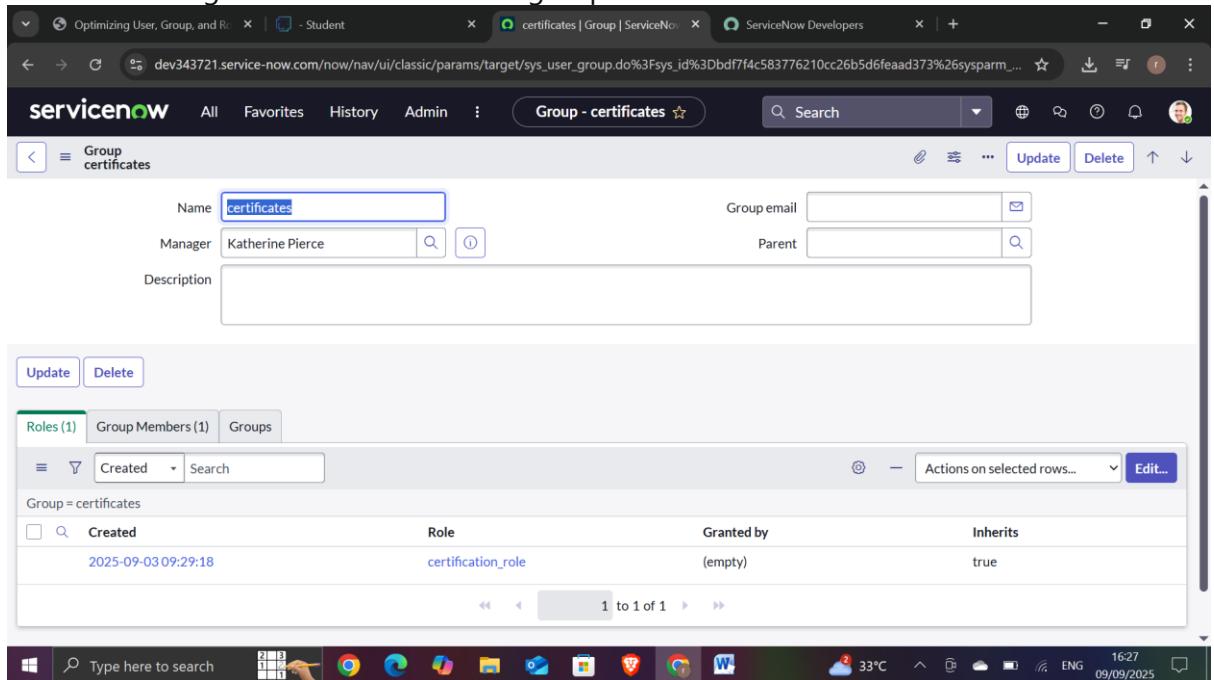
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security



The screenshot shows the ServiceNow 'Access Controls | Services' page with a focus on 'Groups'. The left sidebar lists 'System Mailboxes' (Administration, Email Account Groups), 'System Security' (Users and Groups, Users, Roles, Access Role Detail View, Reports, Groups Membership), and 'Identity and Access Audit' (u_operations_related.u_issue). The main panel displays a table of access controls for the 'Groups' entity. The columns are 'Decision Type' (Search), 'Operation' (Search), 'Type' (Search), and 'Active' (Search). The table rows show various 'Allow If' conditions with operations like write, create, read, delete, and record, all set to true. At the bottom of the table, there is a note: 'https://dev343721.service-now.com/sys_user_group_list.do?sysparm_userpref_module=c5aa68730a0aa70036ced8b58ca05c&sysparm_clear_stack=true'.

4. Click on new

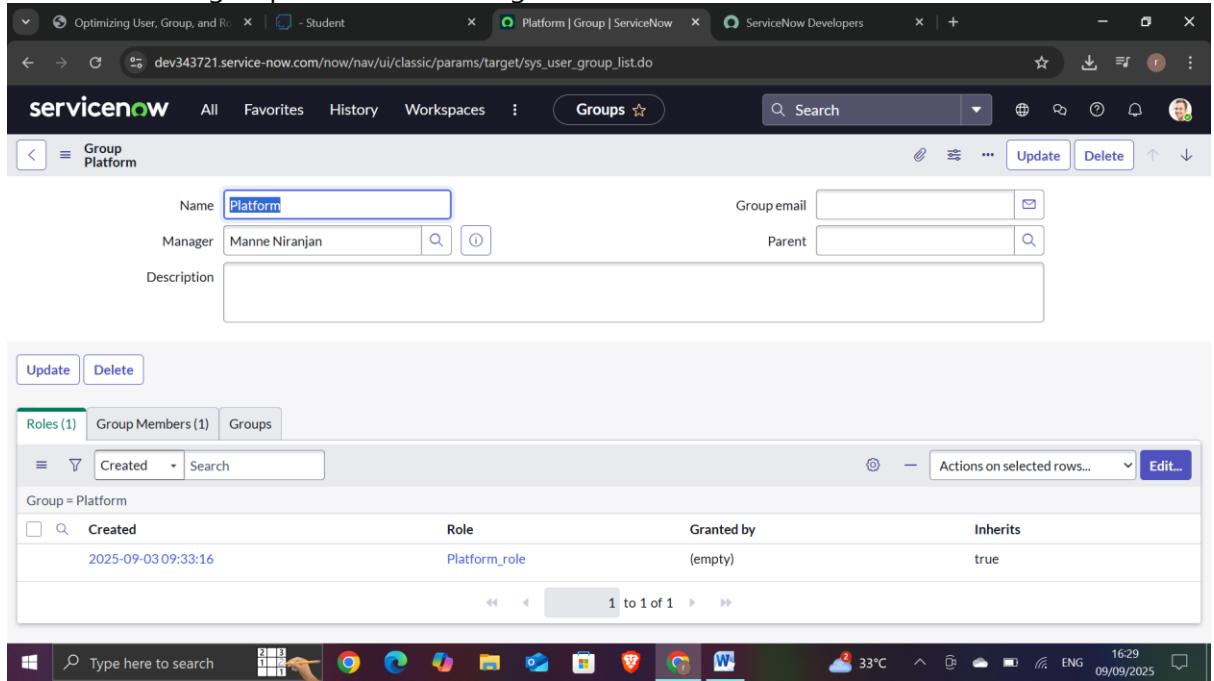
5. Fill the following details to create a new group



The screenshot shows the ServiceNow interface for creating a new group named "certificates". The group is managed by Katherine Pierce and has no parent group. It contains one role, "certification_role", created on 2025-09-03 09:29:18. The group inherits its permissions.

Role	Granted by	Inherits
certification_role	(empty)	true

6. Click on submit
 7. Create one more group
 8. Create another group with the following details



The screenshot shows the ServiceNow interface for creating a new group named "Platform". The group is managed by Manne Niranjan and has no parent group. It contains one role, "Platform_role", created on 2025-09-03 09:33:16. The group inherits its permissions.

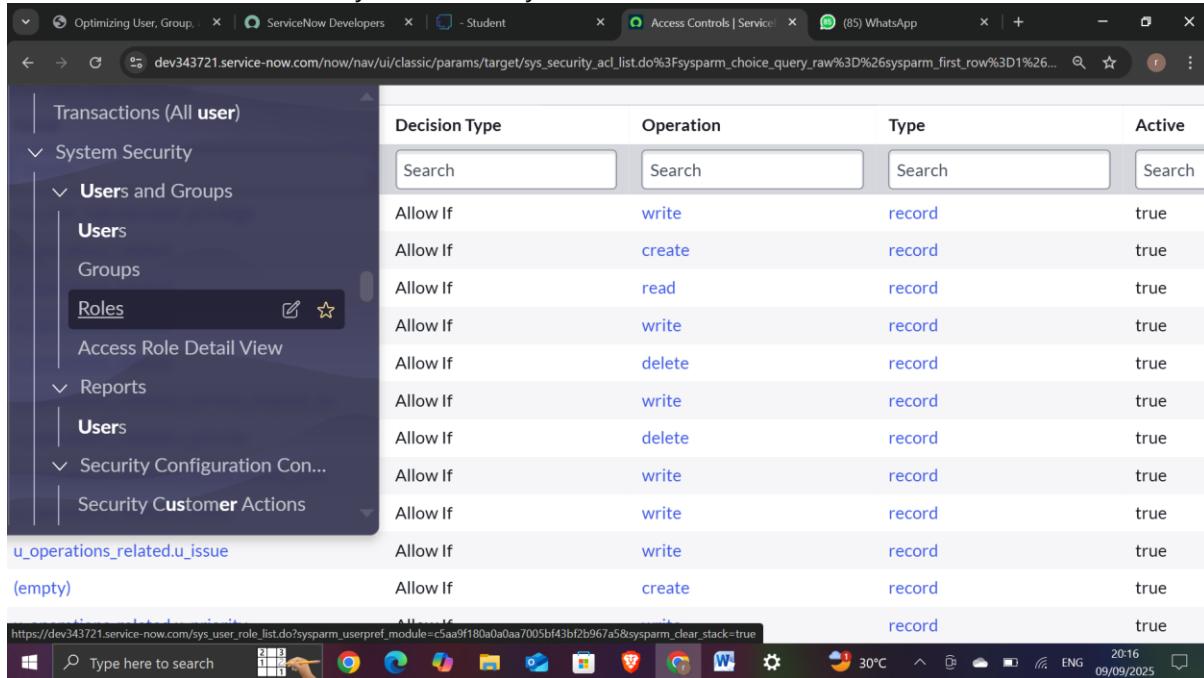
Role	Granted by	Inherits
Platform_role	(empty)	true

9. Click on submit

Milestone 3: Roles

Activity 1: Create Roles

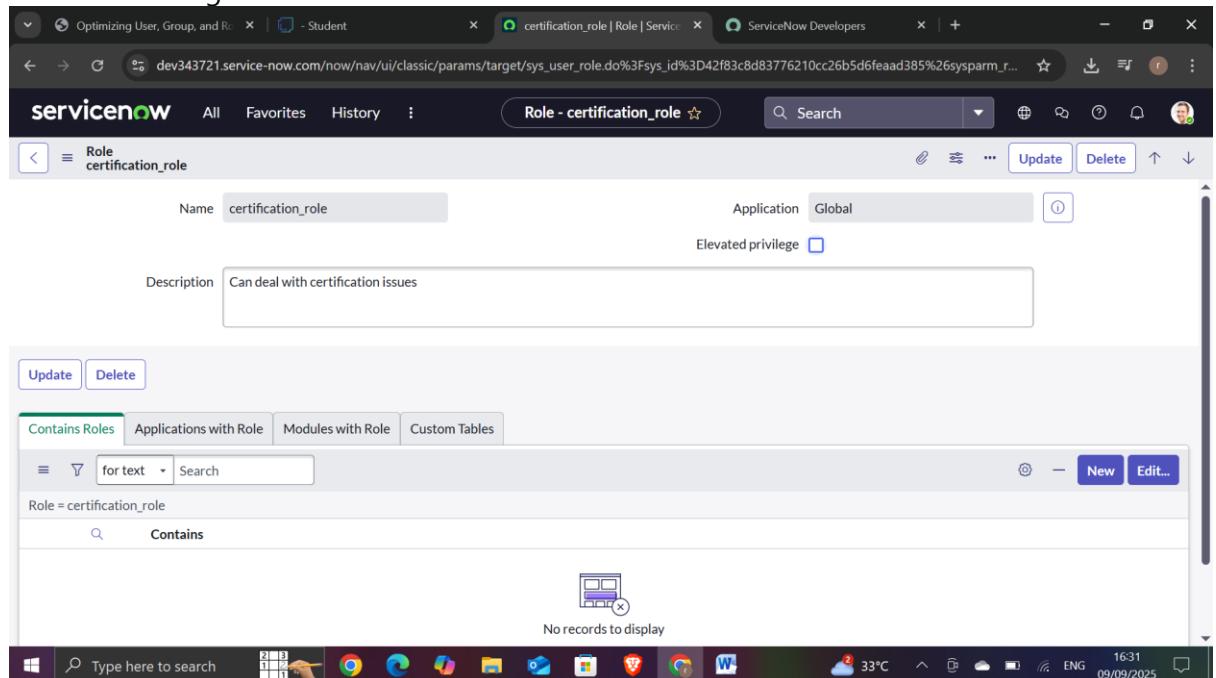
1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security



The screenshot shows the ServiceNow interface with the URL https://dev343721.service-now.com/nav/uiclassic/params/target/sys_security_acl_list.do?sysparm_choice_query_raw=%3D%26sysparm_first_row%3D1%26sysparm_max_rows%3D10&sysparm_query=role. The left sidebar is expanded to show 'System Security' and 'Users and Groups'. Under 'Users and Groups', 'Roles' is selected. The main area displays a table of roles:

Decision Type	Operation	Type	Active
Allow If	write	record	true
Allow If	create	record	true
Allow If	read	record	true
Allow If	write	record	true
Allow If	delete	record	true
Allow If	write	record	true
Allow If	delete	record	true
Allow If	write	record	true
Allow If	write	record	true
Allow If	create	record	true

4. Click on new
5. Fill the following details to create a new role

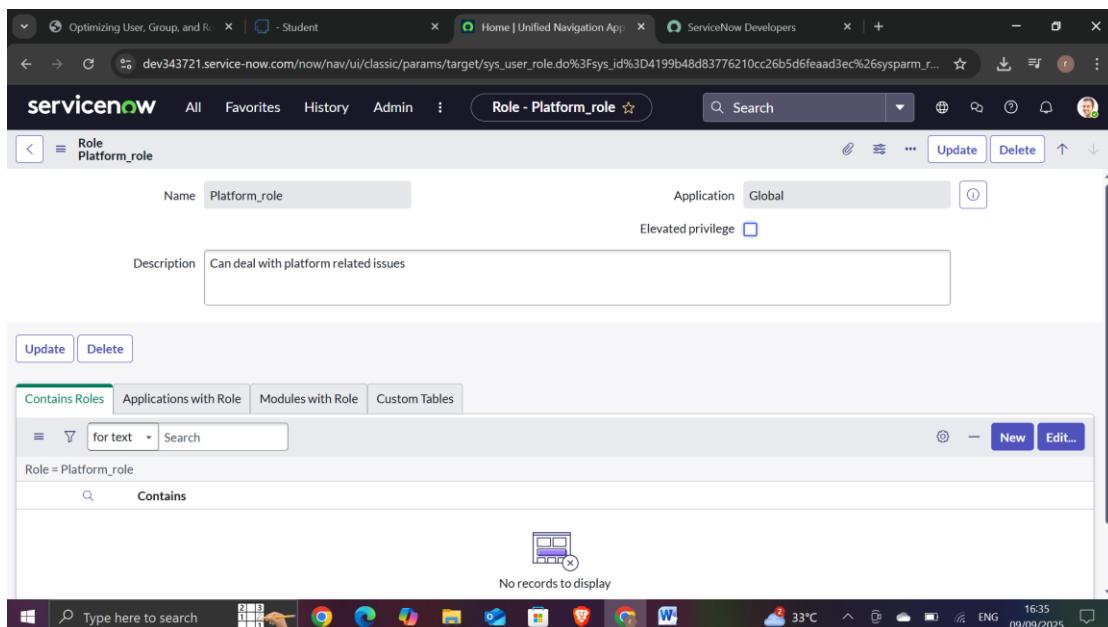


The screenshot shows the ServiceNow interface with the URL https://dev343721.service-now.com/nav/uiclassic/params/target/sys_user_role.do?sysparm_userpref_module=c5aa9f180a0aa7005bf43bf2b967a5&sysparm_clear_stack=true. The page title is 'Role - certification_role'. The form fields are:

- Name: certification_role
- Application: Global
- Description: Can deal with certification issues
- Elevated privilege:

Below the form, there is a table with tabs: 'Contains Roles', 'Applications with Role', 'Modules with Role', and 'Custom Tables'. The 'Contains Roles' tab is selected, showing a search bar and a table with one record: 'Role = certification_role'.

6. Click on submit
7. Create one more role
8. Create another role with the following details



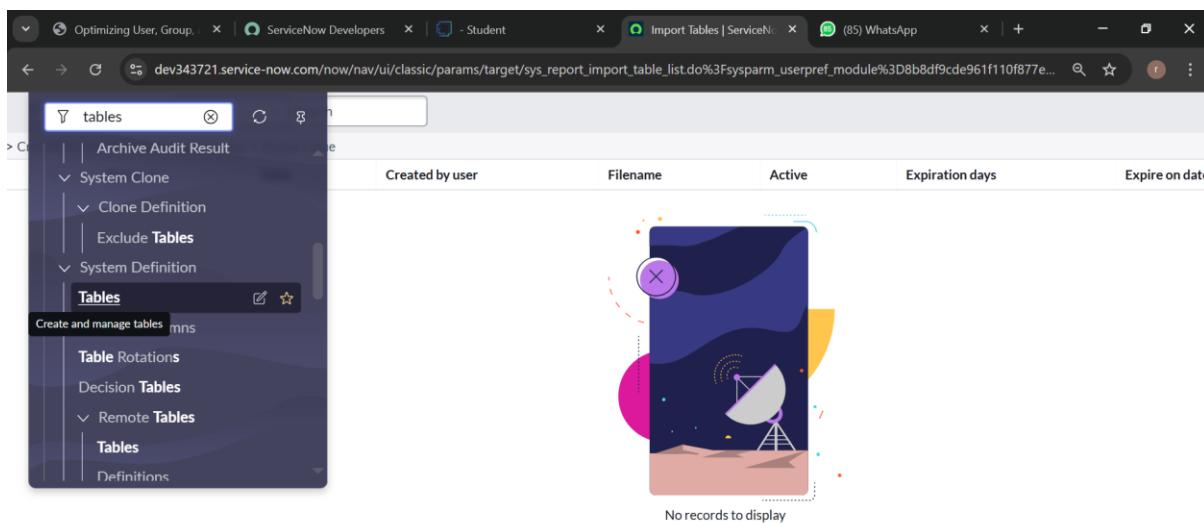
The screenshot shows the ServiceNow interface for creating a new role. The role is named "Platform_role" and is described as "Can deal with platform related issues". It is set to the "Global" application and has the "Elevated privilege" checkbox selected. The "Contains Roles" tab is active, showing a search bar and a message stating "No records to display".

- Click on submit

Milestone 4: Tables

Activity 1: Create Tables

- Open service now.
- Click on All >> search for tables
- Select tables under system definition



The screenshot shows the ServiceNow interface for managing tables. The left sidebar shows a navigation tree with "Tables" selected under "System Definition". A search bar at the top left shows the term "tables". The main area displays a table with columns: "Created by user", "Filename", "Active", "Expiration days", and "Expire on date". A message at the bottom of the table area says "No records to display".



The screenshot shows a ServiceNow page with a search bar containing the URL "https://dev343721.service-now.com/sys_db_object.list.do?sysparam_userpref_module=7e7ca89ac0a8000901594ba32f4054618&sysparam_query=sys_update_name!SNOTEMPTY%5EEQ&sysparam_clear_stack=true". Below the search bar is a list of objects, with the first item being "Tables".

- 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
8. Click on submit

Create choices for the issue filed by using form design

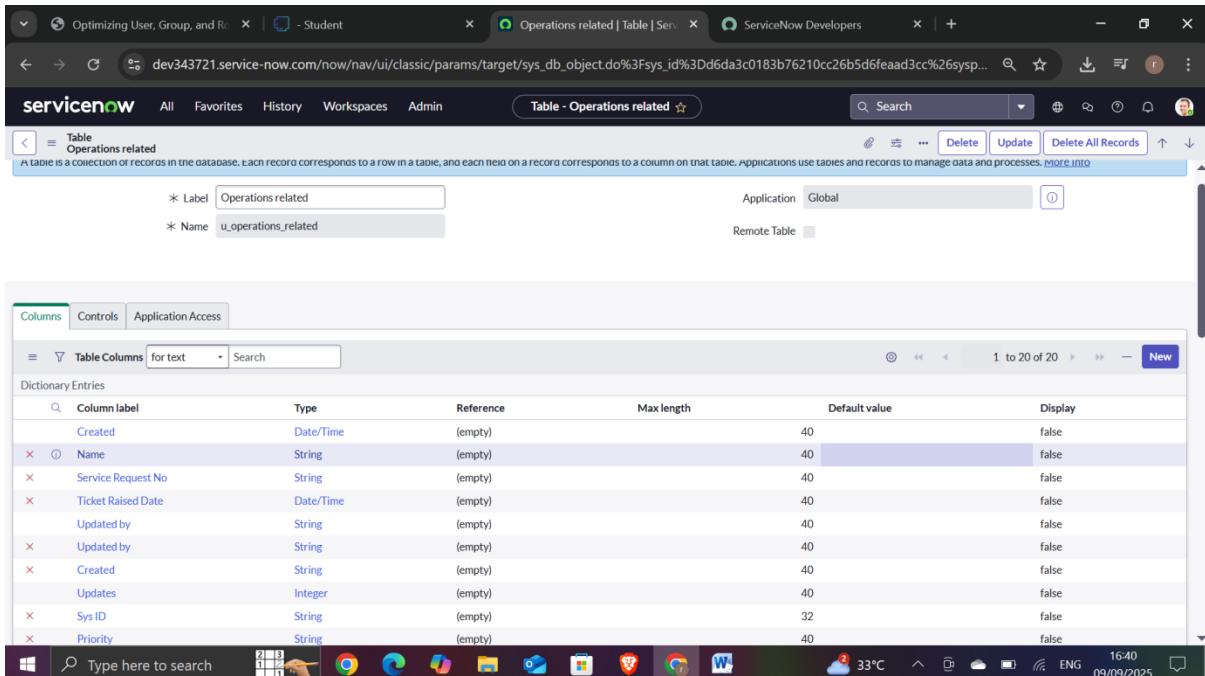
Choices are

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

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 tables
3. Select tables under system definition
4. Select the certificates group

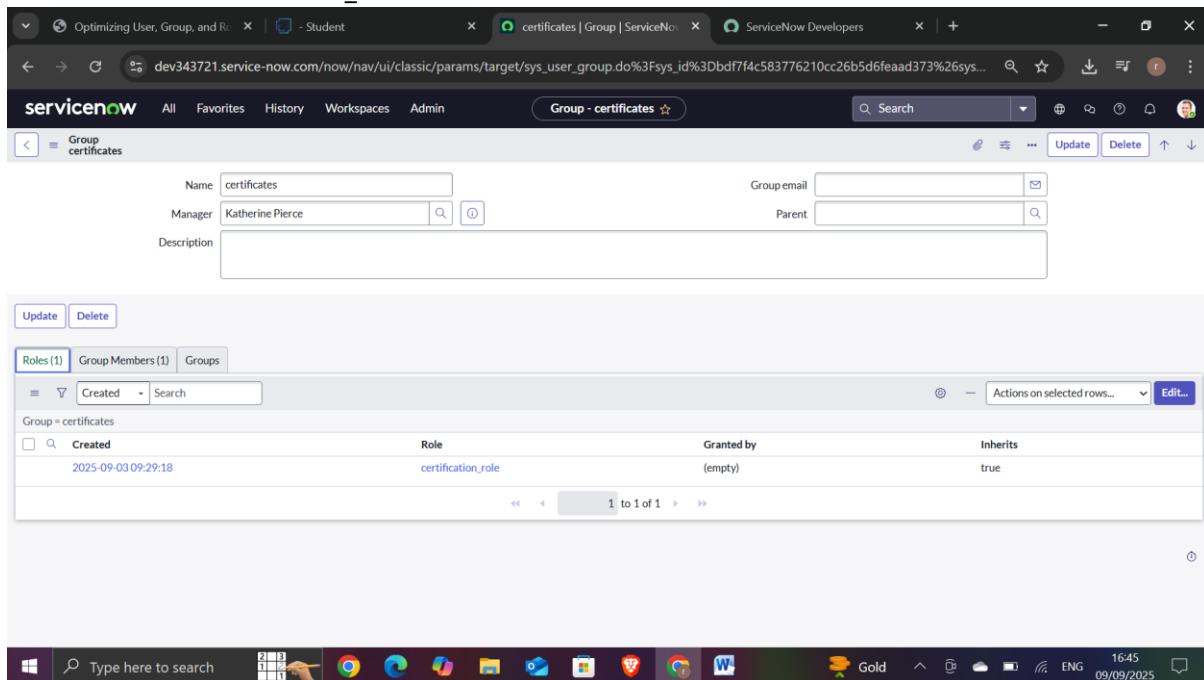


The screenshot shows the ServiceNow interface with the following details:

- Table - Operations related** is the current view.
- Label:** Operations related
- Name:** u_operations_related
- Columns:** A grid showing 20 columns, with the first few rows listed below:

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Name	String	(empty)	40		false
Service Request No	String	(empty)	40		false
Ticket Raised Date	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Updated by	String	(empty)	40		false
Created	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Sys ID	String	(empty)	32		false
Priority	String	(empty)	40		false
- Controls:** Buttons for Search, Delete, Update, Delete All Records, etc.
- Application Access:** Options for Application and Global.

5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification_role and save

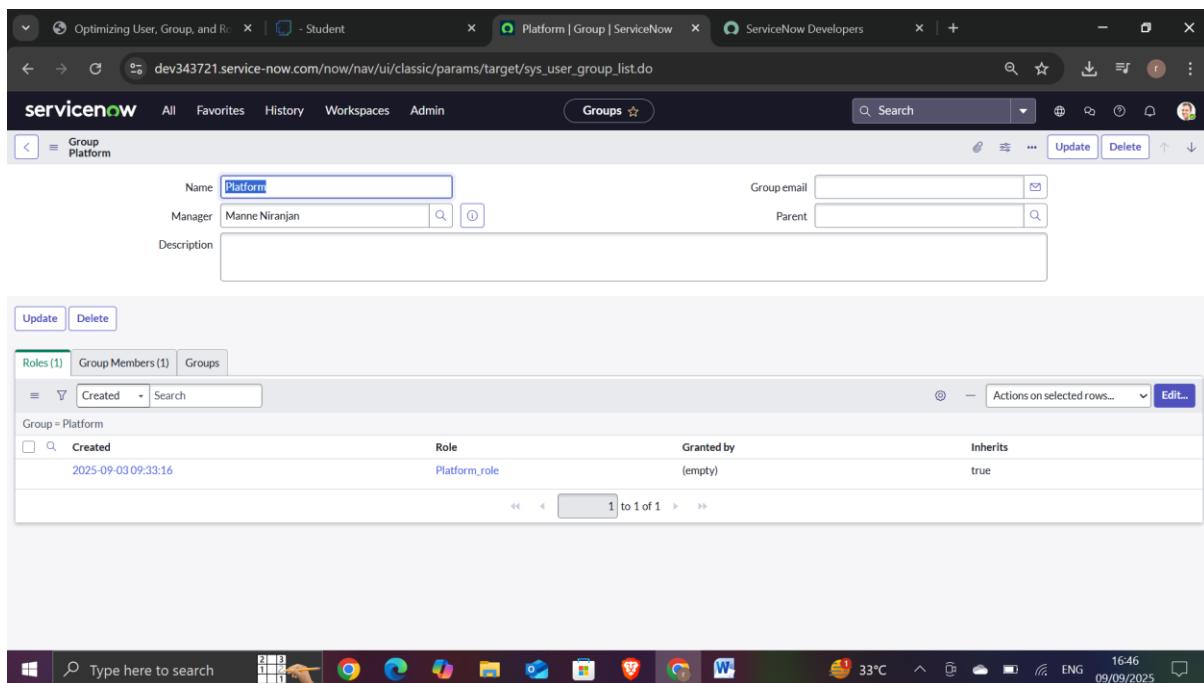


Created	Role	Granted by	Inherits
2025-09-03 09:29:18	certification_role	(empty)	true

Milestone 5: Assign roles & users to groups

Activity 2: 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 Niranjan and save
8. Click on roles
9. Select Platform_role and save



The screenshot shows the ServiceNow Groups page. A group named "Platform" is selected. The group details include:

- Name: Platform
- Manager: Manne Niranjana
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

Below the details, there is a table titled "Roles (1)" showing one role assigned to the group:

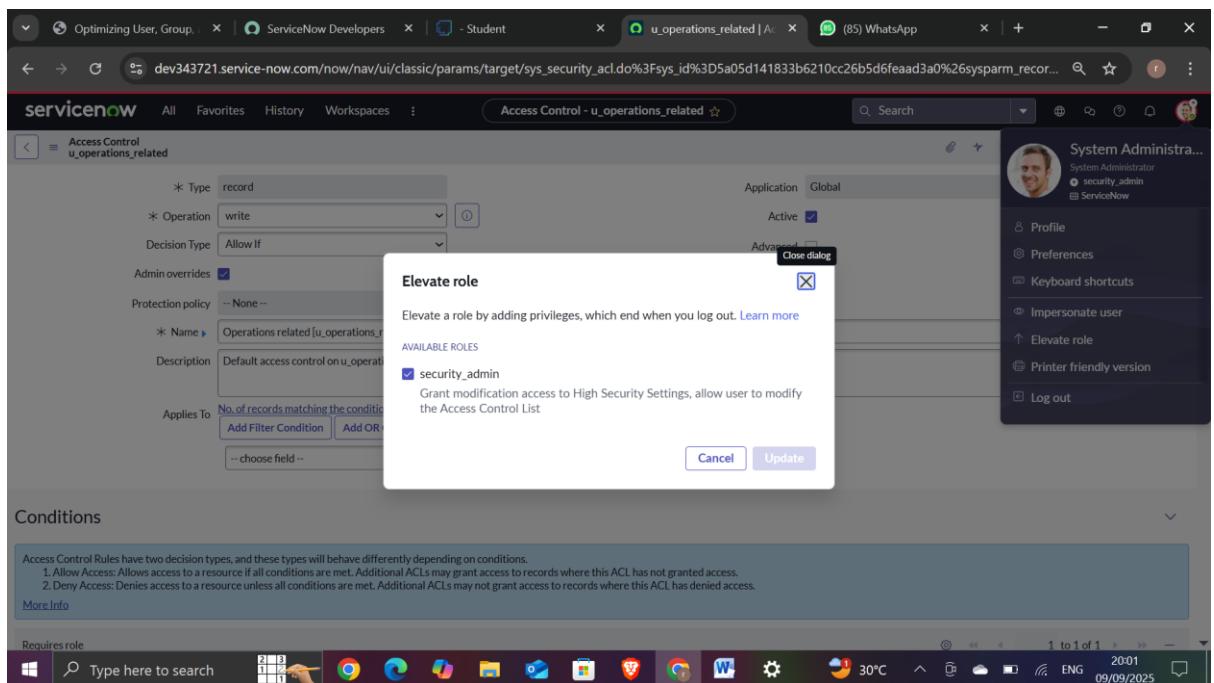
Created	Role	Granted by	Inherits
2025-09-03 09:33:16	Platform_role	(empty)	true

The bottom of the screen shows the Windows taskbar with various pinned icons and system status.

Milestone 6: Assign role to Table

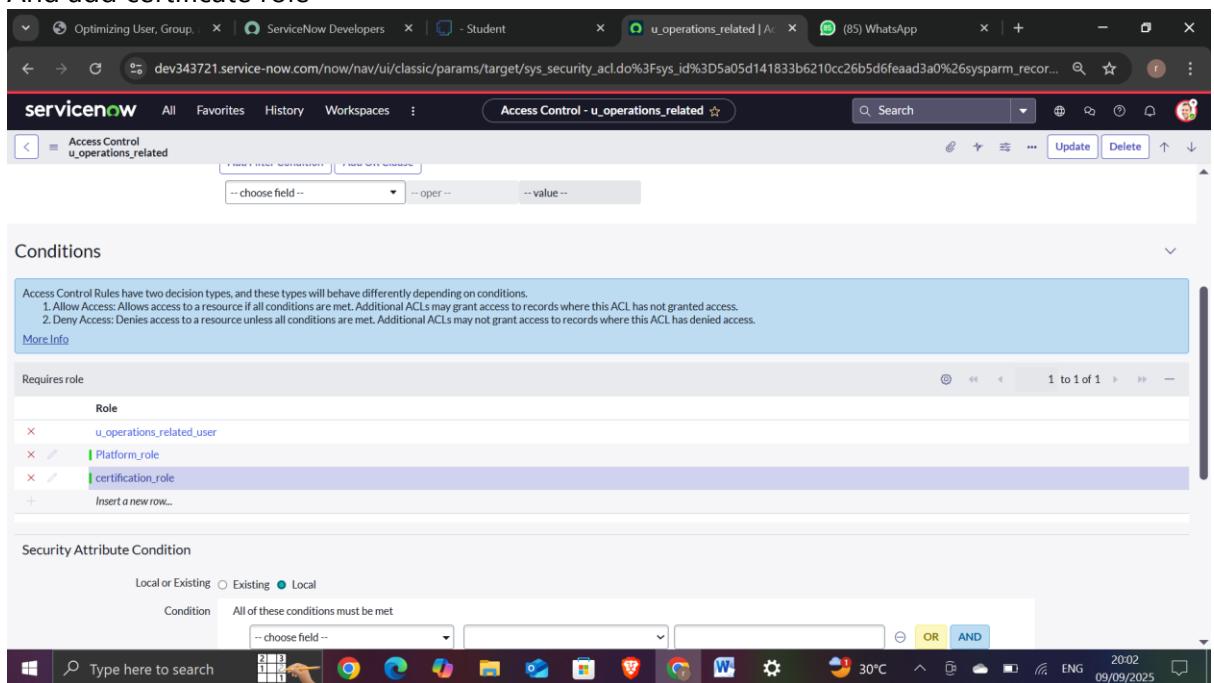
Activity 1: Assign role to Table

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



The screenshot shows the ServiceNow Access Control interface for the record **u_operations_related**. A modal window titled "Elevate role" is open, listing available roles. The "security_admin" role is selected and described as having "Grant modification access to High Security Settings, allow user to modify the Access Control List". The "Update" button at the bottom right of the modal is highlighted.

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
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



The screenshot shows the ServiceNow Access Control interface after the changes from the previous steps. The "Conditions" section now includes two rows under the "Requires role" heading:

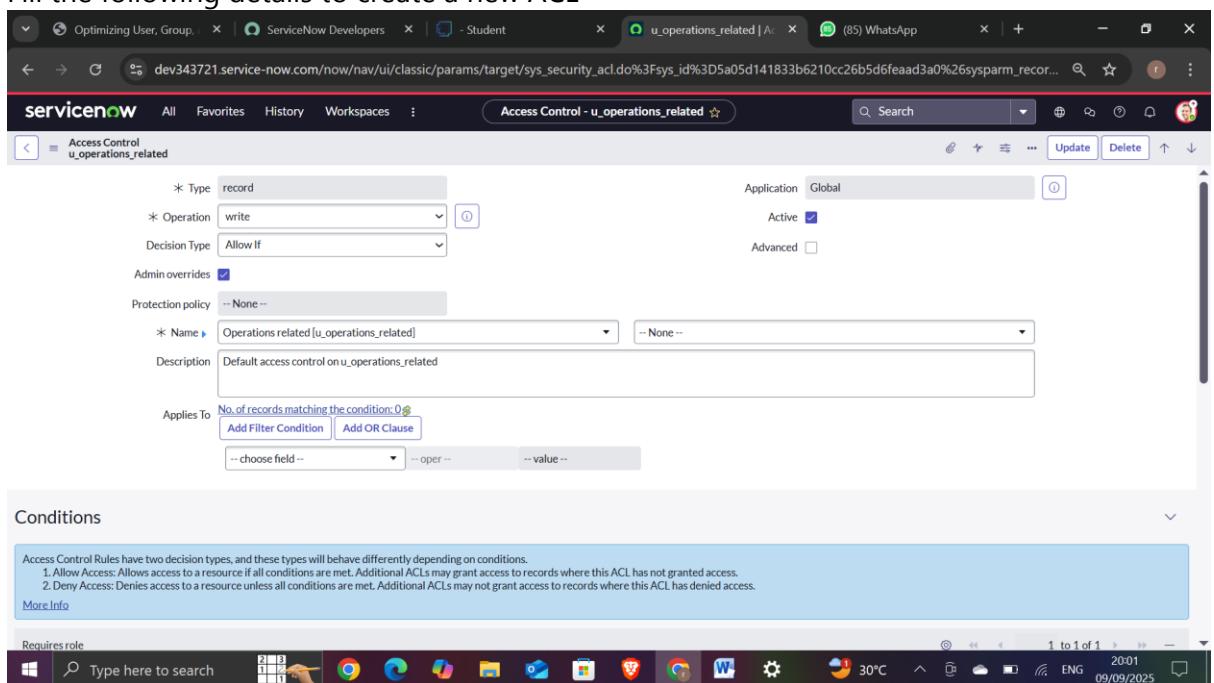
- Role
 - u_operations_related_user**
 - Platform_role**
 - certification_role**

Below the conditions, the "Security Attribute Condition" section is visible, showing a condition where all listed roles must be met. The "Update" button at the top right of the main interface is highlighted.

Milestone 7: Create ACL

Activity 1: 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



The screenshot shows the ServiceNow interface for creating a new Access Control Rule (ACL). The page title is "Access Control - u_operations_related". The main form fields include:

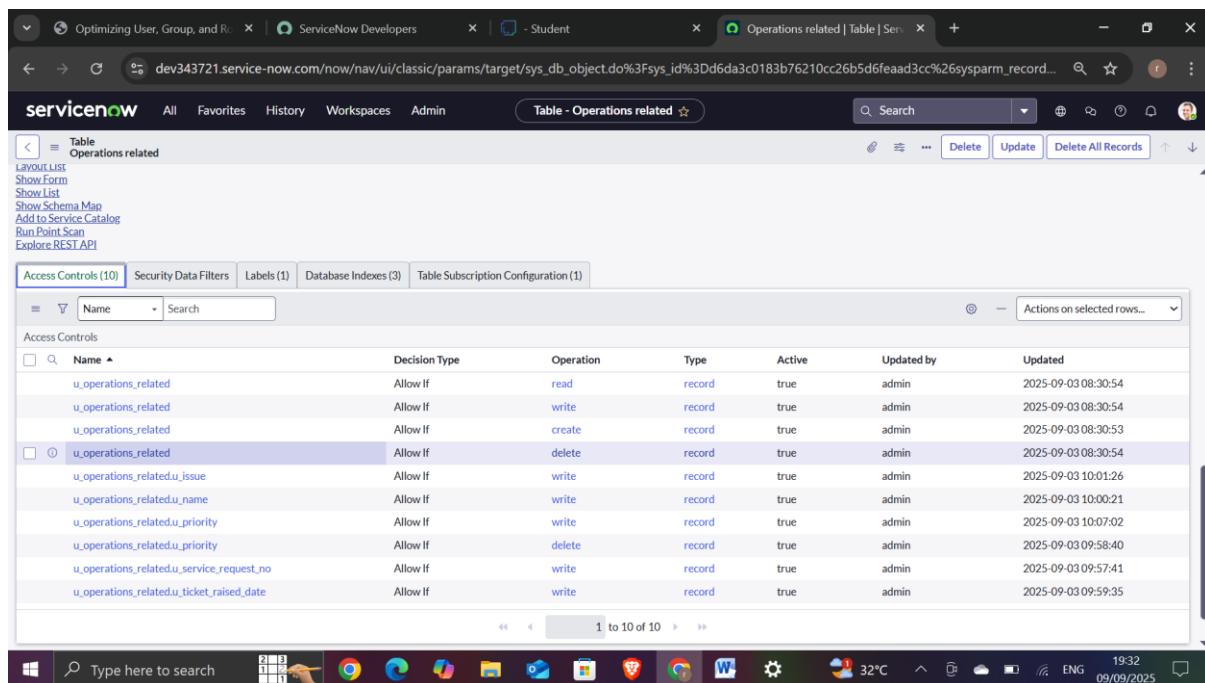
- * Type: record
- * Operation: write
- Decision Type: Allow If
- Admin overrides: checked
- Protection policy: ... None ...
- Name: Operations related [u_operations_related]
- Description: Default access control on u_operations_related
- Applies To: No. of records matching the condition: 0
 - Add Filter Condition
 - Add OR Clause

Below the main form, there is a "Conditions" section with a note about Access Control Rules decision types:

Access Control Rules have two decision types, and these types will behave differently depending on conditions.
 1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
 2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

At the bottom of the screen, the Windows taskbar is visible with various icons and the date/time: 09/09/2025, 20:01, 30°C.

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



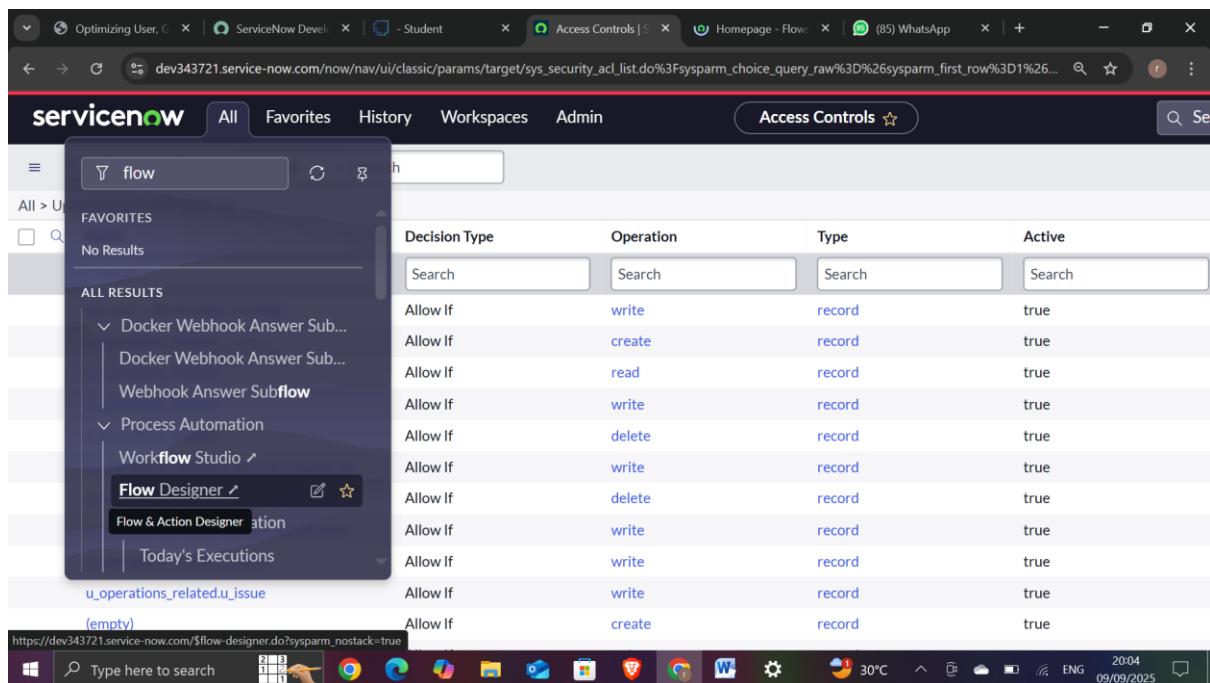
The screenshot shows a ServiceNow browser window with the URL https://dev343721.service-now.com/nav-ui/classic/params/target/sys_db_object.do%3Fsys_id%3Dd6da3c0183b76210cc26b5d5feaad3cc%26sysparm_record.... The title bar says "Operations related | Table | ServiceNow". The page displays a table titled "Operations related" with 10 rows of access control data. The columns are: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The data includes various operations like read, write, create, delete, and update across different record types (e.g., issue, name, priority, service_request_no, ticket_raised_date) for users like u_operations_related.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	read	record	true	admin	2025-09-03 08:30:54
u_operations_related	Allow If	write	record	true	admin	2025-09-03 08:30:54
u_operations_related	Allow If	create	record	true	admin	2025-09-03 08:30:53
u_operations_related	Allow If	delete	record	true	admin	2025-09-03 08:30:54
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-03 10:01:26
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-03 10:00:21
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-03 10:07:02
u_operations_related.u_priority	Allow If	delete	record	true	admin	2025-09-03 09:58:40
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-03 09:57:41
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-09-03 09:59:35

Milestone 8: Create Flow

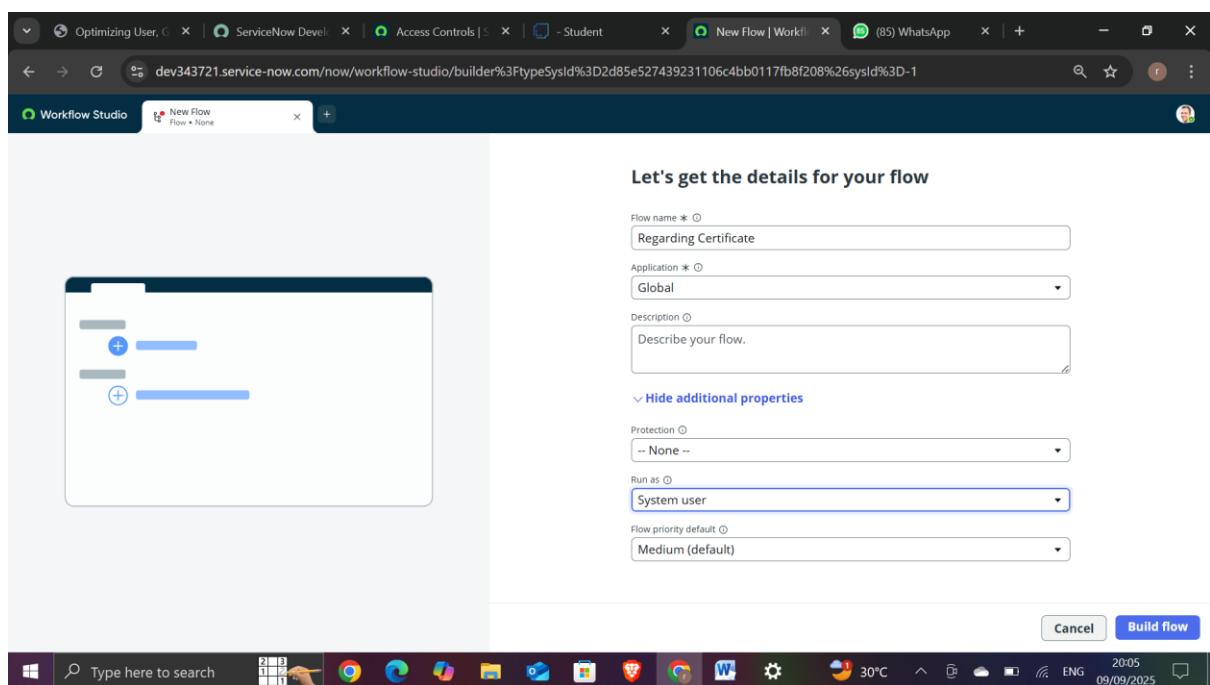
Activity 1: Create a Flow to assign operations ticket to group

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.



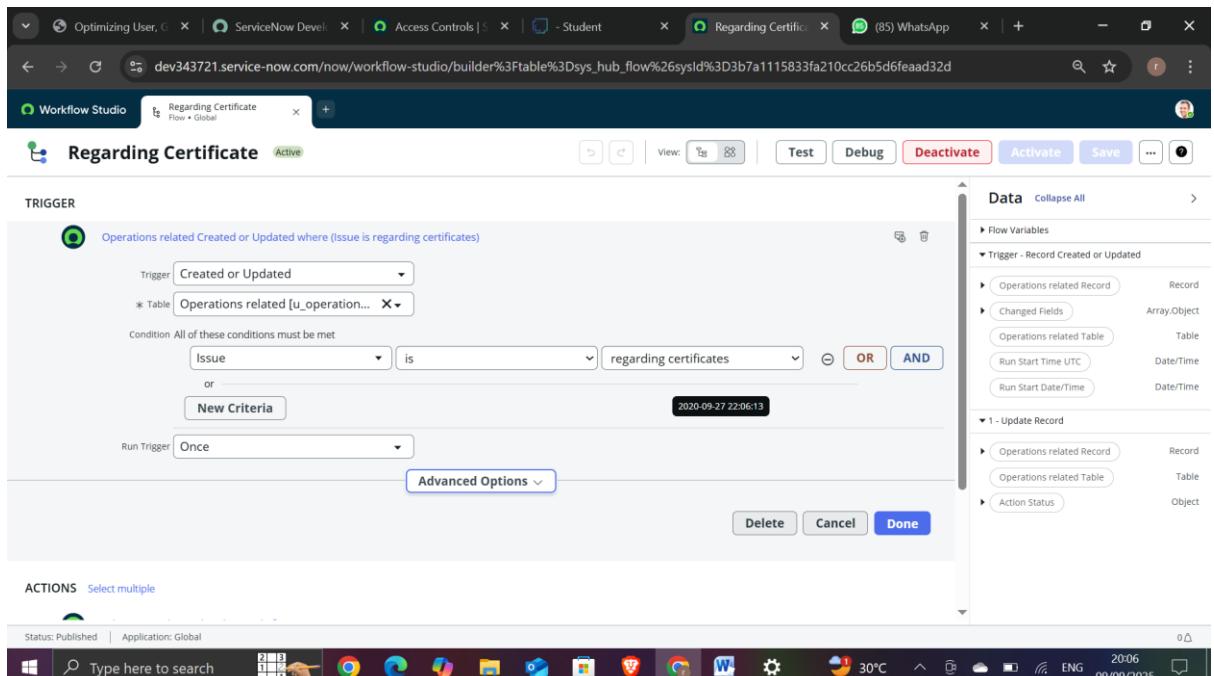
The screenshot shows the ServiceNow Access Controls page with a search bar at the top containing "flow". The results table has columns: Decision Type, Operation, Type, and Active. There are 12 rows of data, all with "Allow If" as the decision type and "record" as the type, with "true" in the active column.

Decision Type	Operation	Type	Active
Allow If	write	record	true
Allow If	create	record	true
Allow If	read	record	true
Allow If	write	record	true
Allow If	delete	record	true
Allow If	write	record	true
Allow If	delete	record	true
Allow If	write	record	true
Allow If	write	record	true
Allow If	create	record	true
(empty)			



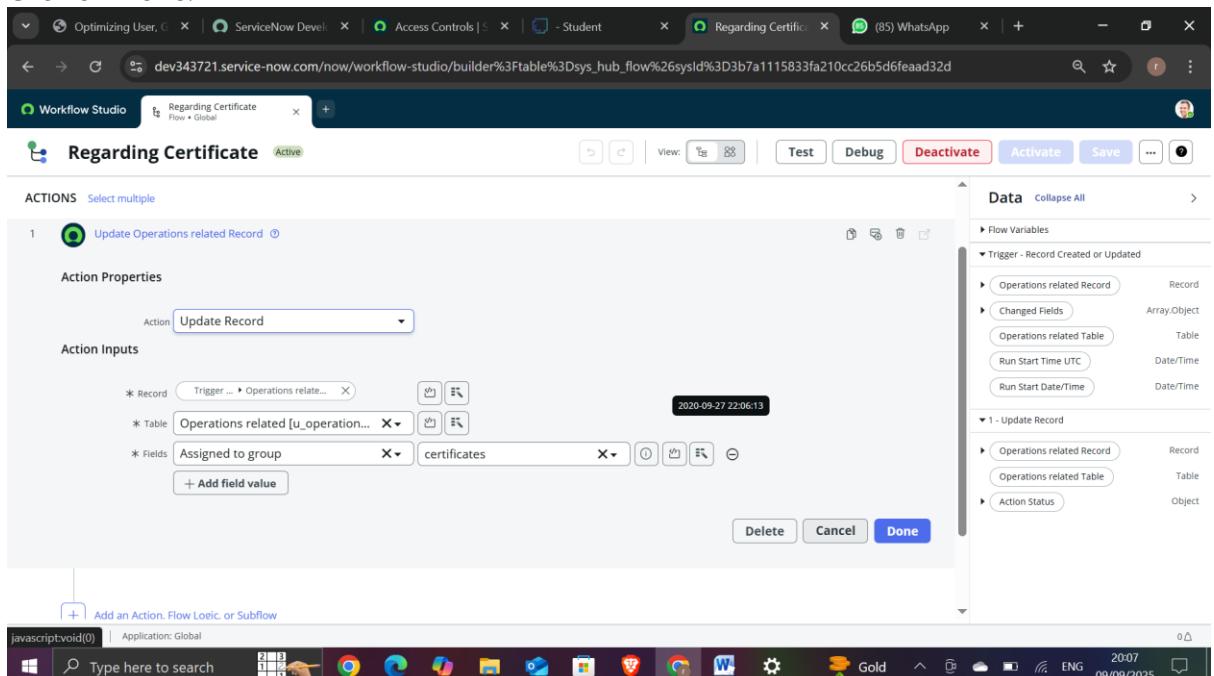
The screenshot shows the ServiceNow Workflow Studio interface with a title bar "New Flow | Workflow". On the left, there is a preview window showing a flow diagram with three parallel steps. On the right, there is a form titled "Let's get the details for your flow" with fields for Flow name (set to "Regarding Certificate"), Application (set to "Global"), and Description (set to "Describe your flow"). Below the form are sections for Protection (set to "None") and Run as (set to "System user"). At the bottom right are "Cancel" and "Build flow" buttons.

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
 - a. Operator: is
 - b. Value: Re grading Certificates
5. After that click on done.
6. Now under Actions.
7. Click on Add an action.



The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar has tabs like Optimizing User, ServiceNow Dev, Access Controls, Student, Regarding Certificate, and WhatsApp. The main area is titled 'Regarding Certificate' (Active). On the left, there's a 'TRIGGER' section with a green icon and the condition 'Operations related Created or Updated where [Issue is regarding certificates]'. It includes fields for 'Trigger' (Created or Updated), 'Table' (Operations related [u_operation...]), and 'Condition' (Issue is regarding certificates). Below this is a 'Run Trigger' field set to 'Once'. On the right, a sidebar titled 'Data' lists various actions like 'Update Record', 'Changed Fields', and 'Action Status'. At the bottom are 'Delete', 'Cancel', and 'Done' buttons.

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.



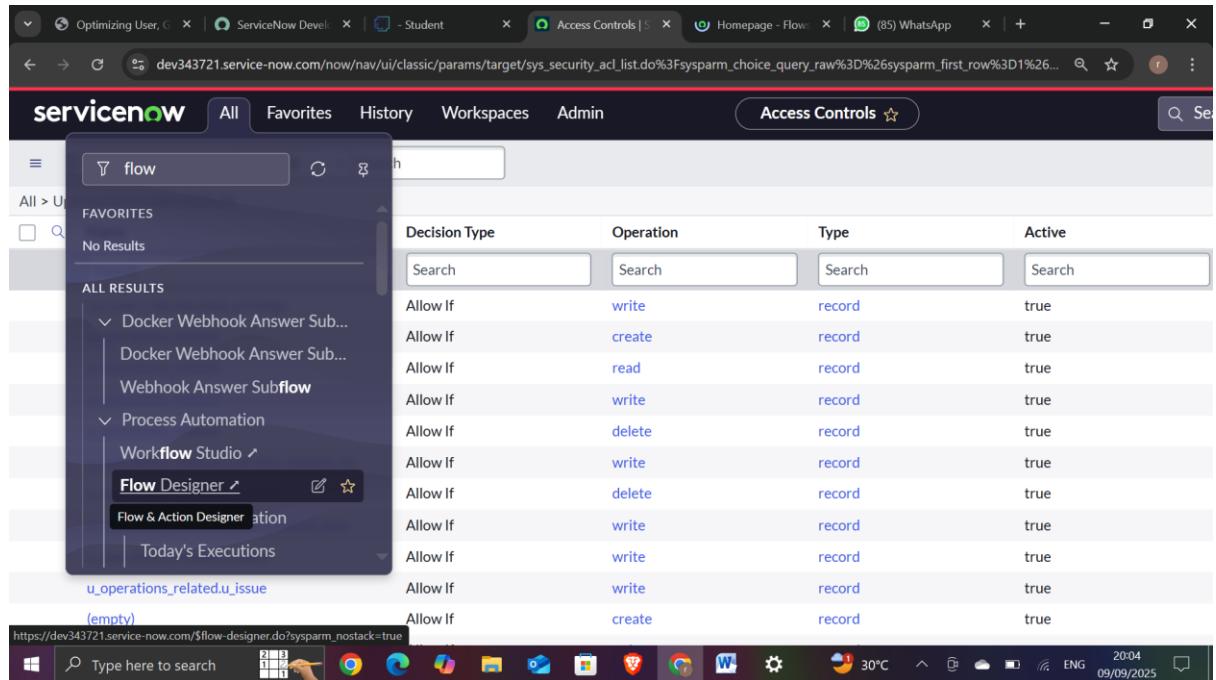
The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar has tabs like Optimizing User, ServiceNow Dev, Access Controls, Student, Regarding Certificate, and WhatsApp. The main area is titled 'Regarding Certificate' (Active). On the left, there's an 'ACTIONS' section with a green icon and the action 'Update Operations related Record'. It includes an 'Action Properties' dropdown set to 'Update Record' and an 'Action Inputs' section. Under 'Action Inputs', there are fields for 'Record' (Trigger ... Operations relate...), 'Table' (Operations related [u_operation...]), and 'Fields' (Assigned to group certificates). Below these are buttons for 'Delete', 'Cancel', and 'Done'. At the bottom, there's a link 'Add an Action, Flow Logic, or Subflow' and a status bar showing 'javascript:void(0)' and 'Application: Global'. The system tray at the bottom shows the date and time as 09/09/2025 20:07.

14. Click on Save to save the Flow.
15. Click on Activate.

Milestone 7: Create Flow

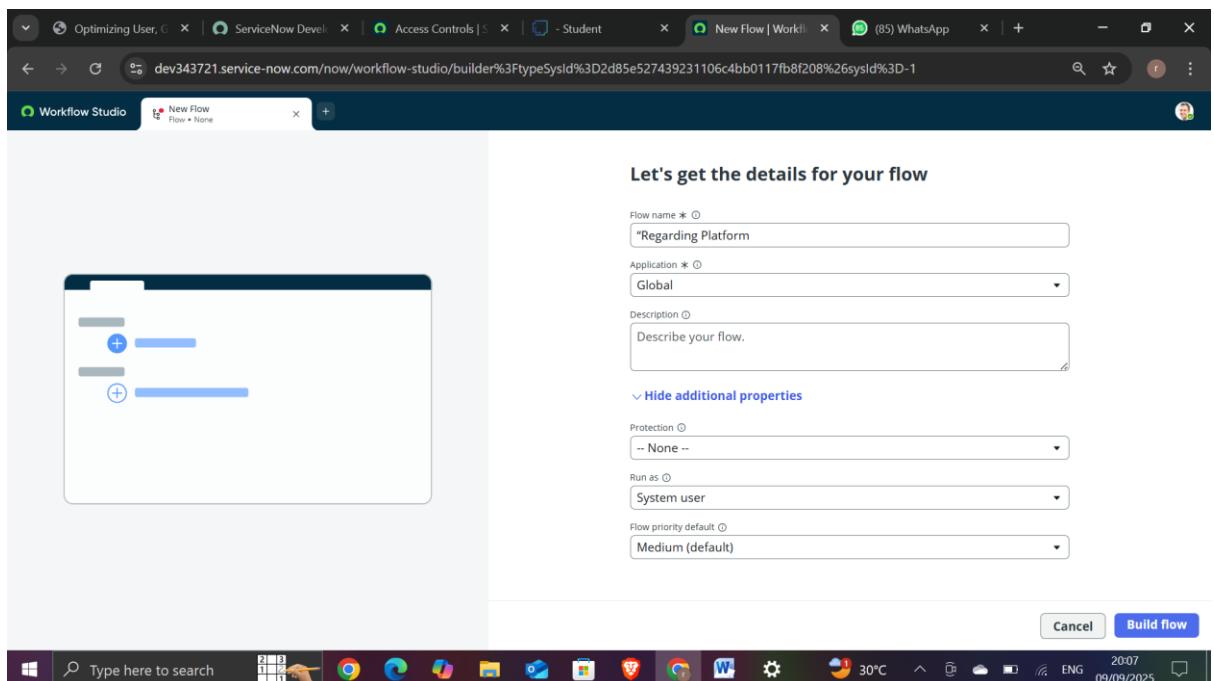
Activity 2: Create a Flow to assign operations ticket to platform group

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.

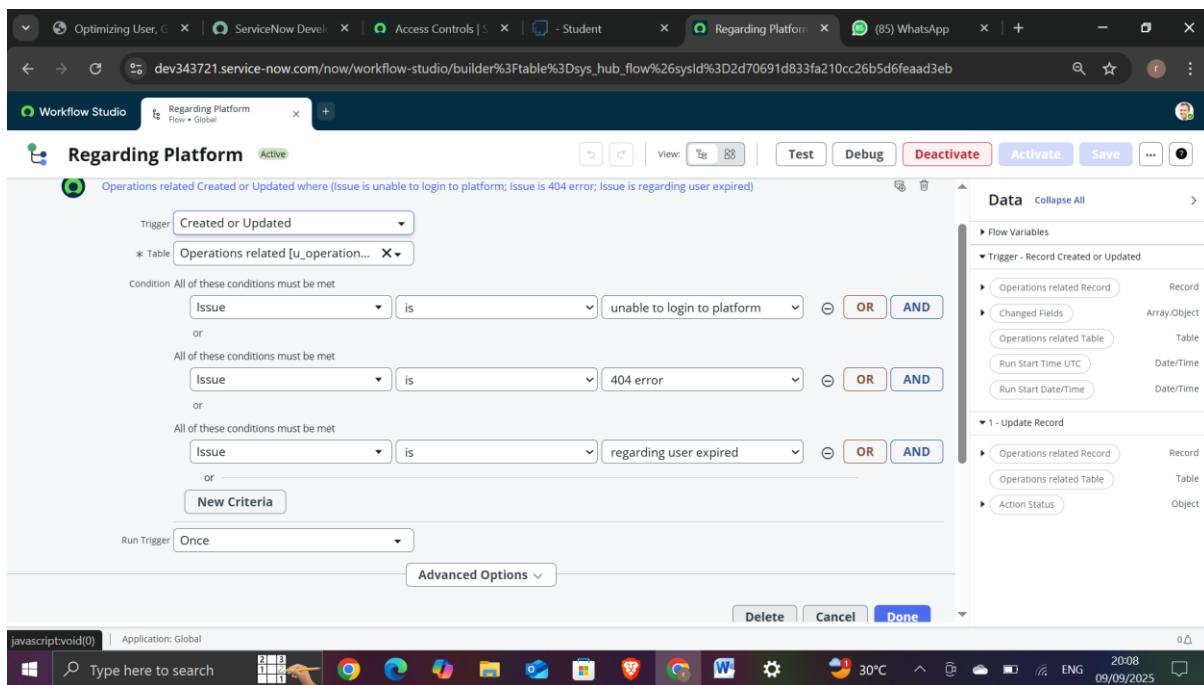


The screenshot shows the ServiceNow web interface with a search bar at the top containing 'flow'. A modal window is open, displaying search results for 'flow'. The results are categorized into 'FAVORITES' (No Results) and 'ALL RESULTS'. Under 'ALL RESULTS', there are several items, with 'Flow Designer' being the one currently selected. To the right of the search results, a table titled 'Access Controls' is displayed with columns: Decision Type, Operation, Type, and Active. The table contains 12 rows of data, all of which have 'Allow If' as the decision type and 'Search' as the operation. The 'Type' column shows 'record' for most rows, except for the first two which show 'Search'. The 'Active' column shows 'true' for all rows.

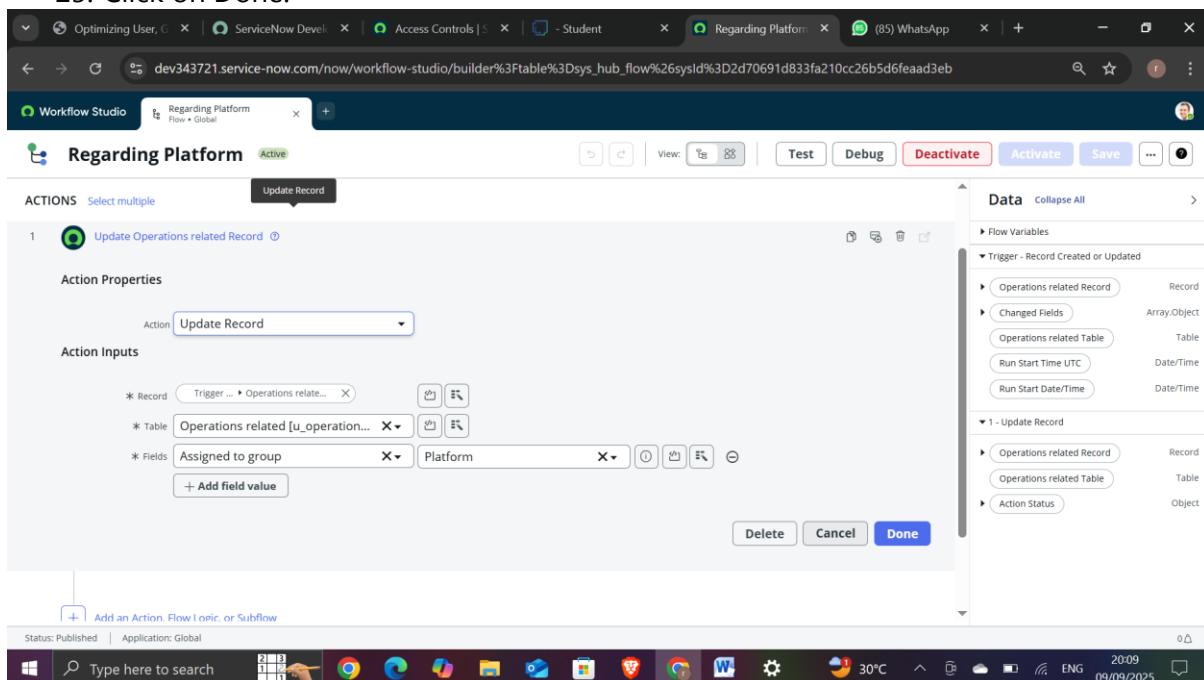
Decision Type	Operation	Type	Active
Allow If	write	record	true
Allow If	create	record	true
Allow If	read	record	true
Allow If	write	record	true
Allow If	delete	record	true
Allow If	write	record	true
Allow If	delete	record	true
Allow If	write	record	true
Allow If	write	record	true
Allow If	write	record	true
Allow If	create	record	true



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
 - a. Operator : is
 - b. Value : Unable to login to platform
13. Click on New Criteria
14. Field : issue
 - a. Operator : is
 - b. Value : 404 Error
15. Click on New Criteria
16. Field : issue
 - a. Operator : is
 - b. Value : Re grading User expired



17. After that click on done.
18. Now under Actions.
19. Click on Add an action.
20. Select action in that search for "Update Record".
21. In Record field drag the fields from the data navigation from left side
22. Table will be auto assigned after that
23. Give the field as "Assigned to group".
24. Give value as "Platform".
25. Click on Done.



26. Click on Save to save the Flow.
27. 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.