



**Sridevi Arts & Science  
College Ponneri**

**PROJECT NAME: Streamlining Ticket Assignment for Efficient Support  
Operations**

**TEAM ID: NM2025TMID19620**

**A PROJECT REPORT**

**Submitted by**

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# Streamlining Ticket Assignment for Efficient Support Operations

## **Problem Statement:**

ABC Corporation, a leading technology company, was facing challenges with efficiently assigning support tickets to the appropriate teams. With a vast array of products and services, the support team found it increasingly difficult to manually route tickets to the right groups, leading to delays in issue resolution and customer dissatisfaction.

## **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.

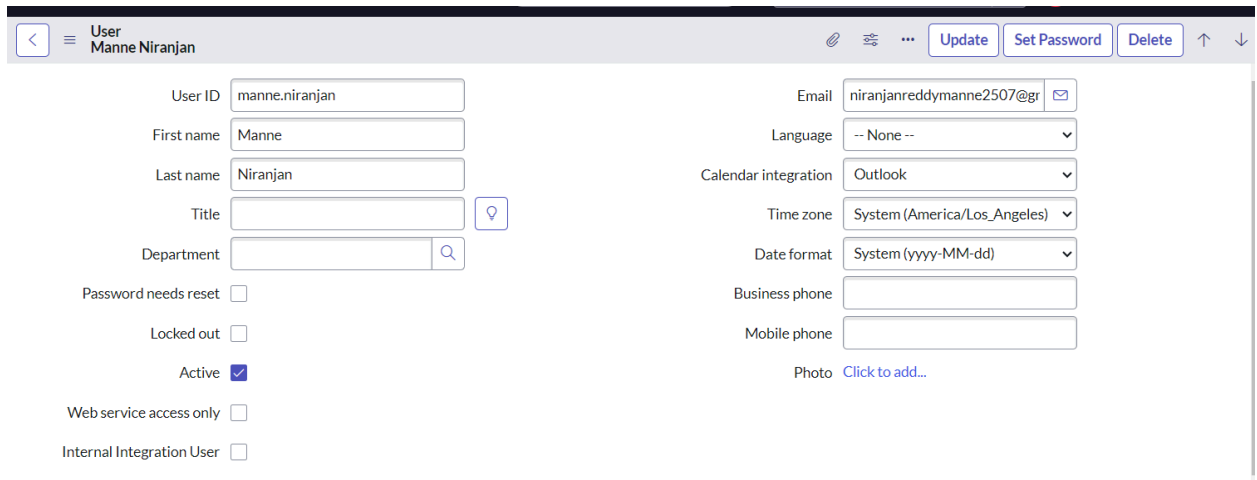
## **TASK INITIATION**

### **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

- Fill the following details to create a new user

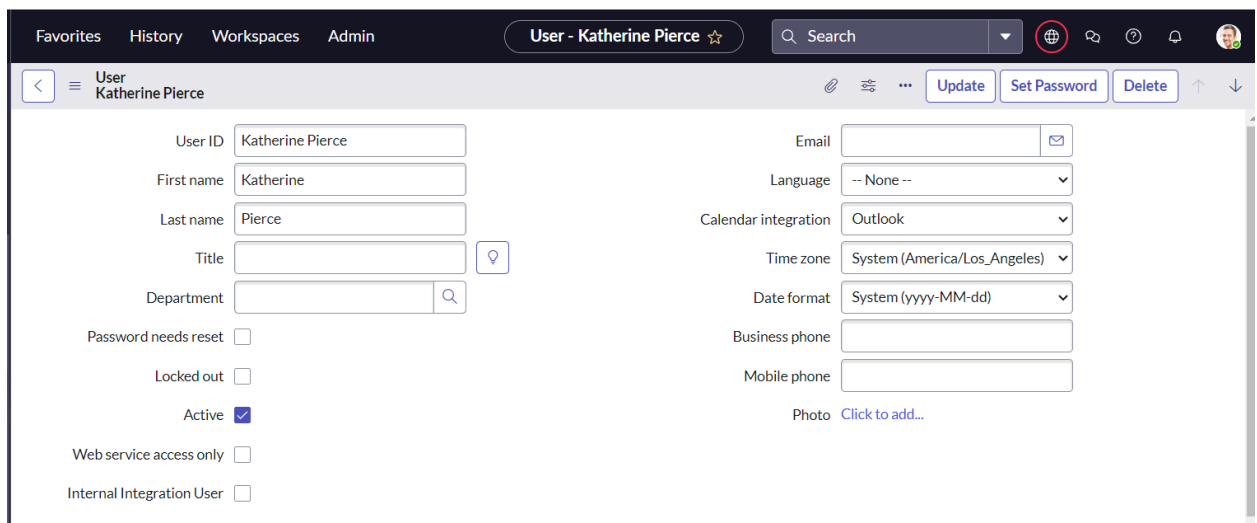


The screenshot shows the 'User Manne Niranjana' form. The form is divided into two columns. The left column contains fields for User ID (manne.niranjana), First name (Manne), Last name (Niranjana), Title (empty), Department (empty), Password needs reset (checkbox), Locked out (checkbox), Active (checkbox checked), Web service access only (checkbox), and Internal Integration User (checkbox). The right column contains fields for Email (niranjareddymanne2507@gr), Language (None), Calendar integration (Outlook), Time zone (System (America/Los\_Angeles)), Date format (System (yyyy-MM-dd)), Business phone (empty), Mobile phone (empty), and Photo (Click to add...).

- Click on submit

### Create one more user:

- Create another user with the following details



The screenshot shows the 'User Katherine Pierce' form. The form is divided into two columns. The left column contains fields for User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title (empty), Department (empty), Password needs reset (checkbox), Locked out (checkbox), Active (checkbox checked), Web service access only (checkbox), and Internal Integration User (checkbox). The right column contains fields for Email (empty), Language (None), Calendar integration (Outlook), Time zone (System (America/Los\_Angeles)), Date format (System (yyyy-MM-dd)), Business phone (empty), Mobile phone (empty), and Photo (Click to add...).

- Click on submit

## Milestone 2 : Groups

### Activity 1: Create Groups

- 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

Group email

Manager

Katherine Pierce

🔍

ℹ️

Parent

Description

6. Click on submit

### Create one more group:

9. Create another group with the following details

Name

Platform

Group email

✉️

Manager

Manne Niranjana

🔍

ℹ️

Parent

🔍

Description

10. 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

Name

Certification\_role

Application

Global

ℹ️

Requires Subscription

Unspecified

⌵

Elevated privilege

☐

Description

Can deal with certification issues

6. Click on submit

## Create one more role:

Create another role with the following details

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

Click on submit

## Milestone 4 : Table

### 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
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

9. 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**

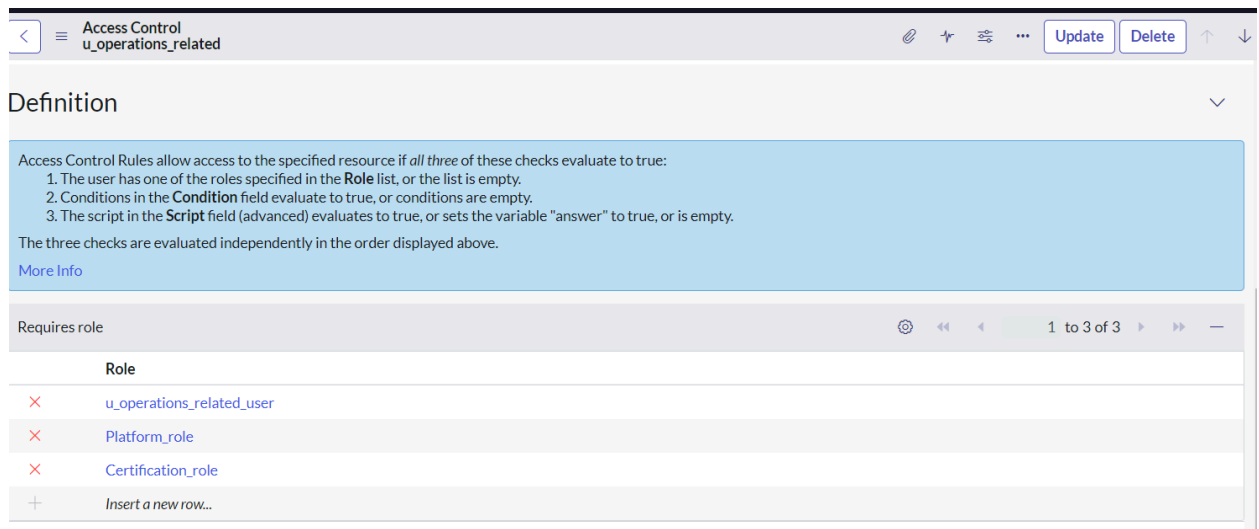
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification\_role and save

### **Activity 2: Assign roles & users to platform group**

10. Open service now.
11. Click on All >> search for tables
12. Select tables under system definition
13. Select the platform group
14. Under group members
15. Click on edit
16. Select Manne Niranjana and save
17. Click on roles
18. Select Platform\_role and 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
12. And add certificate role
13. Click on update



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

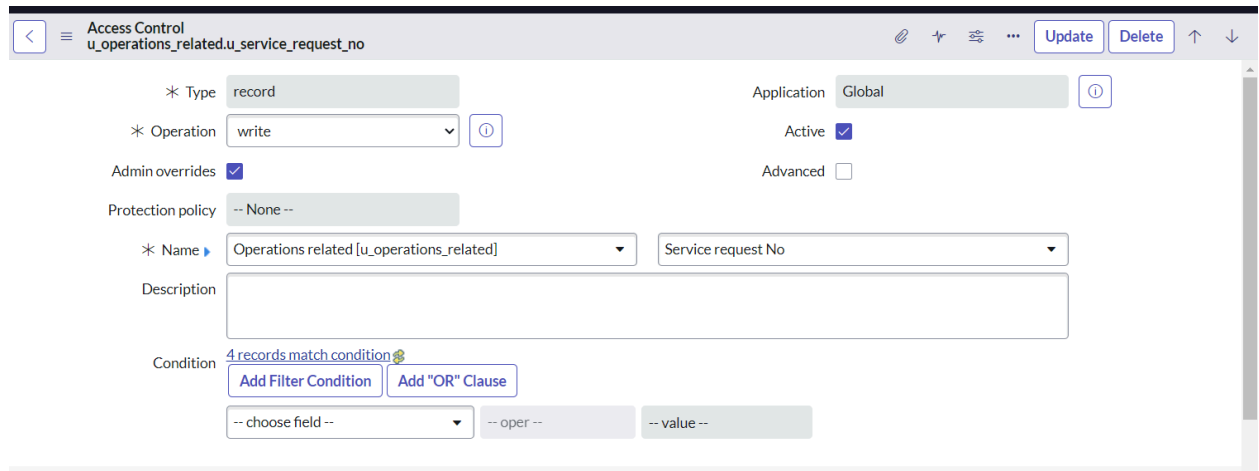
| Role                        |
|-----------------------------|
| ✗ u_operations_related_user |
| ✗ Platform_role             |
| ✗ Certification_role        |
| + Insert a new row...       |

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

## 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



Access Control  
u\_operations\_related.u\_service\_request\_no

\* Type: record Application: Global

\* Operation: write 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

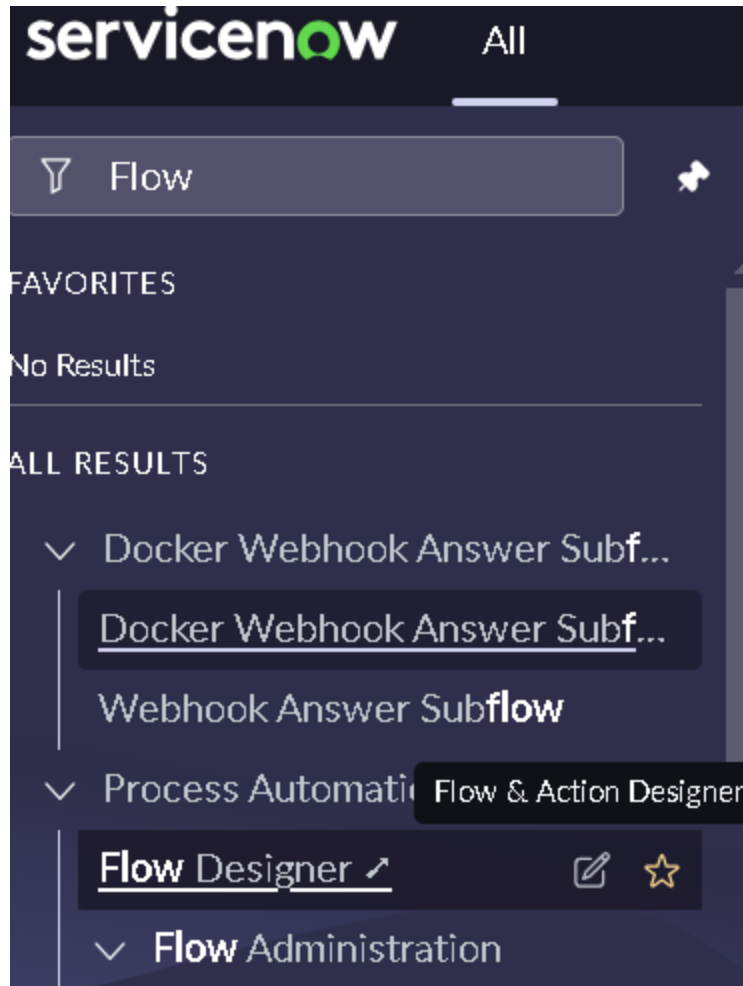
|                          |                       |   |       |        |      |       |                     |
|--------------------------|-----------------------|---|-------|--------|------|-------|---------------------|
| <input type="checkbox"/> | <input type="radio"/> | u_operations_related.u_priority           | 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 |

## Milestone 8: 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.





servicenow Flow Designer

Home

Flows Subflows Actions Executions Connections Help

Search Updated Search

Filter All

|                          | Name                 | Internal name        | Application | Status    | Active | Updated             | Updated by |
|--------------------------|----------------------|----------------------|-------------|-----------|--------|---------------------|------------|
| <input type="checkbox"/> | Standard Laptop task | standard_laptop_task | Global      | Published | true   | 2024-04-16 23:33:53 | admin      |
| <input type="checkbox"/> | Email Sending For P1 | email_sending_for_p1 | Global      | Published | false  | 2024-04-16 04:22:31 | admin      |
| <input type="checkbox"/> | Daily Task Reminder  | daily_task_reminder  | Global      | Draft     | false  | 2024-04-16 00:08:03 | admin      |

New

- Flow
- Subflow
- Action
- Data Stream

### Flow properties ×

\* Flow name

Description

Application

Protection

Run As

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.

**TRIGGER**

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

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 Update Operations related Record

Action: Update Record

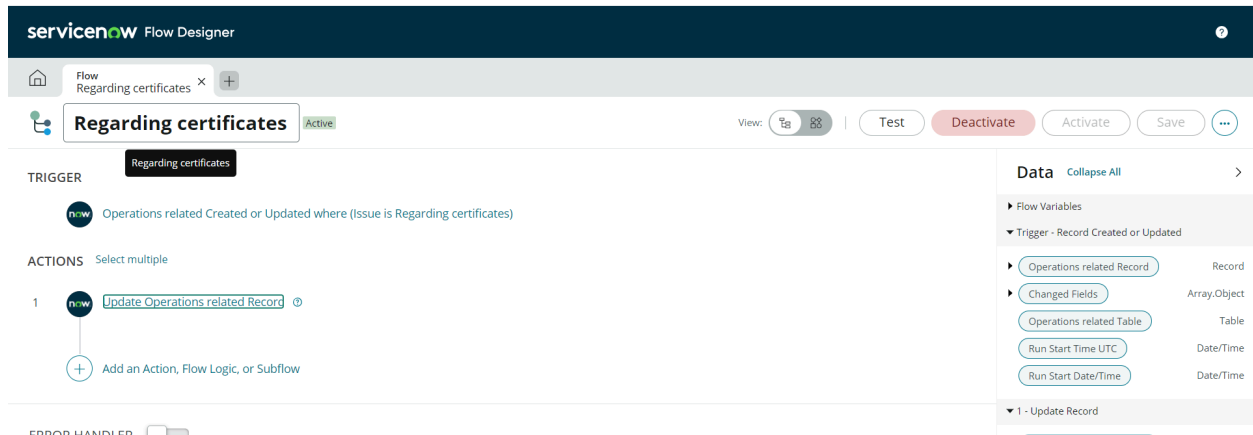
\* Record: Trigger ... Operations relate...

\* Table: Operations related [u\_operations\_related]

\* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done



## Activity 2: Create a Flow to Assign operations ticket to Platform group

9. Open service now.
10. Click on All >> search for Flow Designer
11. Click on Flow Designer under Process Automation.
12. After opening Flow Designer Click on new and select Flow.
13. Under Flow properties Give Flow Name as “ Regarding Platform ”.
14. Application should be Global.
15. Select Run user as “ System user ” from that choice.
16. Click on Submit.
16. Click on Add a trigger
17. Select the trigger in that Search for “create or update a record” and select that.
18. Give the table name as “ Operations related ”.
19. Give the Condition as
  - Field : issue
  - Operator : is
  - Value : Unable to login to platform
20. Click on New Criteria
  - Field : issue
  - Operator : is
  - Value : 404 Error

21. Click on New Criteria

Field : issue

Operator : is

Value : Regrading User expired

22. After that click on Done.

23. Now under Actions.

24. Click on Add an action.

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

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

27. Table will be auto assigned after that

28. Give the field as “ Assigned to group ”.

29. Give value as “ Platform ”.

30. Click on Done.

31. Click on Save to save the Flow.

32. 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.