

Streamlining Ticket Assignment for Efficient Support Operations

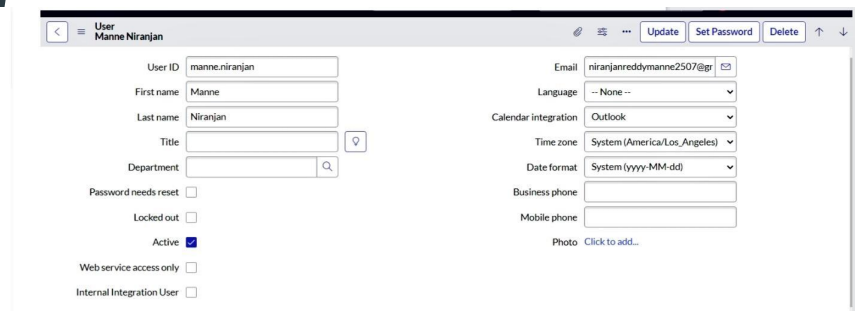
A NAAN MUDHALVAN PROJECT

NM ID:9D6B1809CF49D14BD3240EDDE46B9D60

SERVICE NOW DEVELOPER TO SERVICE NOW PROJECT CENTER

► Create user

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 for 'Manne Niranjan' in the Service Now interface. The form is divided into two main sections: 'Basic Information' and 'Advanced Information'. The 'Basic Information' section includes fields for User ID, First name, Last name, Title, and Department. The 'Advanced Information' 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 'Email' field contains the value 'niranjanreddymanne2507@gr'. The 'Language' dropdown is set to '-- None --'. The 'Calendar integration' dropdown is set to 'Outlook'. The 'Time zone' dropdown is set to 'System (America/Los Angeles)'. The 'Date format' dropdown is set to 'System (yyyy-MM-dd)'. The 'Business phone' and 'Mobile phone' fields are empty. The 'Photo' field has a 'Click to add...' link. At the top right of the form, there are buttons for 'Update', 'Set Password', and 'Delete'.

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"/>

6. Click on submit

USER FOR KATHRINE PICTURE

- Create one more user
- 1. Create another user with the following details
- 2. Click on submit

The image shows two overlapping screenshots of a user management interface. The top screenshot shows the initial form with fields for User ID, First name, Last name, Email, and Language. The bottom screenshot shows the same form with additional fields for Title, Department, Password needs reset, Locked out, Active, Web service access only, Internal Integration User, Calendar integration, Time zone, Date format, Business phone, Mobile phone, and Photo.

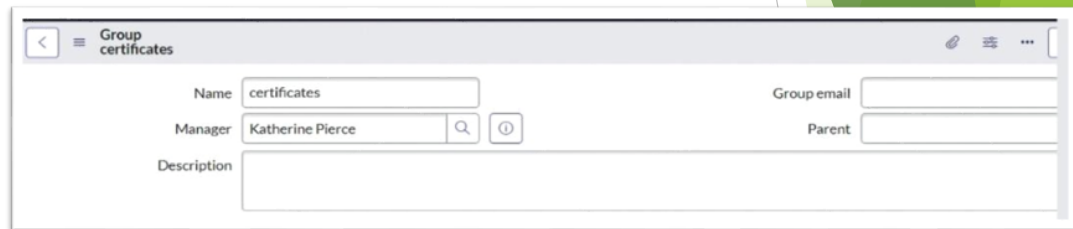
User Management Interface - Katherine Pierce

Fields:

- User ID: Katherine Pierce
- First name: Katherine
- Last name: Pierce
- Email: [Empty]
- Language: -- None --
- Title: [Empty]
- Department: [Empty]
- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Web service access only: ☐
- Internal Integration User: ☐
- 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...

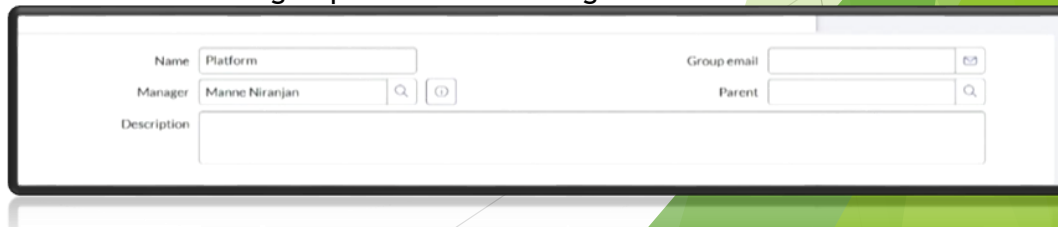
CREATE A GROUP

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



A screenshot of the 'Group certificates' form in ServiceNow. The form has a title bar with a back arrow, a hamburger menu, and the text 'Group certificates'. Below the title bar, there are four input fields: 'Name' with the value 'certificates', 'Manager' with the value 'Katherine Pierce' and a search icon, 'Group email' which is empty, and 'Parent' which is empty. There is also a 'Description' field which is empty. The form is styled with a light gray background and white input fields.

1. Create one more group:
2. Create another group with the following details



A screenshot of the 'Group certificates' form in ServiceNow, identical to the one above but with a thick black border. The form contains the following details: 'Name' is 'Platform', 'Manager' is 'Manne Niranjana' with a search icon, 'Group email' is empty with an email icon, and 'Parent' is empty with a search icon. The 'Description' field is empty.

CREATE ROLES

- ▶ Open service now.
- ▶ Click on All >> search for roles
- ▶ Select roles under system security
- ▶ Click on new
- ▶ Fill the following details to create a new role
- ▶ Click on submit

A screenshot of a web form for creating a new role. The form has a light gray header bar. Below it, the 'Name' field is set to 'Platform_role'. The 'Application' dropdown is set to 'Global'. The 'Requires Subscription' dropdown is set to 'Unspecified'. The 'Elevated privilege' checkbox is unchecked. The 'Description' text area contains the text 'Can deal with platform related issues'.

Name: Platform_role

Application: Global

Requires Subscription: Unspecified

Elevated privilege: ☐

Description: Can deal with platform related issues

- Create one more role:
- Create another role with the following details

A screenshot of a web form for creating a new role, similar to the one above. The 'Name' field is set to 'Certification_role'. The 'Application' dropdown is set to 'Global'. The 'Requires Subscription' dropdown is set to 'Unspecified'. The 'Elevated privilege' checkbox is unchecked. The 'Description' text area contains the text 'Can deal with certification issues'.

Name: Certification_role

Application: Global

Requires Subscription: Unspecified

Elevated privilege: ☐

Description: Can deal with certification issues

CREATE TABLE

- ▶ Open service now.
- ▶ Click on All >> search for tables
- ▶ Select tables under system definition
- ▶ Click on new
- ▶ Fill the following details to create a new table
- ▶ Label : Operations related
- ▶ Check the boxes Create module & Create mobile module
- ▶ Under new menu name : Operations related
- ▶ Under table columns give the columns

Q	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
X	Assigned to group	Reference	Group	40		false
X	Assigned to user	Reference	User	32		false
X	Comment	String	(empty)	40		false
X	Issue	String	(empty)	40		false
X	Name	String	(empty)	40		false
X	Priority	String	(empty)	40		false
X	Service request No	String	(empty)	40	javascript:getNextObj(NumberPadded);	false
X	Ticket raised Date	Date/Time	(empty)	40		false

- 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

Access Controlu_operations_related

UpdateDelete

>

Access Control Rules allow access to the specified resource if all five 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. The user has one of the roles specified in the Role list, or the list is 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

1 to 3 of 3

Role
u_operations_related_user
Platform role
Certification role
Insert a new row...

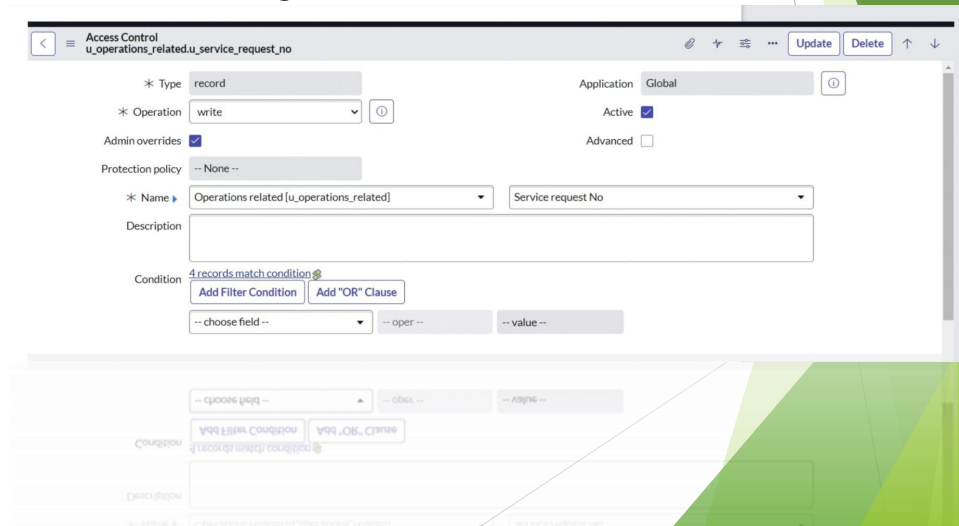
- Click on u_operations_related write operation
-
- Under Requires role
-
- Double click on insert a new row
-
- Give platform role
- And add certificate role

ASSIGN ROLE TO TABLE

- ▶ Open service now.
- ▶ Click on All >> search for tables
- ▶ Select operations related table
- ▶ Click on the Application Access
- ▶ Click on u_operations_related read operation
- ▶ Click on the profile on top right side
- ▶ Click on elevate role
- ▶ Click on security admin and click on update
- ▶ Under Requires role
- ▶ Double click on insert a new row
- ▶ Give platform role
- ▶ And add certificate role
- ▶ Click on update

CREATE ACL

- ▶ Open service now.
- ▶ Click on All >> search for ACL
- ▶ Select Access Control(ACL) under system security
- ▶ Click on new
- ▶ Fill the following details to create a new ACL



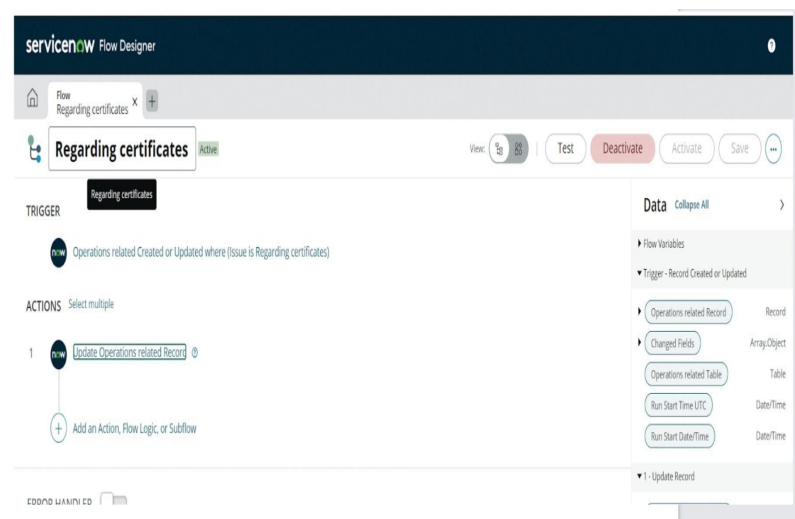
The screenshot displays the 'Access Control' form in ServiceNow, titled 'u_operations_related.u_service_request_no'. The form includes the following fields and options:

- Type:** record
- Operation:** write
- Application:** Global
- Admin overrides:** ☒
- Active:** ☒
- Advanced:** ☐
- Protection policy:** -- None --
- Name:** Operations related [u_operations_related] (dropdown) | Service request No (dropdown)
- Description:** (empty text area)
- Condition:** 4 records match condition (link) | Add Filter Condition | Add "OR" Clause
- Condition Builder:** -- choose field -- (dropdown) | -- oper -- (dropdown) | -- value -- (text input)

The bottom of the form shows a table for 'Conditions' with columns for 'Field', 'Operator', and 'Value'. The table is currently empty.

Create a Flow to Assign operations ticket to Platform group

- ▶ Open service now.
- ▶ Click on All >> search for Flow Designer
- ▶ Click on Flow Designer under Process Automation.
- ▶ After opening Flow Designer Click on new and select Flow.
- ▶ Under Flow properties Give Flow Name as “ Regarding Platform ”.
- ▶ Application should be Global.
- ▶ Select Run user as “ System user ” from that choice.
- ▶ Click on Submit.
- ▶ Give the field as “ Assigned to group ”.
- ▶ Give value as “ Platform ”.
- ▶ Click on Done.
- ▶ Click on Save to save the Flow.
- ▶ Click on Activate.



It's completed

CONCLUSION

Streamlining Ticket Assignment for Efficient Support Operations

This project has been done by

1. **Pragadeeshwaran.M**
 2. **Narayanasami.D**
 3. **Hari Haran**
 4. **K.omkumar**
- 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.