Streamlining Ticket Assignment for Efficient Support Operations

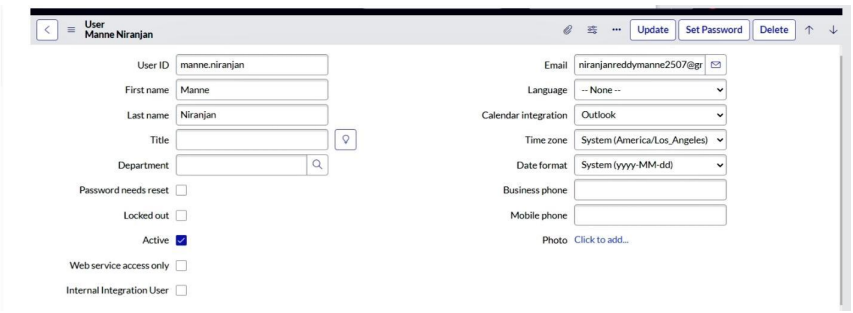
A NAAN MUDHALVAN PROJECT

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



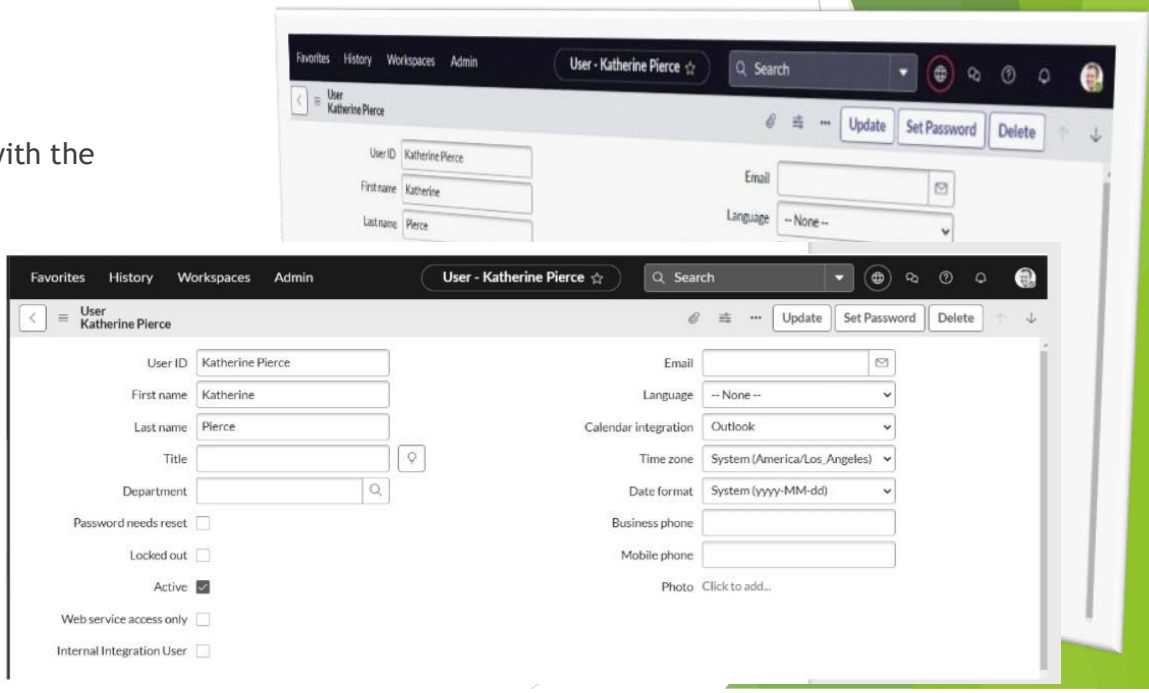
6.Click on submit

USER FOR KATHRINE PICTURE

- Create one more user

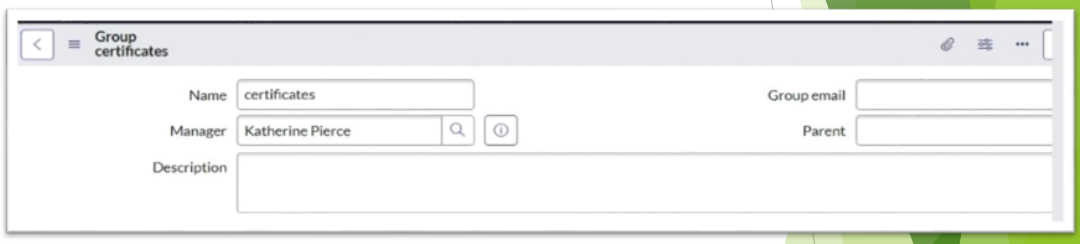
1. Create another user with the following details

2.Click on submit

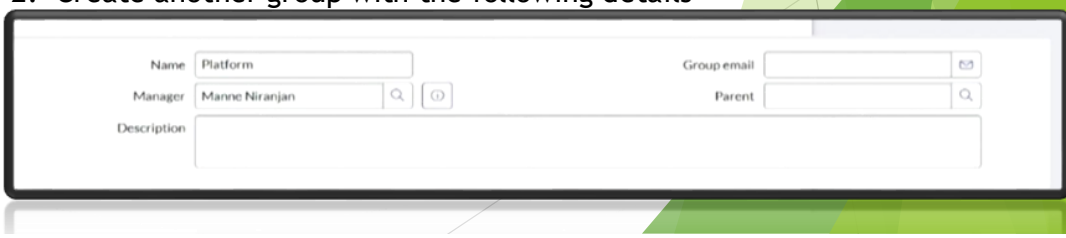


CREATE A GROUP

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

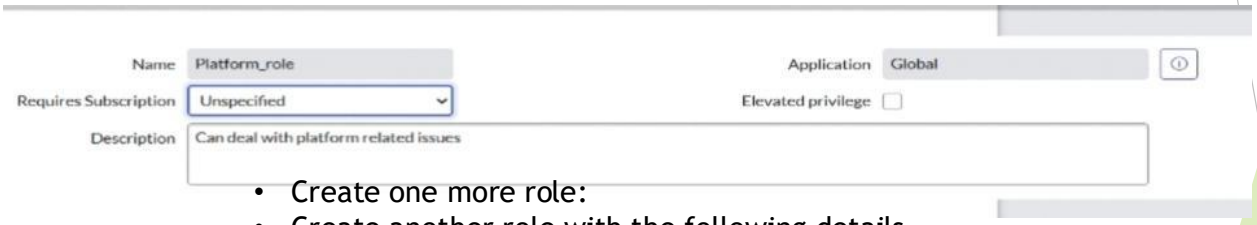


1. Create one more group:
2. Create another group with the following details



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



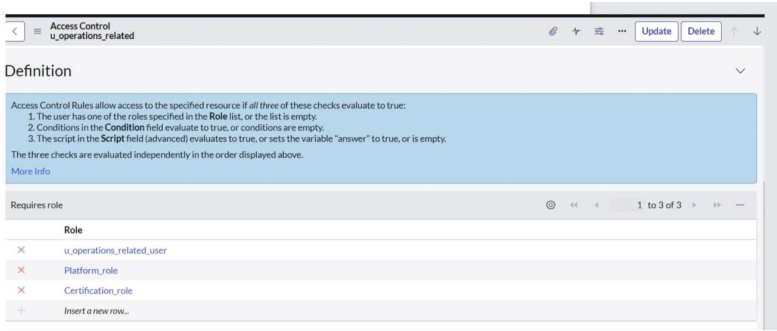
- Create one more role:
- Create another role with the following details

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

	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:getNextObjNumberPadded();	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



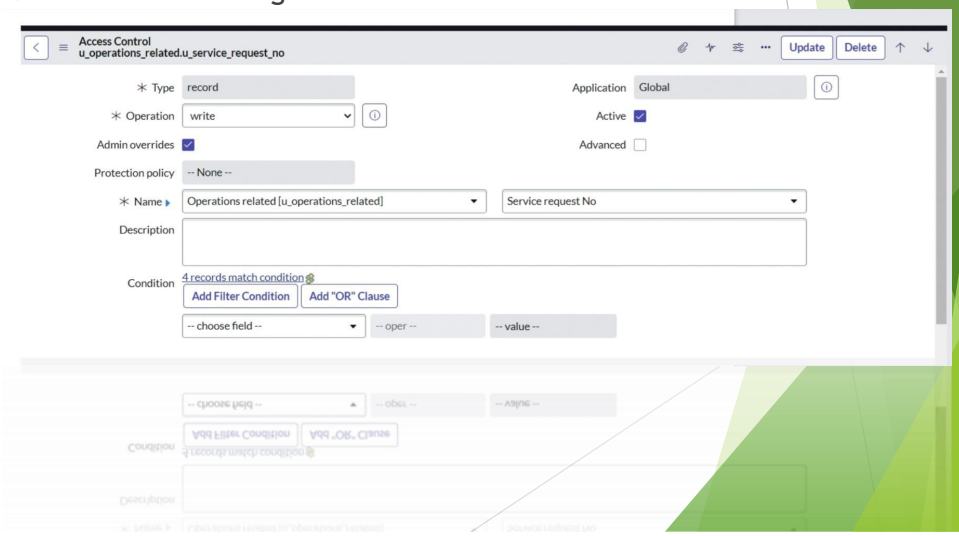
- Click on u_operations_related write operation
-
- Under Requires role
-
- Double click on insert a new row
-
- Give platform role
-
- And add certificate role

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

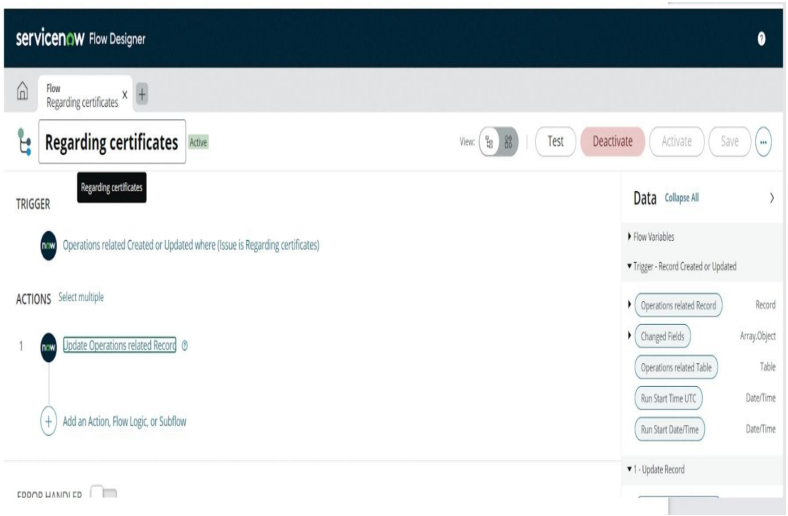
CREATE ACL

- 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



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 done by

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- 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.