STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

ServiceNow Ticket Assignment Automation

Project Report: Streamlining Ticket Assignment for Efficient Support Operations

Team ID:LTVIP2025TMID28568

Category: ServiceNow

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1. Ideation Phase

The primary motivation behind this project is to eliminate inefficiencies in manual ticket routing processes at ABC Corporation. The manual method often leads to delayed resolutions, incorrect assignments, and underutilized support resources. The idea is to implement an automated, condition-based ticket assignment system using ServiceNow Flow Designer, minimizing delays and improving user satisfaction.

2. Requirement Analysis:

- Automate ticket routing in ServiceNow.

- Route based on issue type.

- Assign tickets to the right support group automatically.

Requirements:

- Create users and assign them roles.

- Create support groups.

- Define roles and ACL permissions.

- Design tables with specific columns and choice values.

- Implement logic-based flow automation.

- Maintain secure access and role-based data access.

3. Project planning phase

- User & Role Management

- Group Creation

- Table Creation with Column Design

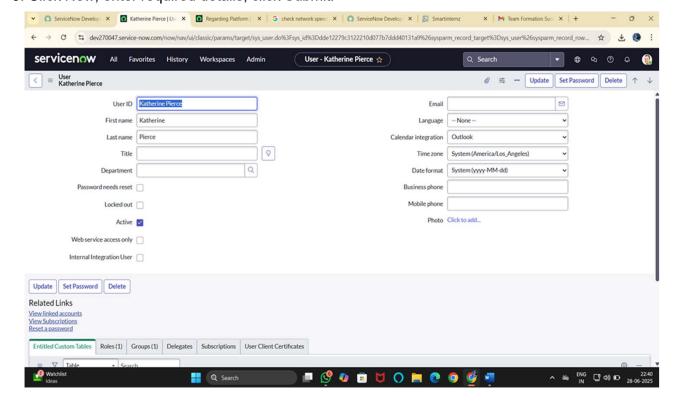- ACL Setup

- Flow Designer Automation

Resources Used:
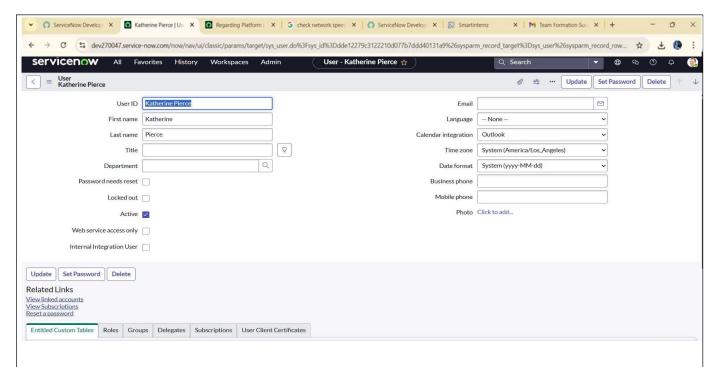
- ServiceNow Developer Instance

- Security Admin Role

- System User

4. Project Design phase:

User Creation

1. Open ServiceNow.

2. Go to All > Users (System Security)
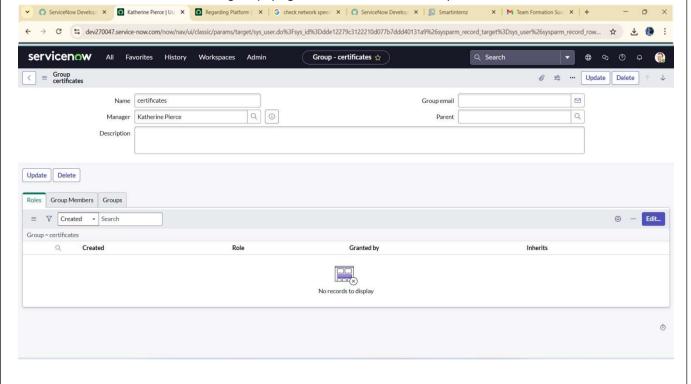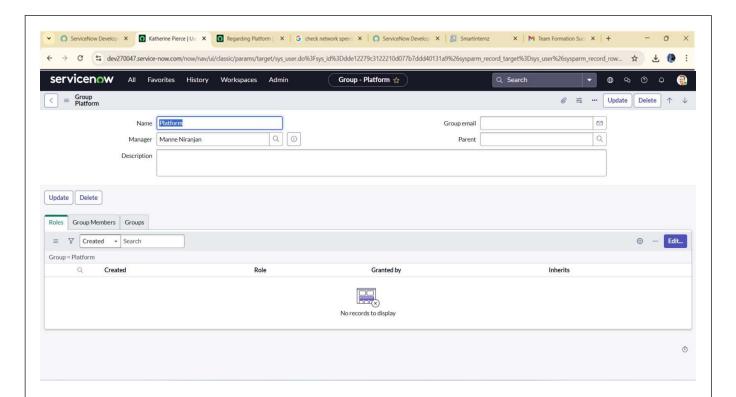
3. Click New, enter required details, click Submit.
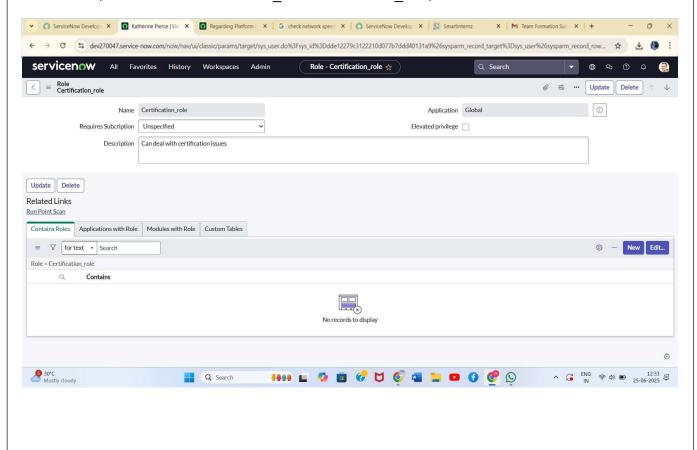
4. Repeat to create another user.

Group Creation

1. Go to All > Groups (System Security)

2. Click New, fill details for each group (e.g., Certificates, Platform), click Submit.

Role Creation

1. Go to All > Roles (System Security)

2. Click New, fill details for Certification_role and Platform_role, click Submit.

Table Creation

1. Go to All > Tables (System Definition)

2. Create a new table:

   - Label: Operations related

   - Check: Create module & Create mobile module

   - Menu Name: Operations related

   - Add Columns:

     - issue (Choice field)

     - assigned to group

     - other required fields

3. Use Form Designer to add choices to the issue field:

   - unable to login to platform

   - 404 error

   - regarding certificates

   - regarding user expired

Dictionary Entries

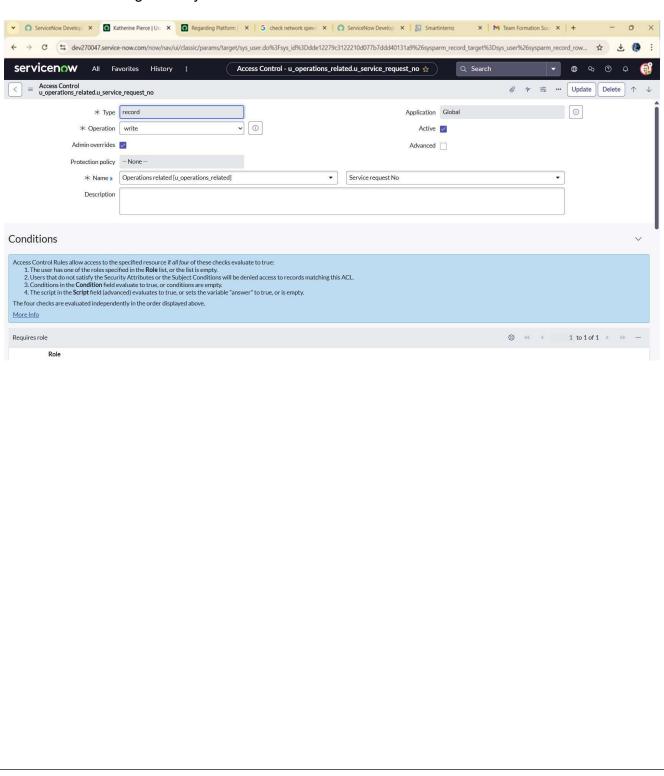|	Column label	Type	Reference	Max length	Default value	Display
✕	Name	String	(empty)	40		false
✕	Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
✕	Priority	String	(empty)	40		false
	Created by	String	(empty)	40		false
✕	Assigned to user	Reference	User	32		false
✕	Ticket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

Update | Delete | Delete All Records

Assign Users to Groups
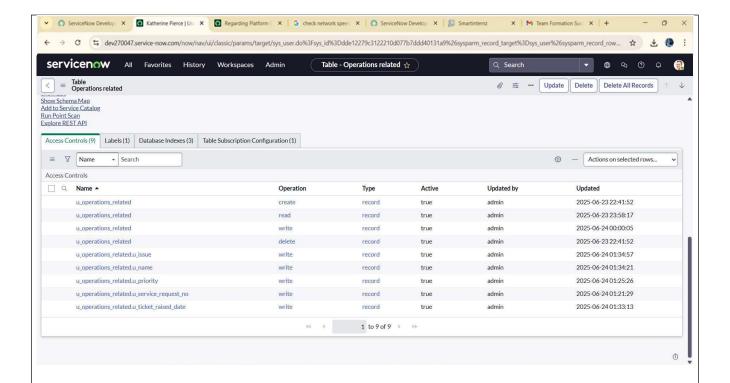
- Add Katherine Pierce to Certificates group with Certification_role

- Add Manne Nirajanan to Platform group with Platform_role

Conditions

Access Control Rules allow access to the specified resource if *all four* 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. Users that do not satisfy the Security Attributes or the Subject Conditions will be denied access to records matching this ACL.
3. Conditions in the **Condition** field evaluate to true, or conditions are empty.
4. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The four checks are evaluated independently in the order displayed above.

More Info

Requires role   1 to 3 of 3

Role
Certification_role
Platform_role
u_operations_related_user

Security Attribute Condition

Local or Existing   Local

Condition   (empty)

Data Condition

Condition   6 records match condition

Access Control (ACL)

1. Go to All > Access Control (ACL)

2. Create ACLs for table Operations related:

   - Read: Requires admin, Platform_role, and Certificate_role

   - Write: Requires Platform_role and Certificate_role

   - Application Access: Enable read/write access accordingly

3. Elevate role using Security Admin if needed

Flow Designer Regarding Certificate

1. Go to All > Flow Designer > New Flow

2. Name: Regarding Certificate
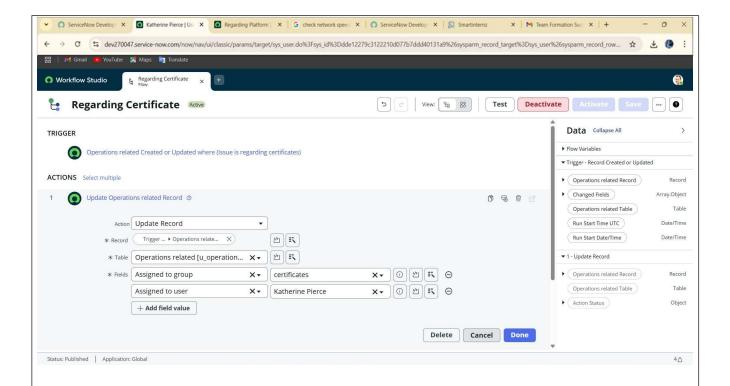
3. Application: Global, Run user: System user

4. Trigger:

   - Table: Operations related

   - Condition: issue is regarding certificates

5. Action:

   - Update Record: Assigned to group = Certificates

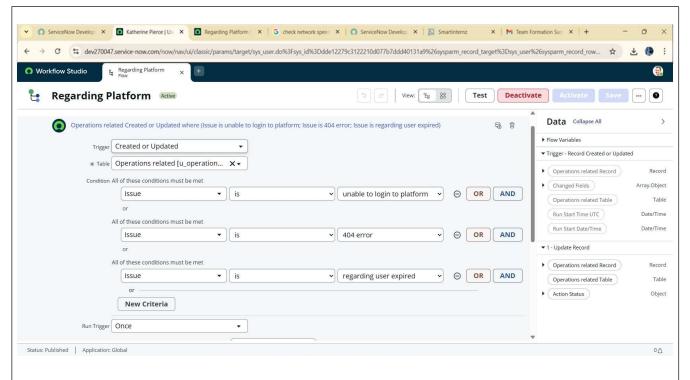6. Click Save and Activate

Flow Designer Regarding Platform

1. Create New Flow: Regarding Platform

2. Trigger:

   - Table: Operations related

   - Conditions:

     - issue is Unable to login to platform

     - issue is 404 Error

     - issue is Regarding user expired

3. Action:

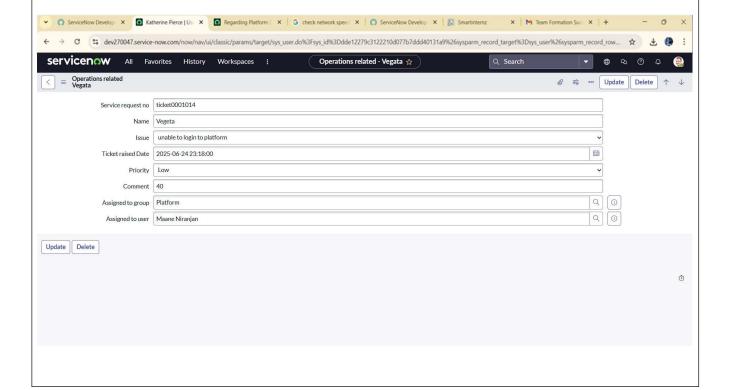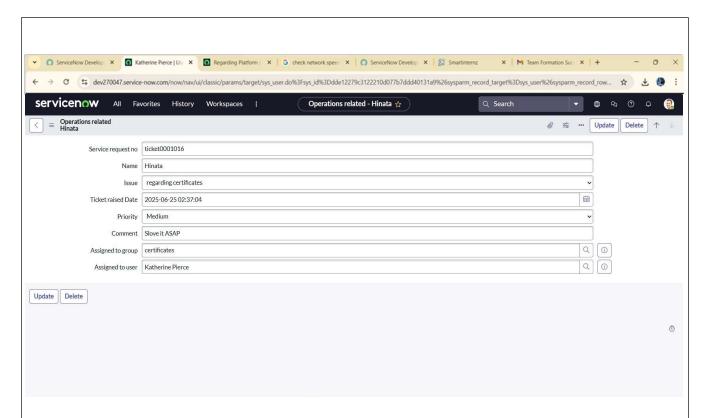   - Update Record: Assigned to group = Platform

4. Click Save and Activate

5. Performance

Testing:

Test Scenarios:

- Create a record in Operations related with each issue type

- Verify assignment is correct based on issue

- Validate ACL enforcement by accessing table data with users in different roles

Results:

- All tickets assigned correctly based on issue

- Unauthorized users restricted from modifying sensitive data

- Groups receive only relevant tickets

Conclusion:

This automation significantly improves the efficiency of ticket handling in ServiceNow. It ensures timely resolution by directing the tickets to appropriate groups based on predefined criteria. The use of Flow Designer and ACLs offers a secure and scalable foundation for managing enterprise-level support systems.