

9:44

0.61 KB/s 5G 94%



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RANJITH KUMAR M K



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Projects



Support



## PROFILE

Last Login : 2025-09-13  
12:18:54

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PROJECT TITLE : Streamlining Ticket Assignment for Efficient Support Operations

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ROCKET CHAT PASSWORD :

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Assessments



Streamlining Ticket Assignment For Efficient Support Operations

[Go To Workspace](#)



### Streamlining Ticket Assignment For Efficient Support Operations

+ Users

+ Groups

+ Roles

+ Table

+ Assign Roles &amp; Users To Groups

+ Assign Role To Table

+ Create ACL

+ Flow

+ Conclusion

## Streamlining Ticket Assignment For Efficient Support Operations

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.



Guided Project

Project Workspace



Streamlining Ticket Assignment For Efficient Support Operations

Users

Create Users

Groups

Roles

Table

Assign Roles &amp; Users To Groups

Assign Role To Table

Create ACL

Flow

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

User ID	marneniranjan	Email	marneniranjan@smartinternz.com
First name	Marnen	Language	None
Last name	Niranjan	Calendar integration	Outlook
Title	0	Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password (required)		Business phone	
Locked out		Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal integration User	<input type="checkbox"/>		

6. Click on submit

- Create one more user:
7. Create another user with the following details

Favorite	History	Workspace	Admin
User - Katherine Pierce			
Search			

9:55

150 KB/s 5G 92%



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21



servicenow



Developer



# Hello, Ranjith Kumar

Welcome to ServiceNow!

Build apps in minutes using ServiceNow's App Engine Studio with no-code/low code capabilities.

[Start Building](#)

Content available for: Zurich Yokohama Xanadu

Learn to build



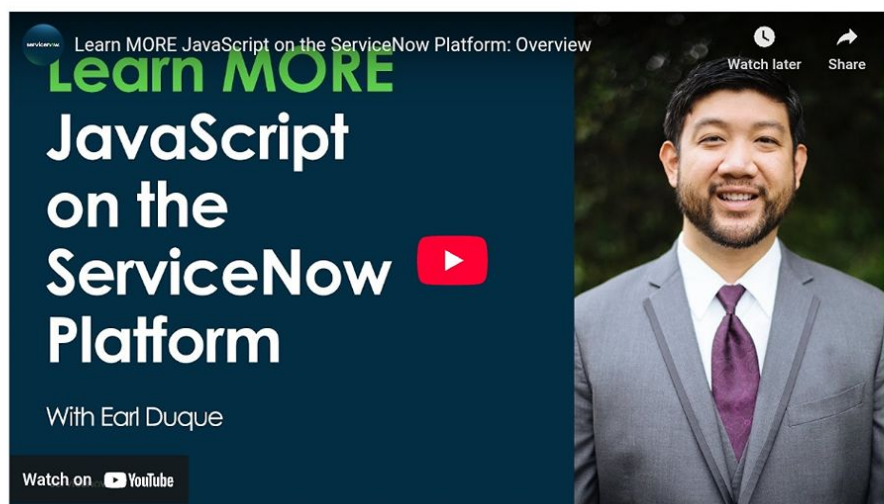
## Build your first application

Welcome to ServiceNow! Follow a guided learning plan to build apps on the powerful Now Platform with no-code/low code capabilities.

[Start Learning](#)

## Kickstart your JavaScript journey on the ServiceNow Platform.

This video series introduces you to the JavaScript language specifically tailored to its use on the ServiceNow Platform.



From the blog



9:59

15.0 KB/s 5G 91%

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All

Favorites



ServiceNow



# Creator Studio

Create request-based apps quickly

A guided and curated environment for creating forms and assigning automations to them. No-code required.

Open Creator Studio

10:01

0.07 KB/s 5G 90%

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ServiceNow



Users



System Security

Users and Groups

Users

Groups

Roles

# Creator Studio

Create request-based apps quickly

Integrated environment for creating forms and associating data to them. No-code required.

Open Creator Studio

10:01

9.06 KB/s 5G 90%

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All

Favorites



Users



User  
New record



Submit

User ID

First name

Last name

Title



Department



Password

Password needs  
reset

☐

Locked out

☐

Active



Email



Identity type

-- None --

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](#)





Guided Project

Project Workspace



Streamlining Ticket  
Assignment For Efficient  
Support Operations

Users

Create Users

Groups

Create Groups

Roles

Table

Assign Roles & Users To  
Groups

Assign Role To Table

Create ACL

## Create Groups

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

Group certificates

Name: certificates

Manager: Katherine Pierce

Description:

Groupemail:

Parent:

6. Click on submit

Create one more group:

1. Create another group with the following details

Group certificates

Name: Platform

Manager: Manne Nivargan

Description:

Groupemail:

Parent:



Guided Project

Project Workspace



Streamlining Ticket  
Assignment For Efficient  
Support Operations

Users

Create  
Users

Groups

Create  
Groups

Roles

Create  
Roles

Table

Assign Roles &  
Users To Groups

Assign Role To

## 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
Requires Subscription	Unspecified
Description	Can deal with certification issues

6. Click on submit

Create one more role:

Create another role with the  
following details

Name	Platform_role
Requires Subscription	Unspecified
Description	Can deal with platform related issues

Click on submit



Guided Project

Project Workspace



Streamlining Ticket  
Assignment For Efficient  
Support Operations

+ Users

+ Groups

+ Roles

- Table

**Create  
Table**+ Assign Roles &  
Users To Groups+ Assign Role To  
Table

+ Create ACL

+ Flow

## 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
Created by	String	(empty)	
Created	Date/Time	(empty)	
Sys ID	Sys ID (GUID)	(empty)	
Updates	Integer	(empty)	
Updated by	String	(empty)	
Updated	Date/Time	(empty)	
✗ Assigned to group	Reference	Group	
✗ Assigned to user	Reference	User	
✗ Comment	String	(empty)	
✗ Issue	String	(empty)	
✗ Name	String	(empty)	
✗ Priority	String	(empty)	
✗ Service request No	String	(empty)	



Guided Project

Project Workspace



Streamlining Ticket Assignment For Efficient Support Operations

+ Users

+ Groups

+ Roles

- Table

**Create Table**

+ Assign Roles &amp; Users To Groups

+ Assign Role To Table

+ Create ACL

+ Flow

6. Under new menu name :  
Operations related
7. Under table columns give  
the columns

Column label	Type	Reference	Max length
Created by	String	(empty)	
Created	Date/Time	(empty)	
Sys ID	Sys ID (GUID)	(empty)	
Updates	Integer	(empty)	
Updated by	String	(empty)	
Updated	Date/Time	(empty)	
Assigned to group	Reference	Group	
Assigned to user	Reference	User	
Comment	String	(empty)	
Issue	String	(empty)	
Name	String	(empty)	
Priority	String	(empty)	
Service request No	String	(empty)	
Ticket raised Date	Date/Time	(empty)	
Insert a new row...			

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

Guided Project

Project Workspace



+ Groups

+ Roles

+ Table

-

Assign Roles &  
Users To Groups**Assign  
Roles &  
Users To  
Certificate  
Group**Assign  
Roles &  
Users To  
Platform  
Group

+

Assign Role To  
Table

+

Create ACL

+

Flow

## 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

Guided Project

Project Workspace



+ Groups

+ Roles

+ Table

-

Assign Roles &  
Users To GroupsAssign  
Roles &  
Users To  
Certificate  
GroupAssign  
Roles &  
Users To  
Platform  
Group

+

Assign Role To  
Table

+

Create ACL

+

Flow

## 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 Niranjana and save
8. Click on roles
9. Select Platform\_role and save



- Student

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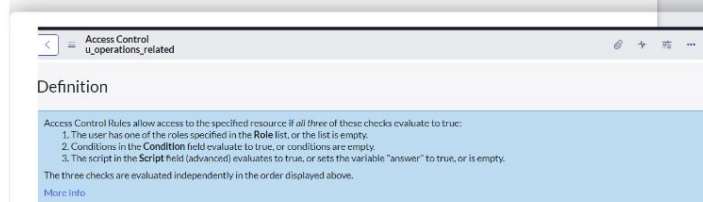


orkspace



## 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





- Student



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Efficient  
tions

## 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

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

u_operations_related.u_priority	write	record	true	admin
u_operations_related.u_ticket_raised_date	write	record	true	admin
u_operations_related.u_name	write	record	true	admin
u_operations_related.u_email	write	record	true	admin





## Guided Project

## Project Workspace

Assign Roles &  
Users To Groups



Assign Role To  
Table



Create ACL



Flow

Create A  
Flow To  
Assign  
Operations Ticket To  
Group

Create A  
Flow To  
Assign  
Operations Ticket To  
Platform  
Group

Conclusion

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.

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All

Flow

FAVORITES

No Results

ALL RESULTS

✓ Docker Webhook Answer Subf...



Guided Project

Project Workspace

Assign Roles &  
Users To Groups



Assign Role To  
Table



Create ACL

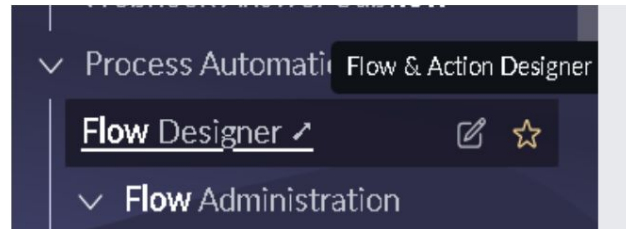


Flow

Create A  
Flow To  
Assign  
Operations Ticket To  
Group

Create A  
Flow To  
Assign  
Operations Ticket To  
Platform  
Group

Conclusion



servicenow Flow Designer

Flows Subflows Actions Executions Connections Help

Search Updated Search

	Name	Internal name	Application	Status	Active
<input type="checkbox"/>	Standard Task Task	standard_task_task	Global	Published	true
<input type="checkbox"/>	Email Sending For PI	email_sending_for_pi1	Global	Published	false
<input type="checkbox"/>	Daily Task Reminder	daily_task_reminder	Global	Draft	false

## Flow properties

\* Flow name Regarding certificates

Description Describe your flow

Application Global

Protection -- None --



## Guided Project

## Project Workspace

Assign Roles &  
Users To Groups



Assign Role To  
Table



Create ACL



Flow

Create A  
Flow To  
Assign  
Operations Ticket To  
Group

Create A  
Flow To  
Assign  
Operations Ticket To  
Platform  
Group

Conclusion

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

**now** 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

or

New Criteria

Run Trigger: For every update

Advanced Options

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



## Guided Project

## Project Workspace

Assign Roles & Users To Groups



Assign Role To Table



Create ACL



Flow

Create A Flow To Assign Operations Ticket To Group

Create A Flow To Assign Operations Ticket To Platform Group

Conclusion

## 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

or

New Criteria

Run Trigger: For every update

Advanced Options

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



Guided Project

Project Workspace

Assign Roles &  
Users To Groups



Assign Role To  
Table



Create ACL



Flow

Create A  
Flow To  
Assign  
Operation  
s Ticket To  
Group

Create A  
Flow To  
Assign  
Operation  
s Ticket To  
Platform  
Group

Conclusion

1 Update Operations related Record

Action

\* Record

\* Table

\* Fields  certificates

**servicenow** Flow Designer

Flow Regarding certificates

**Regarding certificates** View:

TRIGGER Regarding certificates

Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1 Update Operations related Record

Add an Action, Flow Logic, or Subflow

DEBUG MANAGED



Project

Project Workspace



Assign Roles &  
Permissions To Groups

Assign Role To  
User

Create ACL

Flow

Create A  
Flow To  
Assign  
Operations  
Ticket To  
Platform  
Group

Create A  
Flow To  
Assign  
Operations  
Ticket To  
Platform  
Group

Conclusion

## 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.

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



Project

Project Workspace



Assign Roles &  
Permissions To Groups

Assign Role To

Create ACL

Flow

Create A  
Flow To  
Assign  
Operations Ticket To  
Group

Create A  
Flow To  
Assign  
Operations Ticket To  
Platform  
Group

Inclusion

user " from that choice.

8. Click on Submit.

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 : Unable to login to  
platform

5. Click on New Criteria

Field : issue  
Operator : is  
Value : 404 Error

6. Click on New Criteria

Field : issue  
Operator : is  
Value : Regrading User expired

7. After that click on Done.

8. Now under Actions.

9. Click on Add an action.

10. Select action in that search for "  
Update Record ".

11. In Record field drag the fields



ject

Project Workspace



on Roles &  
s To Groups

on Role To  
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Create A  
Flow To  
Assign  
Operation  
s Ticket To  
Group

Create A  
Flow To  
Assign  
Operation  
s Ticket To  
Platform  
Group

lusion

5. Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

6. Click on New Criteria

Field : issue

Operator : is

Value : Regrading User expired

7. After that click on Done.

8. Now under Actions.

9. Click on Add an action.

10. Select action in that search for "  
Update Record ".

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

12. Table will be auto assigned after  
that

13. Give the field as " Assigned to  
group ".

14. Give value as " Platform ".

15. Click on Done.

16. Click on Save to save the Flow.

17. Click on Activate.





d Project

Project Workspace

Assign Roles &  
Users To GroupsAssign Role To  
Table

Create ACL

Flow

Create A  
Flow To  
Assign  
Operations Ticket To  
GroupCreate A  
Flow To  
Assign  
Operations Ticket To  
Platform  
Group

Conclusion

## 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.