

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

Team Id: NM2025TMID14318

Team Members: 4

Team Leader: AHMED RILA I

Team Member 1: MOHAMED MUSHRAF M

Team Member 2: MOHAMMED MATHAR ARSHATH A

Team Member 3: KAMALESH T

Problem Statement: Manual or inefficient ticket assignment leads to increased resolution times, agent overload, and decreased customer satisfaction due to misallocation and delays in processing support requests.

Objective: To implement a streamlined ticket assignment system that uses predefined rules and automation to route support tickets to the most appropriate agents, reducing assignment times and ensuring efficient handling of customer issues.

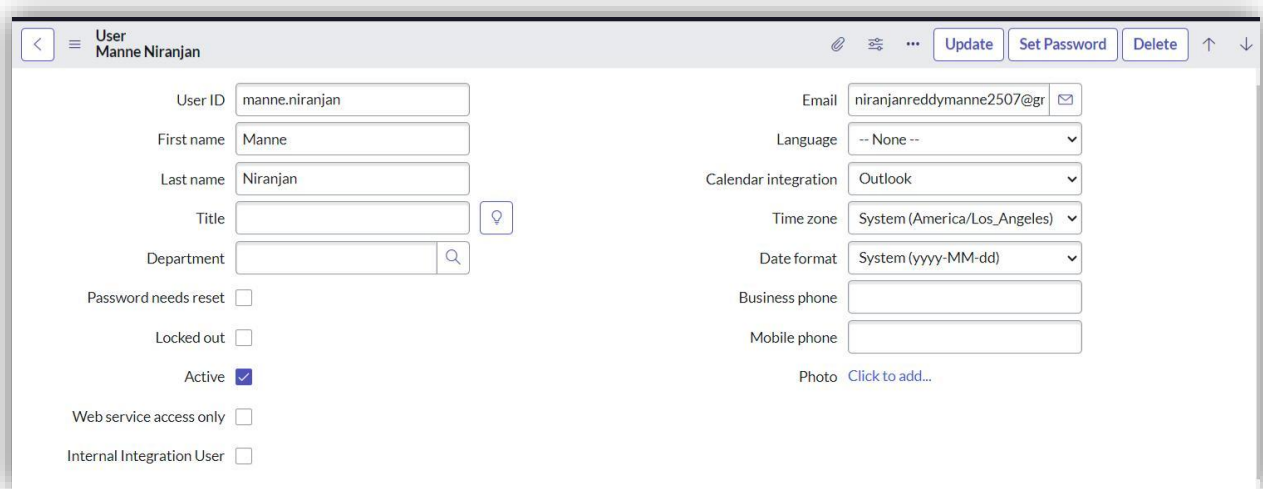
Skills: Business Analysis, Process Improvement, Technical Skills, Data Analysis, Project Management, User Training

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
5. Fill the following details to create a new user
6. Click on submit

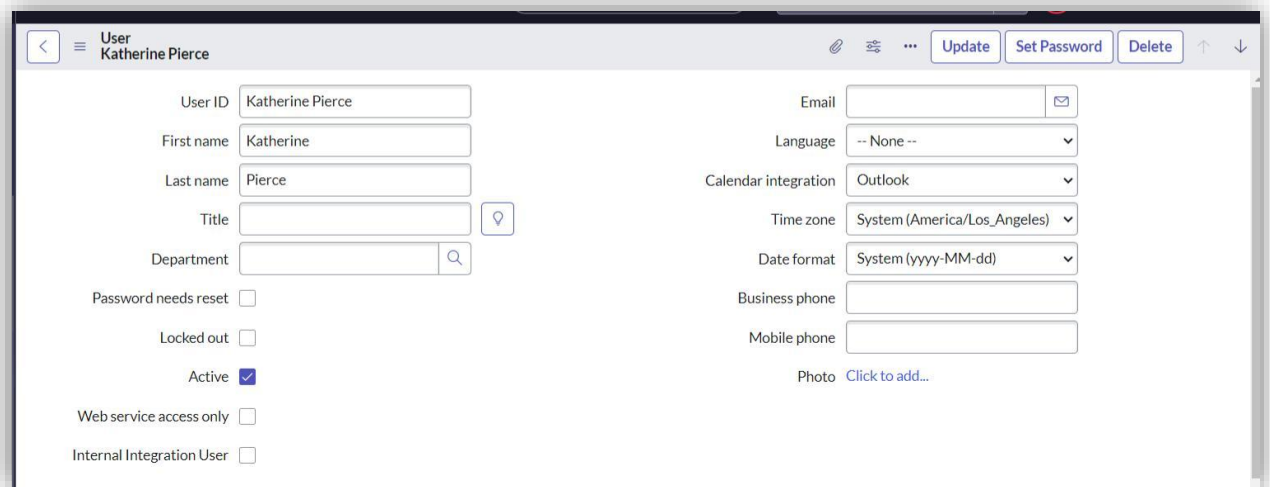


The screenshot shows the 'User' form in ServiceNow for a user named Manne Niranjan. The form is divided into two main sections: user identification and profile details. The top bar includes navigation icons, the user's name, and action buttons like 'Update', 'Set Password', and 'Delete'. The form fields are as follows:

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"/>

Create one more user :

7. Create another user with the following details



The screenshot shows a user management interface for a user named Katherine Pierce. The interface is divided into two main sections: user identification and profile details. The user identification section includes fields for User ID, First name, Last name, Title, and Department, along with checkboxes for Password needs reset, Locked out, Active, Web service access only, and Internal Integration User. The profile details section includes fields for Email, Language, Calendar integration, Time zone, Date format, Business phone, Mobile phone, and Photo. The user is currently active, and the photo field has a link to add a photo.

User Management: Katherine Pierce	
User ID	Katherine Pierce
First name	Katherine
Last name	Pierce
Title	
Department	
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"/>
Email	
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...

8. Click on submit

Milestone 2 : Groups

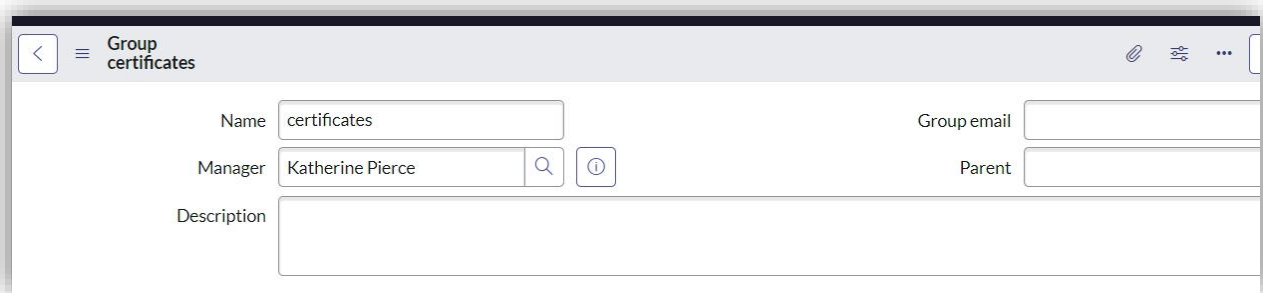
1. Open service now.

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

Group email:

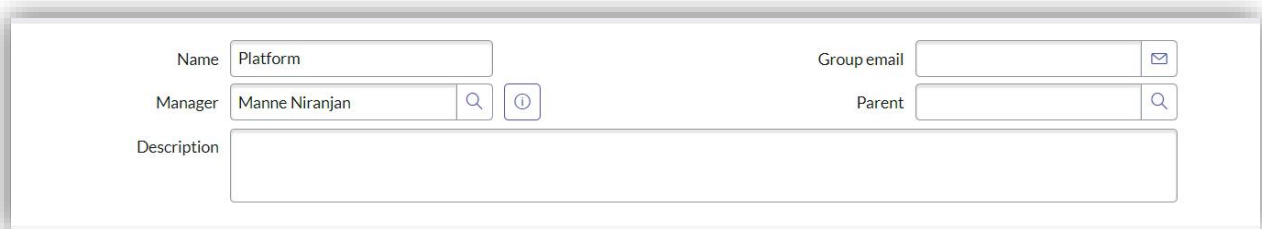
Parent:

Description:

6. Click on submit

Create another group:

7. Full the following details to create another group



Group certificates

Name: Platform

Manager: Manne Niranjana

Group email:

Parent:

Description:

8. 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



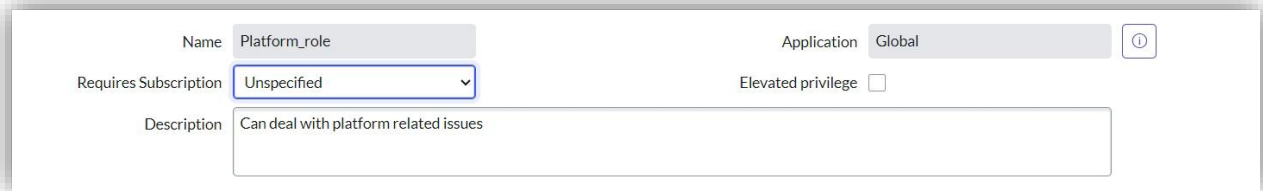
A screenshot of a web form for creating a new role. The form has a light gray border and a white background. It contains the following fields and controls:

- Name:** A text input field containing "Certification_role".
- Application:** A dropdown menu with "Global" selected. To its right is a small square icon with an "i" inside.
- Requires Subscription:** A dropdown menu with "Unspecified" selected.
- Elevated privilege:** A checkbox that is currently unchecked.
- Description:** A large text area containing the text "Can deal with certification issues".

6. Click on submit

Create another role :

7. Fill the following details to create another role



A screenshot of a web form for creating another role. The form has a light gray border and a white background. It contains the following fields and controls:

- Name:** A text input field containing "Platform_role".
- Application:** A dropdown menu with "Global" selected. To its right is a small square icon with an "i" inside.
- Requires Subscription:** A dropdown menu with "Unspecified" selected.
- Elevated privilege:** A checkbox that is currently unchecked.
- Description:** A large text area containing the text "Can deal with platform related issues".

8. Click on submit

Milestone 4 :

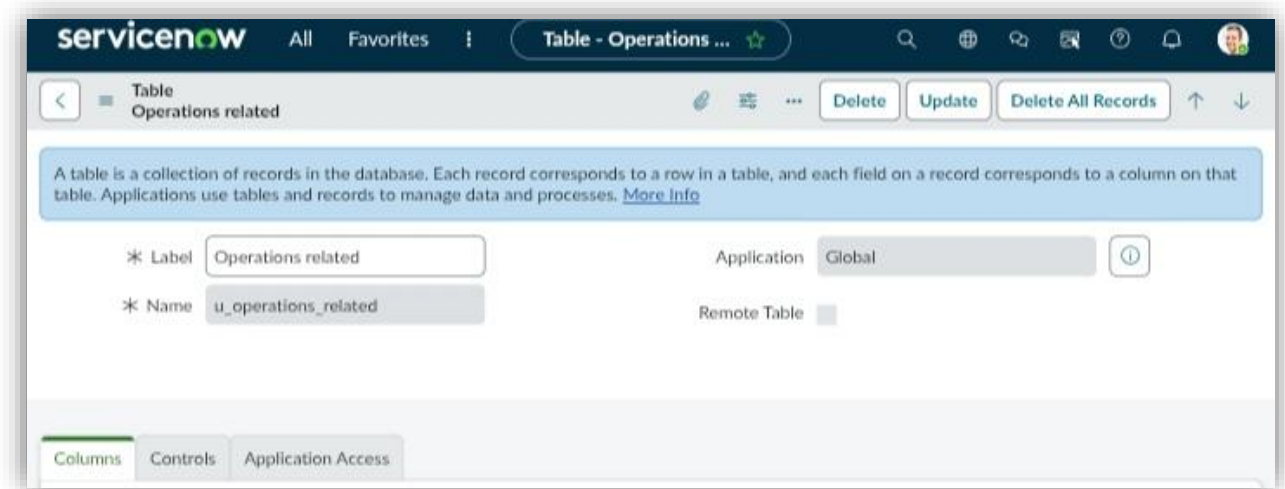
Activity 1: Create Table

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



The screenshot shows the ServiceNow interface for creating a new table. The header bar includes the ServiceNow logo, navigation links (All, Favorites), and a search bar. The main content area is titled 'Table - Operations related' and contains a description of tables. Below the description, there are input fields for 'Label' (Operations related), 'Name' (u_operations_related), 'Application' (Global), and 'Remote Table' (unchecked). At the bottom, there are tabs for 'Columns', 'Controls', and 'Application Access'.

servicenow All Favorites Table - Operations ...

< Table Operations related Delete Update Delete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label Operations related Application Global

* Name u_operations_related Remote Table

Columns Controls Application Access

7. Under table columns give the columns

Columns Controls Application Access

Table Columns for text Search 1 to 14 of 14 New

Dictionary Entries

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

Delete Update Delete All Records

8. Click on submit or (update – if any changes required)

9. Create choices for the issue filed by using form design

Choices are :

The screenshot shows the ServiceNow 'Tables' interface. The main table is 'Access Controls' with the following data:

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-08-31 05:26:23

Below the table is a 'Choices' section with the following data:

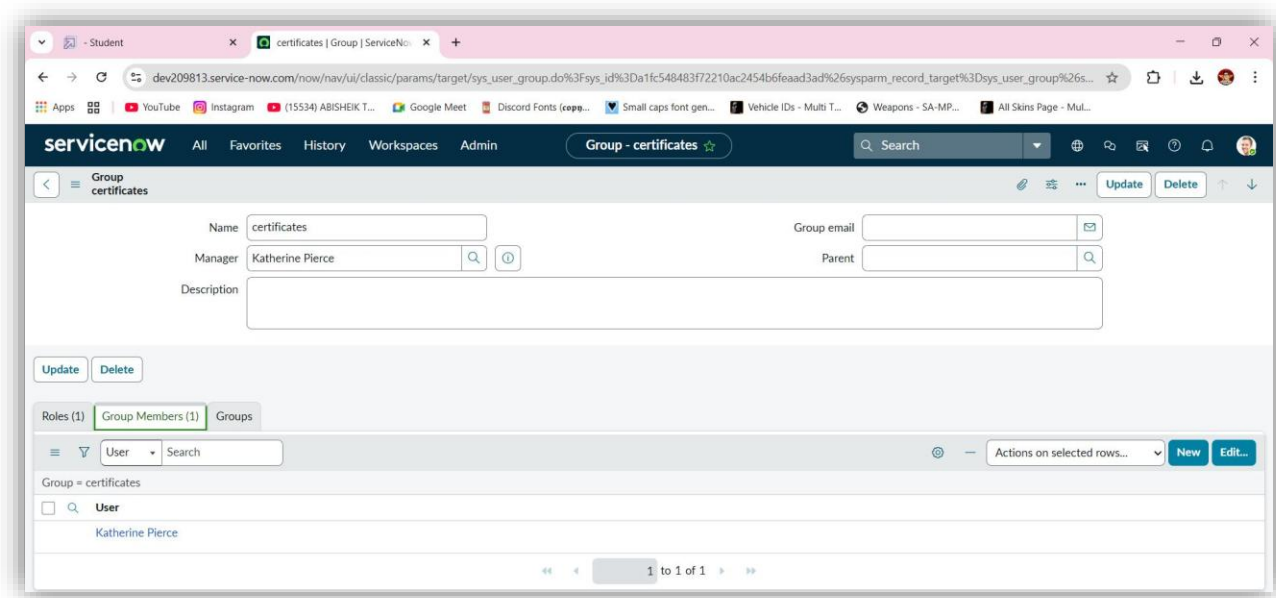
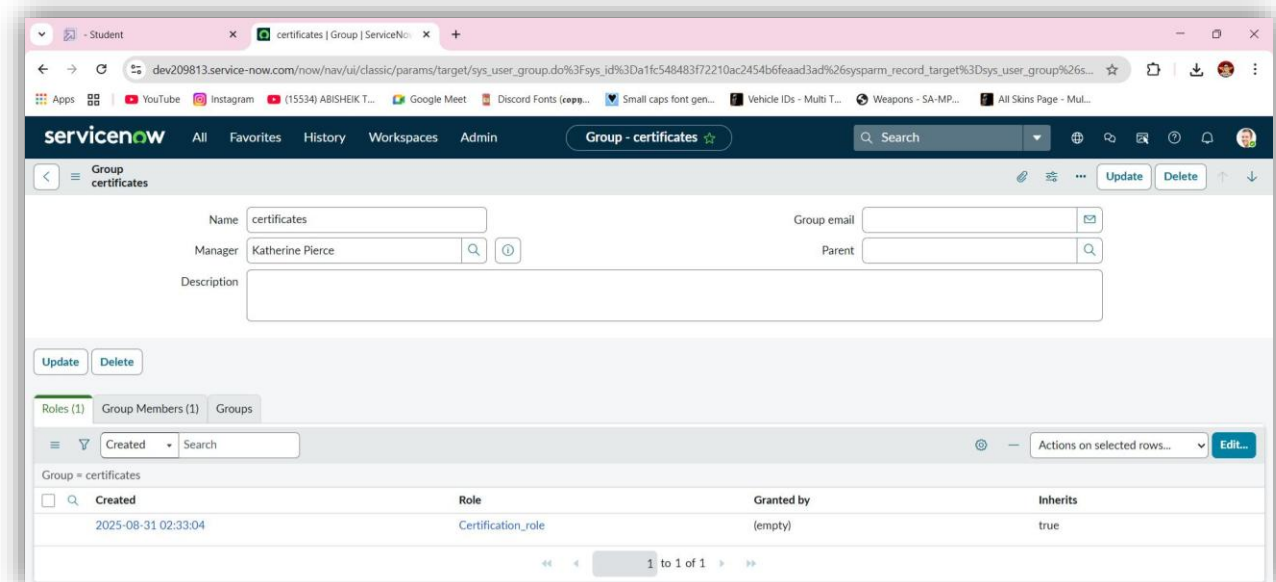
Label	Value	Language	Sequence	Inactive	Updated
regarding certificates	regarding certificates	en		false	2025-08-31 02:21:45
404 error	404 error	en		false	2025-08-31 02:21:28
unable to login to platform	unable to login to platform	en		false	2025-08-31 02:20:53
regarding user expired	regarding user expired	en		false	2025-08-31 02:22:05

10. Click on update

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 groups
3. Select certificate group
4. Click on edit
5. Select roles (certificate_role)
6. Select group members (Katherine pierce)



7. Click on save

Activity 2 : Assign roles & users to platform group

1. Open service now
2. Click on all >> search for groups
3. Select certificate group
4. Click on edit
5. Select roles (platform_role)
6. Select group members (Manne Niranjana)

The screenshot shows the ServiceNow Groups page for the 'Platform' group. The page has a top navigation bar with 'Groups' selected. Below the navigation bar, there are fields for 'Name' (Platform), 'Manager' (Manne Niranjana), 'Group email', and 'Description'. There are 'Update' and 'Delete' buttons. Below these fields, there are two sections: 'Roles' and 'Group Members'. The 'Roles' section has a table with one role assigned: 'Platform_role'. The 'Group Members' section has a table with one member assigned: 'Manne Niranjana'.

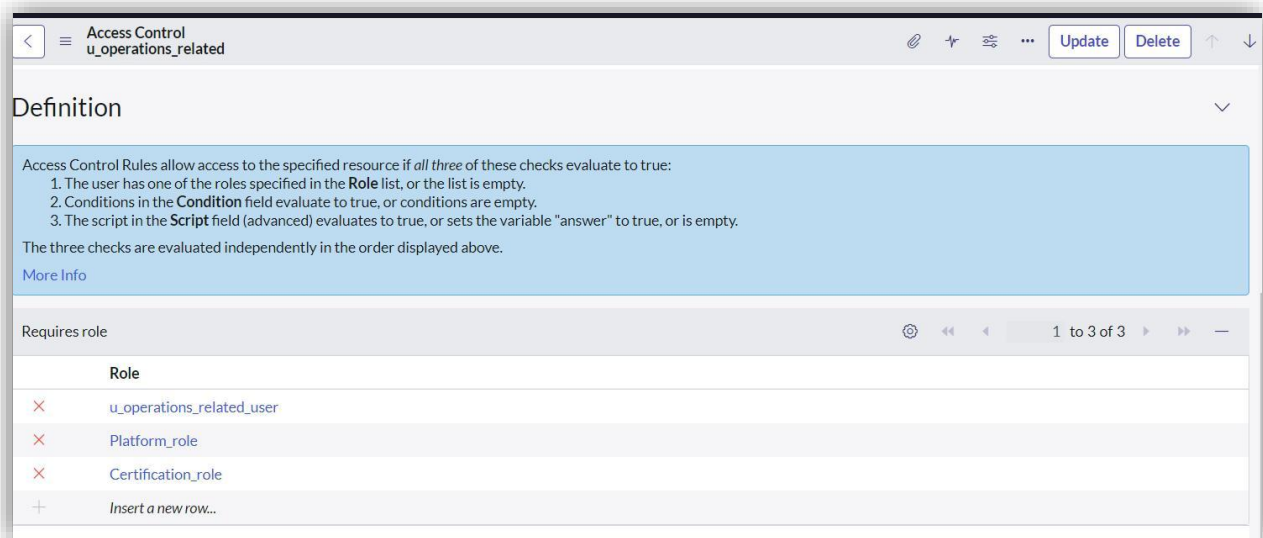
Created	Role	Granted by	Inherits
2025-08-31 02:37:10	Platform_role	(empty)	true

User
Manne Niranjana

7. Click on save

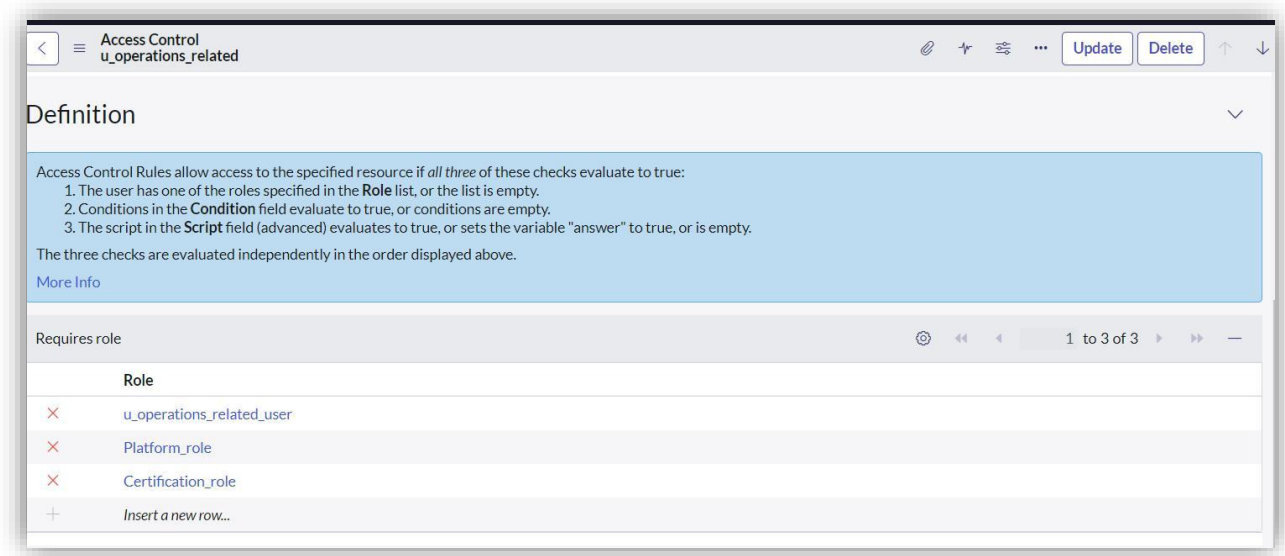
Milestone 6: Assign role to table

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 & add certificate role



12. Click on update

13. Click on u_operations_related write operation
14. Under Requires role
15. Double click on insert a new row
16. Give platform role & add certificate role



17. Click on update

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

6. Creating write access control for u_operations_related_service_request_No

The screenshot shows the 'Access Control' configuration window for the field 'u_operations_related.u_service_request_no'. The configuration includes the following fields and options:

- Type:** record
- Operation:** write
- Application:** Global
- Active:** ☒
- Advanced:** ☐
- Admin overrides:** ☒
- Protection policy:** -- None --
- Name:** Operations related [u_operations_related] (dropdown) and Service request No (dropdown)
- Description:** (empty text area)
- Condition:** 4 records match condition (with a help icon). Below this are buttons for 'Add Filter Condition' and 'Add "OR" Clause'. At the bottom, there are three dropdown menus: '-- choose field --', '-- oper --', and '-- value --'.

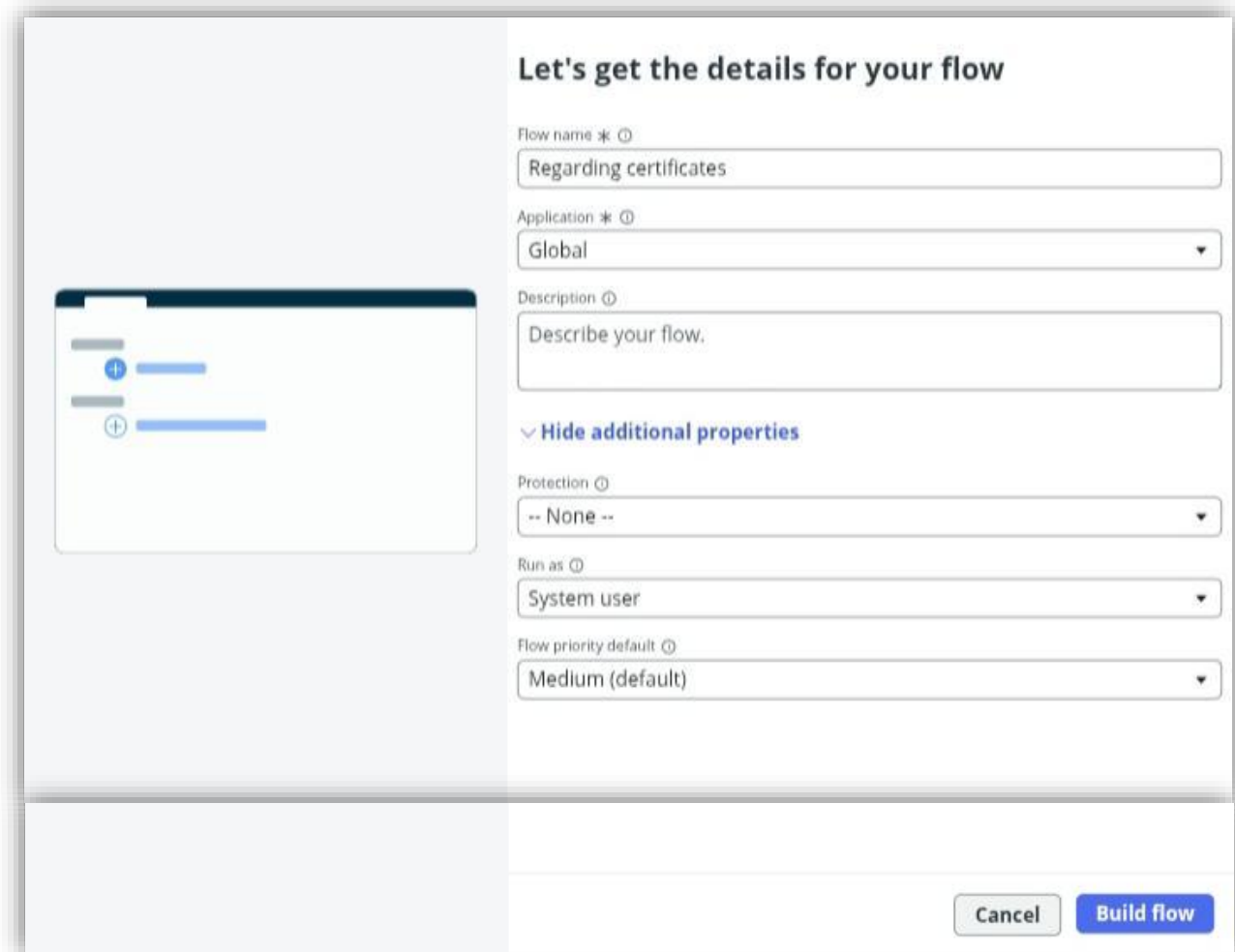
7. Scroll down under requires role
8. Double click on insert a new row
9. Give admin role & click on submit
10. create 4 acl for the following fields

<input type="checkbox"/>	<input type="info"/>	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 certificate 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 build flow



Let's get the details for your flow

Flow name * ⓘ
Regarding certificates

Application * ⓘ
Global ▼

Description ⓘ
Describe your flow.

▼ Hide additional properties

Protection ⓘ
-- None -- ▼

Run as ⓘ
System user ▼

Flow priority default ⓘ
Medium (default) ▼

Cancel Build flow

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.

The screenshot shows a 'TRIGGER' configuration window. At the top, there's a title bar with 'now' and a subtitle 'Operations related Created or Updated (Trigger: Created or Updated regarding certificates)'. The main configuration area includes: a 'Trigger' dropdown set to 'Created or Updated'; a 'Table' field with a red asterisk icon, set to 'Operations related [u_operations_related]'; a 'Condition' section with the text 'All of these conditions must be met', followed by a dropdown 'Issue', the operator 'is', and a dropdown 'Regarding certificates'. There are 'OR' and 'AND' buttons to the right of the condition. Below the condition is a 'New Criteria' button. The 'Run Trigger' dropdown is set to 'For every update'. At the bottom, there's an 'Advanced Options' button. On the far right, there are 'Delete', 'Cancel', and 'Done' buttons.

1. Now under Actions.

2. Click on Add an action.

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

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

5. Table will be auto assigned after that

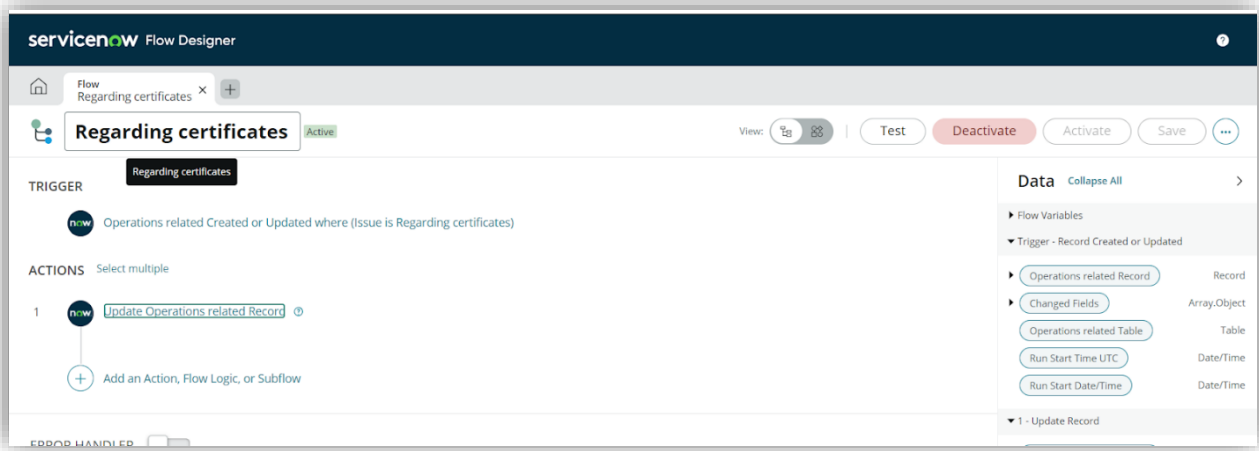
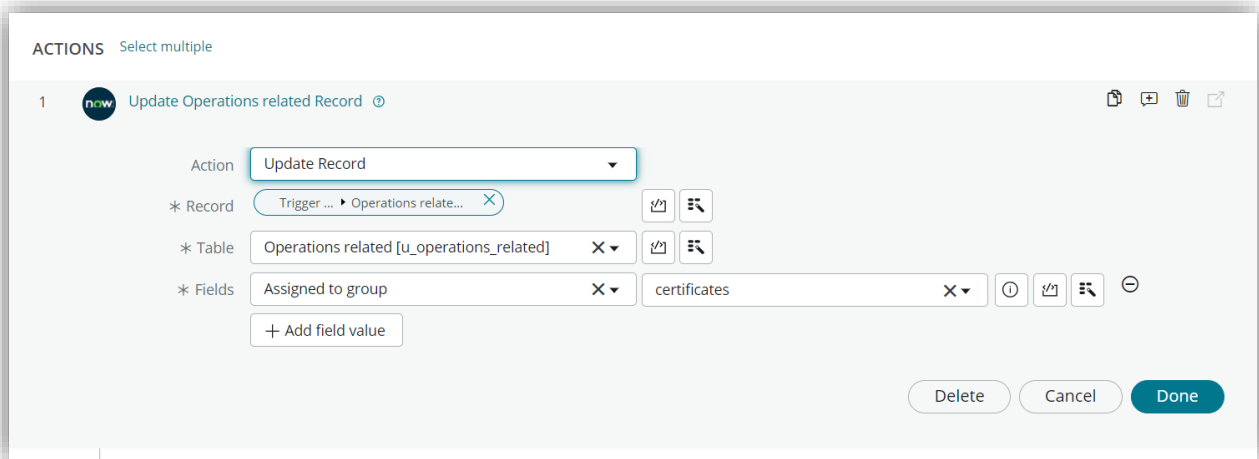
6. Give the field as “ Assigned to group ”

7. Give value as “ Certificates ”

8. Click on Done.

9. Click on Save to save the Flow.

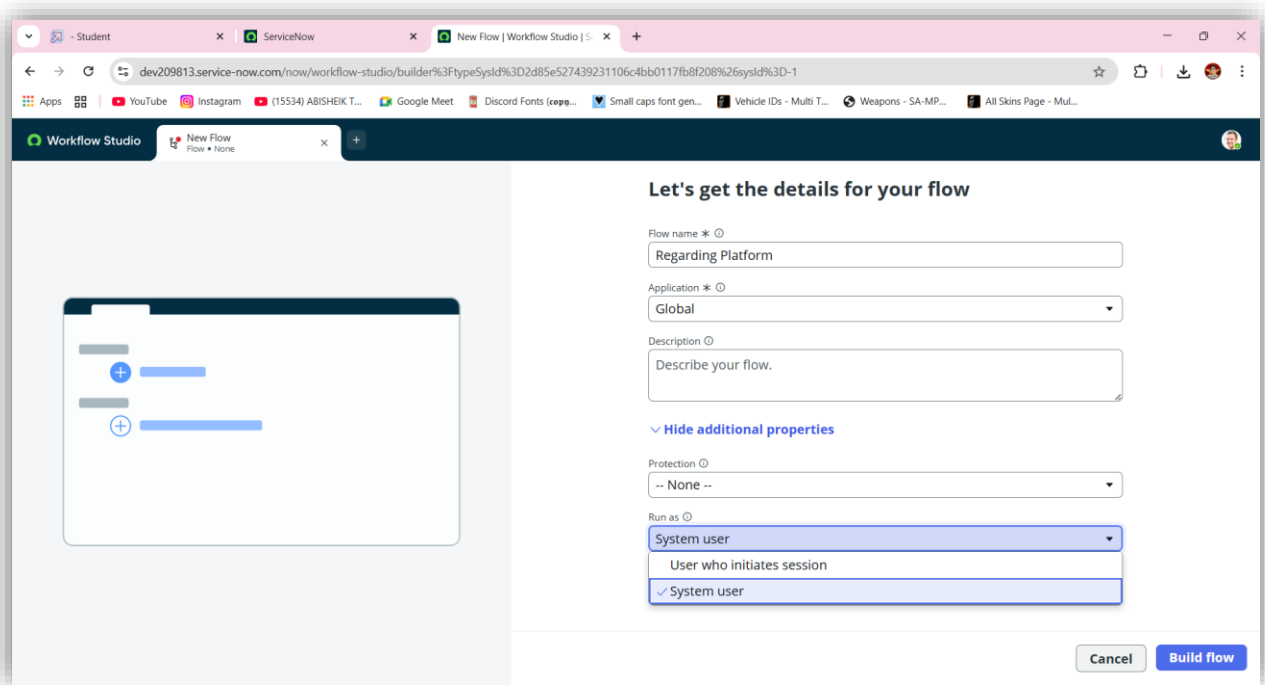
10. Click on Activate.



Activity 2 : 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.

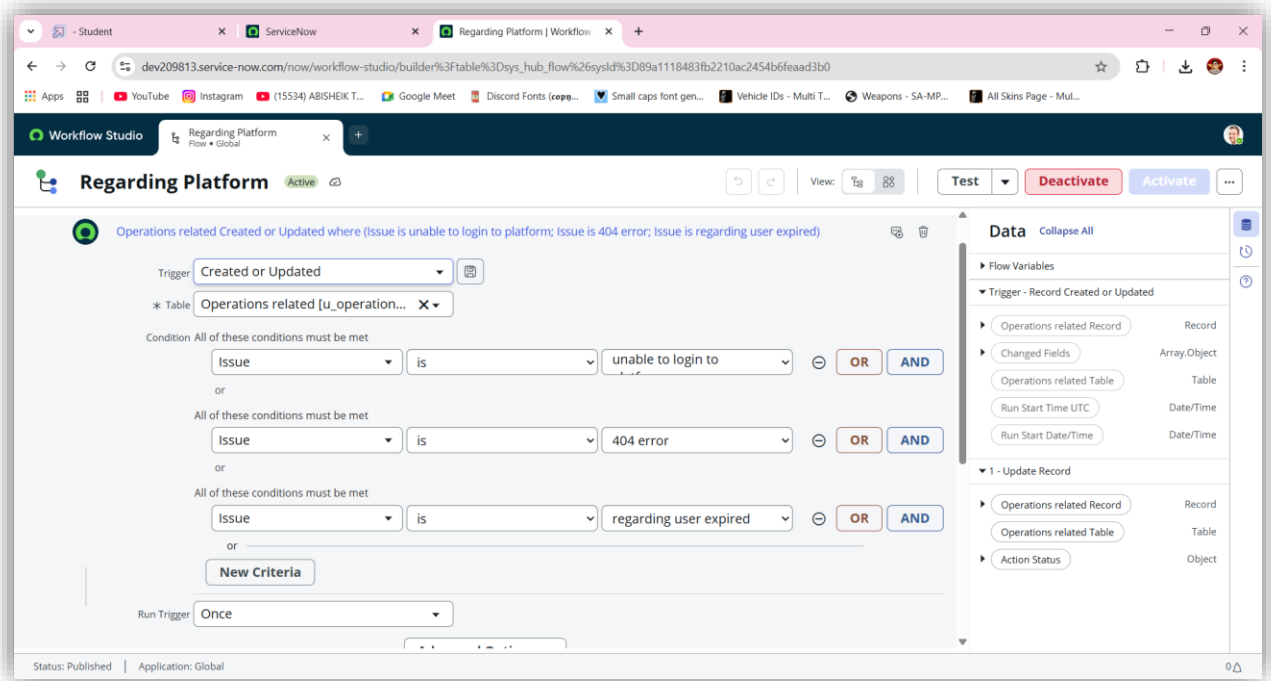


The screenshot shows the ServiceNow Workflow Studio interface for creating a new flow. The browser address bar indicates the URL: `dev209813.service-now.com/now/workflow-studio/builder%3FtypeSysId%3D2d85e527439231106c4bb0117fb8f208%26sysId%3D-1`. The page title is "New Flow | Workflow Studio". The left sidebar shows a canvas with two empty slots for adding steps. The main panel, titled "Let's get the details for your flow", contains the following configuration fields:

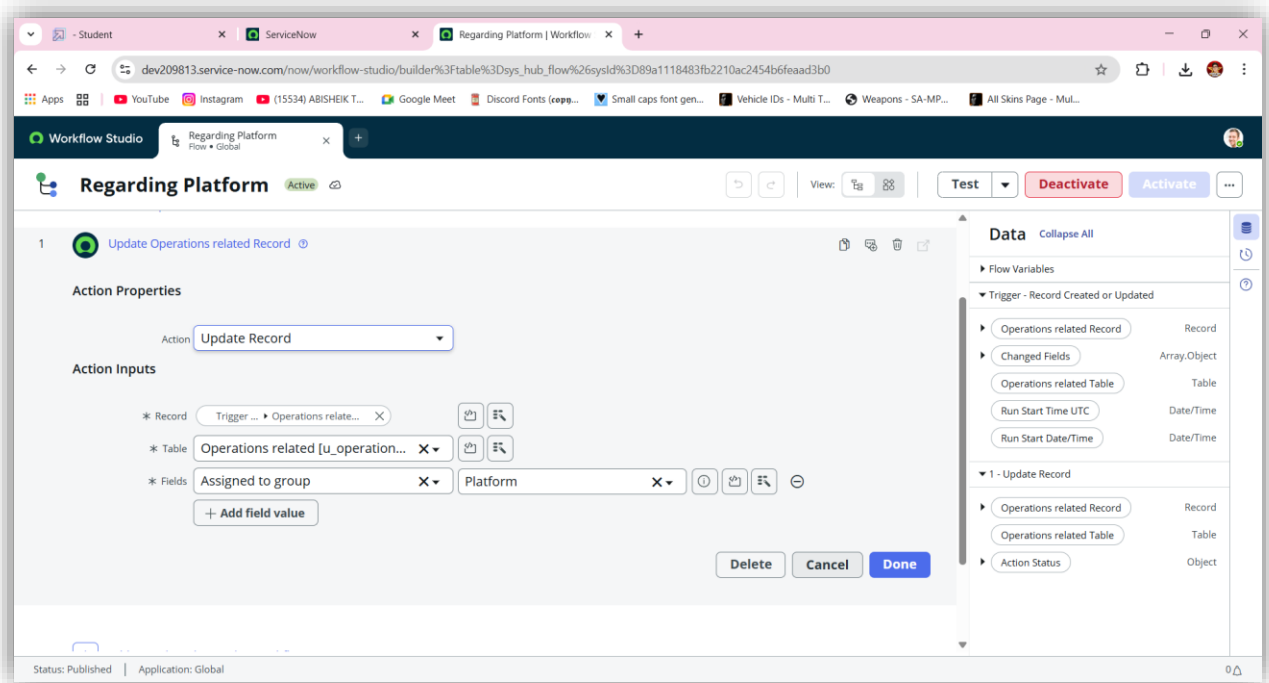
- Flow name ***: Text input field containing "Regarding Platform".
- Application ***: Dropdown menu set to "Global".
- Description**: Text area with the placeholder "Describe your flow."
- Hide additional properties**: A link to expand or collapse additional settings.
- Protection**: Dropdown menu set to "-- None --".
- Run as**: A dropdown menu with "System user" selected. Below it, a list shows "User who initiates session" and "System user" (which is checked).

At the bottom right, there are two buttons: "Cancel" and "Build flow".

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.



1. Now under Actions.
2. Click on Add an action.
3. Select action in that search for “ Update Record ”.
4. In Record field drag the fields from the data navigation from left side
5. Table will be auto assigned after that
6. Give the field as “ Assigned to group ”.
7. Give value as “ Platform ”.
8. Click on Done.
9. Click on Save to save the Flow.
10. 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.