



Streamlining Ticket Assignment For Efficient Support Operations

Users

Create Users

Groups

Roles

Table

Assign Roles & Users To Groups

Assign Role To Table

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 in ServiceNow. The title bar indicates 'User Manne Niranjan' with 'Update' and 'Set Password' buttons. The form is divided into two main sections. The left section contains fields for 'User ID' (manne.niranjan), 'First name' (Manne), 'Last name' (Niranjan), 'Title' (empty), and 'Department' (empty with a search icon). Below these are checkboxes for 'Password needs reset' (unchecked), 'Locked out' (unchecked), 'Active' (checked), 'Web service access only' (unchecked), and 'Internal Integration User' (unchecked). The right section contains fields for 'Email' (niranjanred@dynamic2307.jp), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America) Los Angeles), 'Date format' (System (yyyy MM dd)), 'Business phone' (empty), and 'Mobile phone' (empty). At the bottom right, there is a 'Photo' field with a 'Click to add...' link.

6. Click on submit

Create one more user:

7. Create another user with the following details

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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

The screenshot shows a form titled "Group certificates" with the following fields:

- Name: certificates
- Manager: Katherine Pierce
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

6. Click on submit

Create one more group:

1. Create another group with the following details

The screenshot shows the beginning of a form with the following visible fields:

- Name: Platform
- Group email: (empty)

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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	Application	Global
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>
Description	Can deal with certification issues		

6. Click on submit

Create one more role:

Create another role with the following details

Name Platform_role

Application Global



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Create Table

+ Assign Roles & Users To Groups

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+ Create ACL

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	Default value
Created by	String	(empty)	40	
Created	Date/Time	(empty)	40	
Sys ID	Sys ID (GUID)	(empty)	32	
Updates	Integer	(empty)	40	
Updated by	String	(empty)	40	
Updated	Date/Time	(empty)	40	
X Assigned to group	Reference	Group	40	
X Assigned to user	Reference	User	32	
X Comment	String	(empty)	40	
X Issue	String	(empty)	40	
X Name	String	(empty)	40	
X Priority	String	(empty)	40	
X Service request No	String	(empty)	40	javascript:NextObj.NumberPadded();
X Ticket raised Date	Date/Time	(empty)	40	
+ Insert a new row...				

8. Click on submit



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- Assign Roles & Users To Groups
 - Assign Roles & Users To Certificate Group**
 - Assign Roles & Users To Platform Group
- Assign Role To Table
- Create ACL

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



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



- Roles

Create Roles

- Table

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- Assign Roles & Users To Groups

Assign Roles & Users To Certificate Group

Assign Roles & Users To Platform Group

- Assign Role To Table

Assign Role To Table

+ Create ACL

- Flow

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



14. Click on u_operations_related write operation
15. Under Requires role

Create Roles

Table

Create Table

Assign Roles & Users To Groups

Assign Roles & Users To Certificate Group

Assign Roles & Users To Platform Group

Assign Role To Table

Assign Role To Table

Create ACL

Create ACL

Flow

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

Access Control u_operations_related,u_service_request_no

Type: record

Operation: write

Application: Global

Active: ☒

Advanced: ☐

Admin overrides: ☒

Protection policy: None

Name: Operations related (u_operations_related) Service request No

Description:

Condition: 5 records match condition

Add Filter Condition Add "OR" Clause

choose field oper value

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

Certificate Group

Assign Roles & Users To
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Create ACL

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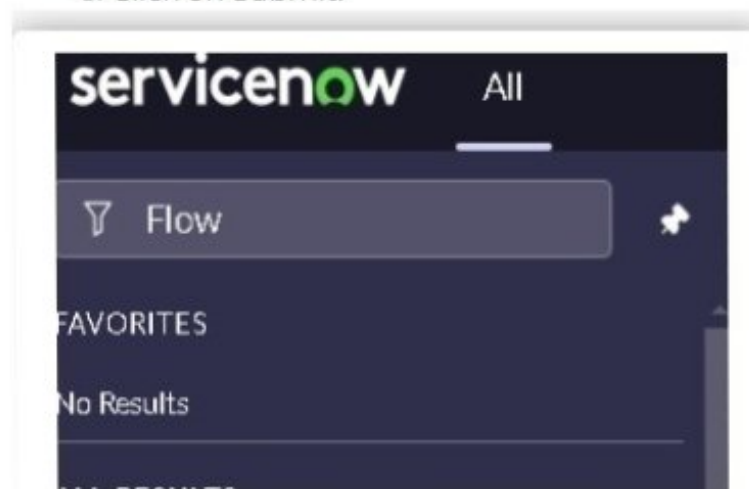
Create A Flow To Assign
Operations Ticket To
Group

Create A Flow To Assign
Operations Ticket To
Platform Group

Conclusion

Create A Flow To Assign Operations Ticket To 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 Submit.



Certificate Group

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Create ACL

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Flow

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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
Operator : is
Value : Unable to login to platform

5. Click on New Criteria
Field : issue
Operator : is

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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.