

PROJECT DETAILS



Streamlining Ticket Assignment
For Efficient Support Operations

TASK & PROGRESS

INTERMEDIATE

MENTOR REVIEW

Streamlining Ticket Assignment For Efficient Support Operations

Category: ServiceNow System Administrator

Skills Required:

Tensorflow, Spring

Project Description:

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. ▲

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Users

Create Users

Groups

Roles

Table

Assign Roles & Users To Groups

Assign Role To Table

Create ACL

Flow

Conclusion

TASK & PROGRESS

Create Users

Duration: 1 Hrs

Skill Tags:

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

<

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User
Manne Niranjan

🔗 ⚙️ ⋮

Update Set Password Delete

User ID

manne.niranjan

Email

niranjanreddymanne2507@gr

✉️

First name

Manne

Language

-- None --

▼

Last name

Niranjan

Calendar integration

Outlook

▼

Title

📍

Time zone

System (America/Los_Angeles)

▼

Department

🔍

Date format

System (yyyy-MM-dd)

▼

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Create Groups

Duration: 1 Hrs

Skill Tags:

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
- Group email: (empty)
- Parent: (empty)
- Description: (empty)

There are also search and help icons next to the Manager field.

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Create Roles

Duration: 1 Hrs

Skill Tags:

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

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Create Table

Duration: 1 Hrs

Skill Tags:

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 tableLabel : 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	

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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

Duration: 1 Hrs

Skill Tags:

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

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Assign Roles & Users To Platform Group

Duration: 1 Hrs

Skill Tags:

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

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Assign Role To Table

Duration: 1 Hrs

Skill Tags:

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

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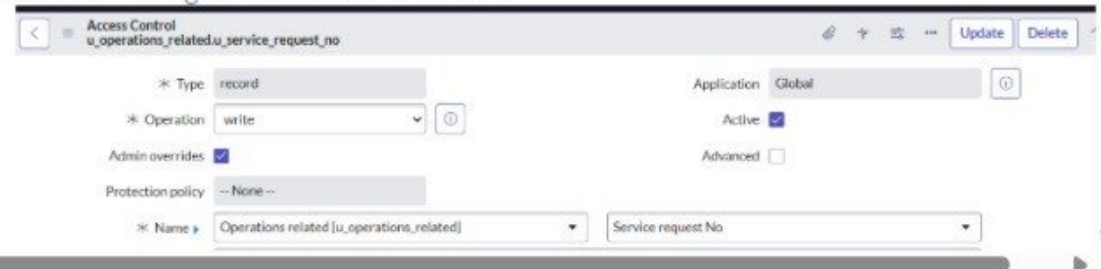
TASK & PROGRESS

Create ACL

Duration: 1 Hrs

Skill Tags:

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



The screenshot shows the 'Access Control' form in ServiceNow. The breadcrumb trail is 'Access Control > u_operations_related > u_service_request_no'. The form fields are as follows:

- * Type: record
- * Operation: write
- Application: Global
- Active: ☒
- Advanced: ☐
- Admin overrides: ☒
- Protection policy: -- None --
- * Name: Operations related [u_operations_related] (selected), Service request No (available)

Buttons for 'Update' and 'Delete' are visible in the top right corner.

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Create A Flow To Assign
Operations Ticket To Group

Create A Flow To Assign
Operations Ticket To Platform

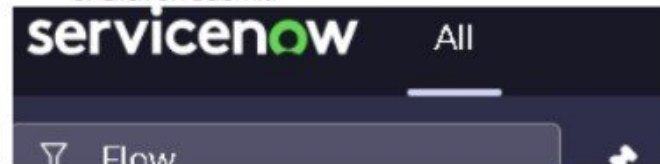
TASK & PROGRESS

Create A Flow To Assign Operations Ticket To Group

Duration: 1 Hrs

Skill Tags:

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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Operations Ticket To Group

Create A Flow To Assign
Operations Ticket To Platform
Group

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Create A Flow To Assign Operations Ticket To Platform Group

Duration: 1 Hrs

Skill Tags:

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.

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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.