

# **SRI VIDYA COLLEGE OF ENGINEERING & TECHNOLOGY**

**VIRUDHUNAGAR 626005**

**Approved by AICTE, New Delhi and Affiliated to**

**Anna University, Chennai**



**Subject Name : ServiceNow Administrator (NM1051)**

**Under Naan Mudhalvan Scheme**

**Project Title : Streamlining Ticket Assignment for Efficient Support Operations**

**Team ID: NM2025TMID06613**

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# Streamlining Ticket Assignment for Efficient Support Operations



## Objective:

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.

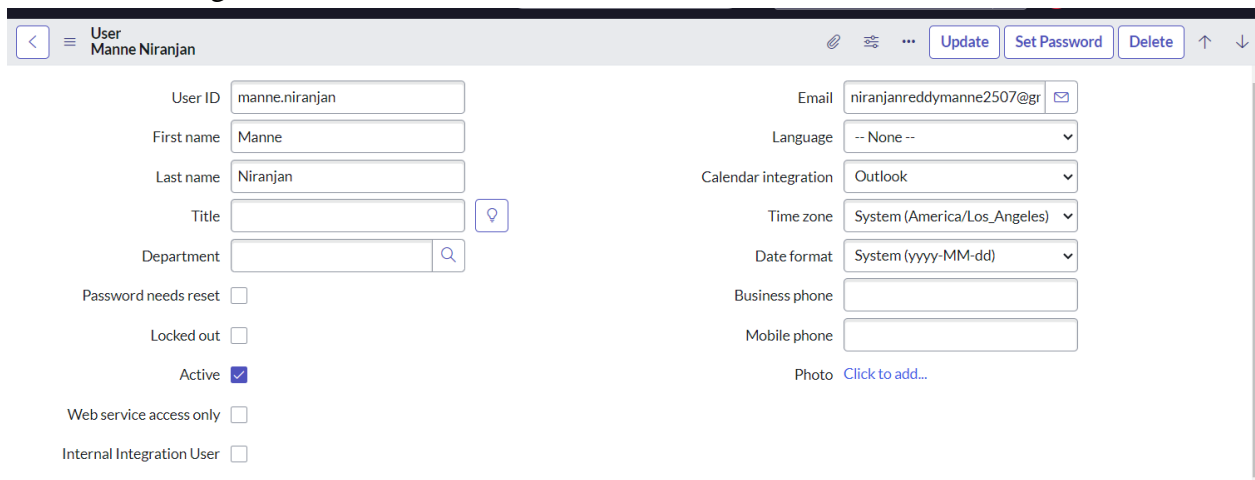
## Problem Statement:

At ABC Corporation , the manual process of assigning support tickets to relevant teams often leads to delays, misrouting, and inefficient resource utilization. This results in slower issue resolution times and reduced customer satisfaction. There is need for an automated ticket assignment system that can intelligently and accurately route tickets to the appropriate support teams based on issue type , priority , and workload distribution. This will streamline support operations , enhance productivity , and improve overall customer service quality.

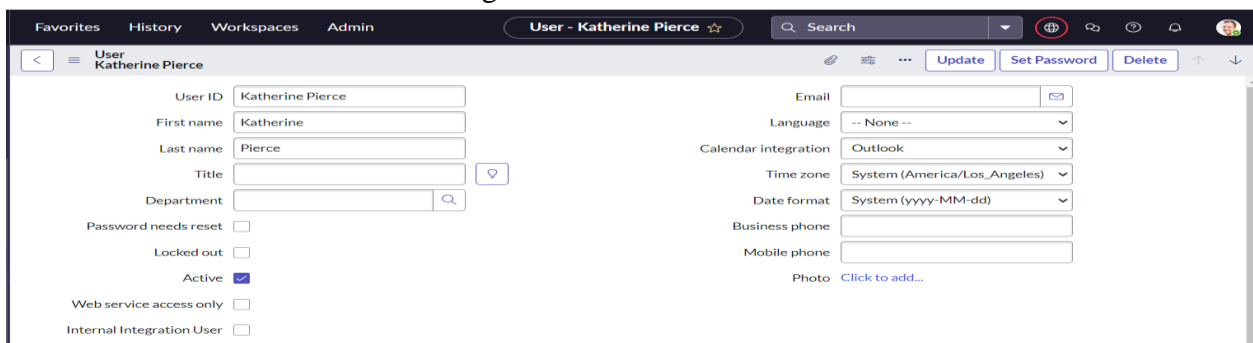
## USERS:

### 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
7. Create another user with the following details

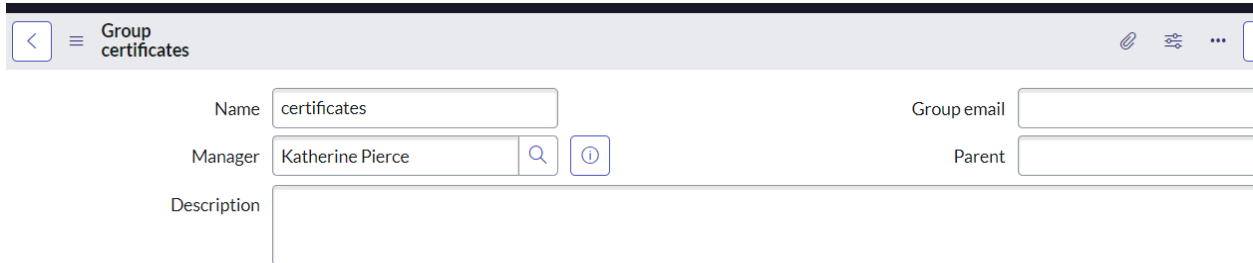


8. Click on submit.

## Groups:

## 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

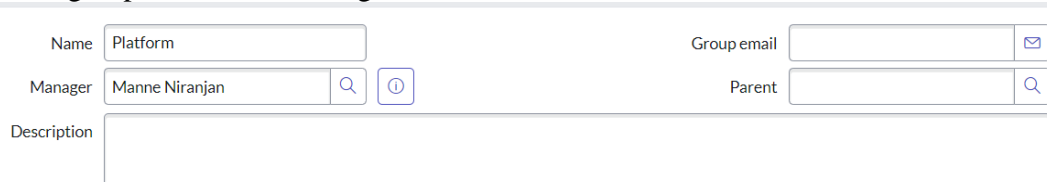


The screenshot shows the 'Group certificates' form in ServiceNow. The form has a header bar with a back arrow, a menu icon, the title 'Group certificates', and action icons (edit, list, and more). The form fields are: 'Name' with the value 'certificates', 'Group email' (empty), 'Manager' with the value 'Katherine Pierce' and search and help icons, 'Parent' (empty), and 'Description' (empty).

6. Click on submit

## Create one more group:

1. Create another group with the following details

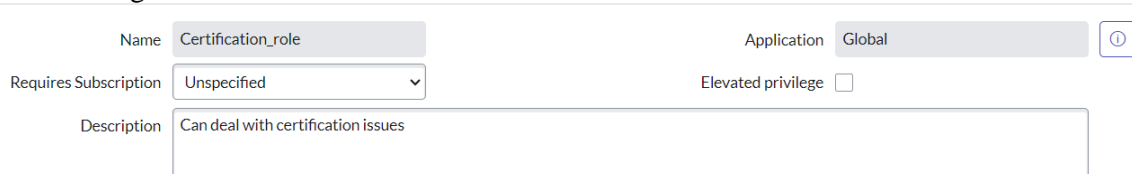


The screenshot shows the 'Platform' group form in ServiceNow. The form has a header bar with a back arrow, a menu icon, the title 'Platform', and action icons (edit, list, and more). The form fields are: 'Name' with the value 'Platform', 'Group email' (empty), 'Manager' with the value 'Manne Niranjana' and search and help icons, 'Parent' (empty), and 'Description' (empty).

2. Click on submit

## 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



The screenshot shows the 'Certification\_role' form in ServiceNow. The form has a header bar with a back arrow, a menu icon, the title 'Certification\_role', and action icons (edit, list, and more). The form fields are: 'Name' with the value 'Certification\_role', 'Application' with the value 'Global' and a help icon, 'Requires Subscription' with the value 'Unspecified', 'Elevated privilege' (unchecked), and 'Description' with the value 'Can deal with certification issues'.

6. Click on submit
7. Create one more role:



The screenshot shows the 'Platform\_role' form in ServiceNow. The form has a header bar with a back arrow, a menu icon, the title 'Platform\_role', and action icons (edit, list, and more). The form fields are: 'Name' with the value 'Platform\_role', 'Application' with the value 'Global' and a help icon, 'Requires Subscription' with the value 'Unspecified', 'Elevated privilege' (unchecked), and 'Description' with the value 'Can deal with platform related issues'.

## Table:

## 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	Display
Created by	String	(empty)		40	false
Created	Date/Time	(empty)		40	false
Sys ID	Sys ID (GUID)	(empty)		32	false
Updates	Integer	(empty)		40	false
Updated by	String	(empty)		40	false
Updated	Date/Time	(empty)		40	false
✗ Assigned to group	Reference	Group		40	false
✗ Assigned to user	Reference	User		32	false
✗ Comment	String	(empty)		40	false
✗ Issue	String	(empty)		40	false
✗ Name	String	(empty)		40	false
✗ Priority	String	(empty)		40	false
✗ Service request No	String	(empty)		40 javascript:getNextObjNumberPadded();	false
✗ Ticket raised Date	Date/Time	(empty)		40	false
+ 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

## Assign roles & users to groups:

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 and 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

### 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

Access Control  
u\_operations\_related

Update Delete

### Definition

Access Control Rules allow access to the specified resource if *all three* 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. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

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

[More Info](#)

Requires role

Role
✗ u_operations_related_user
✗ Platform_role
✗ Certification_role
+ Insert a new row...

14. Click on u\_operations\_related write operation
15. Under Requires role
16. Double click on insert a new row
17. Give platform role and add certificate role.

## 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 Application: Global

\* Operation: write Active: ☒

Admin overrides: ☒ Advanced: ☐

Protection policy: -- None --

\* Name: Operations related [u\_operations\_related] Service request No

Description:

Condition: 4 records match condition

Add Filter Condition Add "OR" Clause

-- choose field -- -- oper -- -- value --

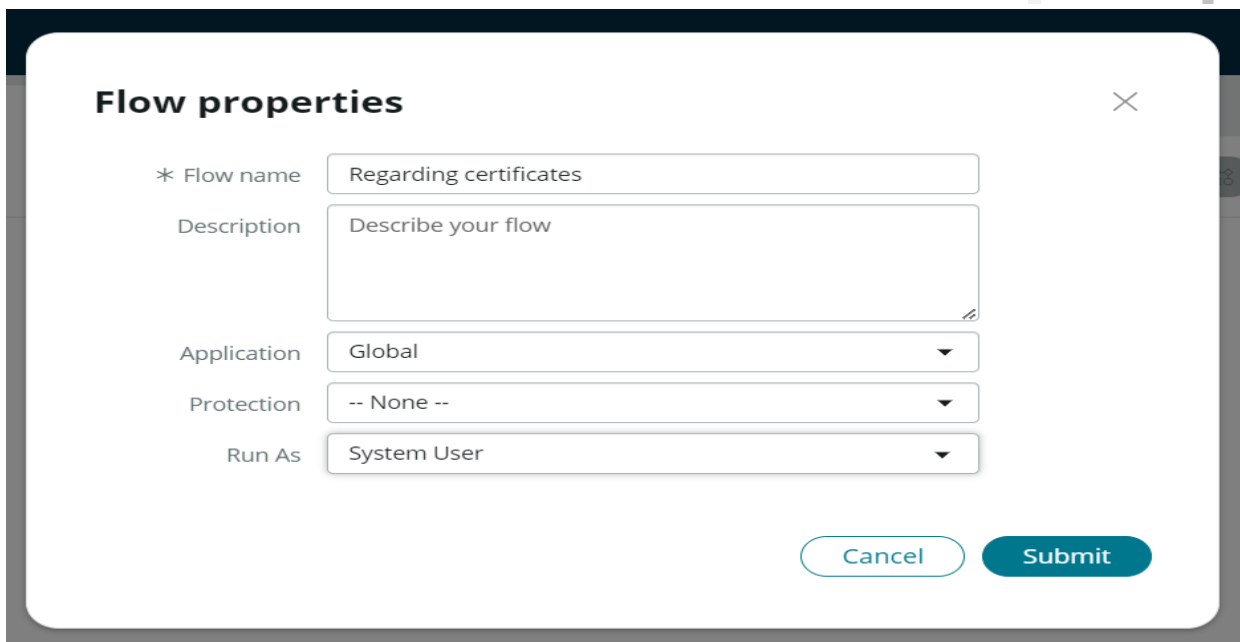
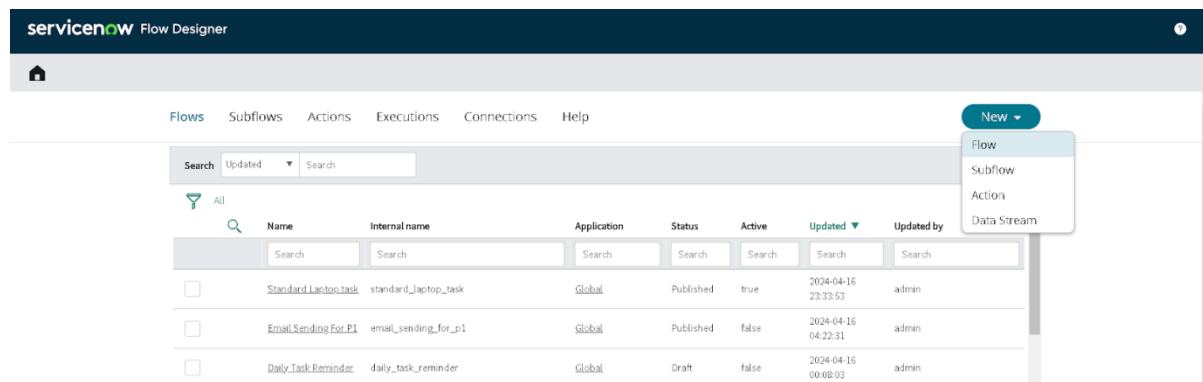
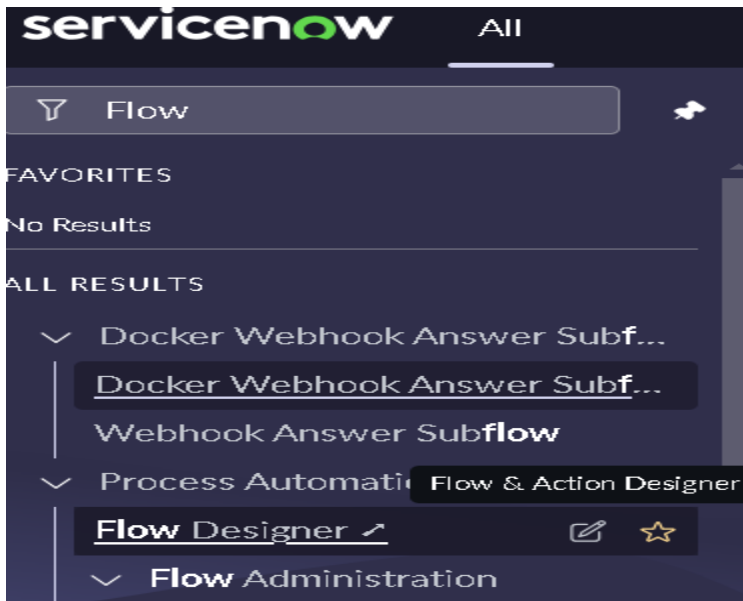
6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 acl for the following fields

<input type="checkbox"/>	<input type="radio"/>	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

## Flow:

### 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.





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

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 certificates

OR AND

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel Done

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

Action: Update Record

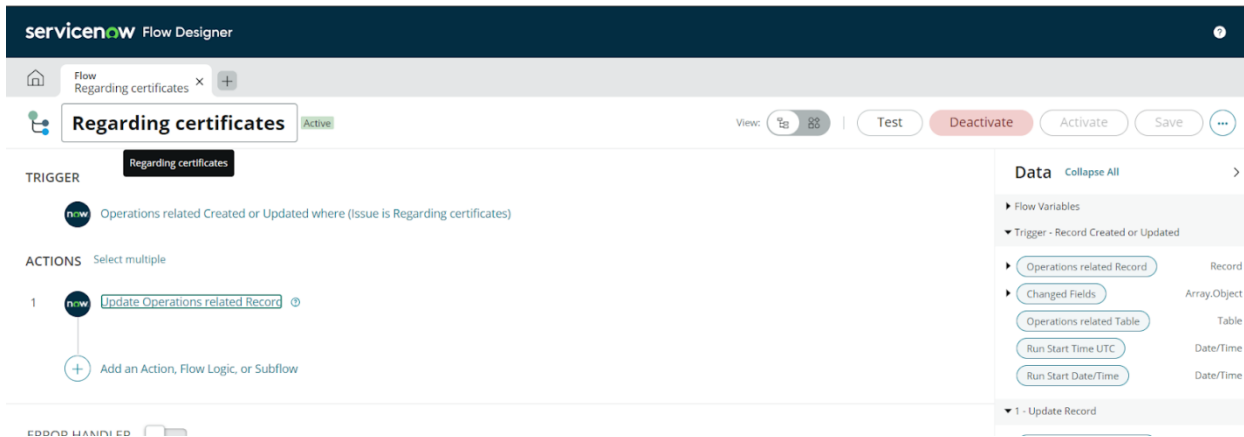
\* Record: Trigger ... Operations relate...

\* Table: Operations related [u\_operations\_related]

\* Fields: Assigned to group certificates

+ Add field value

Delete Cancel Done



## 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
    - Value : 404 Error
  6. Click on New Criteria
    - Field : issue
    - Operator : is
    - Value : Regrading User expired

## **Create a Flow to Assign operations ticket to Platform group**

1. After that click on Done.
2. Now under Actions.
3. Click on Add an action.
4. Select action in that search for “ Update Record ”.
5. In Record field drag the fields from the data navigation from left side
6. Table will be auto assigned after that
7. Give the field as “ Assigned to group ”.
8. Give value as “ Platform ”.
9. Click on Done.
10. Click on Save to save the Flow.
11. 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.