

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

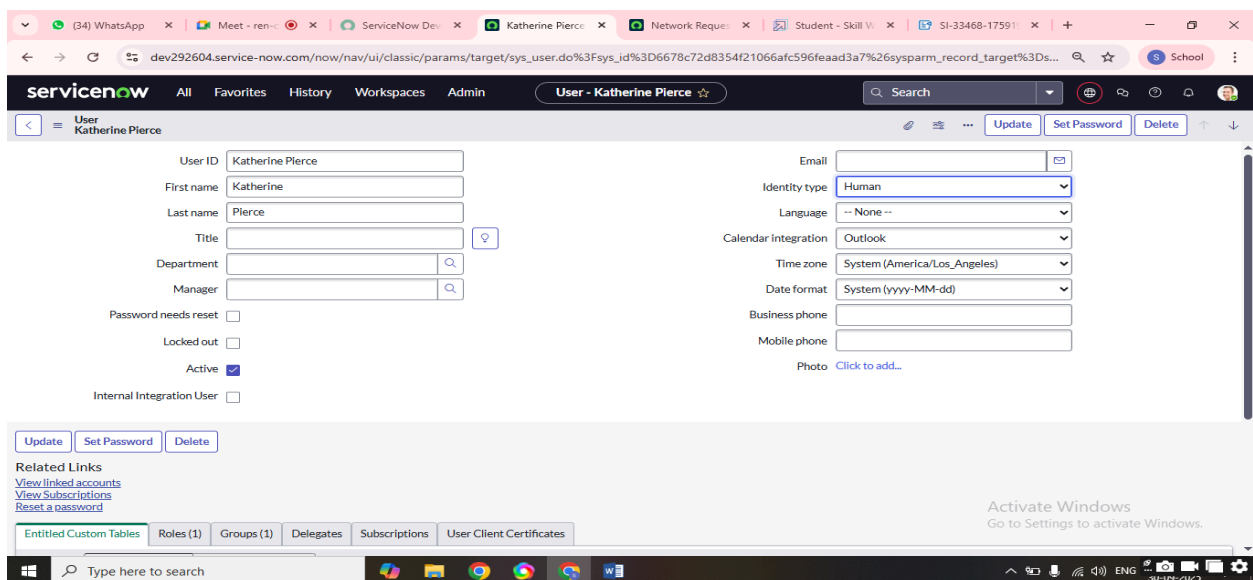
Introduction:

In large organizations, customer support operations face challenges due to improper or delayed ticket assignments. This often leads to longer resolution times and poor customer experience. By leveraging ServiceNow's capabilities, an automated system can be implemented to assign tickets to the right team or agent based on category, priority, and issue type. This project explores the design, implementation, and evaluation of such a system.

Procedure:

Step 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. Here we need to create 2 users
 - User 1 :
 - USER ID: Katherine.Pierce
 - First Name: Katherine
 - Last Name: Pierce

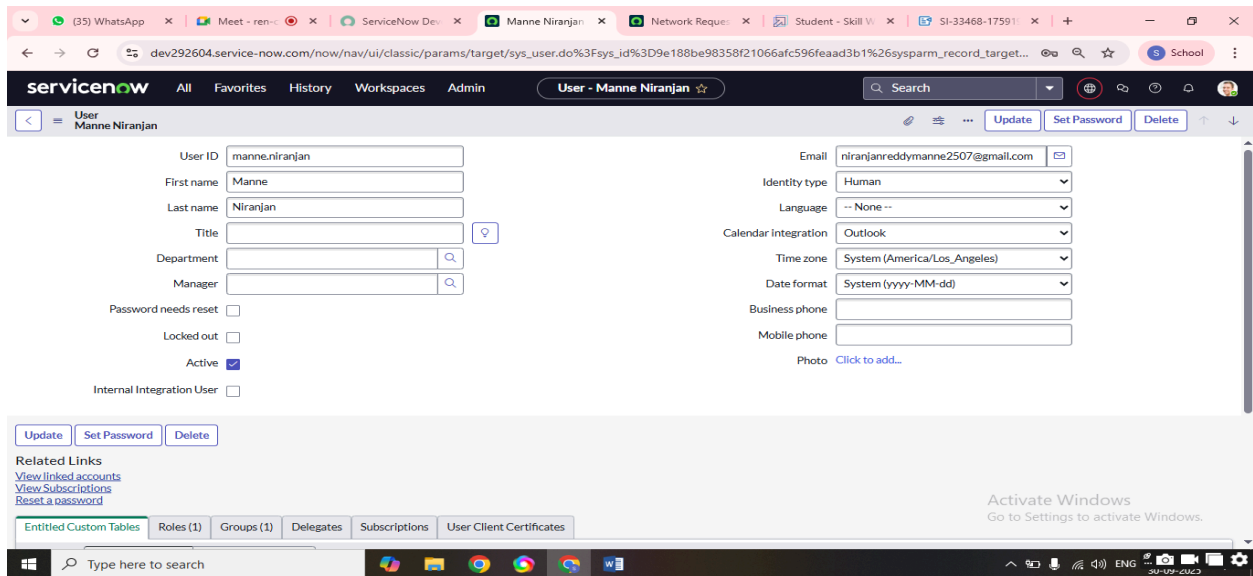


The screenshot displays the ServiceNow user creation interface. The browser address bar shows the URL: `dev292604.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D6678c72d8354f21066afc596fead3a7%26sysparm_record_target%3Ds...`. The page title is "User - Katherine Pierce". The form includes the following fields and options:

- User ID:** Katherine Pierce
- First name:** Katherine
- Last name:** Pierce
- Title:** (empty)
- Department:** (empty)
- Manager:** (empty)
- Password needs reset:** ☐
- Locked out:** ☐
- Active:** ☒
- Internal Integration User:** ☐
- Email:** (empty)
- Identity type:** Human
- Language:** -- None --
- Calendar integration:** Outlook
- Time zone:** System (America/Los_Angeles)
- Date format:** System (yyyy-MM-dd)
- Business phone:** (empty)
- Mobile phone:** (empty)
- Photo:** Click to add...

Buttons at the top right: Update, Set Password, Delete. Buttons at the bottom left: Update, Set Password, Delete. Related Links: View linked accounts, View Subscriptions, Reset a password. Bottom navigation: Entitled Custom Tables, Roles (1), Groups (1), Delegates, Subscriptions, User Client Certificates. Windows taskbar at the bottom shows the search bar and various application icons.

- User 2 :
 - USER ID: Manne.Niranjan
 - First Name: Manne
 - Last Name: Niranjan

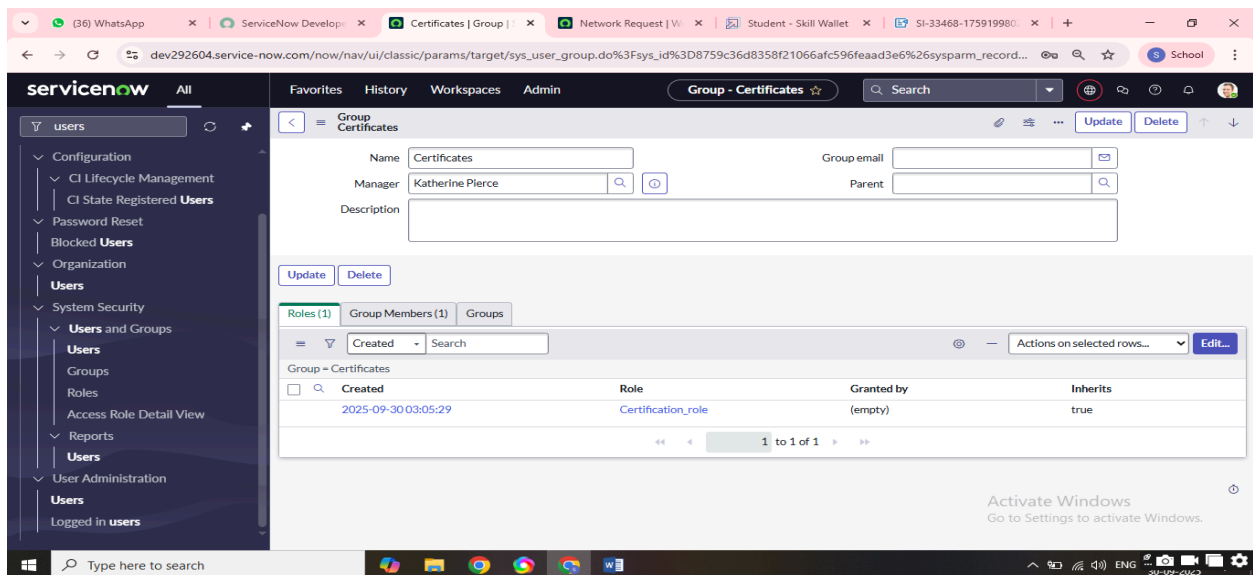


The screenshot shows the ServiceNow 'User - Manne Niranjan' page. The left sidebar contains navigation links: Configuration, CI Lifecycle Management, CI State Registered Users, Password Reset, Blocked Users, Organization, Users, System Security, Users and Groups, Users, Access Role Detail View, Reports, Users, User Administration, and Users. The main content area displays user details for 'Manne Niranjan' with fields for User ID, First name, Last name, Title, Department, Manager, Email, Identity type, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active', and 'Internal Integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'. A 'Related Links' section includes 'View linked accounts', 'View Subscriptions', and 'Reset a password'. A Windows activation watermark is visible in the bottom right corner.

Step 2 : Create Groups

1. Click on All >> search for groups
2. Select groups under system security
3. Click on new

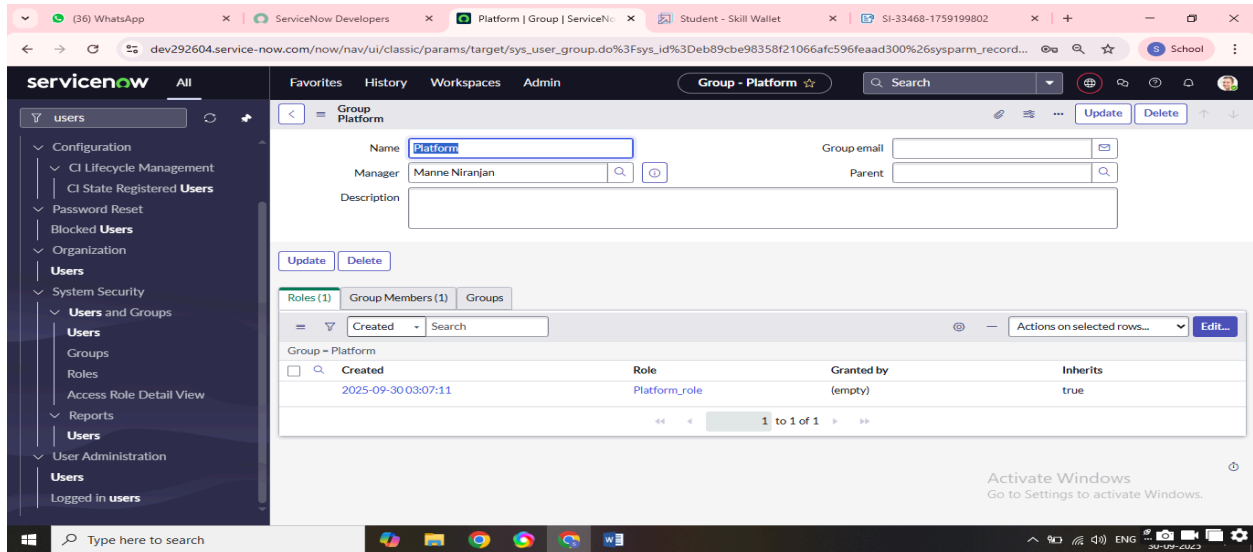
- Create a new group named certificates



The screenshot shows the ServiceNow 'Group - Certificates' page. The left sidebar is the same as the previous screenshot. The main content area displays the 'Group - Certificates' form with fields for Name, Manager, Description, Group email, and Parent. Below the form, there are buttons for 'Update' and 'Delete'. A table shows the roles assigned to the group, with one role listed: 'Certification_role'. The table has columns for 'Created', 'Role', 'Granted by', and 'Inherits'. At the bottom, there is a Windows activation watermark.

Created	Role	Granted by	Inherits
2025-09-30 03:05:29	Certification_role	(empty)	true

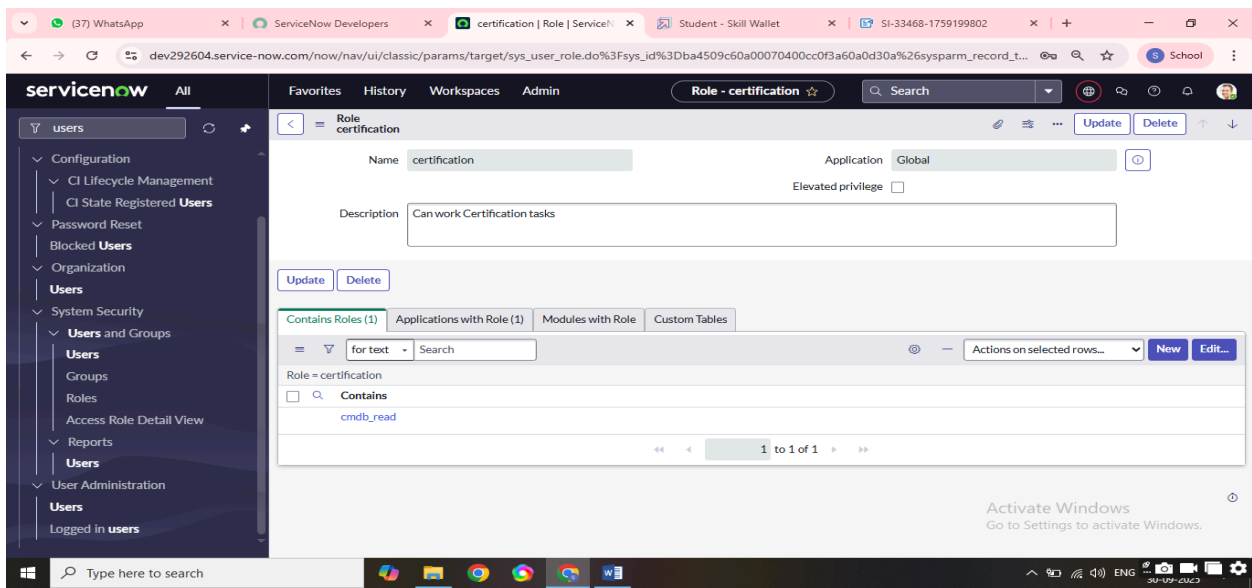
- Create another group named platform



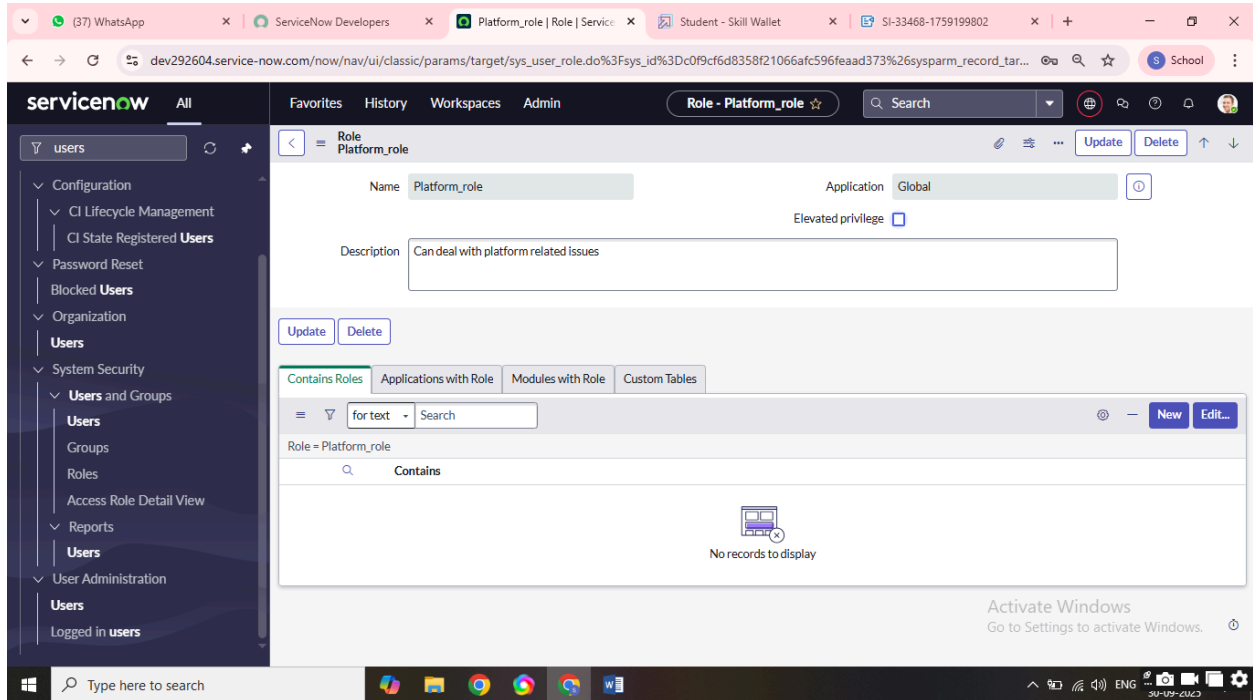
Step 3 : Create Roles

1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Here we need to create 2 roles

- Create a new role named Certifications_role:

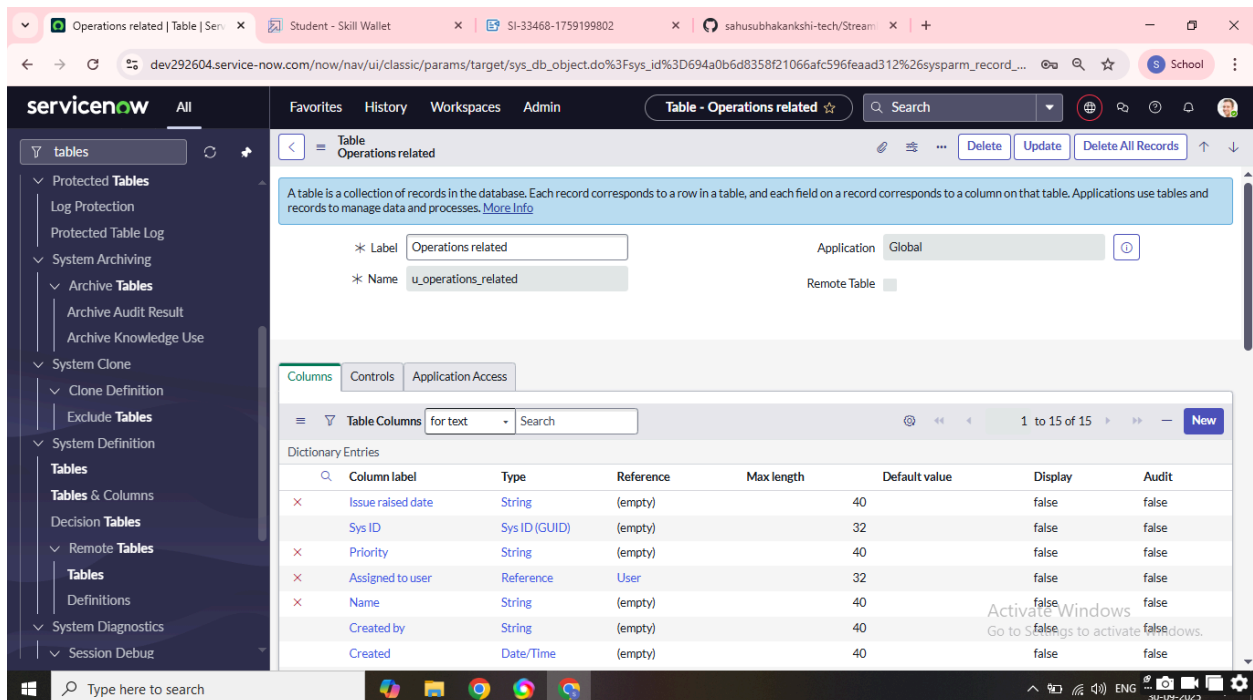


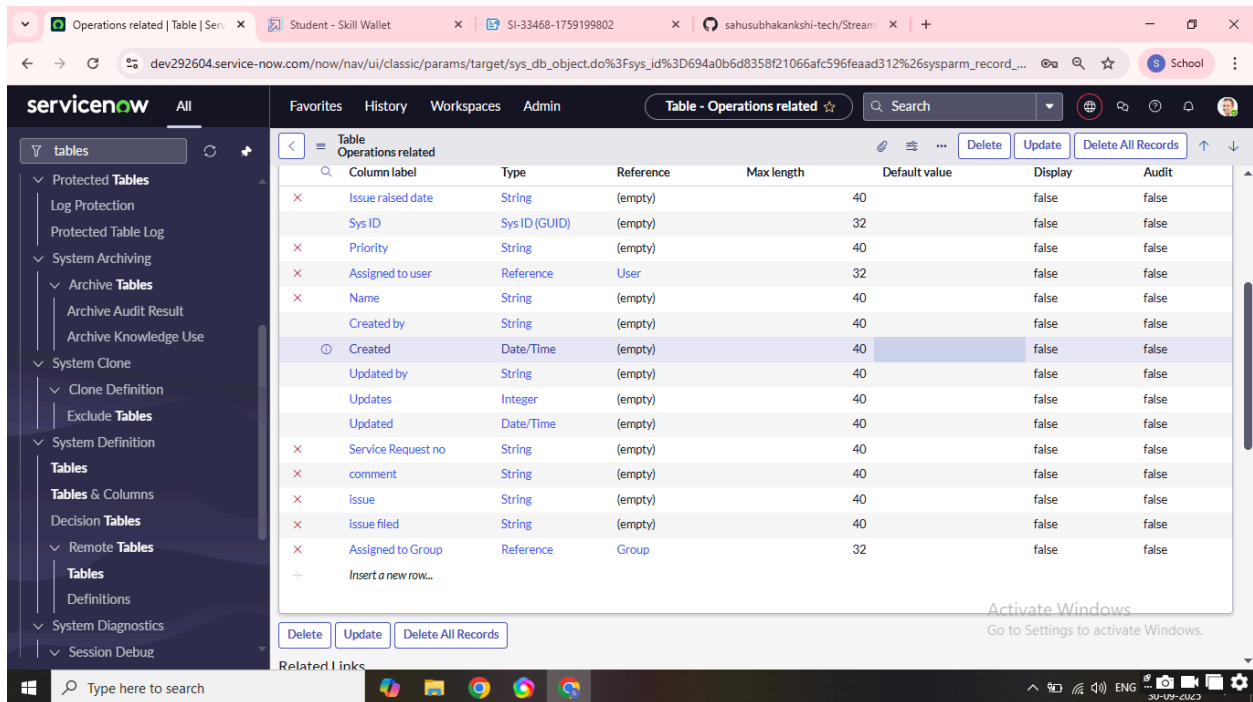
- Create a new role named Platform_role:



Step 4 : Create Table

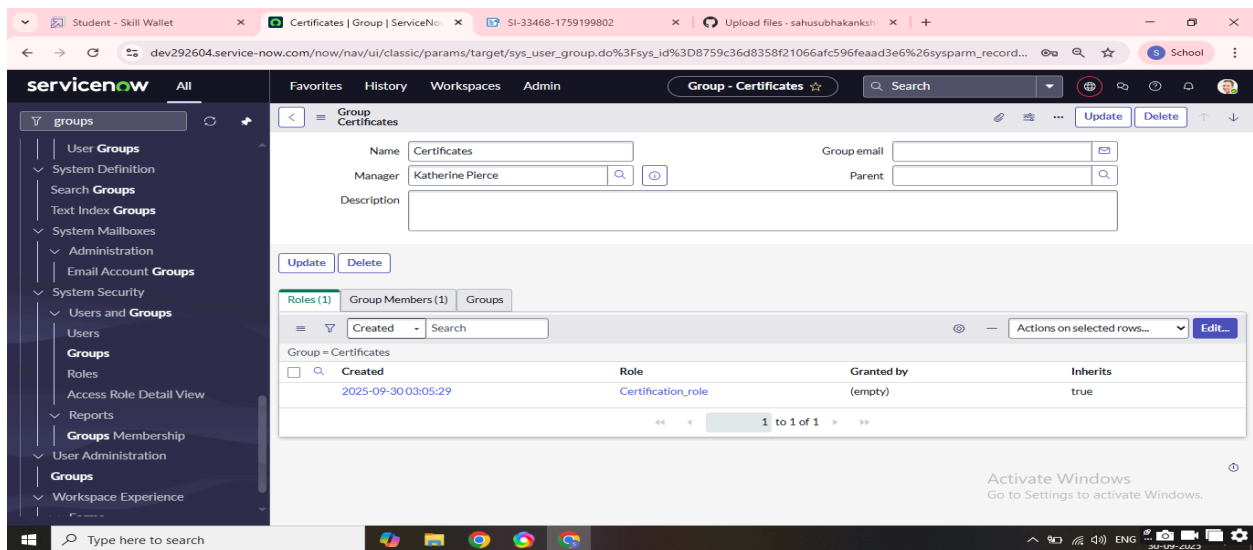
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new





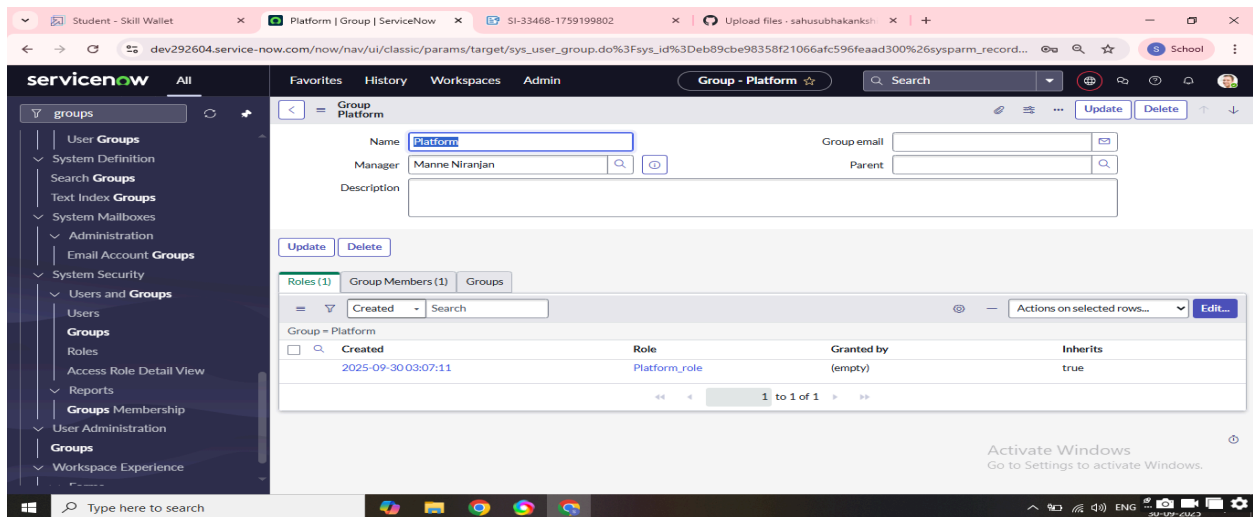
Step 5 : Assign Roles and Users to Certificate Group

1. Open service now.
2. Click on All >> search for groups
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



Step 6 : Assign Roles and Users to Platform Group

1. Open service now.
2. Click on All >> search for groups
3. Select tables under system definition
4. Select the certificates group
5. Under group members
6. Click on Edit
7. Select Manne Nranjan and save



Step 7 : 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
14. Click on u_operations_related write operation
15. Under Requires role
16. Double click on insert a new row
17. Give Platform role
18. And add Certificate role

Table - Operations related

Access Controls (9) | Security Data Filters | Labels (1) | Database Indexes (3) | Table Subscription Configuration (1)

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	delete	record	true	admin	2025-09-30 02:58:23
u_operations_related	Allow If	read	record	true	admin	2025-09-30 02:58:23
u_operations_related	Allow If	write	record	true	admin	2025-09-30 02:58:23
u_operations_related	Allow If	create	record	true	admin	2025-09-30 02:58:22
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-30 03:25:48
u_operations_related.u_issue_raised_date	Allow If	write	record	true	admin	2025-09-30 03:27:57
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-30 03:23:43
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-30 03:28:06
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-30 03:20:32

Step 8 : 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

Access Controls

All > Name starts with u_operations_related.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Search	Search	Search	Search	Search	Search
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-30 03:25:48
u_operations_related.u_issue_raised_date	Allow If	write	record	true	admin	2025-09-30 03:27:57
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-30 03:23:43
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-30 03:28:06
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-30 03:20:32

Step 9 : Flow

REGARDING CERTIFICATE FLOW

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.

The screenshot shows the ServiceNow Workflow Studio interface. The browser address bar displays the URL: `dev292604.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysId%3Da56393a98398f21066afc596fead3e0`. The workflow is named "Regarding Certificate" and is set to "Global". The "TRIGGER" section is configured with "Operations related Created or Updated where (issue filed is regarding certificates)". The "ACTIONS" section contains one action: "Update Operations related Record". The "ERROR HANDLER" section is currently disabled. On the right, the "Data" pane shows the flow variables, including "Trigger - Record Created or Updated" and "1 - Update Record". The status bar at the bottom indicates "Status: Published" and "Application: Global".

Workflow Studio Interface:

- Flow Name:** Regarding Certificate
- Platform:** Global
- Trigger:** Operations related Created or Updated where (issue filed is regarding certificates)
- Actions:** 1. Update Operations related Record
- Error Handler:** Disabled (toggle switch)

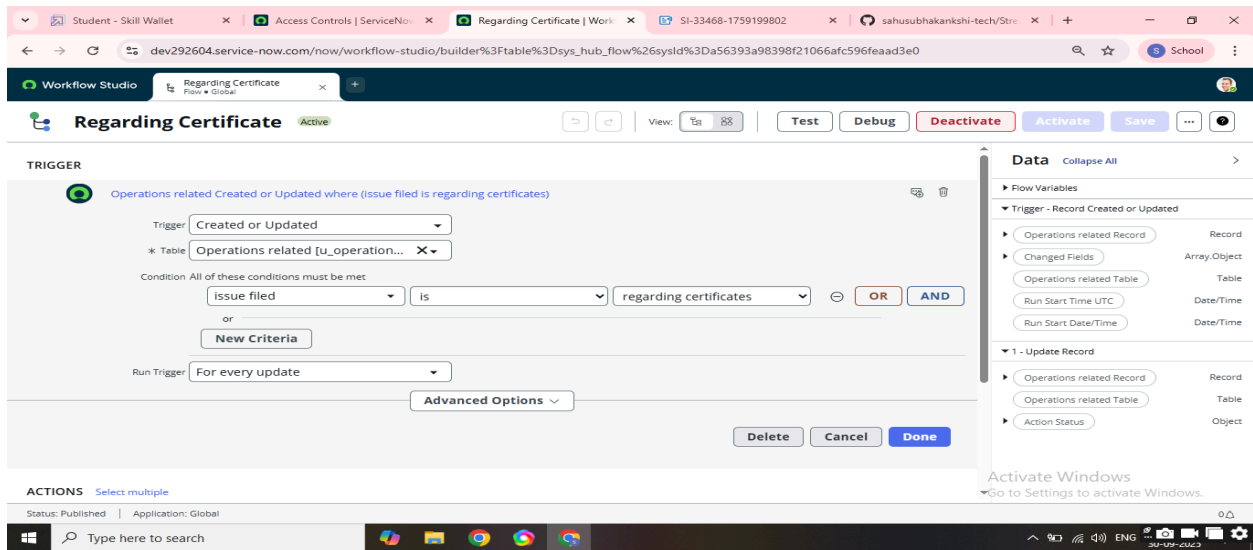
Data Pane:

- Flow Variables:**
 - Trigger - Record Created or Updated
 - Operations related Record: Record
 - Changed Fields: Array/Object
 - Operations related Table: Table
 - Run Start Time UTC: Date/Time
 - Run Start Date/Time: Date/Time
 - 1 - Update Record
 - Operations related Record: Record
 - Operations related Table: Table
 - Action Status: Object

Status: Published | **Application:** Global

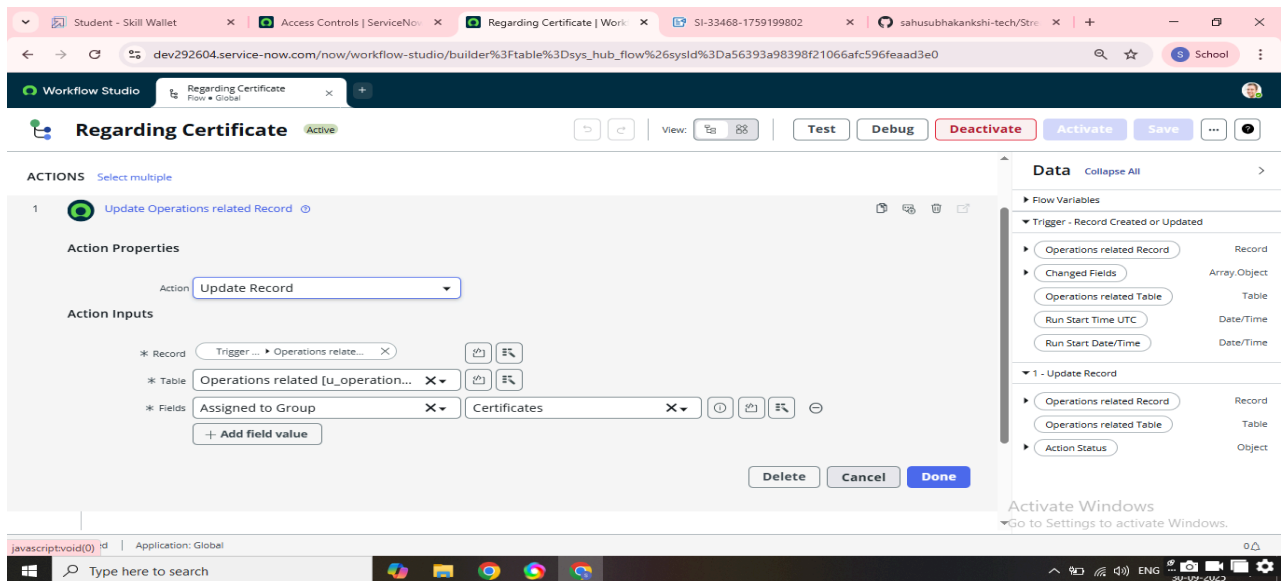
TRIGGER:

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



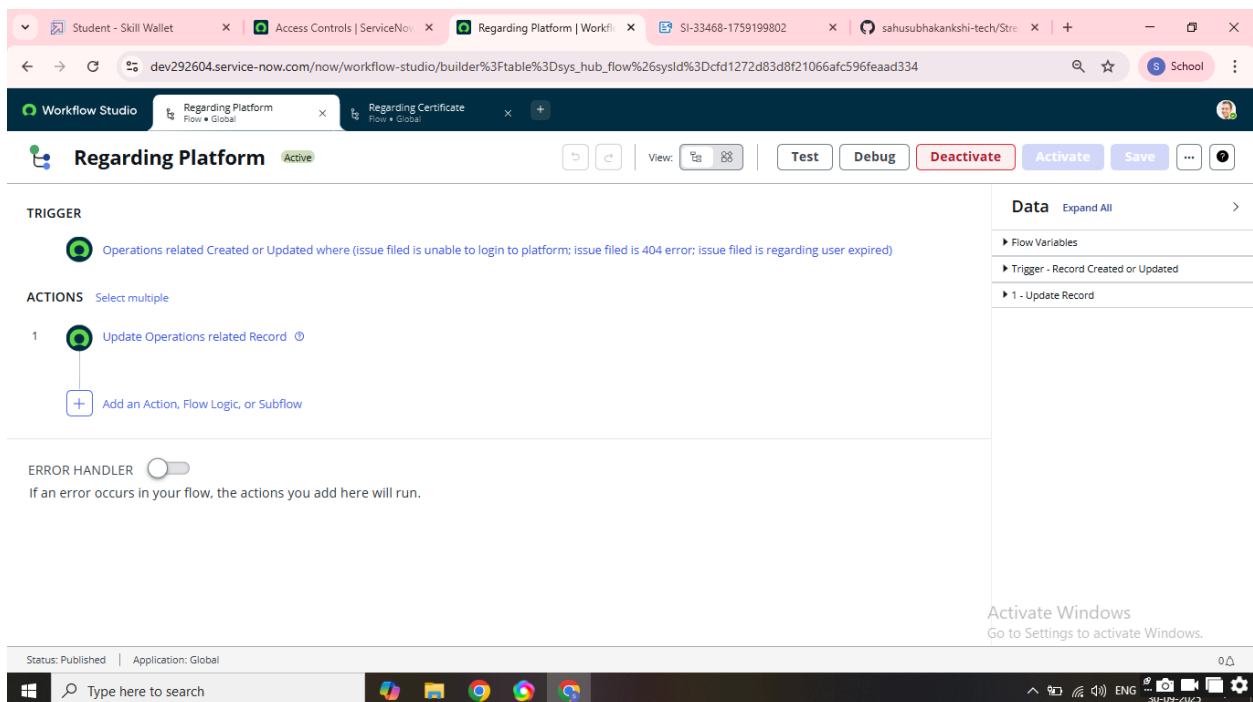
Actions:

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



REGARDING PLATFORM FLOW:

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.



Workflow Studio interface for "Regarding Platform" (Active). The trigger is configured as "Created or Updated" for the table "Operations related [u_operation...". The trigger conditions are:

- Issue filed is unable to login to platform
- Issue filed is 404 error
- Issue filed is regarding user expired

The trigger is set to run "Once". The status is "Published" and the application is "Global".

Data Panel:

- Flow Variables
 - Trigger - Record Created or Updated
 - Operations related Record: Record
 - Changed Fields: Array.Object
 - Operations related Table: Table
 - Run Start Time UTC: Date/Time
 - Run Start Date/Time: Date/Time
 - 1 - Update Record
 - Operations related Record: Record
 - Operations related Table: Table
 - Action Status: Object

Activate Windows: Go to Settings to activate Windows.

Workflow Studio interface for "Regarding Platform" (Active). The action is configured as "Update Record" for the table "Operations related [u_operation...". The action inputs are:

- Record: Trigger ... Operations relate...
- Table: Operations related [u_operation...]
- Fields: Assigned to Group, Platform

The action is set to "Update Record". The status is "Published" and the application is "Global".

Data Panel:

- Flow Variables
 - Trigger - Record Created or Updated
 - Operations related Record: Record
 - Changed Fields: Array.Object
 - Operations related Table: Table
 - Run Start Time UTC: Date/Time
 - Run Start Date/Time: Date/Time
 - 1 - Update Record
 - Operations related Record: Record
 - Operations related Table: Table
 - Action Status: Object

Activate Windows: Go to Settings to activate Windows.

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.