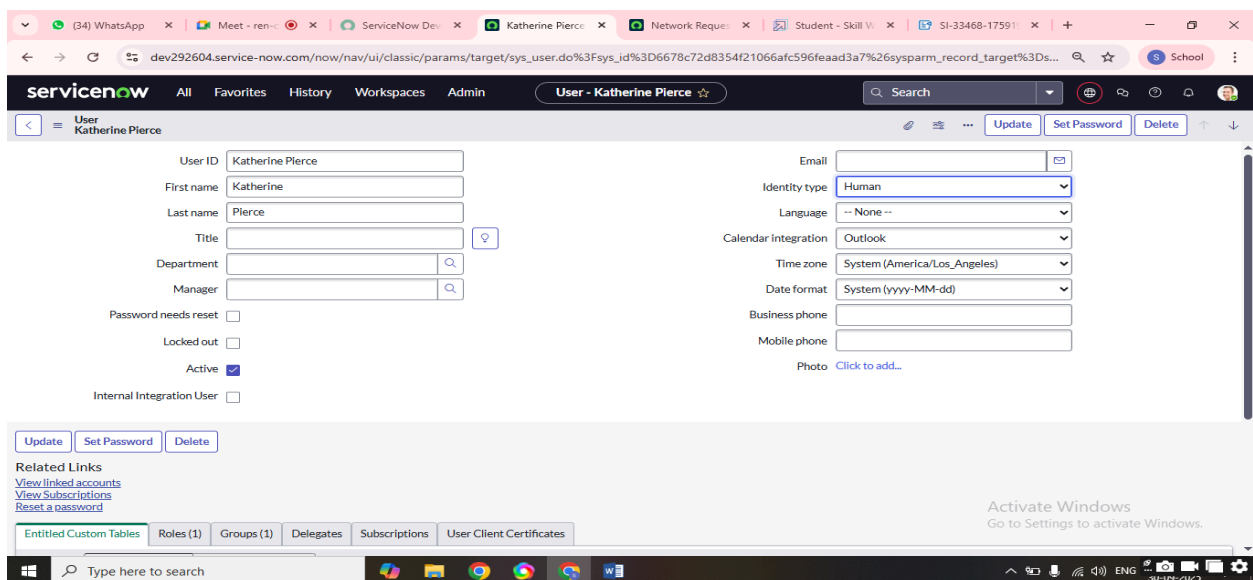# Introduction:

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
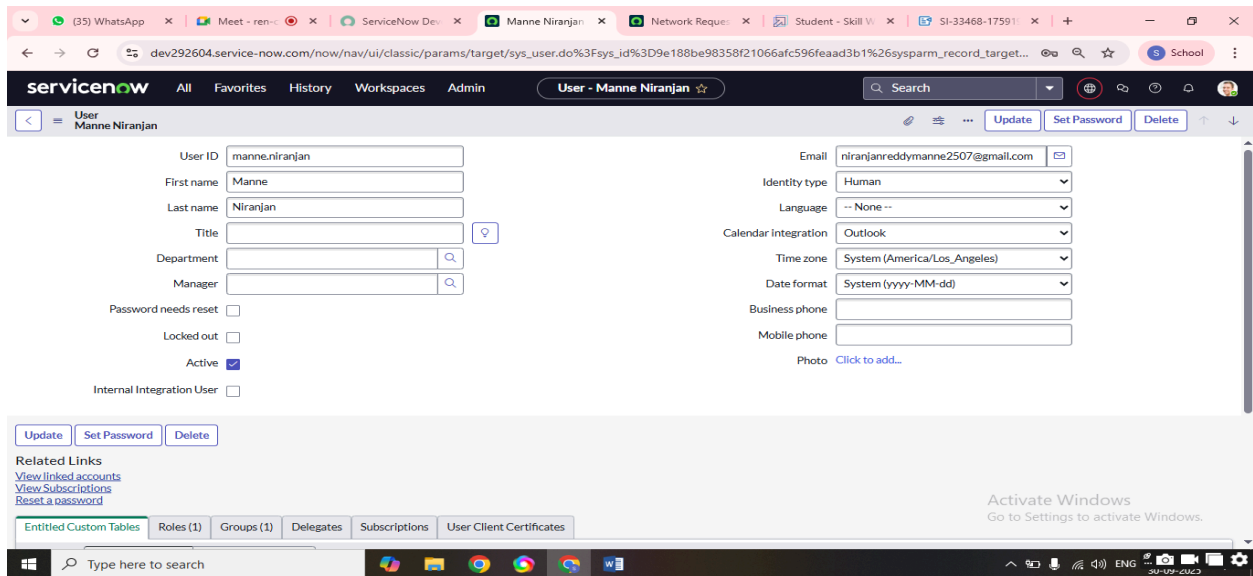   - First Name: Katherine
     - Last Name: Pierce

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

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

- Create another group named platform
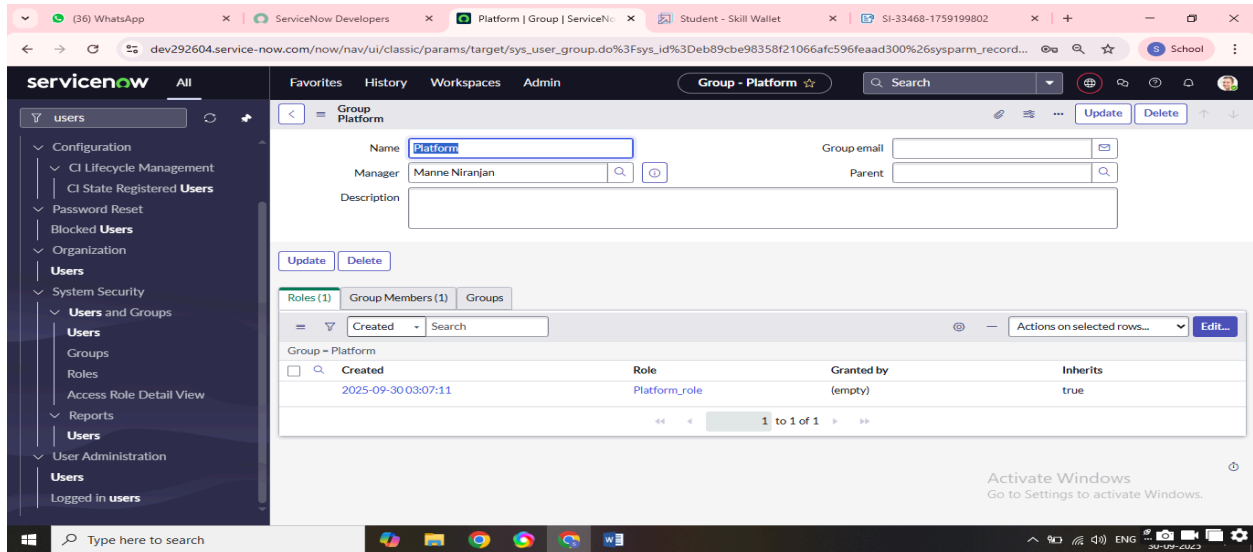
Step 3 : Create Roles

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:
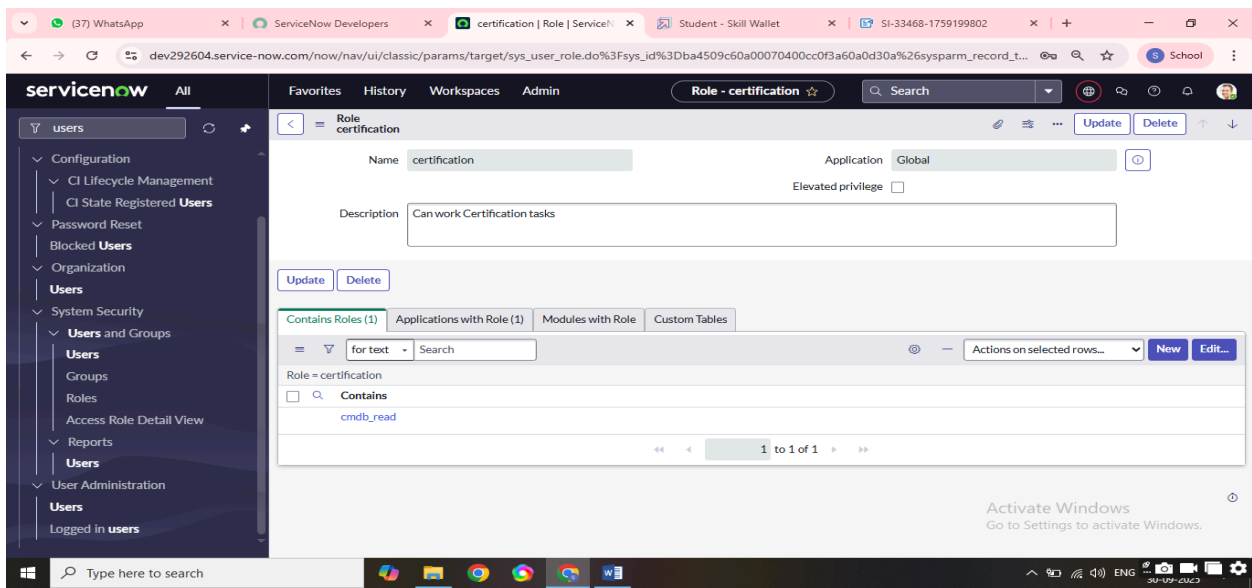
- Create a new role named Platform_role:
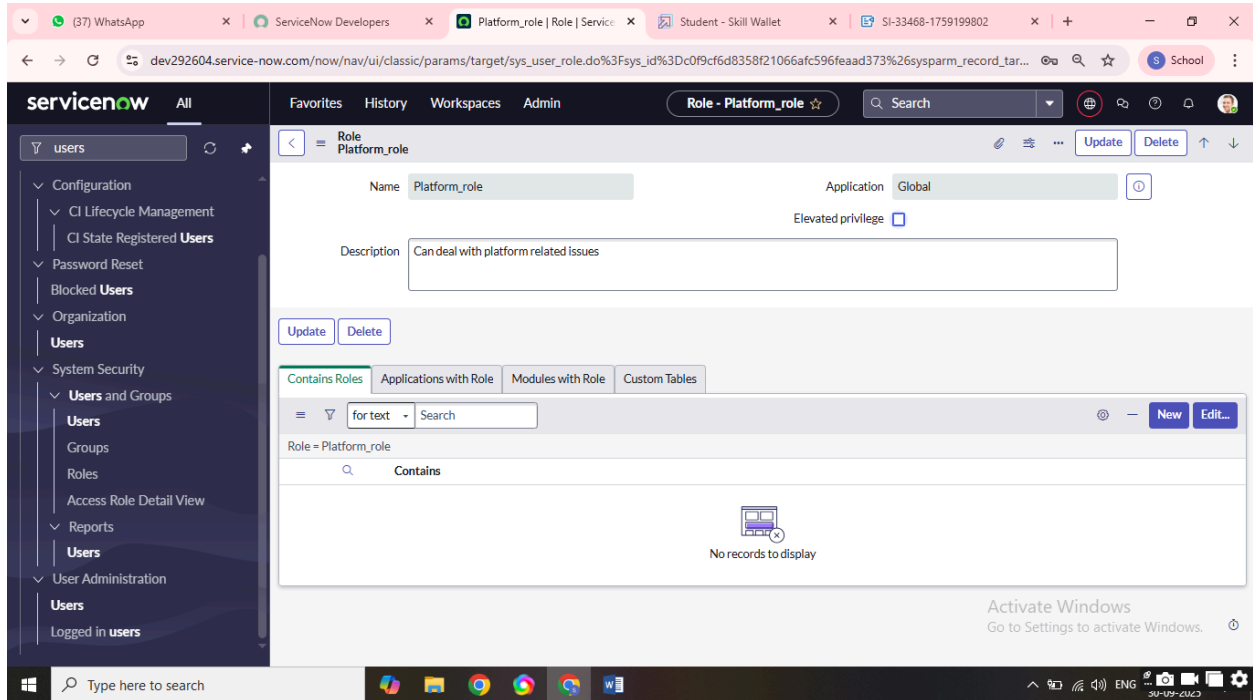
Step 4 : Create Table

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
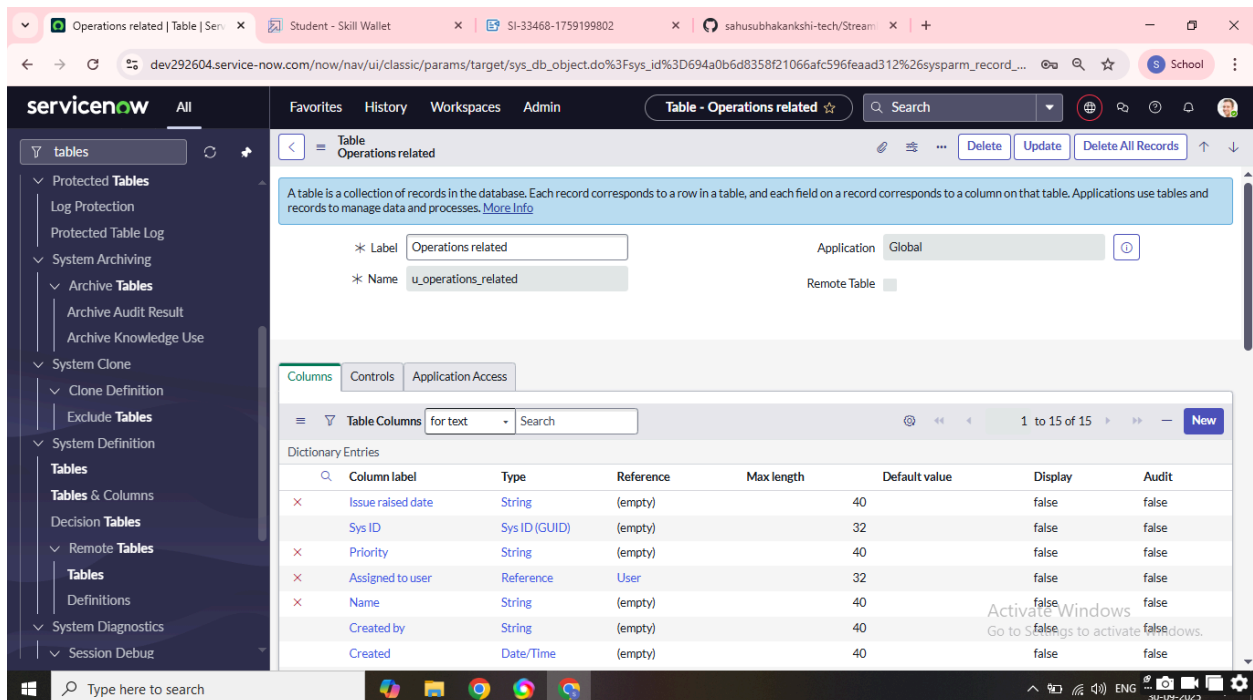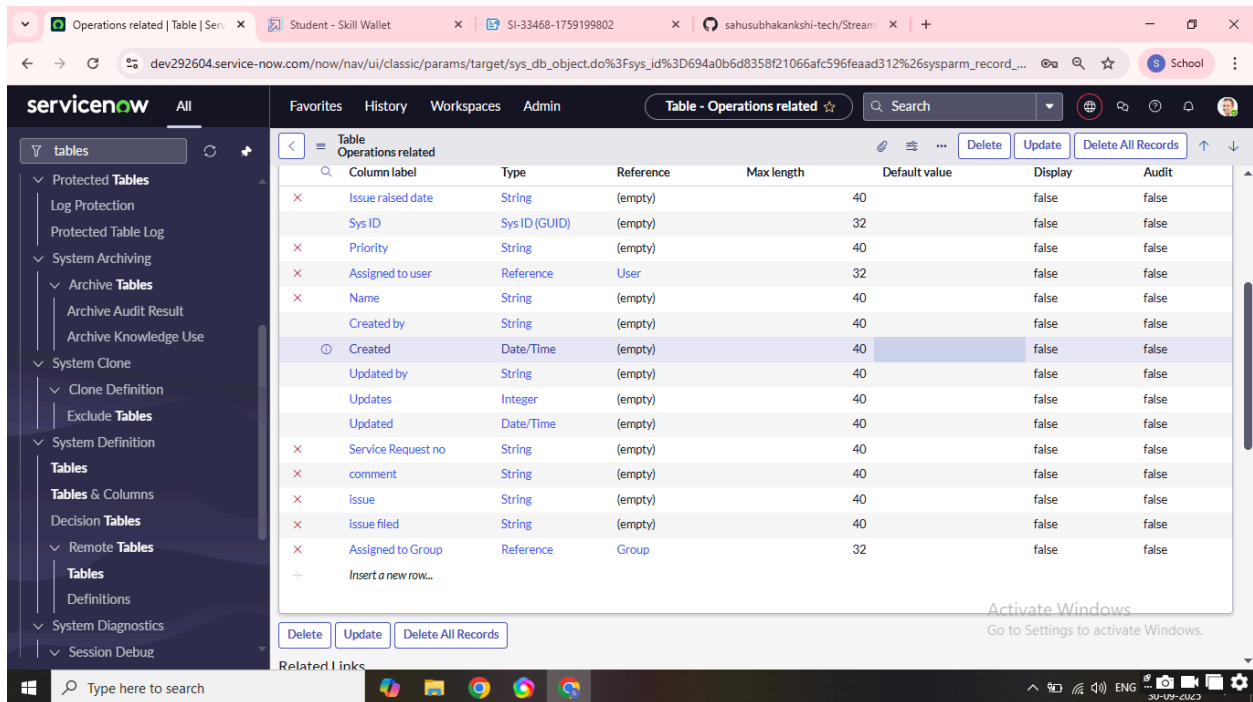
Step 5 : Assign Roles and Users to Certificate Group

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
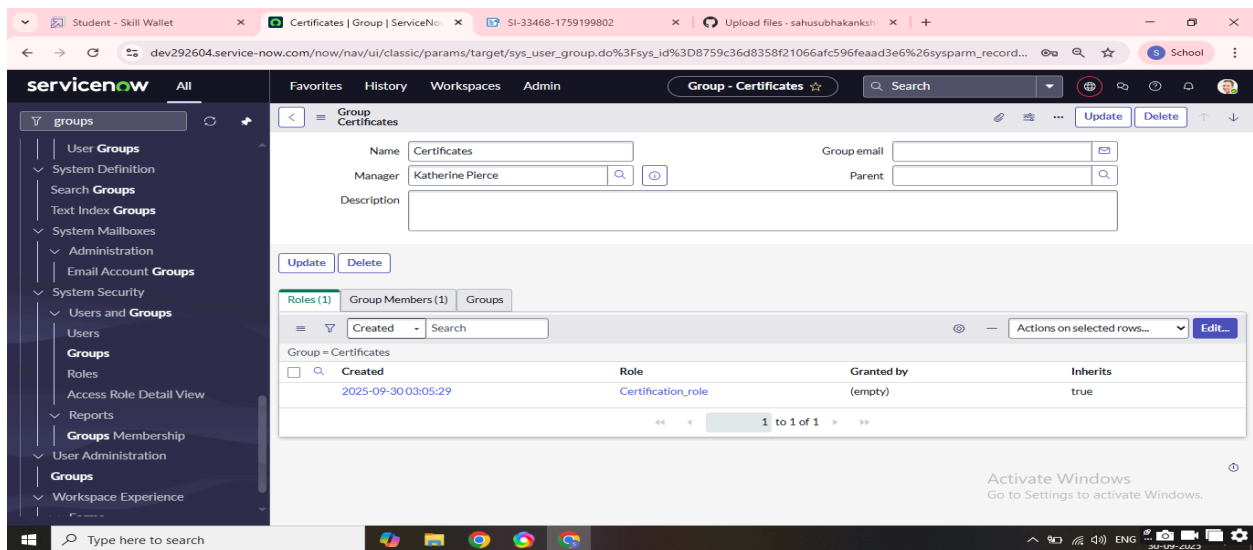
Step 6 : Assign Roles and Users to Platform Group

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
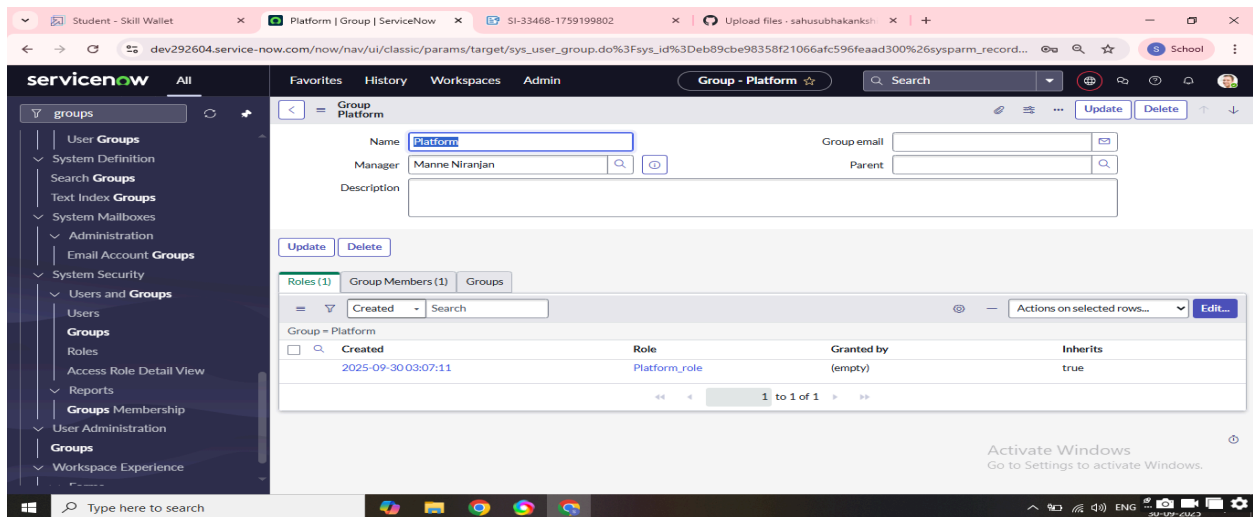
Step 7 : Assign Role to table

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

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

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.

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
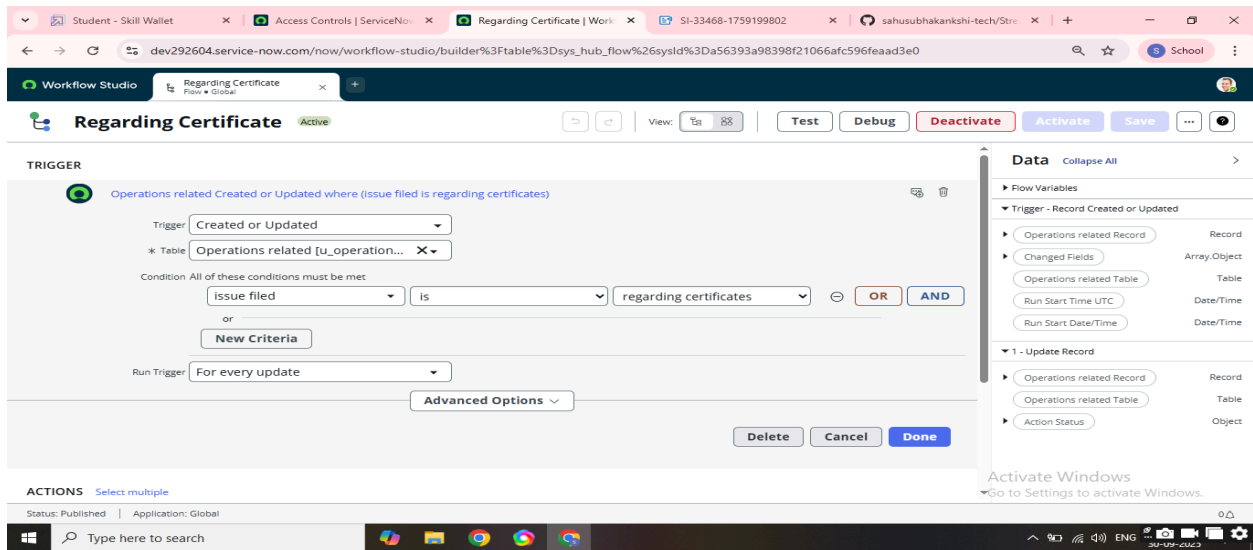
Actions:

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.
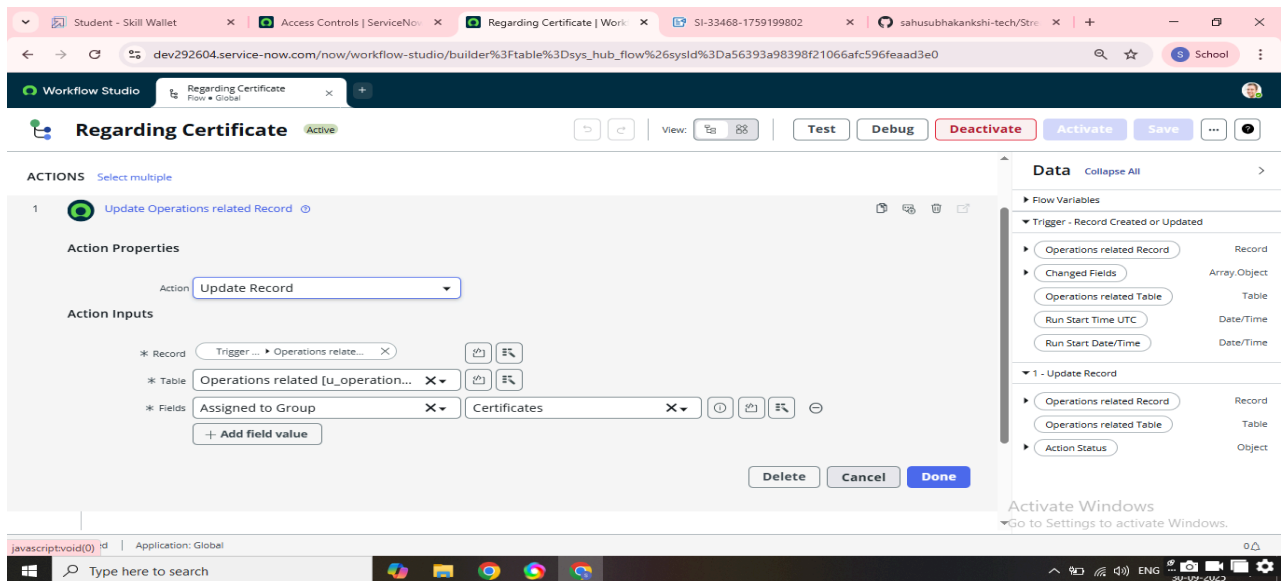
REGARDING PLATFORM FLOW:

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.

Screenshot 1 (top):

Student - Skill Wallet | Access Controls | ServiceNov | Regarding Platform | Workfl | SI-33468-1759199802 | sahusubhakankshi-tech/Stre | +

dev292604.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysId%3Dcfd1272d83d8f21066afc596feaad334

School

Workflow Studio | Regarding Platform — Flow • Global | Regarding Certificate — Flow • Global | +

Regarding Platform Active

View: | Test | Debug | Deactivate | Activate | Save | ... | ?
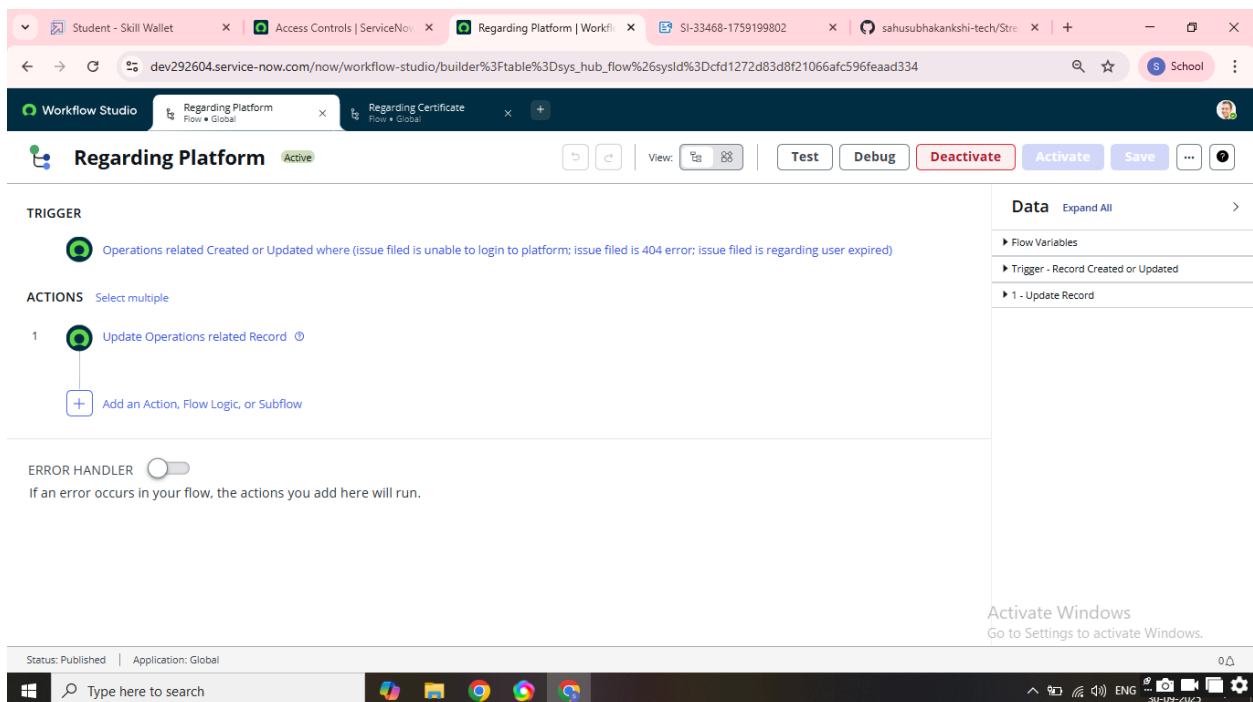
TRIGGER

Operations related Created or Updated where (issue filed is unable to login to platform; issue filed is 404 error; issue filed is regarding user expir...

| Trigger | Created or Updated |
| * Table | Operations related [u_operation... × ▾ |

Condition All of these conditions must be met

| issue filed ▾ | is ▾ | unable to login to platform ▾ | ⊖ | OR | AND |

or

All of these conditions must be met

| issue filed ▾ | is ▾ | 404 error ▾ | ⊖ | OR | AND |

or

All of these conditions must be met

| issue filed ▾ | is ▾ | regarding user expired ▾ | ⊖ | OR | AND |

or

New Criteria

Run Trigger | Once ▾

Status: Published | Application: Global | 0△

Data Collapse All

▸ 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

Type here to search

Screenshot 2 (bottom):

Student - Skill Wallet | Access Controls | ServiceNov | Regarding Platform | Workfl | SI-33468-1759199802 | sahusubhakankshi-tech/Stre | +

dev292604.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysId%3Dcfd1272d83d8f21066afc596feaad334

School

Workflow Studio | Regarding Platform — Flow • Global | Regarding Certificate — Flow • Global | +

Regarding Platform Active

View: | Test | Debug | Deactivate | Activate | Save | ... | ?

ACTIONS Select multiple

1 Update Operations related Record ⓘ

Action Properties

Action | Update Record ▾

Action Inputs

* Record	Trigger ... ▸ Operations relate... ×
* Table	Operations related [u_operation... × ▾
* Fields	Assigned to Group × ▾	Platform × ▾	ⓘ	⊖

+ Add field value

Delete | Cancel | Done

javascript:void(0) ...d | Application: Global | 0△

Data Collapse All

▸ 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

Type here to search

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.