

Streamlining Ticket Assignment for Efficient Support Operations

Team Id: NM2025TMID14966

Team Members:

Team Leader : P.santhiya

Team Member 1 : Sharmila Ranjani

Team Member 2 : sneha

Statement: Streamlining

ticket Assignment for

efficient support

operations

Objective: To automate

ticket assignment process by

intelligently matching support

tickets to the right agents

based on priority, expertise,

and workload and improving

response time

Skills:

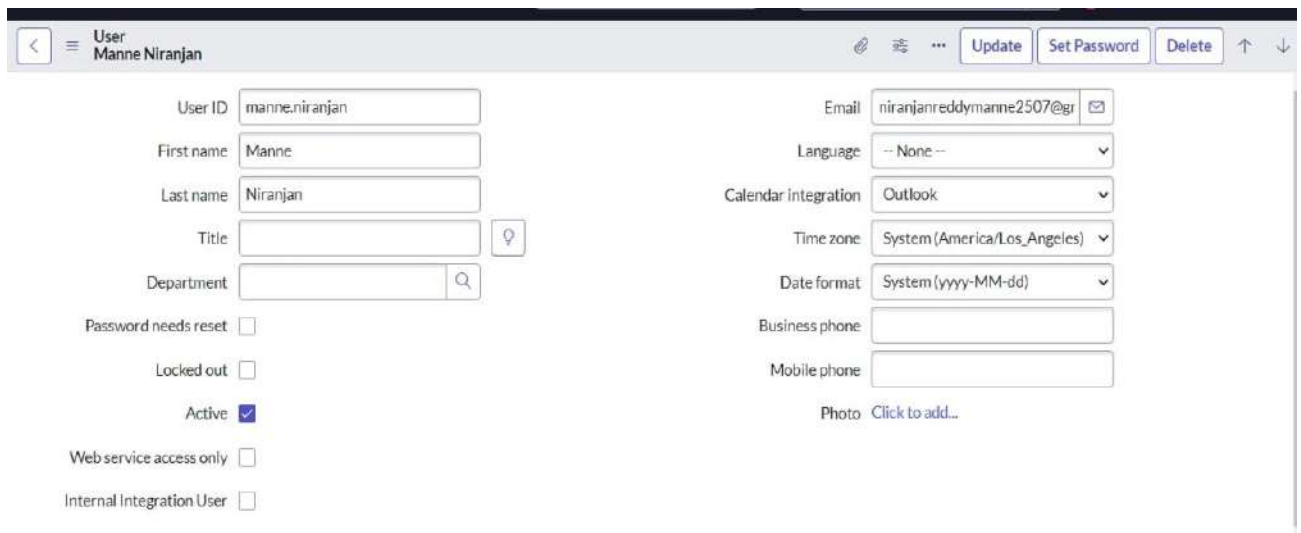
TASK INITIATION

Milestone 1 : Users

Activity 1: Create Users

Open service now

1. Click on All >> search for users
2. Select Users under system security
3. Click on new
4. Fill the following details to create a new user
5. Click on submit

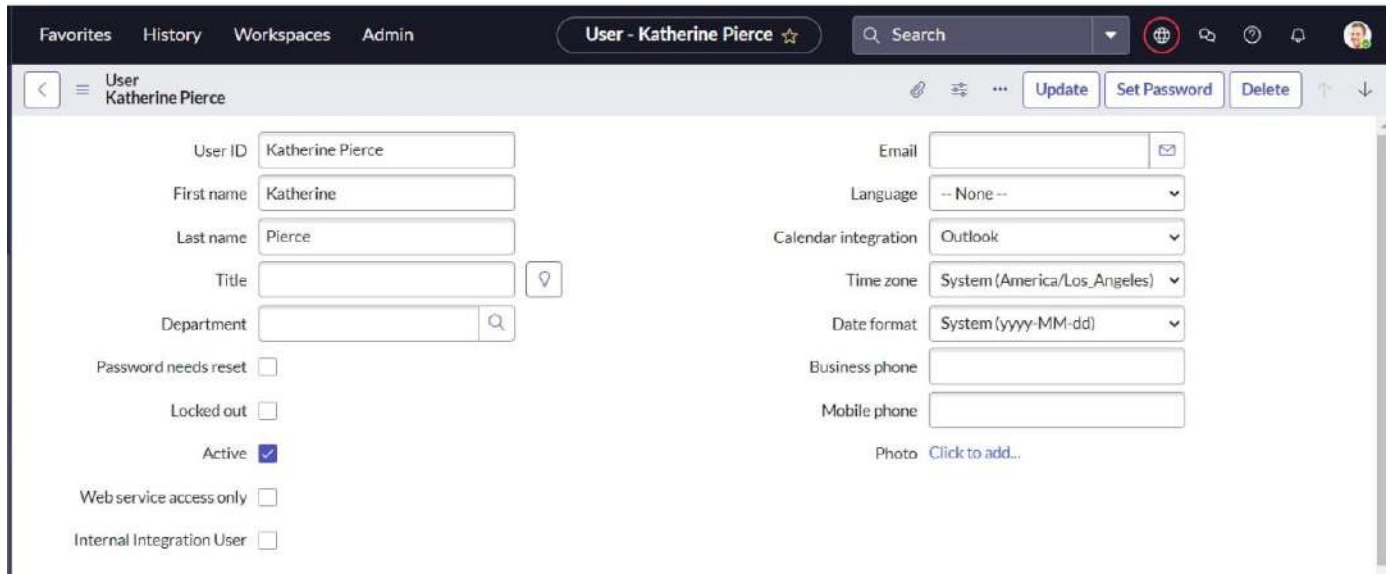


The screenshot shows the ServiceNow user creation interface for a user named Manne Niranjan. The form is divided into two main sections: user identification and profile details. The user ID is 'manne.niranjan', first name is 'Manne', and last name is 'Niranjan'. The title field is empty with a help icon, and the department field is empty with a search icon. On the left, there are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. On the right, there are dropdown menus for 'Language' (set to '-- None --'), 'Calendar integration' (set to 'Outlook'), 'Time zone' (set to 'System (America/Los Angeles)'), and 'Date format' (set to 'System (yyyy-MM-dd)'). There are also input fields for 'Business phone' and 'Mobile phone', and a 'Photo' field with a 'Click to add...' link. At the top right, there are buttons for 'Update', 'Set Password', and 'Delete', along with up and down arrow icons.

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)
Business phone		Mobile phone	
Photo	Click to add...		

Create one more user:

1. Create another user with the following details
2. Click on submit



The screenshot shows the 'User - Katherine Pierce' management page. The form includes the following fields and options:

- User ID:** Katherine Pierce
- First name:** Katherine
- Last name:** Pierce
- Title:** (empty field with a location pin icon)
- Department:** (empty field with a search icon)
- Password needs reset:** ☐
- Locked out:** ☐
- Active:** ☒
- Web service access only:** ☐
- Internal Integration User:** ☐
- Email:** (empty field with an email icon)
- Language:** -- None --
- Calendar integration:** Outlook
- Time zone:** System (America/Los_Angeles)
- Date format:** System (yyyy-MM-dd)
- Business phone:** (empty field)
- Mobile phone:** (empty field)
- Photo:** Click to add...

At the top of the form, there are buttons for 'Update', 'Set Password', and 'Delete'. The top navigation bar includes 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar.

Milestone 2 : Groups

Activity 1: 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
6. Click on submit

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Group certificates

Name

certificates

Group email

Manager

Katherine Pierce

Parent

Description

Create one more group :

Name

Platform

Group email

Manager

Manne Niranjana

Parent

Description

Milestone 3 : Roles

Activity 1: 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
- 6.Click on submit

Name

Certification_role

Application

Global

Requires Subscription

Unspecified

Elevated privilege

☐

Description

Can deal with certification issues

Create one more role:

7.Create another role with the following details

8.Click on submit

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

Milestone 4 : Table Activity 1: 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 : project table
 Check the boxes Create module & Create mobile module
6. Under new menu name : project table
7. Under table columns give the columns
8. Click on submit

Q	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...					

Milestone 5 : Assign roles & User to groups

Activity 1 :Assign roles & users to certificate group

Open service now.

1. Click on All >> search for tables
2. Select tables under system definition
3. Select the certificates group
4. Under group members
5. Click on edit

Activity 2 :Assign roles & users to platform group

Open service now.

1. Click on All >> search for tables
2. Select tables under system definition
3. Select the platform group
4. Under group members
5. Click on edit
6. Select Manne Niranjana and save
7. Click on roles
8. Select Platform_role and save

Milestone 6 : Assign roles to table

Activity 1: Assign role to table

Open service now.

1. Click on All >> search for tables
2. Select operations related table
3. Click on the Application Access
4. Click on u_operations_related read operation
5. Click on the profile on top right side
6. Click on elevate role
7. Click on security admin and click on update

8. Under Requires role
9. Double click on insert a new row
10. Give platform role
11. And add certificate role
12. Click on update

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≡
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
⚙️
⏪
⏩
1 to 3 of 3
⏴
⏵
—

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

13. Click on u_operations_related write operation
14. Under Requires role
15. Double click on insert a new row
16. Give platform role
17. And add certificate role

Milestone 7 : Create ACL

Activity 1: 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

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

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

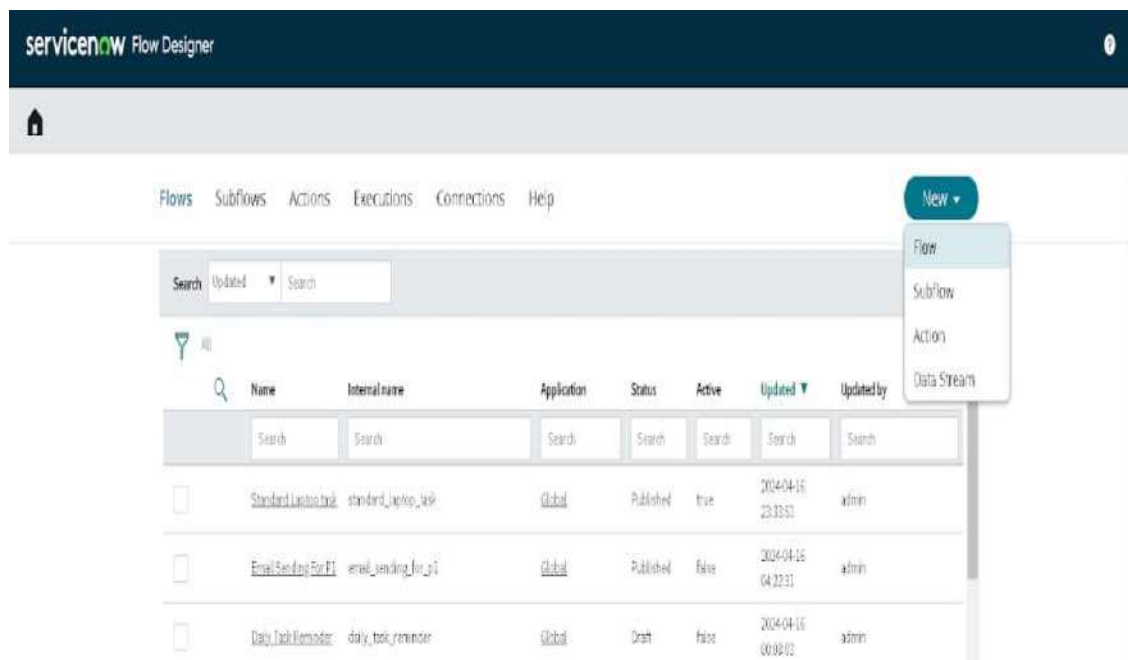
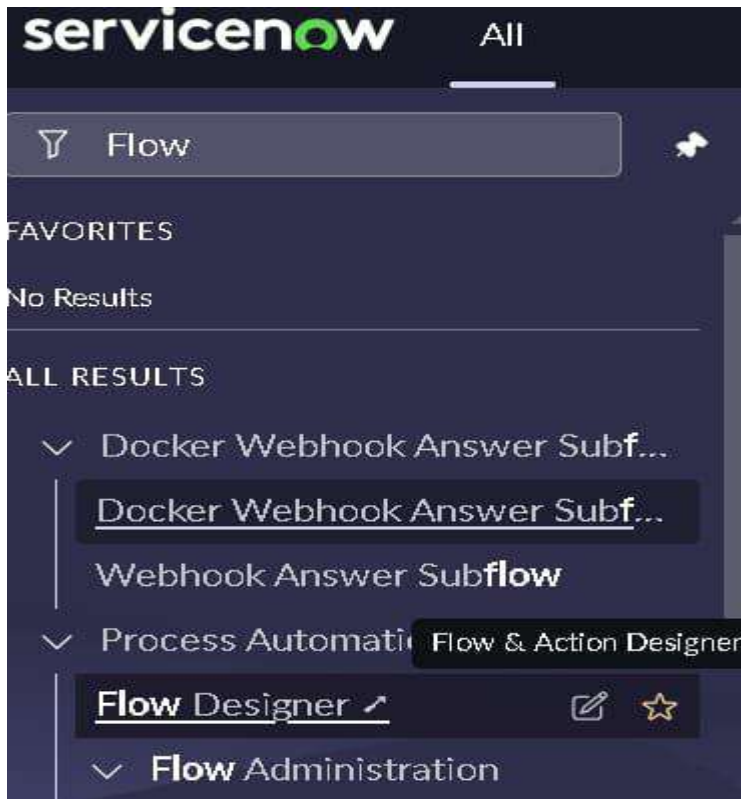
-- choose field -- -- oper -- -- value --

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

Milestone 8 : Flow

Activity 1 : 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.



Flow properties

* Flow name

Regarding certificates

Description

Describe your flow

Application

Global

Protection

-- None --

Run As


System User





Cancel

Submit

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

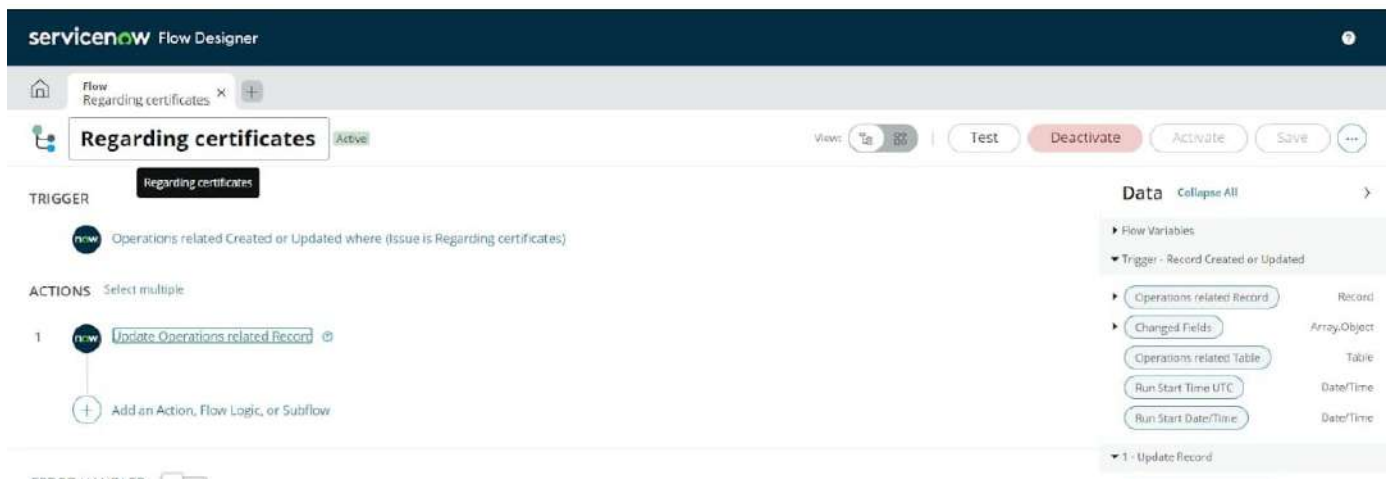
Delete

Cancel

Done

Activity 2 : 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.



The screenshot shows the ServiceNow Flow Designer interface. The flow is named "Regarding certificates" and is currently active. The trigger is "Operations related Created or Updated where (Issue is Regarding certificates)". The action is "Update Operations related Record". The right sidebar shows the "Data" section with a list of variables: "Flow Variables", "Trigger - Record Created or Updated", "Operations related Record" (Record), "Changed Fields" (Array/Object), "Operations related Table" (Table), "Run Start Time UTC" (DateTime), and "Run Start Date/Time" (DateTime). The bottom of the flow shows "1 - Update Record".

8. Click on Submit.

Click on Add a trigger

- Select the trigger in that Search for “create or update a record” and select that.
- Give the table name as “ Operations related ”.
- Give the Condition as
- Field : issue
- Operator : is
- Value : Unable to login to platform

Click on New Criteria

- Field : issue
- Operator : is
- Value : 404 Error

Click on New Criteria

- Field : issue
- Operator : is
- Value : Regrading User expired

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.