MAM COLLEGE OF ENGINEERING

Project Name : Streamlining Ticket Assignment for Efficient Support Operations

Team Members :

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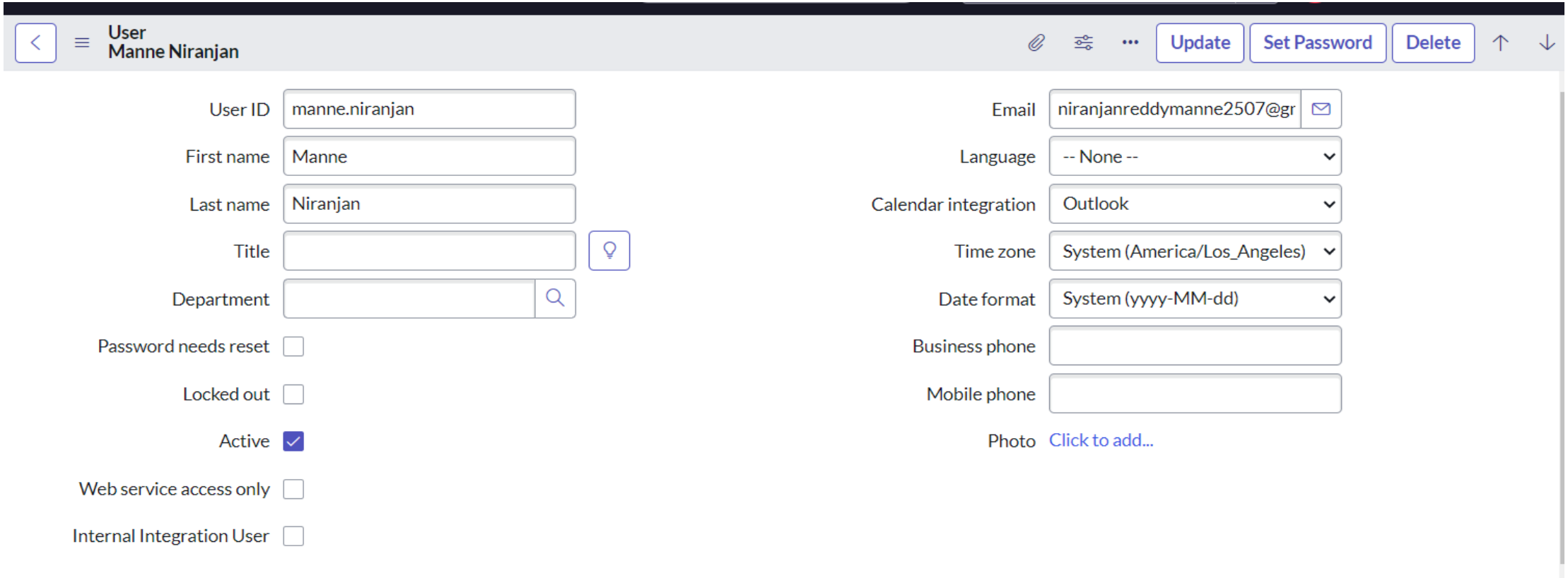
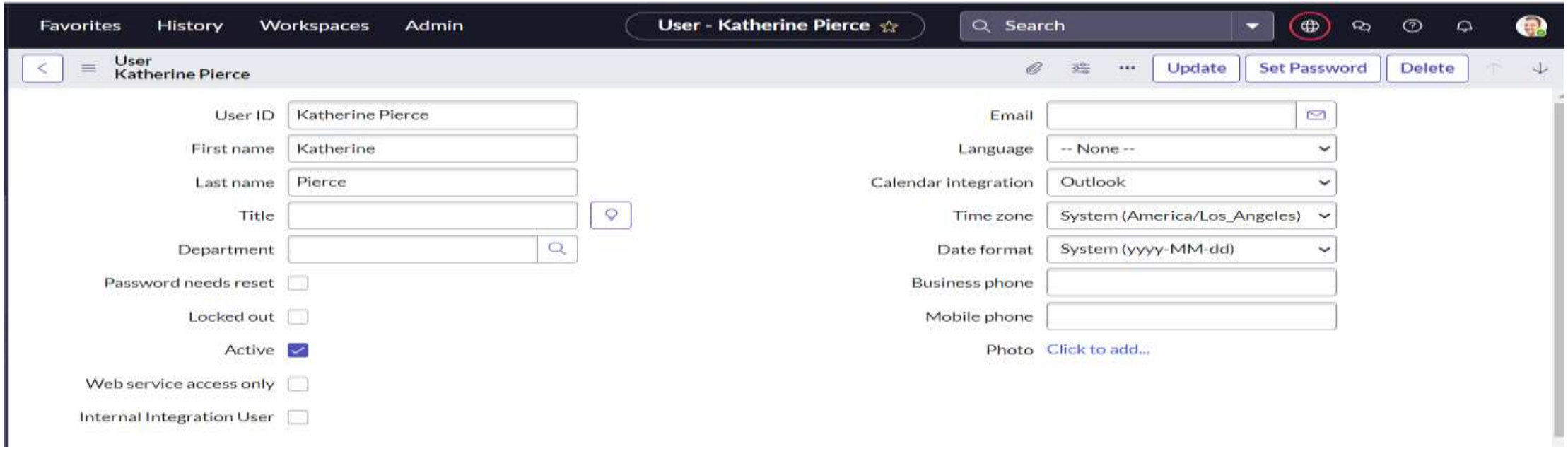
Streamlining Ticket Assignment for Efficient Support Operations

- 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.
- Create Users
- Open service now.
- Click on All >> search for users
- Select Users under system security
- Click on new
- Fill the following details to create a new user


User
Manne Niranjan
Update
Set Password
Delete
User ID
manne.niranjan
First name
Manne
Last name
Niranjan
Title
Department
Password needs reset
Locked out
Active
Web service access only
Internal Integration User
Email
niranjanreddymanne2507@gr
Language
-- None --
Calendar integration
Outlook
Time zone
System (America/Los_Angeles)
Date format
System (yyyy-MM-dd)
Business phone
Mobile phone
Photo
Click to add...

Click on submit

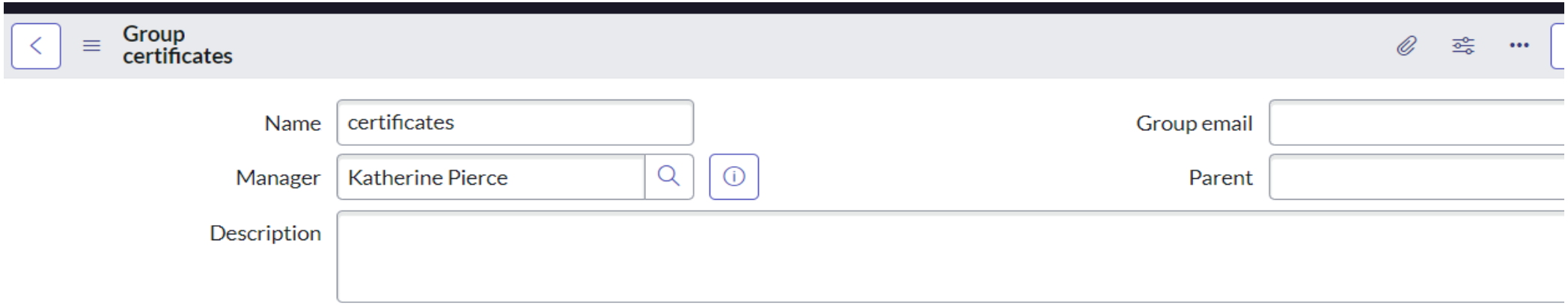
Create one more user:
Create another user with the following details



1.Click on submit

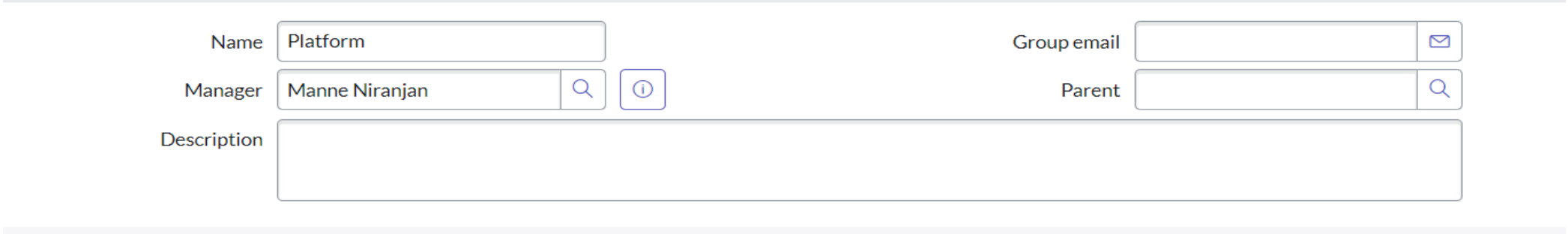
create groups

Open service now.
Click on All >> search for groups
Select groups under system security
Click on new
Fill the following details to create a new group

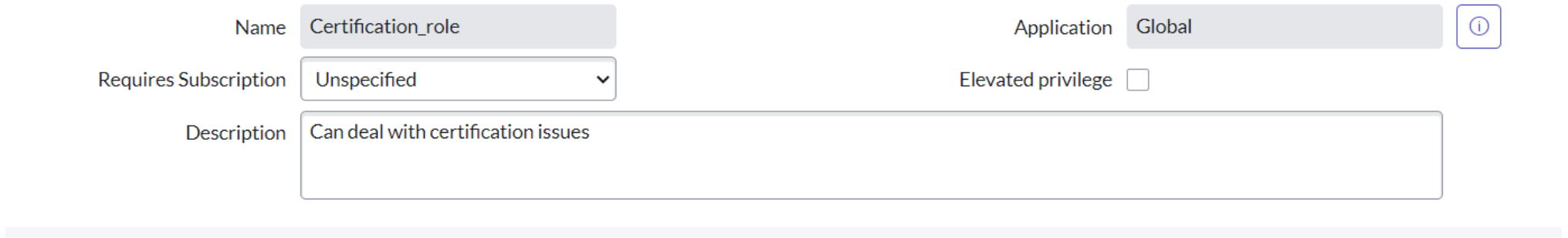


Create one more group:

Create another group with the following details

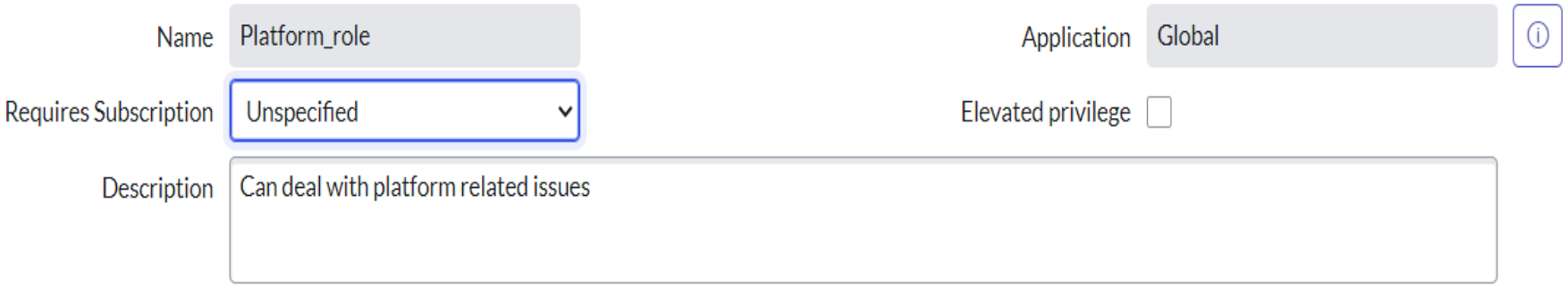


Click on submit
Create Roles
Open service now.
Click on All >> search for roles
Select roles under system security
Click on new
Fill the following details to create a new role



1.Click on submit

Create one more role:
Create another role with the following details



Click on submit

Create Table

- Open service now.
- Click on All >> search for tables
- Select tables under system definition
- Click on new
- Fill the following details to create a new table
  Label : Operations related
  Check the boxes Create module & Create mobile module
- Under new menu name : Operations related
- 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...*					

1. 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 certificate group

- Open service now.
- Click on All >> search for tables
- Select tables under system definition
- Select the certificates group
- Under group members
- Click on edit
- Select Katherine Pierce and save
- Click on roles
- Select Certification_role and save

Assign roles & users to platform group

- Open service now.
- Click on All >> search for tables
- Select tables under system definition
- Select the platform group

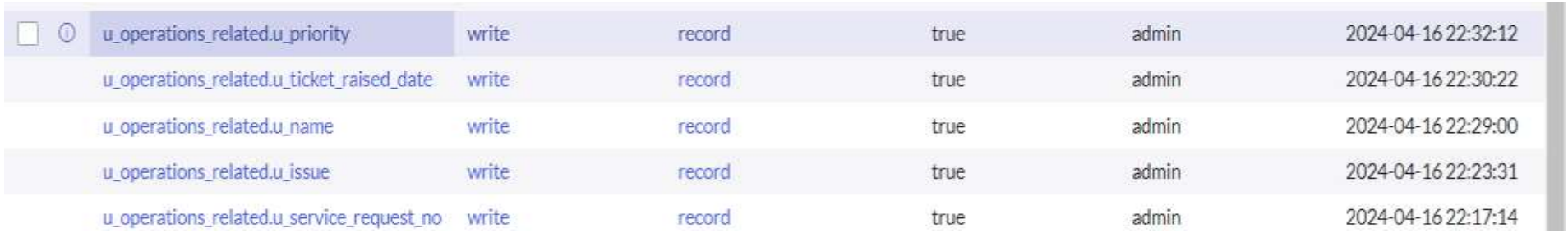
- Under group members
- Click on edit
- Select Manne Niranjan and save
- Click on roles
- Select Platform_role and save
- **Assign role to table**
- Open service now.
- Click on All >> search for tables
- Select operations related table
- Click on the Application Access
- Click on u_operations_related read operation
- Click on the profile on top right side
- Click on elevate role

1.Under Requires role
2.Double click on insert a new row
3.Give platform role
4.And add certificate role
5.Click on u_operations_related write operation

Create ACL

Open service now.
Click on All >> search for ACL
Select Access Control(ACL) under system security
Click on new
Fill the following details to create a new ACL

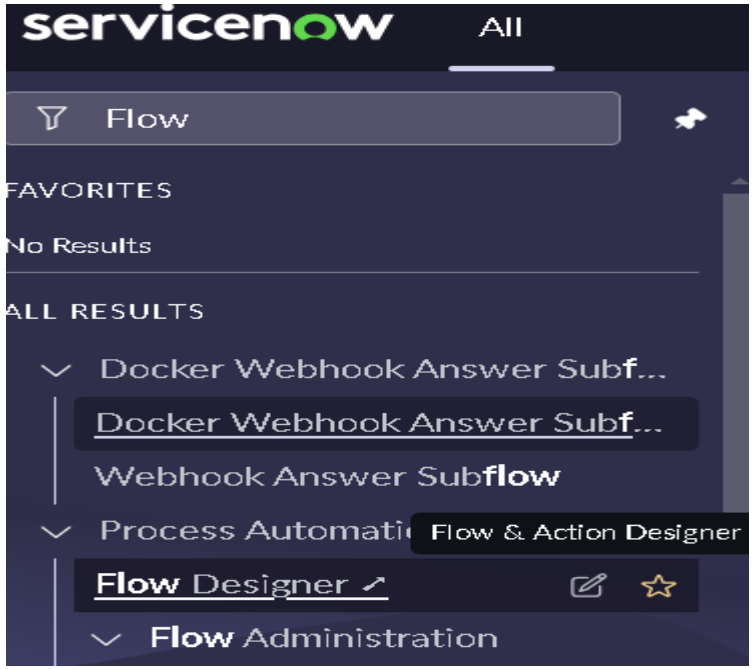
Scroll down under requires role
Double click on insert a new row
Give admin role
Click on submit
Similarly create 4 acl for the following fields

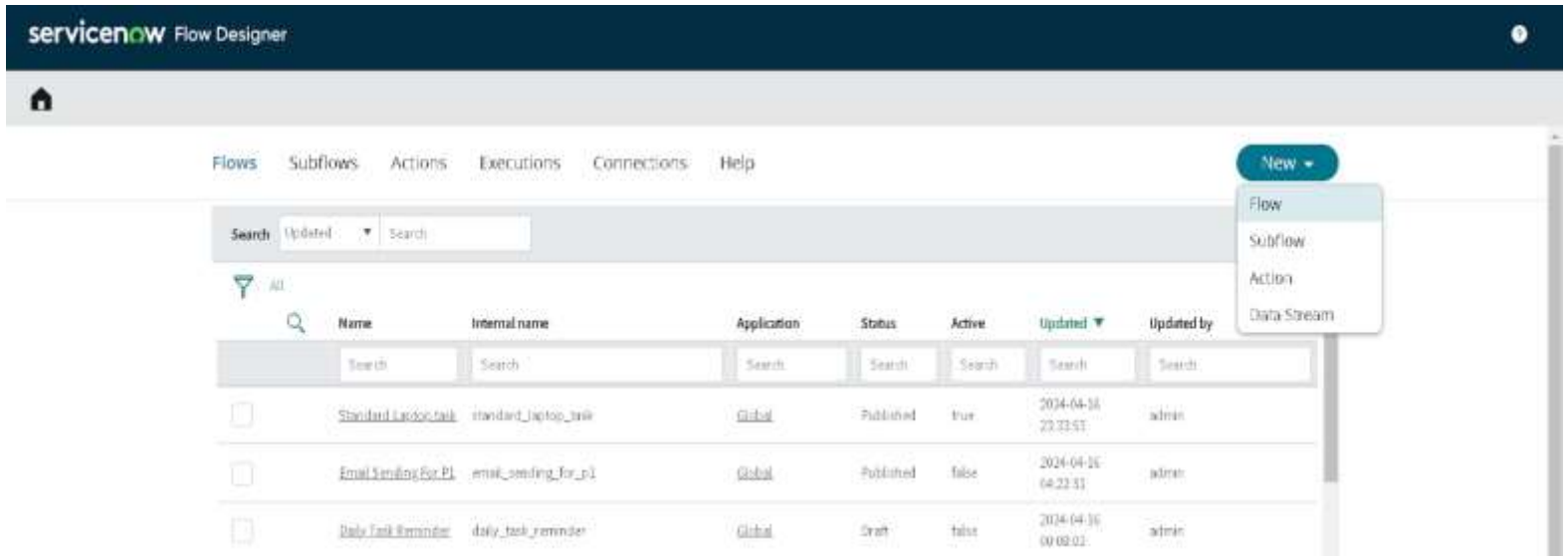


☐ ⓘ	u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
	u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
	u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
	u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
	u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

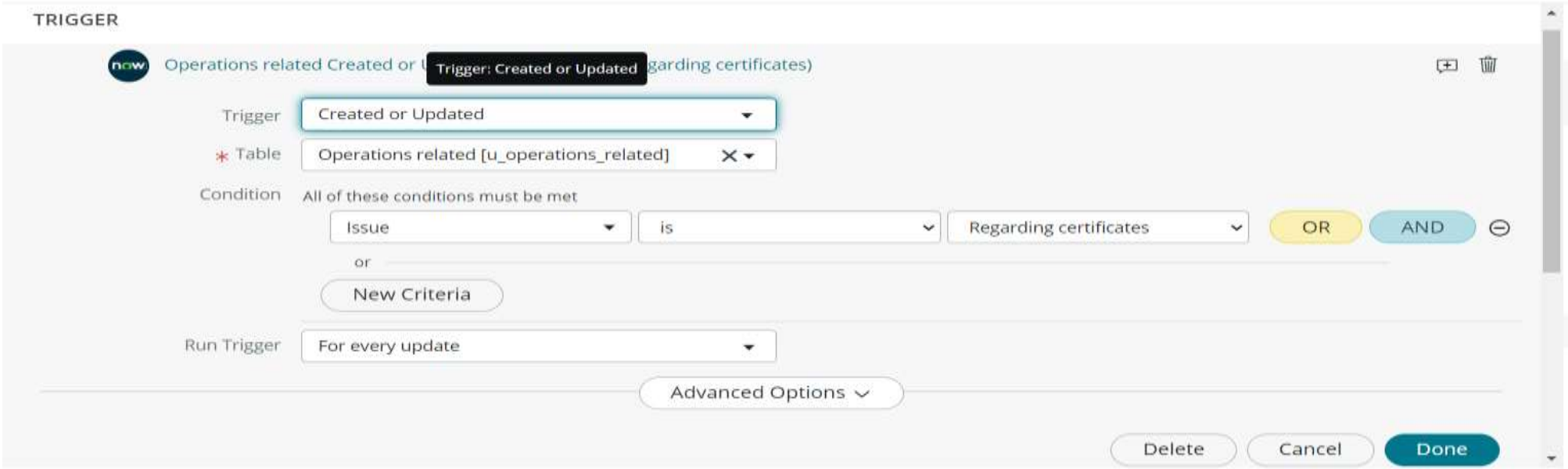
Create a Flow to Assign operations ticket to group

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.


servicenow
All
Flow
FAVORITES
No Results
ALL RESULTS
Docker Webhook Answer Subf...
Docker Webhook Answer Subf...
Webhook Answer Subflow
Process Automati
Flow & Action Designer
Flow Designer
Flow Administration

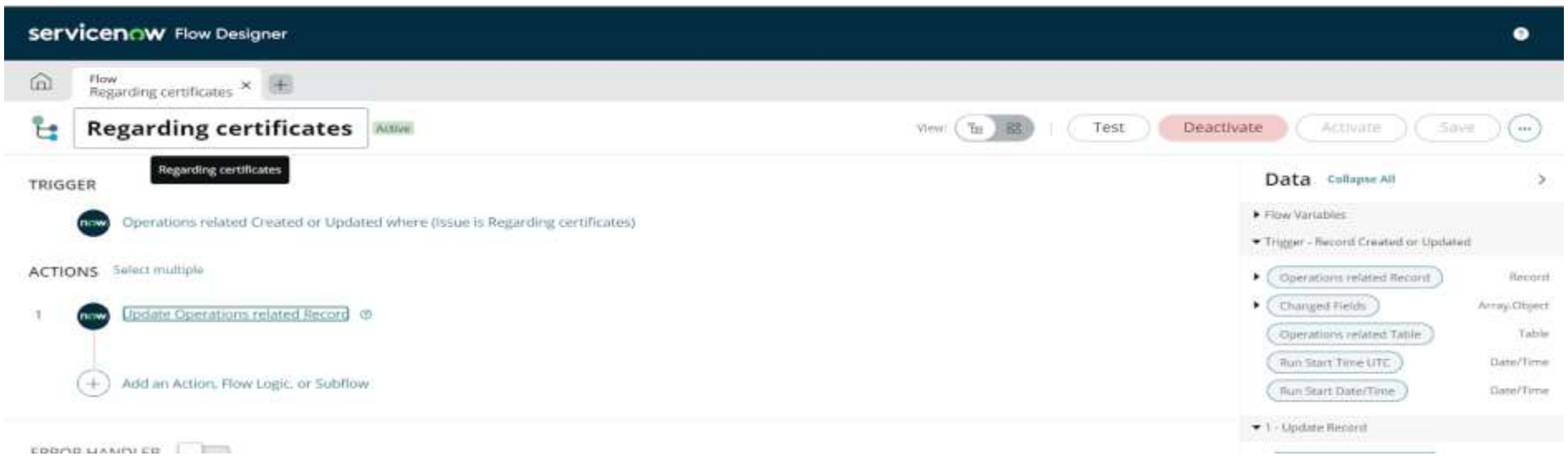

servicenow Flow Designer
Flows
Subflows
Actions
Executions
Connections
Help
New
Flow
Subflow
Action
Data Stream
Search
Updated
Search
All
Name
Internal name
Application
Status
Active
Updated
Updated by
Search
Standard Laptop task
standard_laptop_task
Global
Published
true
admin
Email Sending For P1
email_sending_for_p1
Global
Published
false
admin
Daily Task Reminder
daily_task_reminder
Global
Draft
false
admin

- 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 : Regrading Certificates
- After that click on Done.
-



- Now under Actions.
- Click on Add an action.
- Select action in that search for “ Update Record ”.
- In Record field drag the fields from the data navigation from left side
- Table will be auto assigned after that
- Give the field as “ Assigned to group ”
- Give value as “ Certificates ”
- Click on Done.
- Click on Save to save the Flow.
- 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


servicenow Flow Designer
Flow
Regarding certificates
Regarding certificates
Active
View:
Test
Deactivate
Activate
Save
Regarding certificates
TRIGGER
Operations related Created or Updated where (Issue is Regarding certificates)
ACTIONS
Select multiple
1
Update Operations related Record
Add an Action, Flow Logic, or Subflow
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

Create a Flow to Assign operations ticket to Platform group

- Open service now.
- Click on All >> search for Flow Designer
- Click on Flow Designer under Process Automation.
- After opening Flow Designer Click on new and select Flow.
- Under Flow properties Give Flow Name as “ Regarding Platform ”.
- Application should be Global.
- Select Run user as “ System user ” from that choice.
- 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
-

- After that click on Done.
- Now under Actions.
- Click on Add an action.
- Select action in that search for “ Update Record ”.
- In Record field drag the fields from the data navigation from left side
- Table will be auto assigned after that
- Give the field as “ Assigned to group ”.
- Give value as “ Platform ”.
- Click on Done.
- Click on Save to save the Flow.
- 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.