

MAM COLLEGE OF ENGINEERING

Project Name : Streamlining Ticket Assignment for Efficient Support Operations

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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

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

Click on submit

Create one more user:

Create another user with the following details

User - Katherine Pierce 

Search     

User		Katherine Pierce	
User ID	Katherine Pierce	Email	<input type="text"/>
First name	Katherine	Language	-- None --
Last name	Pierce	Calendar Integration	Outlook
Title	<input type="text"/>	Time zone	System (America/Los_Angeles)
Department	<input type="text"/> 	Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	<input type="text"/>
Locked out	<input type="checkbox"/>	Mobile phone	<input type="text"/>
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

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

The screenshot shows a user interface for creating a new group. At the top left is a back arrow icon. Next to it is the title "Group certificates". On the right side of the header are three small icons: a person, a gear, and three dots. Below the header, there are four input fields arranged in a grid-like layout. The first row contains "Name" with the value "certificates" and "Group email" with an empty field. The second row contains "Manager" with the value "Katherine Pierce" and a search icon, and "Parent" with an empty field. The third row contains "Description" with an empty text area. To the right of the input fields are three small blue icons: a magnifying glass, an info symbol, and a more options symbol.

Name	certificates	Group email
Manager	Katherine Pierce	Parent
Description		

Create one more group:

Create another group with the following details

This screenshot shows a second group creation form. It has a similar layout to the first one, with fields for Name, Manager, Group email, Parent, and Description. The "Name" field is filled with "Platform". The "Manager" field is filled with "Manne Niranjan". The "Group email" field has an envelope icon. The "Parent" field has a search icon. The "Description" field is empty. The same three small blue icons (magnifying glass, info symbol, more options) are located to the right of the input fields.

Name	Platform	Group email
Manager	Manne Niranjan	Parent
Description		

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

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

1.Click on submit

Create one more role:

Create another role with the following details

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

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

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...					

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

< 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](#)

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

1 to 3 of 3

- 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

Access Control
u_operations_related.u_service_request_no

* Type	record	Application	Global
* Operation	write	Active	<input checked="" type="checkbox"/>
Admin overrides	<input checked="" type="checkbox"/>	Advanced	<input type="checkbox"/>
Protection policy	-- None --	Operations related [u_operations_related]	
* 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 --

Scroll down under requires role

Double click on insert a new row

Give admin role

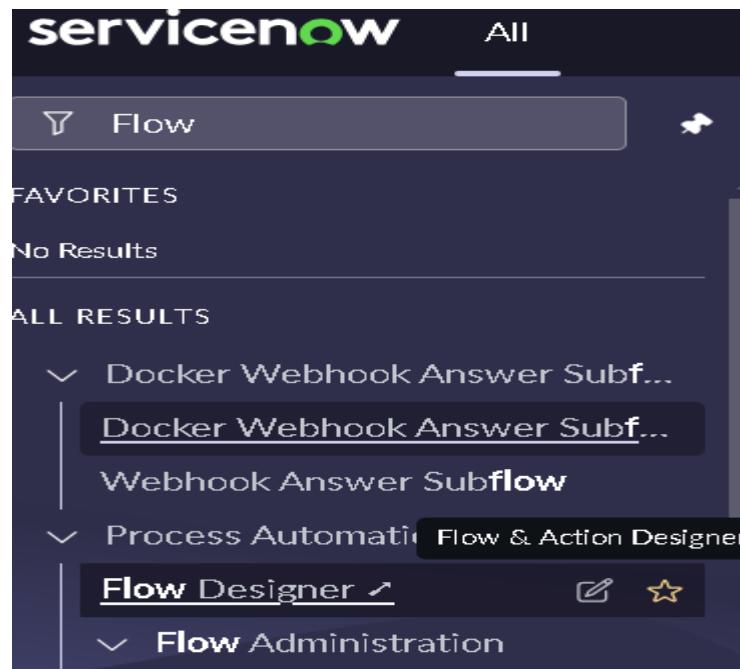
Click on submit

Similarly create 4 acl for the following fields

<input type="checkbox"/>	(i)	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.



The screenshot shows the ServiceNow Flow Designer interface. At the top, there is a navigation bar with links for Flows, Subflows, Actions, Executions, Connections, and Help. On the right side, there is a "New" button with a dropdown menu containing options: Flow, Subflow, Action, and Data Stream. The main area displays a list of flows. The first flow in the list is selected, as indicated by a blue border around its row. The columns in the table include Name, Internal name, Application, Status, Active, Updated, and Updated by. The data for the selected flow is as follows:

Name	Internal name	Application	Status	Active	Updated	Updated by
Standard Laptop Task	standard_laptop_task	Global	Published	true	2024-04-16 23:33:51	admin

Flow properties

* Flow name: Regarding certificates

Description: Describe your flow.

Application: Global

Protection: -- None --

Run As: System User

Cancel **submit**

The screenshot shows a modal dialog titled "Flow properties". Inside the dialog, there are several input fields and dropdown menus. The "Flow name" field contains the value "Regarding certificates". The "Description" field is a larger text area containing the placeholder text "Describe your flow.". The "Application" dropdown is set to "Global". The "Protection" dropdown is set to "-- None --". The "Run As" dropdown is set to "System User". At the bottom of the dialog are two buttons: "Cancel" on the left and "submit" on the right, which is highlighted with a blue border.

- 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.
-

TRIGGER

The screenshot shows the Zoho Trigger configuration interface. At the top, there's a header bar with a 'now' logo, the title 'Operations related Created or Updated regarding certificates', and standard edit and delete icons. Below the header, the 'Trigger' section is set to 'Created or Updated'. The 'Table' is specified as 'Operations related [u_operations_related]'. The 'Condition' section indicates 'All of these conditions must be met' and lists one condition: 'Issue is Regarding certificates'. There are 'OR' and 'AND' buttons for additional conditions, and a 'New Criteria' button. The 'Run Trigger' section is set to 'For every update'. At the bottom right, there are 'Delete', 'Cancel', and a prominent 'Done' button.

- 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 now 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

View: Tab RS | Test Deactivate Activate Save ...

TRIGGER

now Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1 now 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.