

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 ID	<input type="text" value="manne.niranjan"/>	Email	<input type="text" value="niranjanreddymanne2507@gr"/> 
First name	<input type="text" value="Manne"/>	Language	<input type="text" value="-- None --"/>
Last name	<input type="text" value="Niranjan"/>	Calendar integration	<input type="text" value="Outlook"/>
Title	<input type="text"/>	Time zone	<input type="text" value="System (America/Los_Angeles)"/>
Department	<input type="text"/> 	Date format	<input type="text" value="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

The screenshot shows a user management interface for 'User - Katherine Pierce'. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The user's name 'User - Katherine Pierce' is displayed with a star icon. A search bar and a globe icon (circled in red) are also present. Below the navigation bar, the user's details are shown in two columns. The left column contains fields for 'User ID' (Katherine Pierce), 'First name' (Katherine), 'Last name' (Pierce), 'Title' (empty), and 'Department' (empty with a search icon). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right column contains fields for 'Email' (empty with an email icon), 'Language' (-- None --), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), 'Mobile phone' (empty), and 'Photo' (Click to add...). At the top right of the details section are buttons for 'Update', 'Set Password', and 'Delete'.

Field	Value
User ID	Katherine Pierce
First name	Katherine
Last name	Pierce
Title	
Department	
Password needs reset	<input type="checkbox"/>
Locked out	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>
Web service access only	<input type="checkbox"/>
Internal Integration User	<input type="checkbox"/>
Email	
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...

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

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Group certificates

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⚙️

⋮

Name

certificates

Group email

Manager

Katherine Pierce

🔍

ℹ️

Parent

Description

Create one more group:

Create another group with the following details

Name

Platform

Group email

✉️

Manager

Manne Niranjana

🔍

ℹ️

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
X	Assigned to group	Reference	Group	40		false
X	Assigned to user	Reference	User	32		false
X	Comment	String	(empty)	40		false
X	Issue	String	(empty)	40		false
X	Name	String	(empty)	40		false
X	Priority	String	(empty)	40		false
X	Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
X	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 Niranjana 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

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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
+	<i>Insert a new row...</i>

- 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

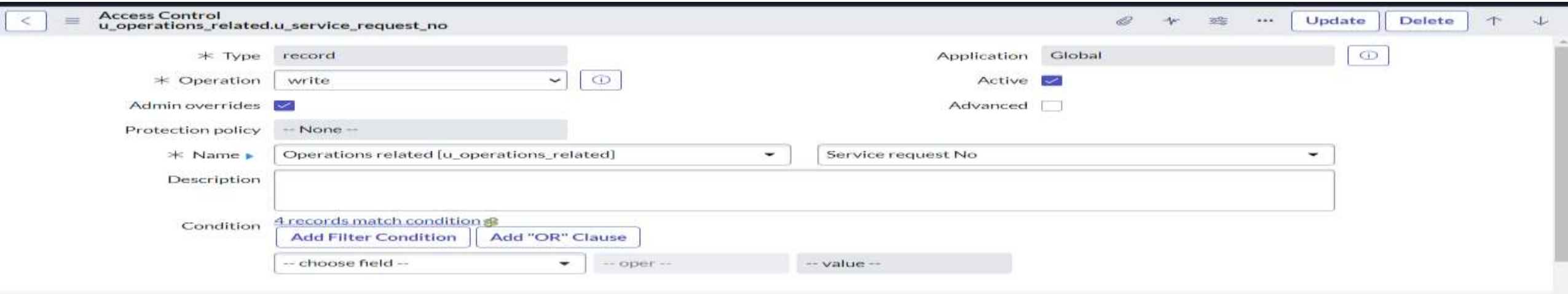
Open service now.

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



The screenshot shows the 'Access Control' form in ServiceNow. The breadcrumb trail is 'u_operations_related.u_service_request_no'. The form contains the following fields and controls:

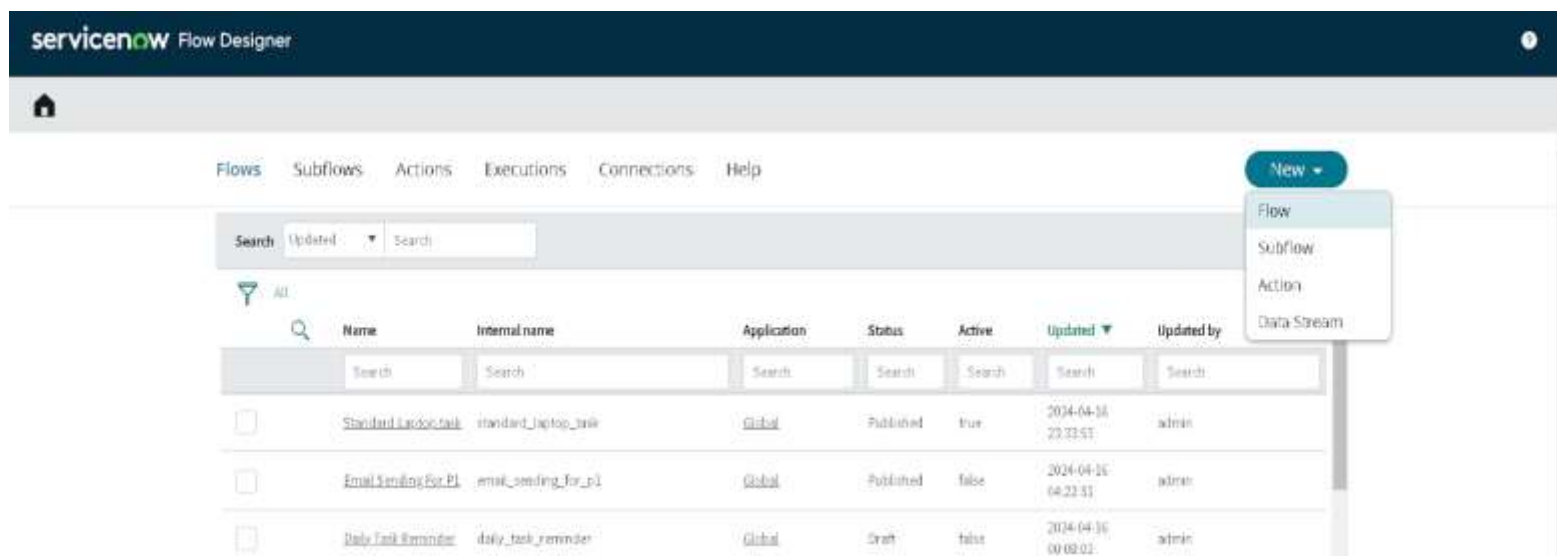
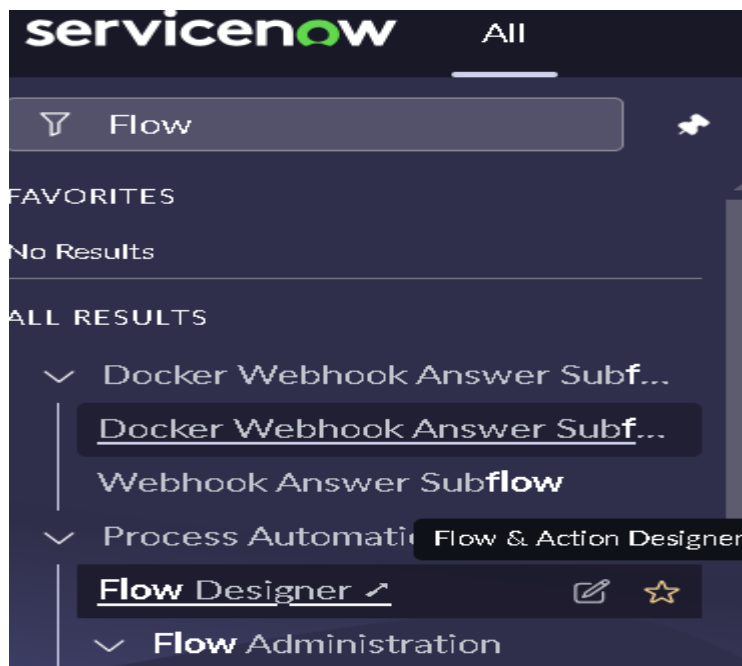
- Type:** A text field containing 'record'.
- Operation:** A dropdown menu with 'write' selected.
- Admin overrides:** A checkbox that is checked.
- Protection policy:** A dropdown menu with '-- None --' selected.
- Name:** A dropdown menu with 'Operations related [u_operations_related]' selected.
- Description:** A text area.
- Condition:** A section with a link '4 records match condition', two buttons 'Add Filter Condition' and 'Add "OR" Clause', and three dropdown menus: '-- choose field --', '-- oper --', and '-- value --'.
- Application:** A dropdown menu with 'Global' selected.
- Active:** A checkbox that is checked.
- Advanced:** A checkbox that is unchecked.
- Buttons:** 'Update' and 'Delete' buttons are at the top right.

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"/>	①	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.




A screenshot of a 'Flow properties' dialog box. The dialog has a title bar with a close button (X) in the top right corner. Inside, there are five labeled input fields: 'Flow name' (with an asterisk icon), 'Description', 'Application', 'Protection', and 'Run As'. The 'Flow name' field contains 'Regarding certificates'. The 'Description' field contains 'Describe your flow:'. The 'Application' field is a dropdown menu showing 'Global'. The 'Protection' field is a dropdown menu showing '-- None --'. The 'Run As' field is a dropdown menu showing 'System User'. At the bottom right of the dialog are two buttons: 'Cancel' and '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 : Regrading Certificates
- After that click on Done.

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TRIGGER

 Operations related Created or Updated (Trigger: Created or Updated regarding certificates)

Trigger: Created or Updated

* Table: Operations related [u_operations_related]

Condition: All of these conditions must be met

Issue is Regarding certificates

OR AND

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel 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



* Record




* Table

* Fields


servicenow Flow Designer

Flow Regarding certificates  



 **Regarding certificates** 


View:   | 



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  

- 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.
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- 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.