

M.A.M COLLEGE OF ENGINEERING

PROJECT TITLE:

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.

Users

Create Users

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

The screenshot shows a user creation form titled 'User' with the sub-label 'Manne Niranjan'. The form is divided into two columns. The left column contains fields for User ID (manne.niranjan), First name (Manne), Last name (Niranjan), Title (empty), Department (empty), Password needs reset (unchecked), Locked out (unchecked), Active (checked), Web service access only (unchecked), and Internal Integration User (unchecked). The right column contains fields for Email (niranjanreddymanne2507@gr), 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...).

6. Click on submit

Create one more user:

7. Create another user with the following details

The screenshot shows the 'User - Katherine Pierce' configuration page. The 'User ID' is set to 'Katherine Pierce'. Other fields include 'First name' (Katherine), 'Last name' (Pierce), 'Title' (empty), 'Department' (empty), 'Email' (empty), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), and 'Mobile phone' (empty). There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. A 'Photo' field with a placeholder 'Click to add...' is present.

8. Click on submit

Groups

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

The screenshot shows the 'Group - certificates' configuration page. The 'Name' is set to 'certificates'. Other fields include 'Manager' (Katherine Pierce), 'Group email' (empty), and 'Parent' (empty). A 'Description' field is also present.

6. Click on submit

Create one more group:

1. Create another group with the following details

Name	Platform	Group email	<input type="text"/>
Manager	Manne Niranjan	Parent	<input type="text"/>
Description	<input type="text"/>		

2. Click on submit

Roles

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

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

6. 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

Tables:

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 : Operations related
Check the boxes Create module & Create mobile module
6. Under new menu name : Operations related
7. 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...					

8. 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

Assign roles & users to certificate group

1. Open service now.
2. Click on All >> search for tables
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
8. Click on roles
9. Select Certification_role and save

Assign roles & users to platform group

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

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

The screenshot shows a software interface for managing Access Control Rules. At the top, there's a toolbar with icons for back, forward, search, and other operations, followed by buttons for 'Update' and 'Delete'. Below the toolbar, the title bar says 'Access Control u_operations_related'. The main area is divided into sections: 'Definition' (which contains a detailed description of how access is granted based on three checks) and 'Requires role' (which lists the roles required for access). In the 'Requires role' section, three roles are listed: 'u_operations_related_user', 'Platform_role', and 'Certification_role'. There's also a link to 'Insert a new row...'.

14. Click on u_operations_related write operation

15. Under Requires role

16. Double click on insert a new row

17. Give platform role

Create ACL

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

The screenshot shows the 'Access Control' configuration page for the field 'u_operations_related.u_service_request_no'. The configuration includes:

- Type: record
- Operation: write
- Active: checked
- Condition: 4 records match condition (with options to Add Filter Condition or Add "OR" Clause)

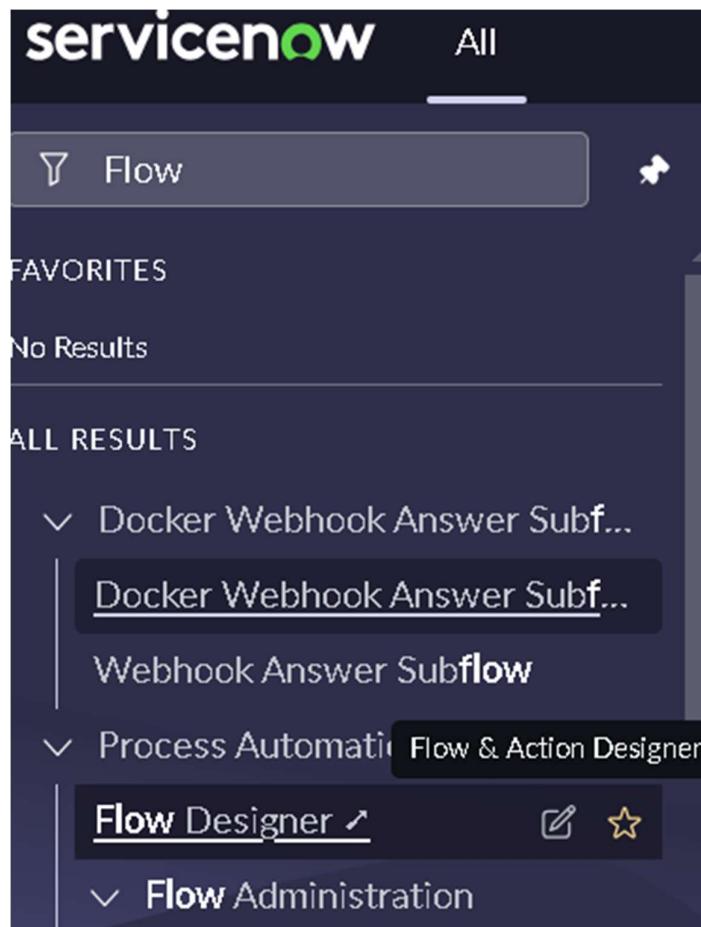
6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 acl for the following fields

<input type="checkbox"/>		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

Flow

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. The top navigation bar includes "Flows", "Subflows", "Actions", "Executions", "Connections", and "Help". A search bar is present above the main table. The main area displays a list of flows with columns for "Name", "Internal name", "Application", "Status", "Active", "Updated", and "Updated by". A context menu is open over the first row, showing options: "New", "Flow", "Subflow", "Action", and "Data Stream".

Name	Internal name	Application	Status	Active	Updated	Updated by
Standard Laptop task	standard_laptop_task	Global	Published	true	2024-04-16 23:33:53	admin
Email Sending For P1	email_sending_for_p1	Global	Published	false	2024-04-16 04:22:31	admin
Daily Task Reminder	daily_task_reminder	Global	Draft	false	2024-04-16 00:08:03	admin

Flow properties

* Flow name: Regarding certificates

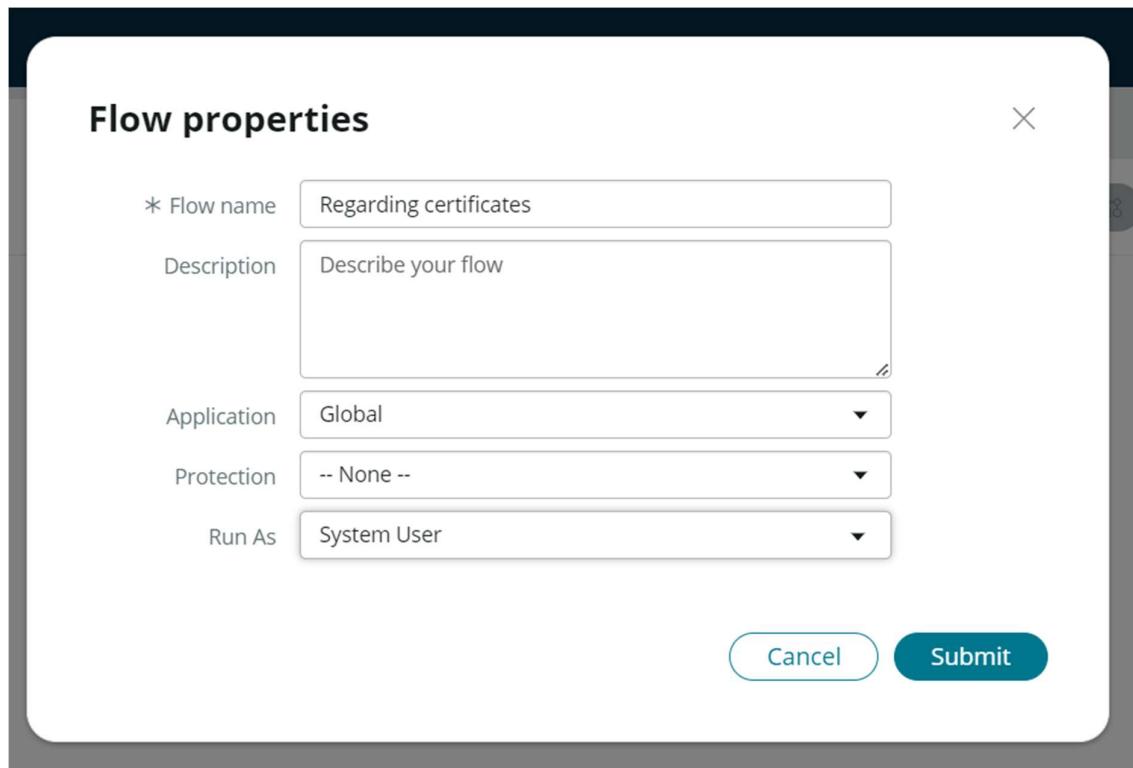
Description: Describe your flow

Application: Global

Protection: -- None --

Run As: System User

Cancel **Submit**



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

5.After that click on Done.

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.
8. Click on Submit.

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 : Unable to login to platform

5. Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

6. Click on New Criteria

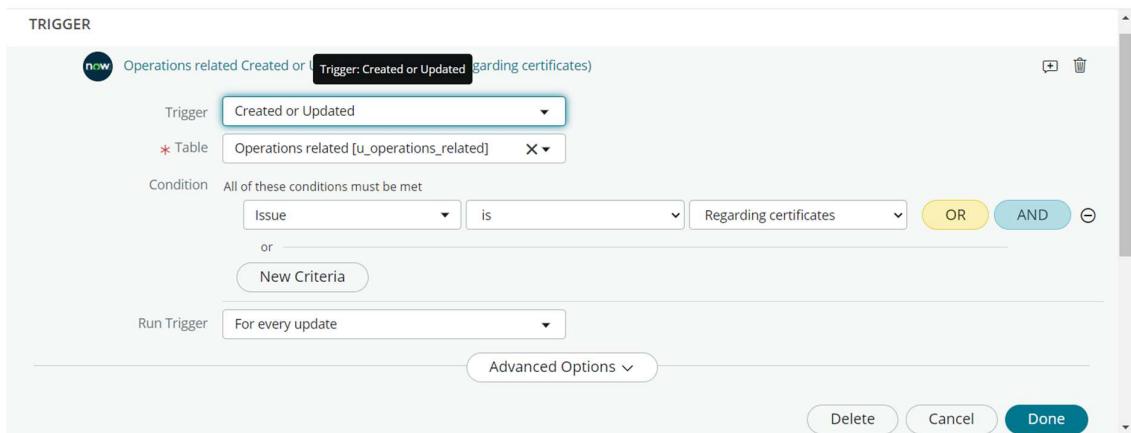
Field : issue

Operator : is

Value : Regrading User expired

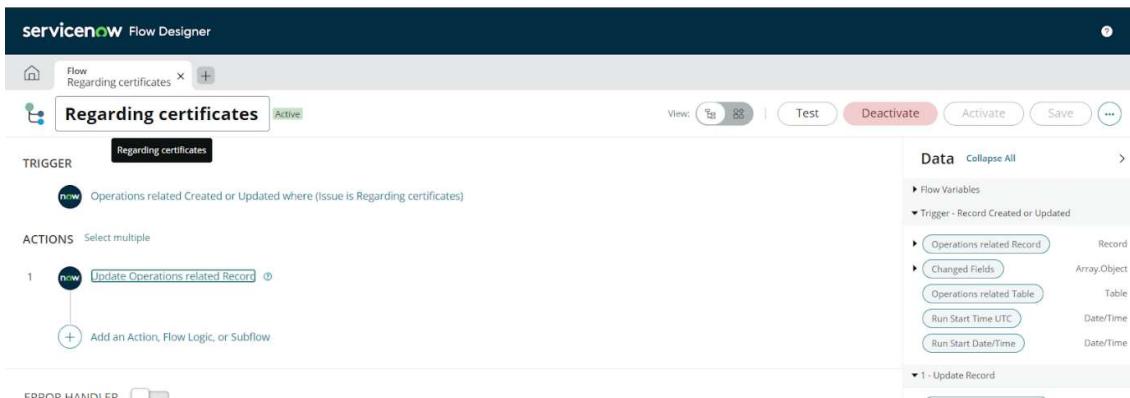
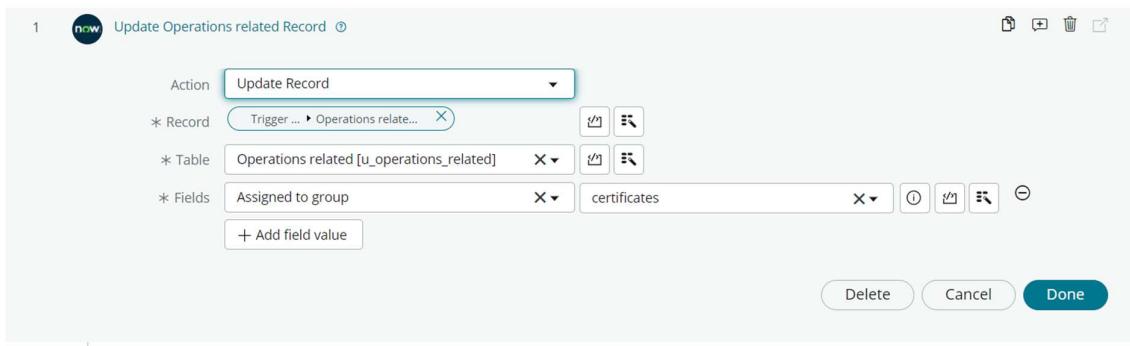
7. After that click on Done.
8. Now under Actions.
9. Click on Add an action.
10. Select action in that search for " Update Record ".
11. In Record field drag the fields from the data navigation from left side
12. Table will be auto assigned after that
13. Give the field as " Assigned to group ".

14. Give value as “ Platform ”.
15. Click on Done.
16. Click on Save to save the Flow.
17. Click on Activate.



6. Now under Actions.
7. Click on Add an action.
8. Select action in that search for “ Update Record ”.
9. In Record field drag the fields from the data navigation from left side
10. Table will be auto assigned after that
11. Give the field as “ Assigned to group ”
12. Give value as “ Certificates ”
13. Click on Done.
14. Click on Save to save the Flow.
15. Click on Activate.

ACTIONS Select multiple



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.