

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

User IDmanne.niranjan

First nameManne

Last nameNiranjan

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Emailniranjanreddymanne2507@gr

Language-- None --

Calendar integrationOutlook

Time zoneSystem (America/Los Angeles)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

- 6. Click on submit

Create one more user:

7. Create another user with the following details

The screenshot shows a user management interface. At the top, there's a navigation bar with 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar contains 'User - Katherine Pierce'. Below this, the form is titled 'User Katherine Pierce'. It has several input fields: 'User ID' (Katherine Pierce), 'First name' (Katherine), 'Last name' (Pierce), 'Title' (empty), and 'Department' (empty with a search icon). There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. On the right side, there are dropdown menus for 'Email' (empty), 'Language' (-- None --), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los Angeles)), and 'Date format' (System (yyyy-MM-dd)). There are also input fields for 'Business phone' and 'Mobile phone', and a 'Photo' link that says 'Click to add...'.

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 a group management interface. At the top, there's a navigation bar with 'Group certificates'. Below this, the form has several input fields: 'Name' (certificates), 'Manager' (Katherine Pierce with a search icon and a help icon), 'Description' (empty), 'Group email' (empty), and 'Parent' (empty).

6. Click on submit

Create one more group:

1. Create another group with the following details

Name	<input type="text" value="Platform"/>	Group email	<input type="text"/>	
Manager	<input type="text" value="Manne Niranjana"/>	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	<input type="text" value="Certification_role"/>	Application	<input type="text" value="Global"/>	
Requires Subscription	<input type="text" value="Unspecified"/>	Elevated privilege	<input type="checkbox"/>	
Description	<input type="text" value="Can deal with certification issues"/>			

6. Click on submit

Create one more role:

Create another role with the following details

Name	<input type="text" value="Platform_role"/>	Application	<input type="text" value="Global"/>	
Requires Subscription	<input type="text" value="Unspecified"/>	Elevated privilege	<input type="checkbox"/>	
Description	<input type="text" value="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

🔍	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 Niranjana 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 the configuration page for 'Access Control u_operations_related'. At the top, there are 'Update' and 'Delete' buttons. Below is a 'Definition' section with a blue background containing text about Access Control Rules and a 'More Info' link. Underneath is a 'Requires role' section with a table listing roles. The table has three rows: 'u_operations_related_user', 'Platform_role', and 'Certification_role', each with a red 'x' icon. At the bottom of the table is a row with a '+' icon and the text 'Insert a new row...'. The table is paginated to show '1 to 3 of 3' items.

Role
u_operations_related_user
Platform_role
Certification_role
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

- 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: ☒

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 --

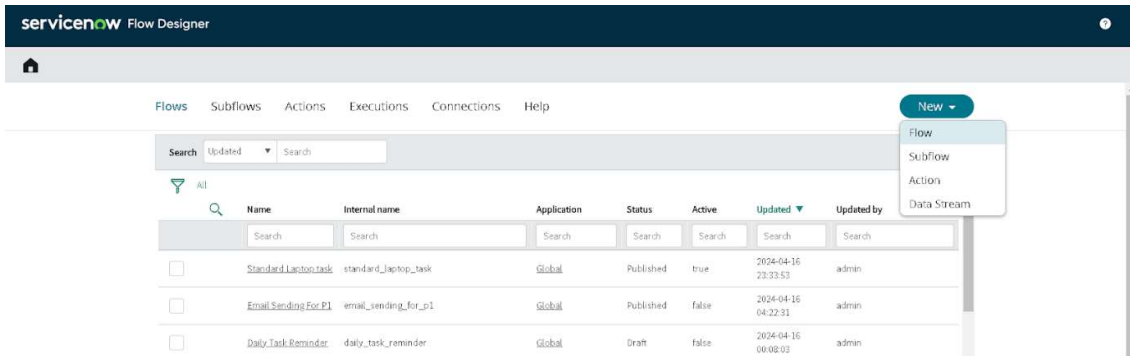
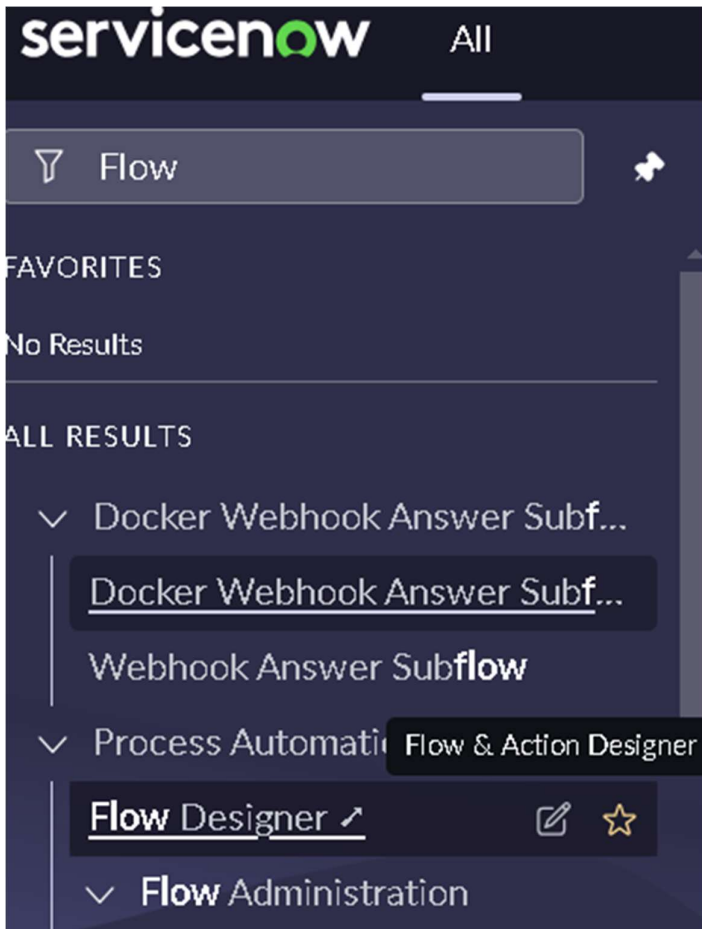
- Scroll down under requires role
- Double click on insert a new row
- Give admin role
- Click on submit
- Similarly create 4 acl for the following fields

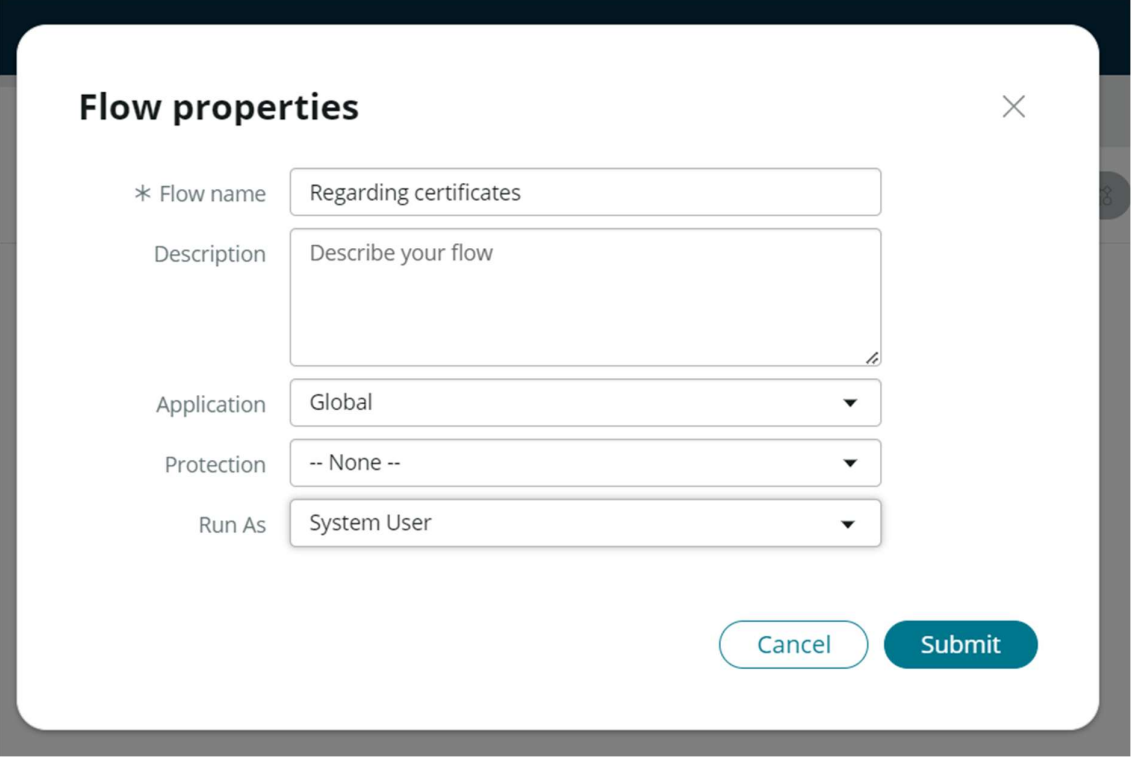
<input type="checkbox"/>	u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
	u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
	u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
	u_operations_related.u_issue	write	record	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

- 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 Certificate”.
- Application should be Global.
- Select Run user as “ System user ” from that choice.
- Click on Submit.





The image shows a 'Flow properties' dialog box with a close button (X) in the top right corner. It contains several input fields and dropdown menus:

- * Flow name:** A text input field containing 'Regarding certificates'.
- Description:** A larger text input field containing 'Describe your flow'.
- Application:** A dropdown menu with 'Global' selected.
- Protection:** A dropdown menu with '-- None --' selected.
- Run As:** A dropdown menu with 'System User' selected.

At the bottom right, there are two buttons: 'Cancel' (outlined) and 'Submit' (solid teal).

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.

The screenshot shows the 'TRIGGER' configuration window. At the top, it says 'Operations related Created or Updated (Trigger: Created or Updated regarding certificates)'. Below this, the 'Trigger' is set to 'Created or Updated'. The 'Table' is 'Operations related [u_operations_related]'. The 'Condition' is 'All of these conditions must be met', with a single condition 'Issue is Regarding certificates'. There are 'OR' and 'AND' buttons for adding more conditions, and a 'New Criteria' button. The 'Run Trigger' is set to 'For every update'. At the bottom, there is an 'Advanced Options' dropdown and 'Delete', 'Cancel', and 'Done' buttons.

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

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: [Icons]

Test

Deactivate

Activate

Save

TRIGGER

Regarding certificates

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

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.