# ServiceNow Project Report

Team ID: NM2025TMID13056

Team size:4

Team Leader: Shree varsha. R

Team member: Sinduja.S

Team member: S. Rahul

Team member: Gowtham.M

Project title: **Streamlining Ticket Assignment for Efficient Support Operations**

## Project summary:

The goal of this initiative at ABC Corporation is to deploy an automated ticket routing system that streamlines support operations by directing tickets to the right teams. This will help resolve issues faster, boost customer satisfaction, and make better use of support resources.

# ServiceNow Project Report

## Users

1. Go to **All Applications**, then use the search bar to find **Users**.
2. Under **System Security**, choose **Users**.
3. Hit the **New** button to start creating a user profile.
4. Enter the required information to set up the new user account.

5.



6. Click on submit

### Create another user with the following details



7. Click on submit

# ServiceNow Project Report

## Create Groups

1. Navigate to **All Applications** and use the search bar to find **Groups**.

2. Under **System Security**, click on **Groups**.

3. Select the **New** option to begin creating a group.

4. Enter the necessary information to set up the new group.



1. Click on submit



1. Create one more group: Create another group with the following details

   2.Click on submit

# ServiceNow Project Report

## Create roles

1. Start by opening **ServiceNow**.

2. Go to **All Applications** and type **Roles** into the search bar.

3. Under **System Security**, click on **Roles**.

4. Press the **New** button to begin setting up a role.

5. Complete the required fields to define and create the new role.

6. Would you like me to help format this into a training guide or SOP document?

| | | | | |
|---|---|---|---|---|
| Name | Certification_role | Application | Global | ⓘ |
| Requires Subscription | Unspecified | Elevated privilege | ☐ | |
| Description | Can deal with certification issues | | | |

7.

8. Click on submit

Create one more role:

Create another role with the following details

| | | | | |
|---|---|---|---|---|
| Name | Platform_role | Application | Global | ⓘ |
| Requires Subscription | Unspecified | Elevated privilege | ☐ | |
| Description | Can deal with platform related issues | | | |

Click on submit

# ServiceNow Project Report

**Create Table**

1. **Open ServiceNow.**

2. **Go to All Applications and search for Tables.**

3. **Under System Definition, select Tables.**

4. **Click New to start creating a new table.**

5. **Enter the following details:**

6. **Set the Label to *Operations related*.**

7. **Make sure to check both Create module and Create mobile module options.**

8. **In the New Menu Name field, enter *Operations related*.**

9. **Add the necessary columns to define the structure of your table.**

10. **Would you like help drafting sample column names or deciding what kind of data this table should hold?**

| | Column label | Type | Reference | Max length | Default value | Disp |
|---|---|---|---|---|---|---|
| | 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 |

11. ＋ *Insert a new row...*

12. **Click on submit**

# ServiceNow Project Report

**Create choices for the issue filed by using form design**

**Choices are**

- ○ **unable to login to platform**

- ○ **404 error**

- ○ **regarding certificates**

- ○ **regarding user expired**

# ServiceNow Project Report

## Assign role to table

1. Navigate to **All Applications** and search for **Tables**.
2. Open the **Operations Related** table.
3. Go to the **Application Access** section.
4. Select the **Read operation** for `u_operations_related`.
5. Click your **profile icon** in the top-right corner.
6. Choose **Elevate Role**.
7. Select **Security Admin**, then click **Update**.
8. In the **Requires Role** section:
   1. Double-click to add a new row.
   2. Enter the **Platform role**.
   3. Add the **Certificate role** as well.
9. Click **Update** to save the changes.

10. 

11. Click on u_operations_related write operation

12. Under Requires role

13. Double click on insert a new row

14. Give platform role

15. And add certificate role

# ServiceNow Project Report

## 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



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

# ServiceNow Project Report

**Create a Flow to Assign operations ticket to group:**

1. Navigate to **All Applications** and search for **Flow Designer**.

2. Open **Flow Designer** under the **Process Automation** section.

3. Click **New**, then choose **Flow** to start building a new flow.

4. In the **Flow Properties**, name the flow **"Regarding Certificate"**.

5. Set the **Application** to **Global**.

6. Choose **System User** as the **Run User**.

7. Click **Submit** to save and create the flow.

Would you like help adding actions or conditions to this flow next?
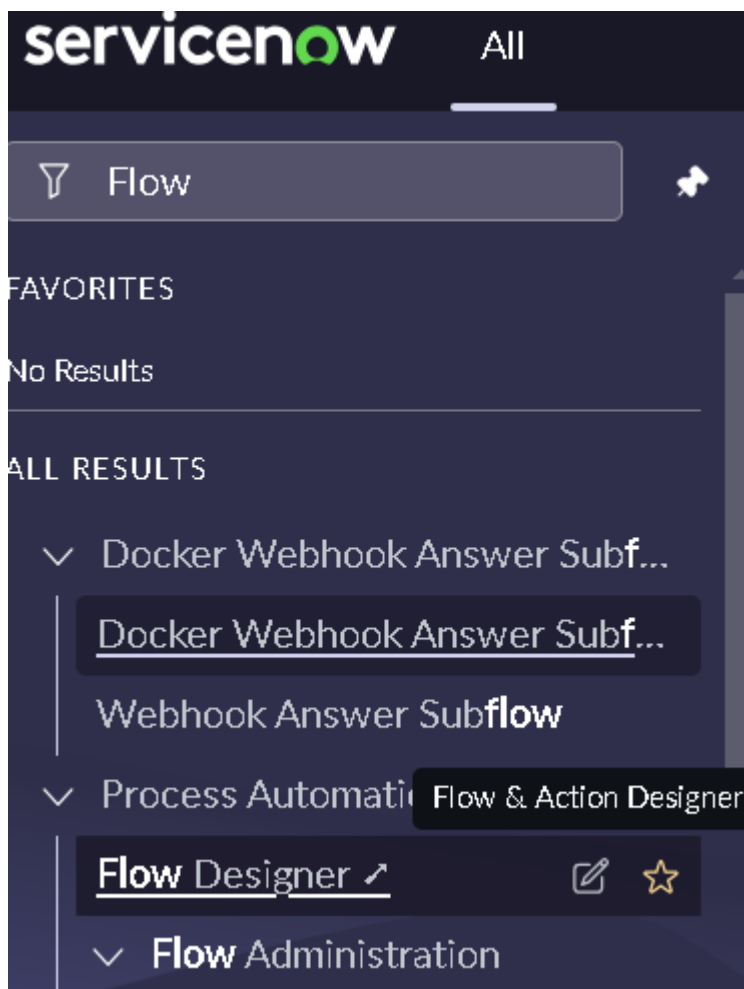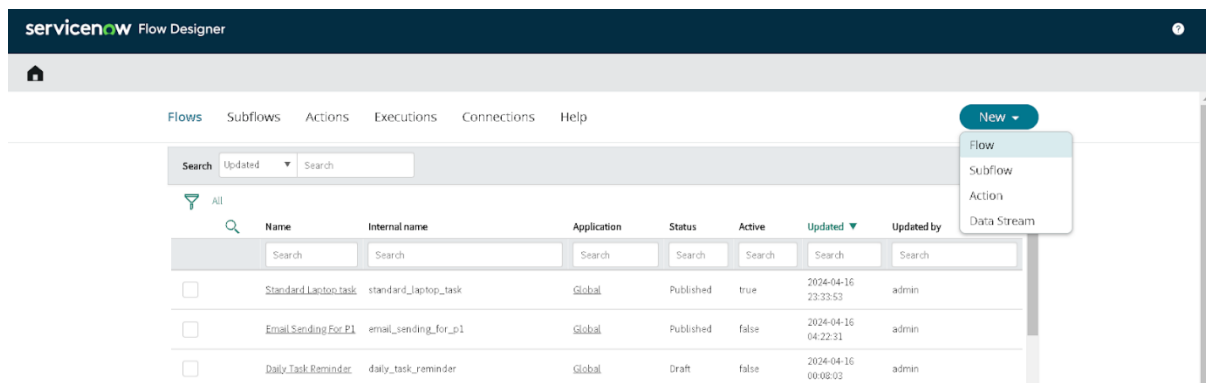
# ServiceNow Project Report



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

# ServiceNow Project Report

Value : Regrading Certificates

5.      After that click on Done.



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 "

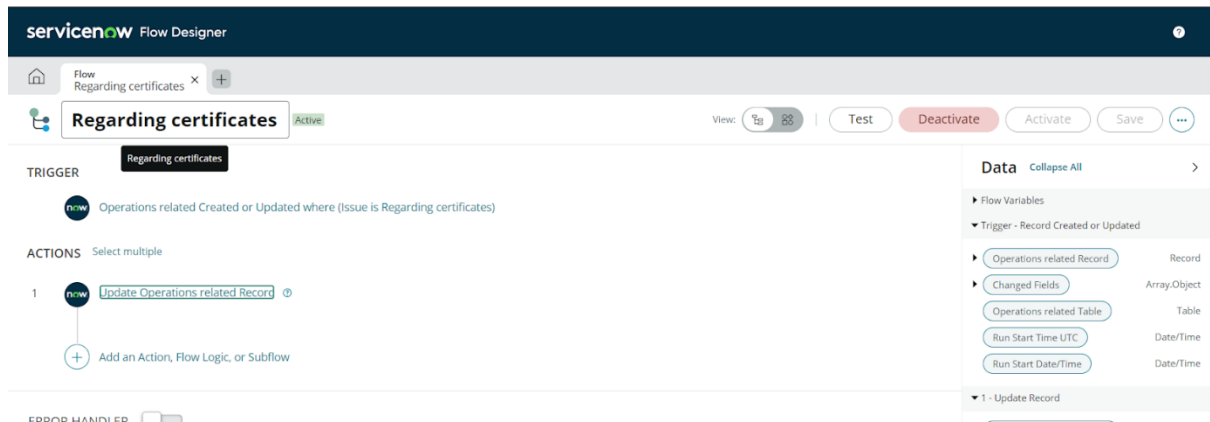12.     Give value as " Certificates "

13.     Click on Done.

14.     Click on Save to save the Flow.

15.     Click on Activate.

# ServiceNow Project Report



Conclusion:

The implementation of an automated ticket routing system at ABC Corporation marks a strategic leap toward operational excellence in customer support. By intelligently directing tickets to the appropriate teams, this initiative not only accelerates issue resolution but also enhances customer satisfaction and optimizes resource utilization. As support teams become more focused and responsive, ABC Corporation is poised to deliver a more seamless and efficient service experience— laying the groundwork for scalable growth and long-term customer loyalty.