

# **Streamlining Ticket Assignment for Efficient Support Operations**

**Team Id : NM2025TMID13986**

**Team Members : 4**

**Team Leader : J Saiprakash**

**Team Member 1 : M Yogesh**

**Team Member 2 : K Jude Samuel**

**Team Member 3 : V Kamalesan**

## **Problem Statement:**

ABC Corporation currently experiences delays in resolving support tickets due to manual assignment processes. Tickets are often routed incorrectly or take longer to reach the appropriate teams, leading to inefficient use of resources and reduced customer satisfaction. This creates a need for an automated system that can assign tickets accurately and efficiently.

## **Objective:**

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.

## **Skills:**

Tensorflow, Spring

# TASK INITIATION

## Milestone 1 : Users

### Activity 1: Create Users

#### Steps:

- 1) Open **ServiceNow** and log in.
- 2) Navigate to **All** → **System Security** → **Users**.
- 3) Click **New** to create a user.
- 4) Fill in the required details for the first user.
- 5) Click **Submit** to save the user account.
- 6) Repeat steps 3–5 to create a second user with the specified details

Using the steps above, two users were successfully created:  
**Manne Niranjan** and **Katherine pierce**.

User ID: manne.niranjan

First name: Manne

Last name: Niranjan

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Email: niranjanreddymanne2507@gmail.com

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...](#)

User ID: katherine.pierce

First name: Katherine

Last name: Pierce

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

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...](#)

## Milestone 2 : Groups

### Activity 1: Create Groups

#### Steps:

- 1) Open **ServiceNow** and log in.
- 2) Navigate to **All** → **System Security** → **Groups**.
- 3) Click **New** to create a group.
- 4) Fill in the required details for the first group.
- 5) Click **Submit** to save the group.
- 6) Repeat steps 3–5 to create a second group with the specified details.

Using the steps above, two groups were successfully created:  
**platform** and **Certificates**

< ≡ Group  
New record

Name certificates Group email

Manager Katherine Pierce Parent

Description

Submit

< ≡ Group  
New record

Name Platform Group email

Manager Manne Niranjan Parent

Description

Submit

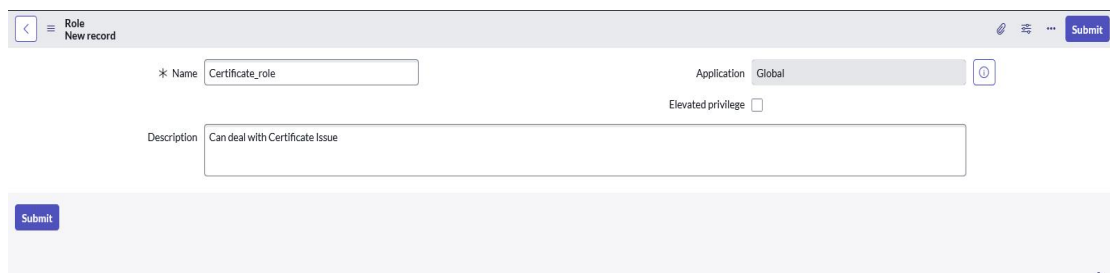
## Milestone 3 : Roles

### Activity 1: Create Roles

#### Steps:

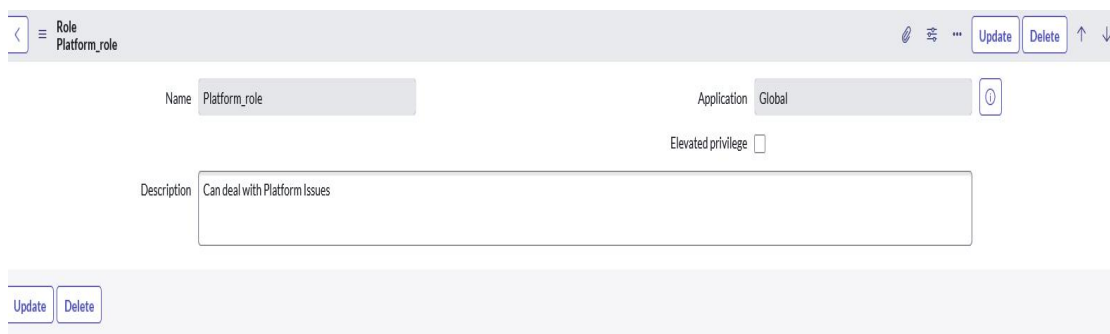
- 1) Open **ServiceNow** and log in.
- 2) Navigate to **All → System Security → Roles**.
- 3) Click **New** to create a role.
- 4) Fill in the required details for the first role.
- 5) Click **Submit** to save the role.
- 6) Repeat steps 3–5 to create a second role with the specified details.

Using the steps above, two roles were successfully created:  
**Certificate\_role** and **Platform\_Role**.



This screenshot shows the 'New record' form for creating a role in ServiceNow. The form includes the following fields and controls:

- Name:** A text input field containing 'Certificate\_role'.
- Application:** A dropdown menu set to 'Global'.
- Elevated privilege:** An unchecked checkbox.
- Description:** A text area containing 'Can deal with Certificate Issue'.
- Submit:** A blue button at the bottom left of the form.



This screenshot shows the 'Platform\_role' record form in ServiceNow. The form includes the following fields and controls:

- Name:** A text input field containing 'Platform\_role'.
- Application:** A dropdown menu set to 'Global'.
- Elevated privilege:** An unchecked checkbox.
- Description:** A text area containing 'Can deal with Platform Issues'.
- Update:** A button at the bottom left.
- Delete:** A button at the bottom left.

## Milestone 4 : Table

### Activity 1: Create Table

#### Steps:

- 1) Open **ServiceNow** and log in.
- 2) Navigate to **All** → **System Definition** → **Tables**.
- 3) Click **New** to create a table.
- 4) Fill in the following details:
  - a) **Label:** Operations related
  - b) Check the boxes **Create module** and **Create mobile module**
  - c) **New menu name:** Operations related

The screenshot shows the 'New record' form for creating a table in ServiceNow. The form is titled 'Table New record View: Tables'. It includes a description: 'A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)'. The form contains the following fields and values:

- \* Label: Operations related
- \* Name: u\_st\_operations\_related
- Application: Global
- Remote Table: ☒
- Create module: ☒
- Create mobile module: ☒
- Add module to menu: -- Create new --
- New menu name: Operations related

#### 5) Under table columns give the columns

The screenshot shows the 'Table Columns' form in ServiceNow. The form is titled 'Table Columns for text Search'. It includes a search bar and a 'New' button. The table below lists the columns for the table 'u\_st\_operations\_related'.

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40		false
Ticket Raised Date	Date/Time	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Assigned by user	Reference	User	32		false
Name	String	(empty)	40		false
Priority	String	(empty)	40		false
Comment	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Issue	Choice	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Assigned by Group	Reference	Group	32		false
Service Request No	String	(empty)	40		false
Updated By	String	(empty)	40		false
Created By	String	(empty)	40		false
Insert a new row...					

#### 6) Click **Submit** to save the table.

## 7) Create choices for the issue filed by using form design

Choices are

- unable to login to platform
- 404 error
- regarding certificates
- regarding user expired

Access Controls Choices (4) Attributes Labels (1)						
Label Search Actions on selected rows... New						
Choices						
<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	unable to login to platform	unable to login to platform	en		false	2025-09-08 03:39:37
	regarding certificates	regarding certificates	en		false	2025-09-08 03:39:56
	regarding user expired	regarding user expired	en		false	2025-09-08 03:40:04
	404 error	404 error	en		false	2025-09-08 03:39:48
+	Insert a new row...					

**Milestone 5 : Assign roles & users to groups**

**Activity 1: Assign roles & users to certificate group**

**Steps:**

- 1) Open **ServiceNow** and log in.
- 2) Go to **All → User Administration → Groups**.
- 3) Search and open the **Certificates** group.
- 4) In the **Group Members** related list, click **Edit**, add **Katherine Pierce**, and **Save**.

Group = certificates

☐ User

Katherine Pierce

1 to 1 of 1

- 5) In the **Roles** related list (still on the group form), click **Edit**, add **Certification\_role**, and **Save**

< ≡ Group certificates Update Delete ↑ ↓

Name certificates Group email

Manager Katherine Pierce Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

Created ▾ Search Actions on selected rows... Edit..

Created	Role	Granted by	Inherits
2025-09-08 03:49:13	Certificate_role	(empty)	true

1 to 1 of 1



## Activity 2: Assign roles & users to platform group

### Steps:

- 1) Open **ServiceNow** and log in.
- 2) Go to **All** → **User Administration** → **Groups**.
- 3) Search and open the **Platform** group.
- 4) In the **Group Members** related list, click **Edit**, add **Manne Niranjan**, and **Save**.

The screenshot shows the 'Group Members' related list for the 'Platform' group. At the top, there are 'Update' and 'Delete' buttons. Below them are tabs for 'Roles', 'Group Members (1)', and 'Groups'. The 'Group Members (1)' tab is active. A search bar contains 'User'. Below the search bar, it says 'Group = Platform'. A table with one row is visible, showing a checkbox, a magnifying glass icon, and the name 'User'. Below this, the name 'Manne Niranjan' is listed.

- 5) In the **Roles** related list (still on the group form), click **Edit**, add **Certification\_role**, and **Save**

The screenshot shows the 'Roles' related list for the 'Platform' group. At the top, there are tabs for 'Roles (1)', 'Group Members (1)', and 'Groups'. The 'Roles (1)' tab is active. A search bar contains 'Created'. Below the search bar, it says 'Group = Platform'. A table with one row is visible, showing a checkbox, a magnifying glass icon, and the name 'Created'. Below this, the name 'Certification\_role' is listed.

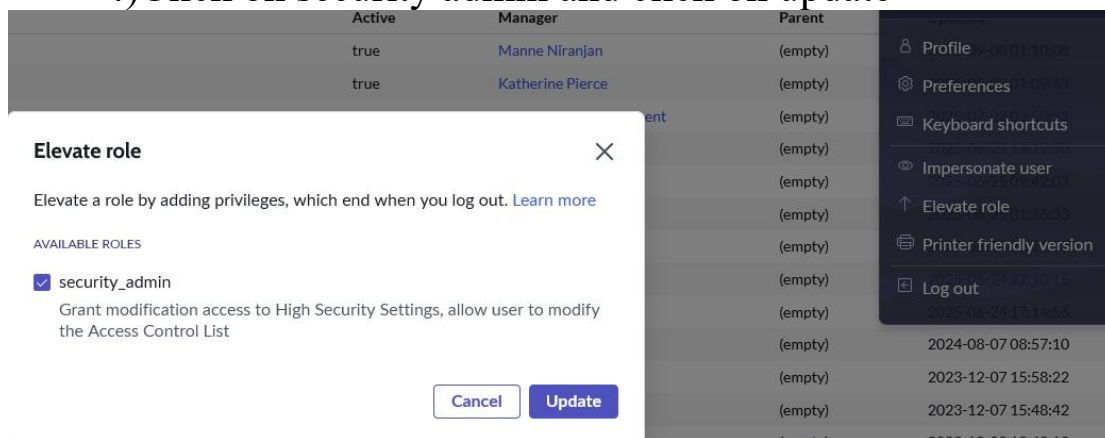
Created	Role	Granted by	Inherits
2025-09-08 03:56:54	Platform_role	(empty)	true

## Milestone 6 : Assign role to table

### Activity 1 : Assign role to table

Steps:

- 1)Open service now.
- 2)Click on the profile on top right side
- 3)Click on elevate role
- 4)Click on security admin and click on update



- 5)Click on All >> search for ACL
- 6)Select on **u\_operations\_related read**
- 7)Under Requires role
- 8)Double click on insert a new row
- 9)Give platform role
- 10)And add certificate role
- 11)Click on update



- 12) Select on **u\_operations\_related write**
- 13) Under Requires role
- 14) Double click on insert a new row
- 15) Give platform role
- 16) And add certificate role
- 17) Click on update

Requires role	
Role	
	u_operations_related_user
 	Platform_role
 	Certificate_role
	Insert a new row...

## Milestone 7 : Create ACL

### Activity 1 : Create ACL

#### Steps:

- 1)Open service now.
- 2)Click on All >> search for ACL
- 3)Select Access Control(ACL) under system security
- 4)Click on new
- 5)create a new ACL by following details

Access Control  
New record

Warning: A role, security attribute, data condition, script or ACL control via reference fields is required to properly secure access with this ACL.

\* Type: record (0)  
\* Operation: write (0)  
Decision Type: Allow If  
Application: Global (0)  
Active: ☒  
Advanced: ☐  
Admin overrides: ☒  
Protection policy: -- None --  
\* Name: Operations related [u\_st\_operations\_related] Priority:   
Description:   
Applies To: No. of records matching the condition: 0  
Add Filter Condition Add OR Clause  
-- choose field -- -- oper -- -- value --

- 6)Scroll down under requires role
- 7)Double click on insert a new row
- 8)Give admin role

Requires role

Role	
<input checked="" type="checkbox"/>	admin

+ Insert a new row...

Security Attribute Condition

- 9)Click on submit

10)Similarly create 4 acl for the following fields

<div><div></div><div></div></div> <div>Name</div>	Decision Type	Operation	Type	Active	Updated by	Updated ▾
<a href="#">u_st_operations_related.u_service_reques...</a>	Allow If	<a href="#">write</a>	<a href="#">record</a>	true	admin	2025-09-08 04:42:29
<a href="#">u_st_operations_related.u_name</a>	Allow If	<a href="#">write</a>	<a href="#">record</a>	true	admin	2025-09-08 04:41:18
<a href="#">u_st_operations_related.u_issue</a>	Allow If	<a href="#">write</a>	<a href="#">record</a>	true	admin	2025-09-08 04:40:31
<a href="#">u_st_operations_related.u_ticket_raised_...</a>	Allow If	<a href="#">write</a>	<a href="#">record</a>	true	admin	2025-09-08 04:39:31
<a href="#">u_st_operations_related.u_priority</a>	Allow If	<a href="#">write</a>	<a href="#">record</a>	true	admin	2025-09-08 04:38:38

## Milestone 8 : Flow

### Activity 1 : Create a Flow to Assign operations ticket to Certificate group

#### Steps:

- 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)should be Global.
- 7)Select Run user as “ System user ” from that choice.
- 8)Click on Submit.

#### Let's get the details for your flow

Flow name \* ⓘ

Application \* ⓘ

Description ⓘ

▼ Hide additional properties

Protection ⓘ

Run as ⓘ  
 Specify the priority that you want a background flow to have in relation to other flows waiting to be run.

Flow priority default ⓘ

Cancel

Build flow

- 9) Click on Add a trigger
- 10) Select the trigger in that Search for “create or update a record” and select that.
- 11) Give the table name as “ Operations related ”.
- 12) Give the Condition as  
Field : issue  
Operator : is  
Value : Regrading Certificates
- 13) After that click on Done.

TRIGGER

Operations related Created or Updated where (Issue is regarding certificates)

Trigger: Created or Updated

\* Table: Operations related [u\_st\_operati... X

Condition: All of these conditions must be met

Issue is regarding certificates

or

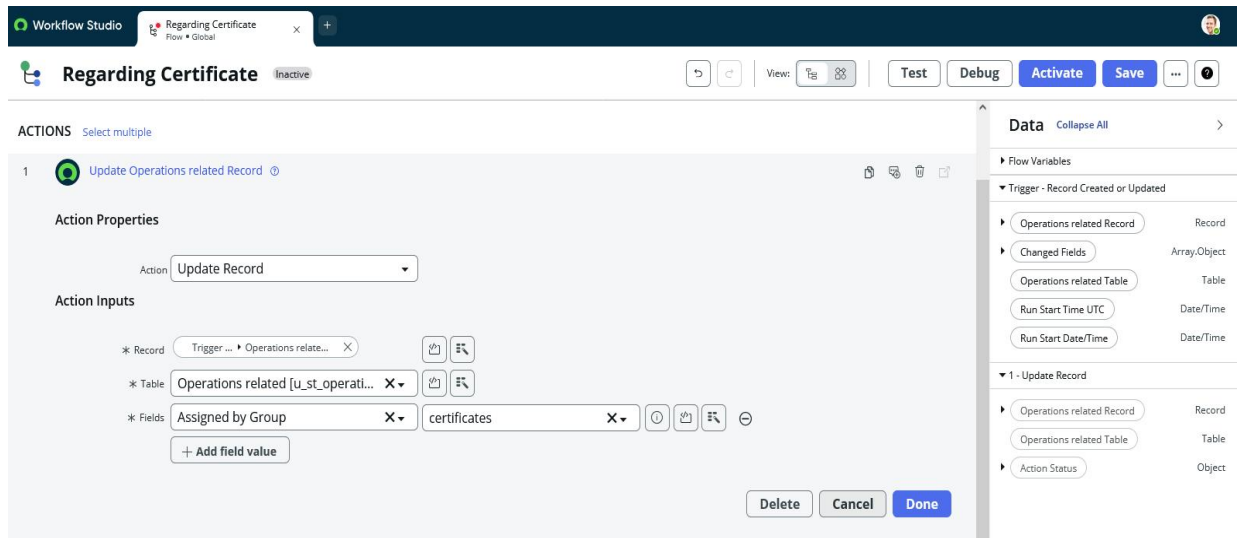
New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel Done

- 14) Now under Actions.
- 15) Click on Add an action.
- 16) Select action in that search for “ Update Record ”.
- 17) In Record field drag the fields from the data navigation from left side
- 18) Table will be auto assigned after that
- 19) Give the field as “ Assigned to group ”
- 20) Give value as “ Certificates ”



- 21) Click on Done.
- 22) Click on Save to save the Flow.
- 23) Click on Activate.



## Activity 2 : Create a Flow to Assign operations ticket to Platform group

### Steps:

- 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)should be Global.
- 7)Select Run user as “ System user ” from that choice.
- 8)Click on Submit.

### Let's get the details for your flow

Flow name \* ⓘ  
Regarding Platform

Application \* ⓘ  
Global ▼

Description ⓘ  
Describe your flow.

▼ Hide additional properties

Protection ⓘ  
-- None --  
Option that you can select to specify that the flow runs as a system user or the user who initiates the session.

Run as ⓘ  
System user ▼

Flow priority default ⓘ  
Medium (default) ▼

Cancel

Build flow

9)Click on Add a trigger

10)Select the trigger in that Search for “create or update a record” and select that.

11)Give the table name as “ Operations related ”.

12)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

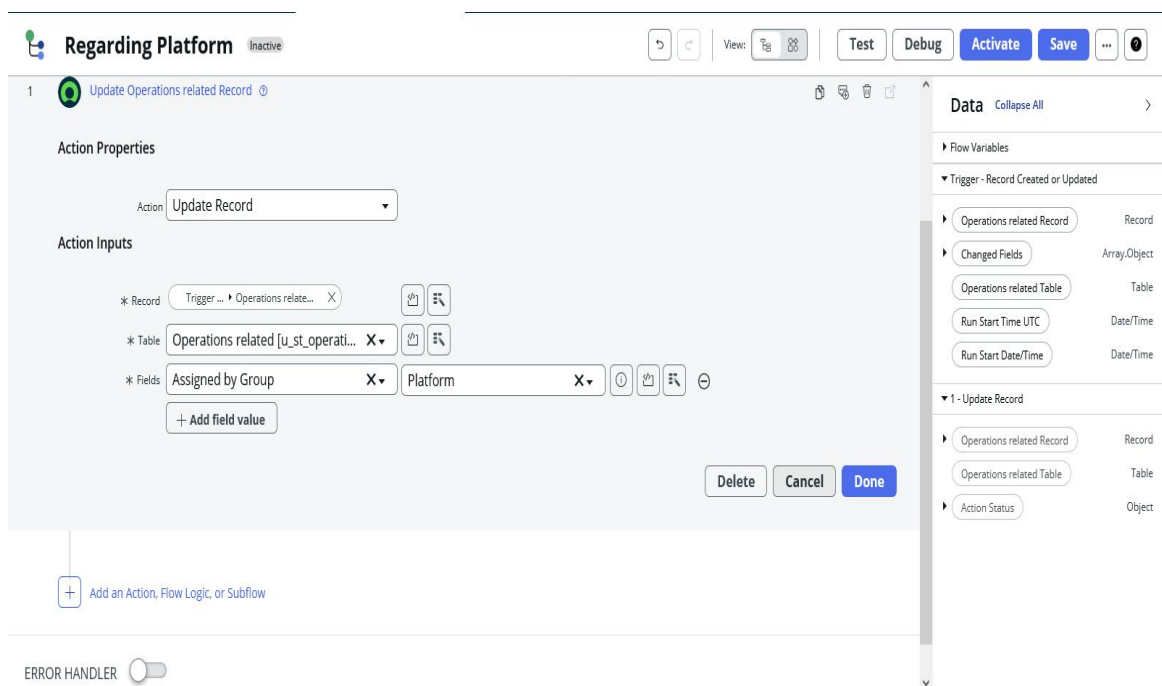
13)After that click on Done.

The screenshot shows a configuration window for a trigger named "Operations related". The trigger is set to "Created or Updated" and monitors the "Operations related" table. It contains three conditions, all of which must be met (AND logic):

- Condition 1: Field "Issue" is "unable to login to platform".
- Condition 2: Field "Issue" is "404 error".
- Condition 3: Field "Issue" is "regarding user expired".

Each condition is preceded by "All of these conditions must be met" and followed by "OR" and "AND" buttons. A "New Criteria" button is located below the third condition. The "Run Trigger" is set to "For every update". At the bottom, there is an "Advanced Options" dropdown and "Delete", "Cancel", and "Done" buttons.

- 14) Now under Actions.
- 15) Click on Add an action.
- 16) Select action in that search for “ Update Record ”.
- 17) In Record field drag the fields from the data navigation from left side
- 18) Table will be auto assigned after that
- 19) Give the field as “ Assigned to group ”.
- 20) Give value as “ Platform ”.
- 21) Click on Done.
- 22) Click on Save to save the Flow.
- 23) Click on Activate.



## **Conclusion:**

This document outlined the end-to-end process of streamlining ticket assignment in ServiceNow for ABC Corporation. The steps covered include creating users, groups, and roles; designing a custom operations table; applying access controls; and building flows for automated ticket routing.

By following these milestones, an automated ticket assignment framework was successfully implemented. This solution eliminates manual routing, ensures tickets are directed to the correct support groups, and reduces delays in issue resolution.

## **Key Outcomes:**

Two user accounts and two groups were created to represent support teams.

Roles were defined and assigned to manage access rights.

A custom operations table was created with relevant issue categories.

ACLs were configured to enforce role-based security.

Automated flows were built to assign tickets to the correct groups based on issue type.