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

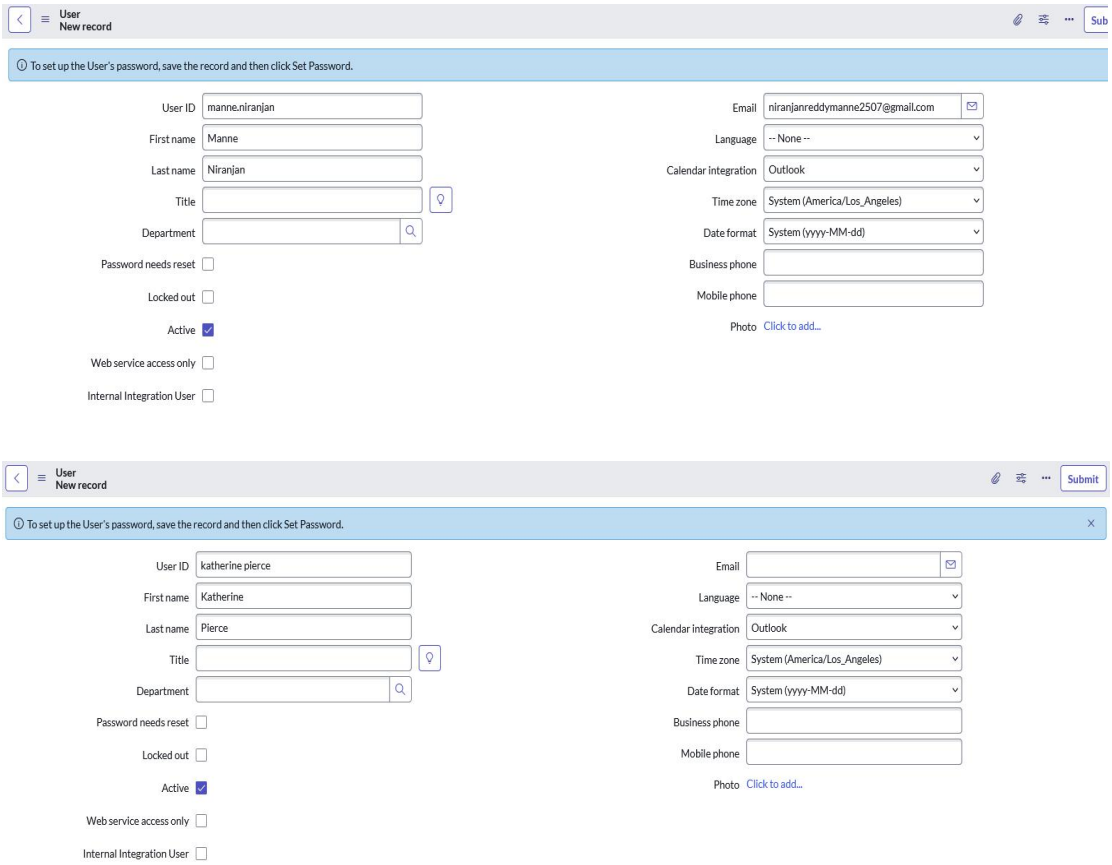
Milestone 1 : Users

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**.



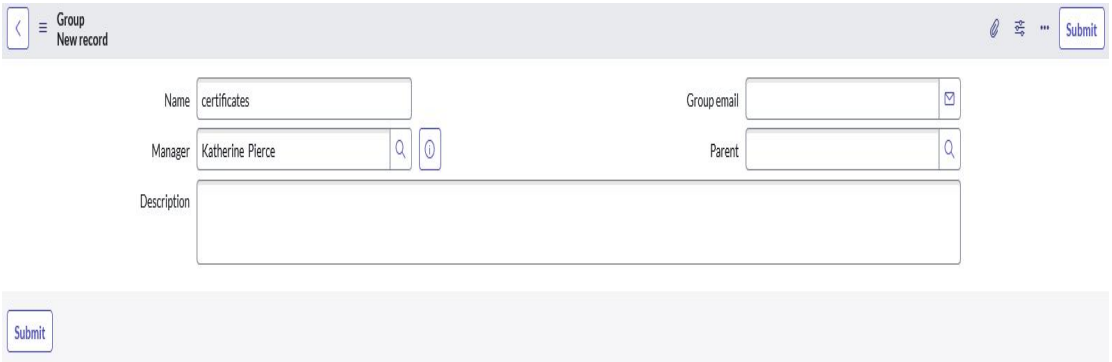
Milestone 2 : Groups

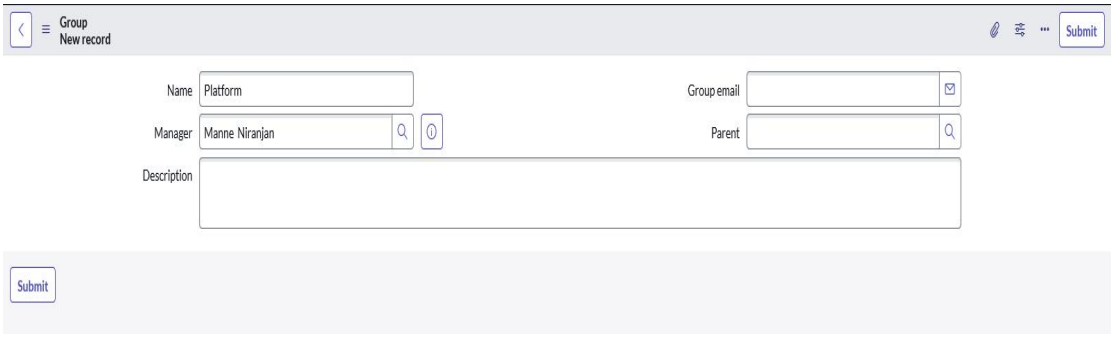
Activity 1: Create Groups

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**





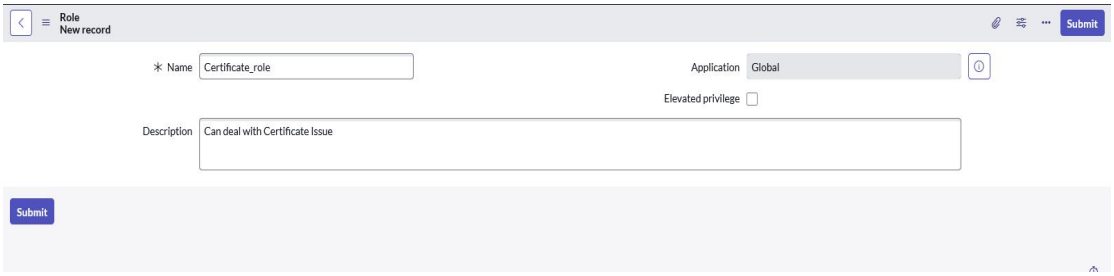
Milestone 3 : Roles

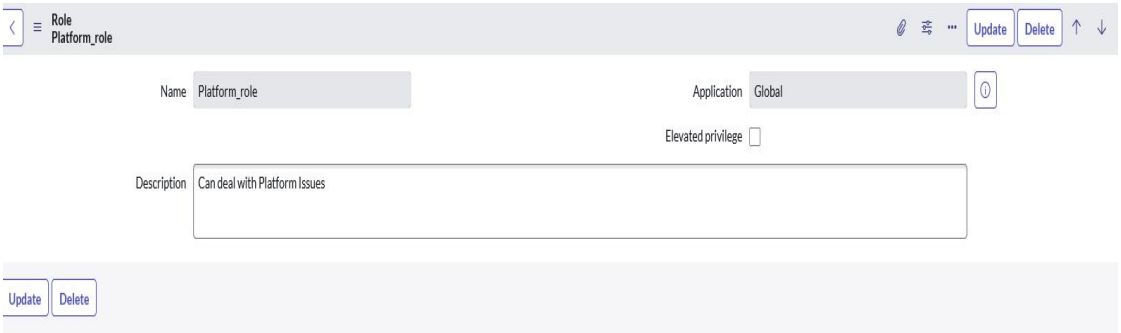
Activity 1: Create Roles

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.**



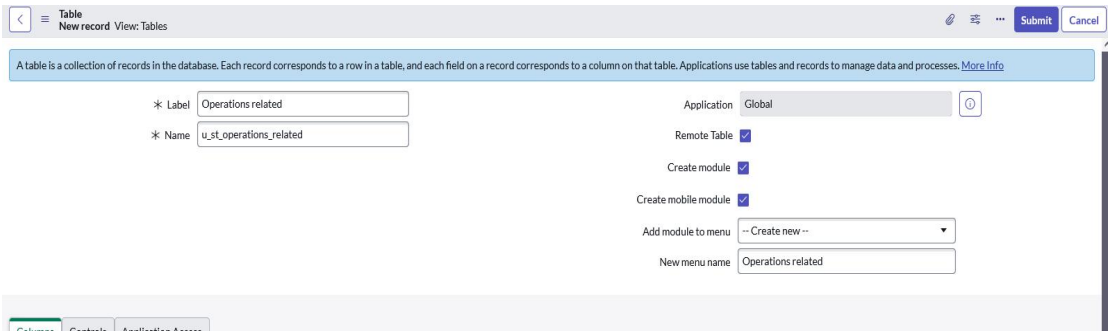


Milestone 4 : Table

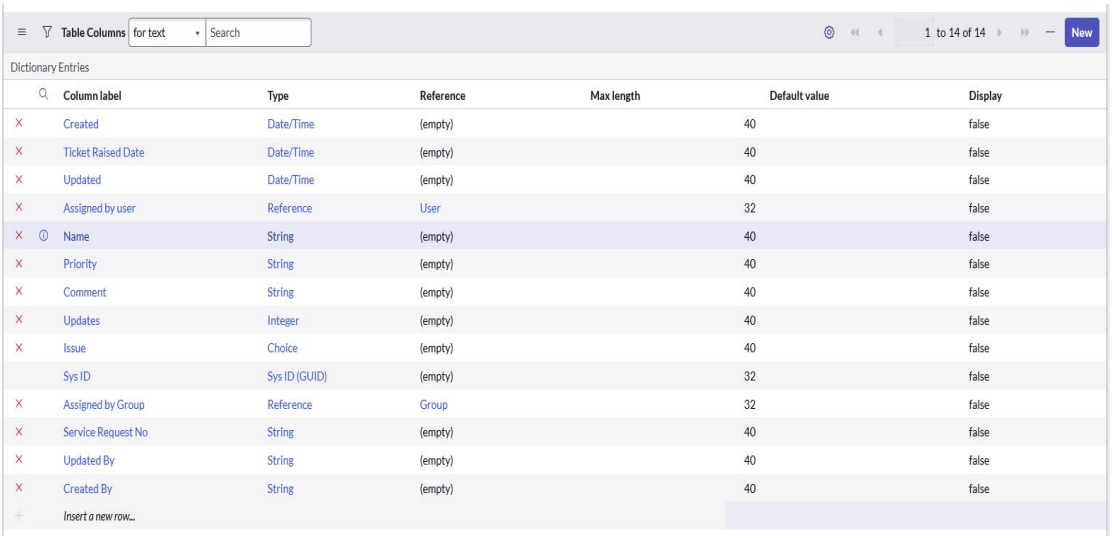
Activity 1: Create Table

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



5) Under table columns give the columns



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

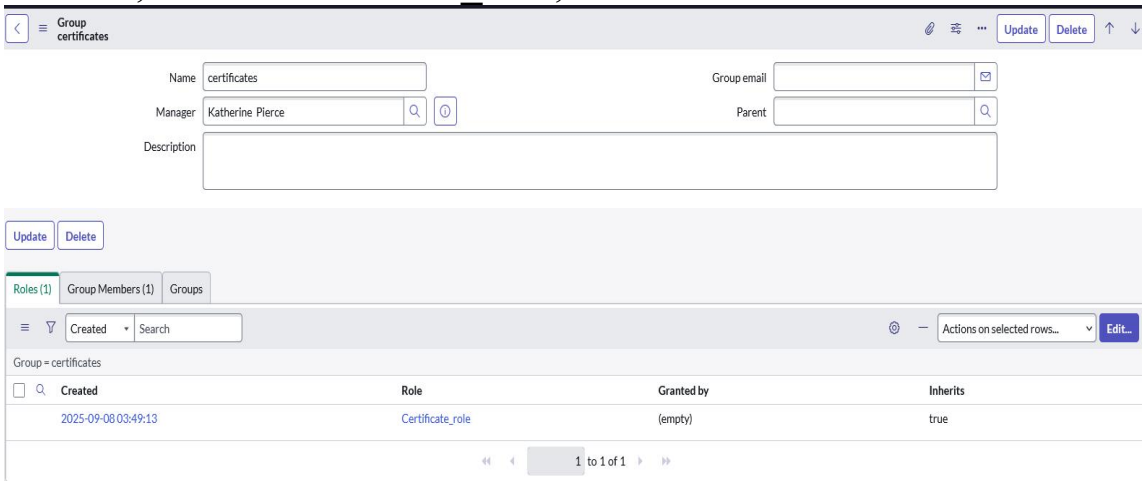
Milestone 5 : Assign roles & users to groups

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**.

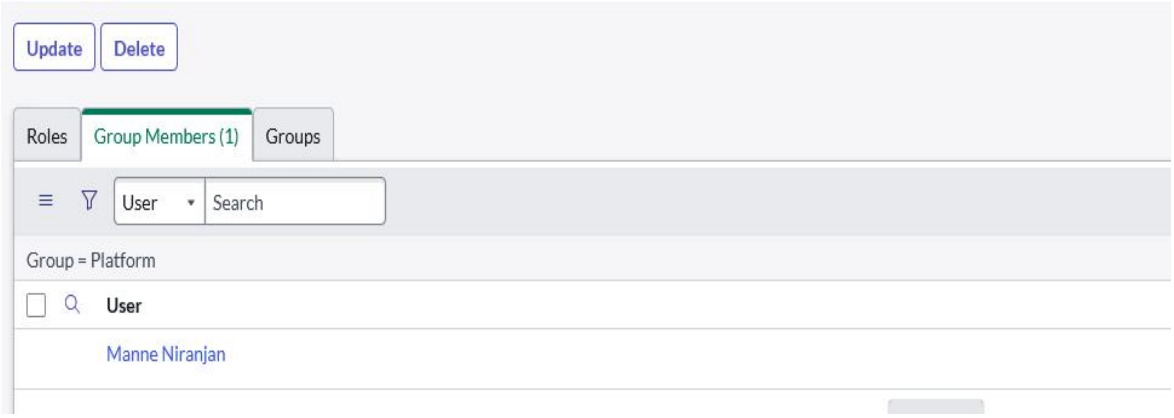
5) In the **Roles** related list (still on the group form), click **Edit**, add **Certification_role**, and **Save**



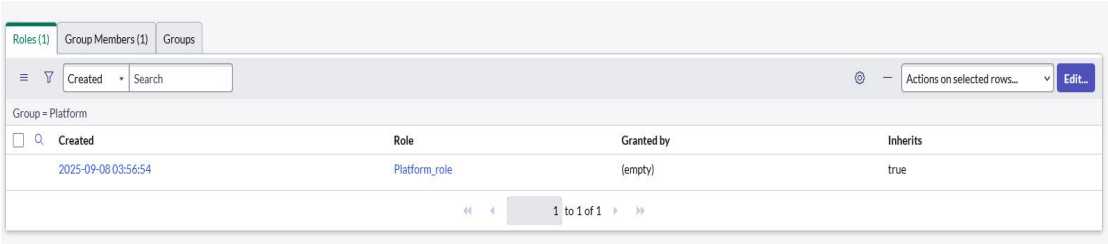
Activity 2: Assign roles & users to platform group

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**.



5)In the **Roles** related list (still on the group form), click **Edit**, add **Certification_role**, and **Save**

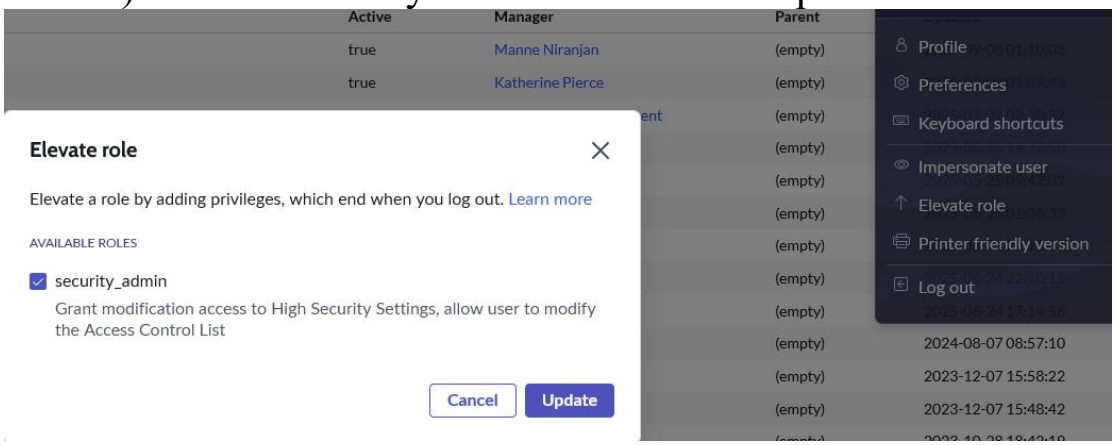


Milestone 6 : Assign role to table

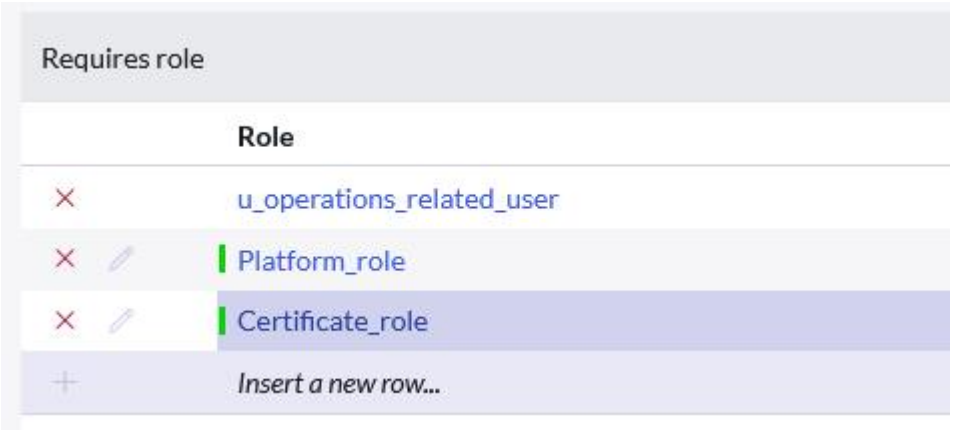
Activity 1 : Assign role to table

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



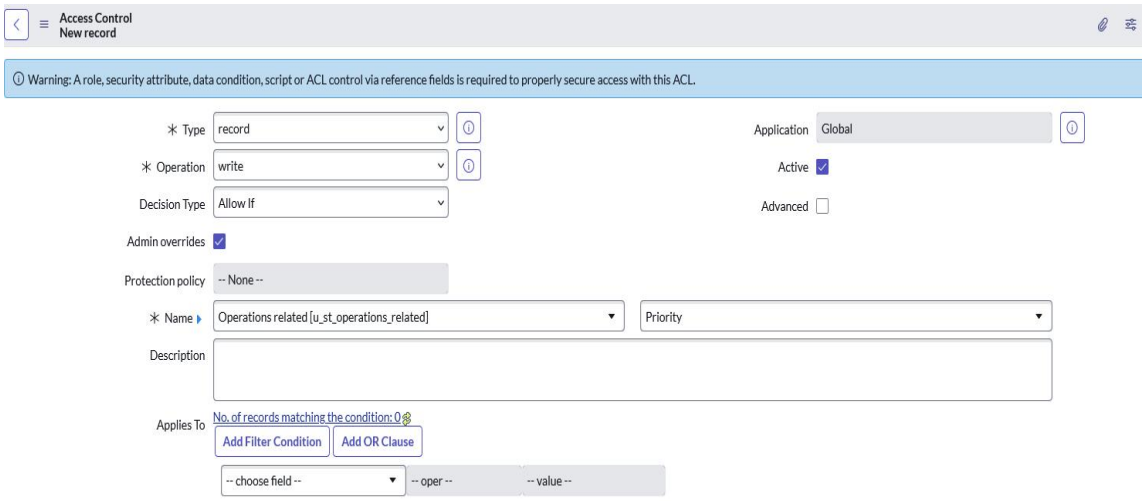
12)Select on **u_operations_related write**
13)Under Requires role
14)Double click on insert a new row
15)Give platform role
16)And add certificate role
17)Click on update

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



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

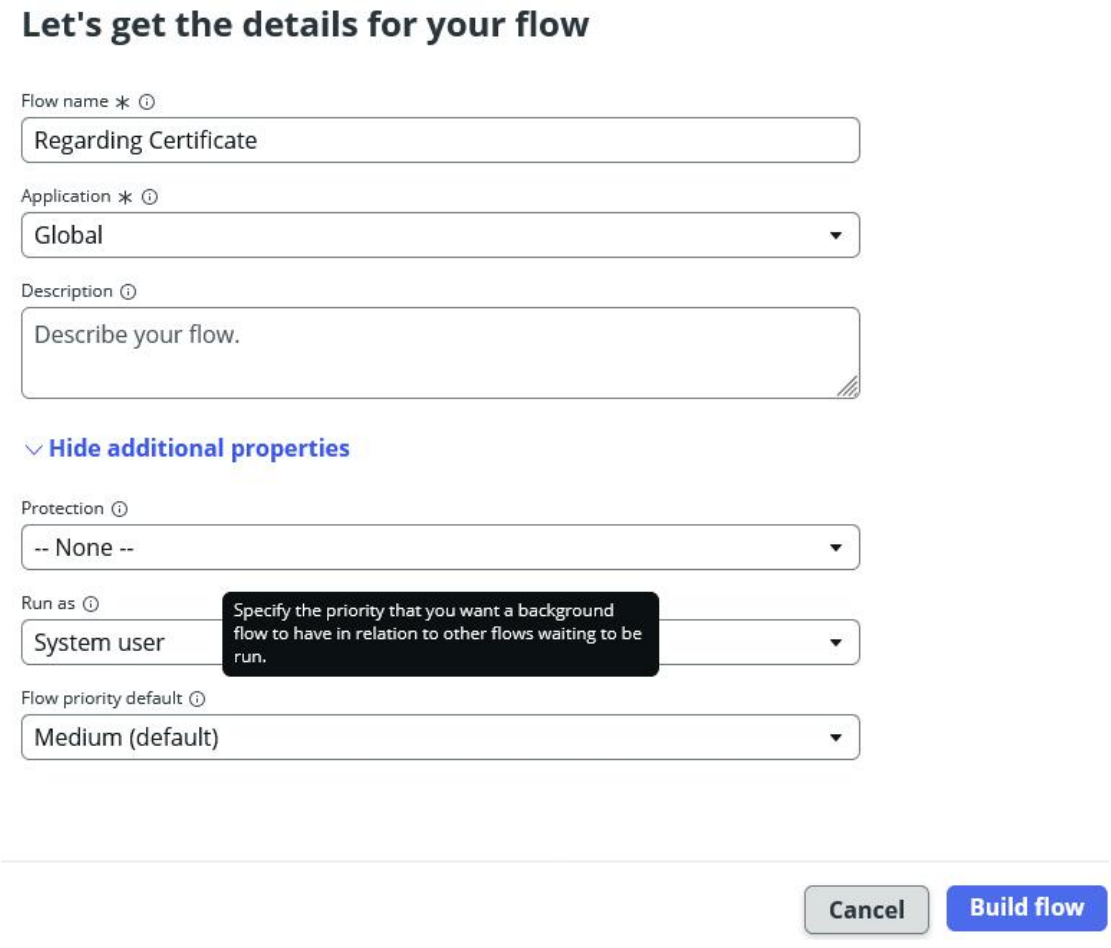
Name	Decision Type	Operation	Type	Active	Updated by	Updated ▼
u_st_operations_related.u_service_reques...	Allow If	write	record	true	admin	2025-09-08 04:42:29
u_st_operations_related.u_name	Allow If	write	record	true	admin	2025-09-08 04:41:18
u_st_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-08 04:40:31
u_st_operations_related.u_ticket_raised_...	Allow If	write	record	true	admin	2025-09-08 04:39:31
u_st_operations_related.u_priority	Allow If	write	record	true	admin	2025-09-08 04:38:38

Milestone 7 : Flow

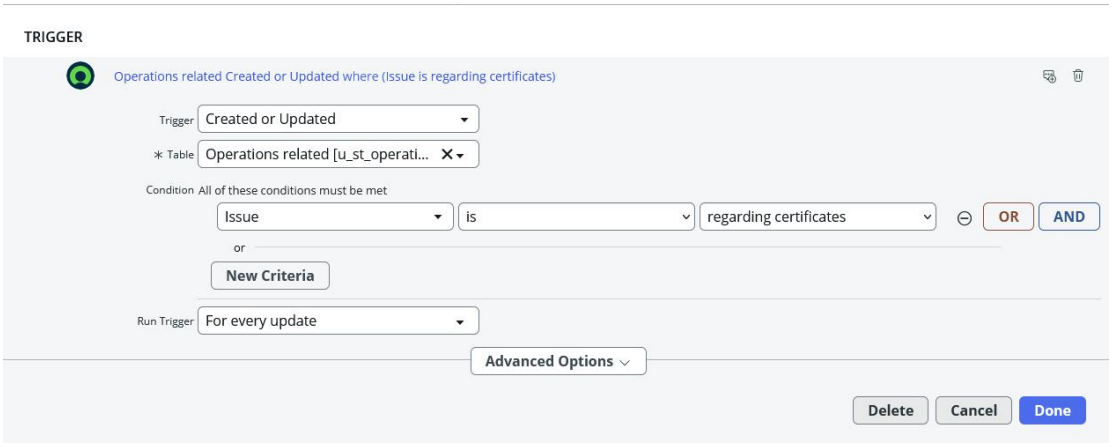
Activity 1 : Create a Flow to Assign operations ticket to Certificate group

Steps:

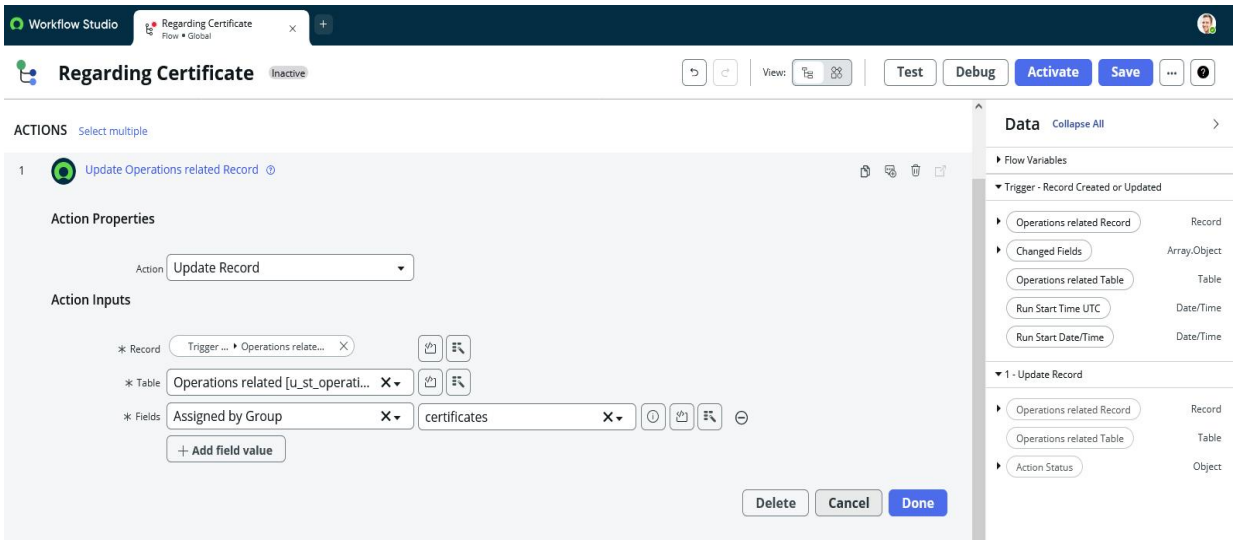
1)Open service now.
2)Click on All >> search for Flow Designer
3)Click on Flow Designer under Process Automation.
4)After opening Flow Designer Click on new and select Flow.
5)Under Flow properties Give Flow Name as " Regarding Certificate".
6)should be Global.
7)Select Run user as " System user " from that choice.
8)Click on Submit.



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.



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 ”

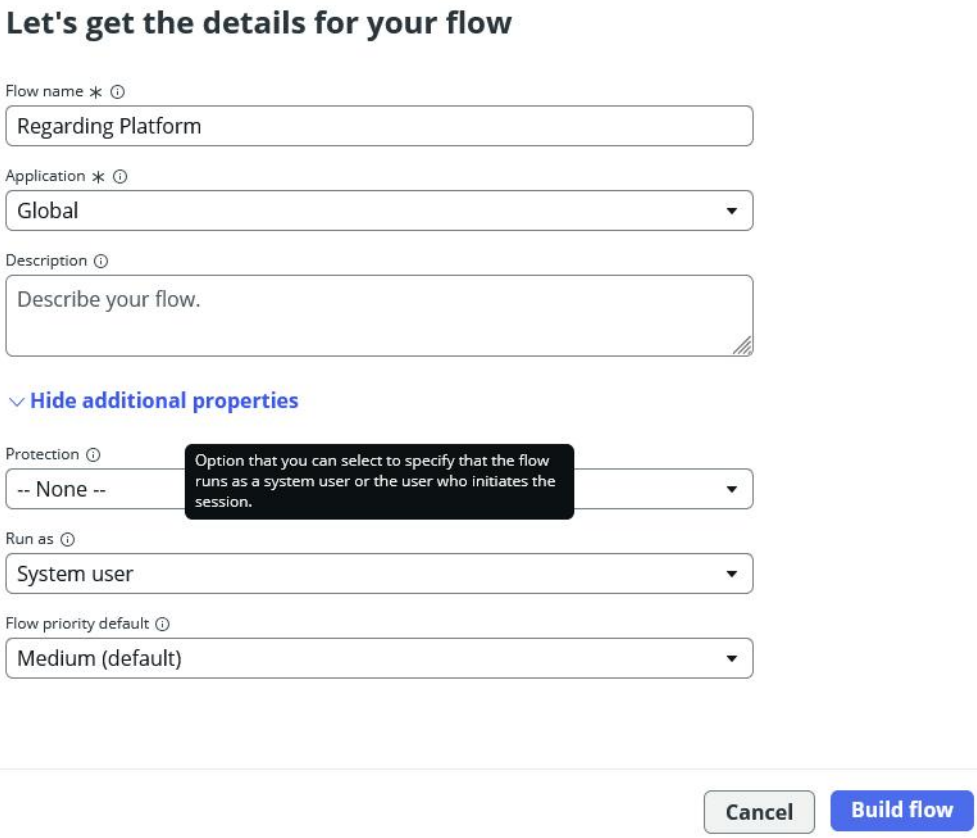


21)Click on Done.
22)Click on Save to save the Flow.
23)Click on Activate.

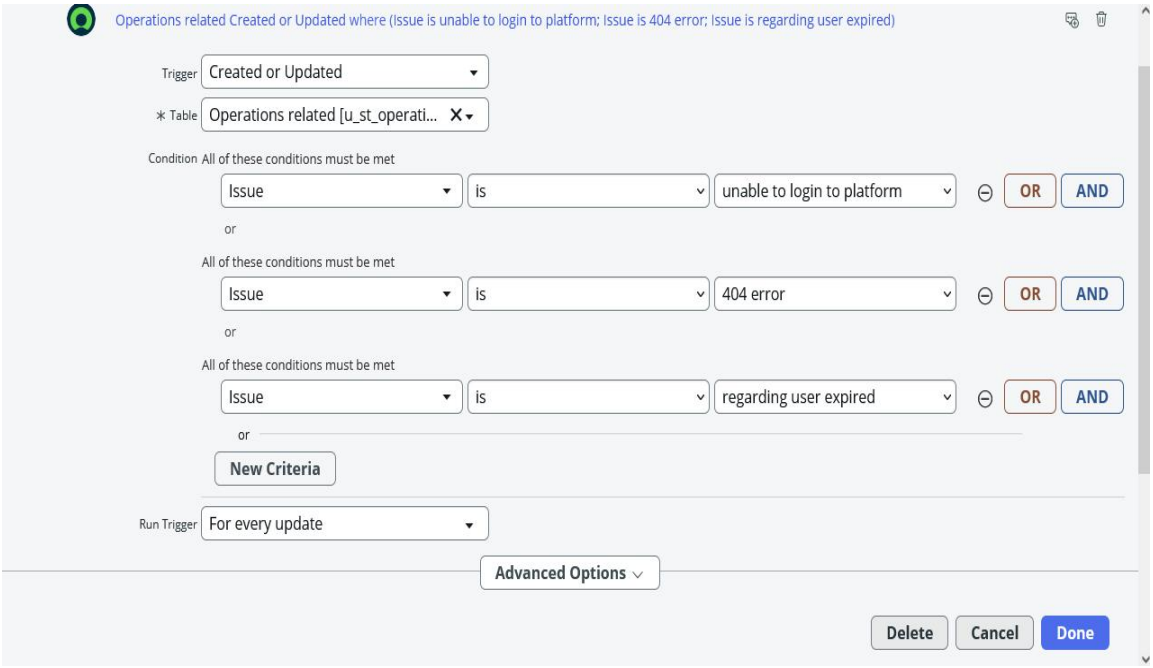
Activity 1 : Create a Flow to Assign operations ticket to Platform group

Steps:

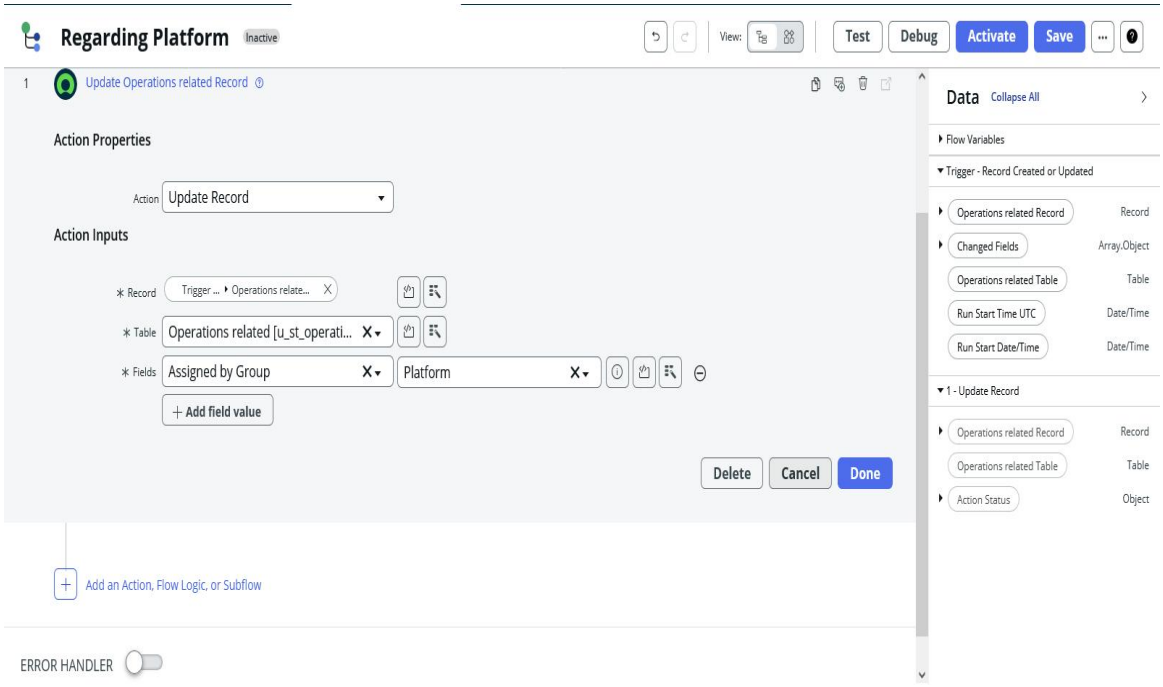
1)Open service now.
2)Click on All >> search for Flow Designer
3)Click on Flow Designer under Process Automation.
4)After opening Flow Designer Click on new and select Flow.
5)Under Flow properties Give Flow Name as " Regarding Platform".
6)should be Global.
7)Select Run user as " System user " from that choice.
8)Click on Submit.



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.



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.