

SMARTINTERNZ PROJECT OUTPUT

OUTPUT SCREENSHOT

Project Title :

Streamlining Ticket Assignment for Efficient SupportOperations

1.Users Output :

dev230780.service-now.com/now/nav/ui/classic/params/target/sys_user_list.do%3Fsysparm_userpref_module%3Dc5aa0fff0a0aa7009a39da035ea396%26sys...

Apps

servicenow

All Favorites History Workspaces Users

Search

Updated Search

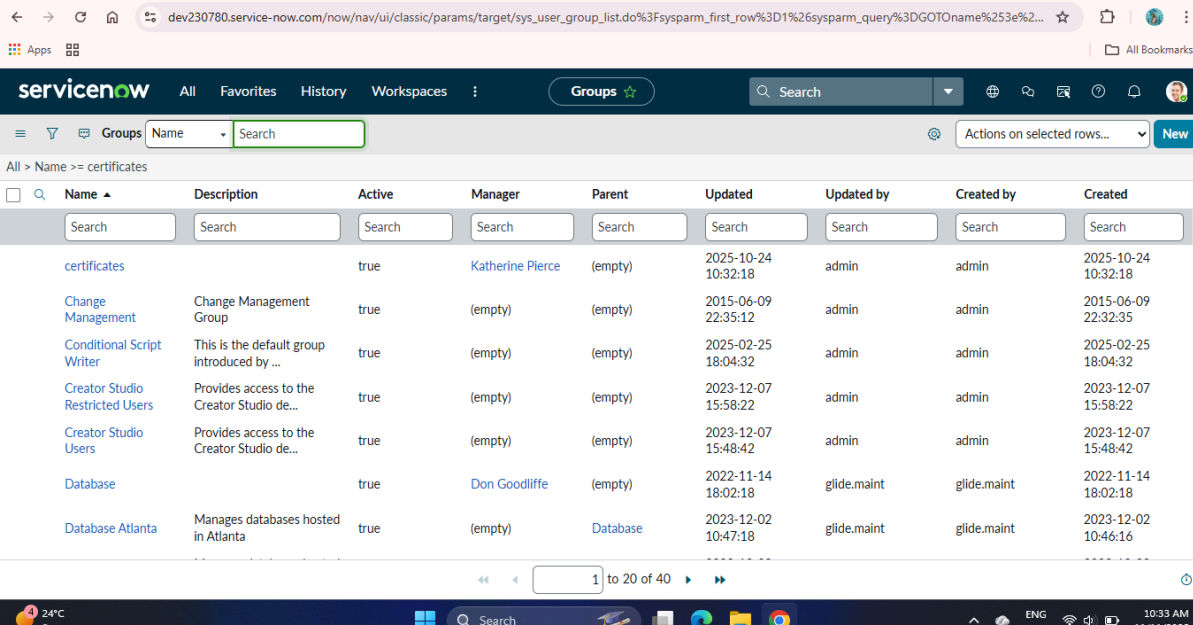
Actions on selected rows... New

	User ID	Name	Email	Active	Created	Updated
<input type="checkbox"/>	Katherine Pierce	Katherine Pierce		true	2025-10-24 10:24:42	2025-10-24 10:30:44
<input type="checkbox"/>	manne.niranjan	Manne Niranjan	niranjanreddymanne2507@gmail.com	true	2025-10-24 10:23:23	2025-10-24 10:23:23
<input type="checkbox"/>	admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-10-24 09:53:33
<input type="checkbox"/>	aes.creator	Creator User		true	2025-10-24 05:58:51	2025-10-24 09:53:33
<input type="checkbox"/>	leif.arguin	Leif Arguin	leif.arguin@example.com	true	2012-02-17 19:04:53	2025-10-24 05:27:54
<input type="checkbox"/>	bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-10-24 05:27:54
<input type="checkbox"/>	sam	Software Manager		true	2012-03-19 18:04:50	2025-10-24 05:27:54
<input type="checkbox"/>	owen.sparacino	Owen Sparacino	owen.sparacino@example.com	true	2012-02-17 19:04:49	2025-10-24 05:27:54
<input type="checkbox"/>	damion.matkin	Damion Matkin	damion.matkin@example.com	true	2012-02-17 19:04:49	2025-10-24 05:27:54
<input type="checkbox"/>	ed.gompf	Ed Gompf	ed.gompf@example.com	true	2012-02-17 19:04:49	2025-10-24 05:27:54
<input type="checkbox"/>	mariano.maury	Mariano Maury	mariano.maury@example.com	true	2012-02-17 19:04:52	2025-10-24 05:27:54
<input type="checkbox"/>	roman.simone	Roman Simone	roman.simone@example.com	true	2012-02-17 19:04:52	2025-10-24 05:27:54
<input type="checkbox"/>	marion.gaulden	Marion Gaulden	marion.gaulden@example.com	true	2012-02-17 19:04:52	2025-10-24 05:27:54

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2.Groups Output :

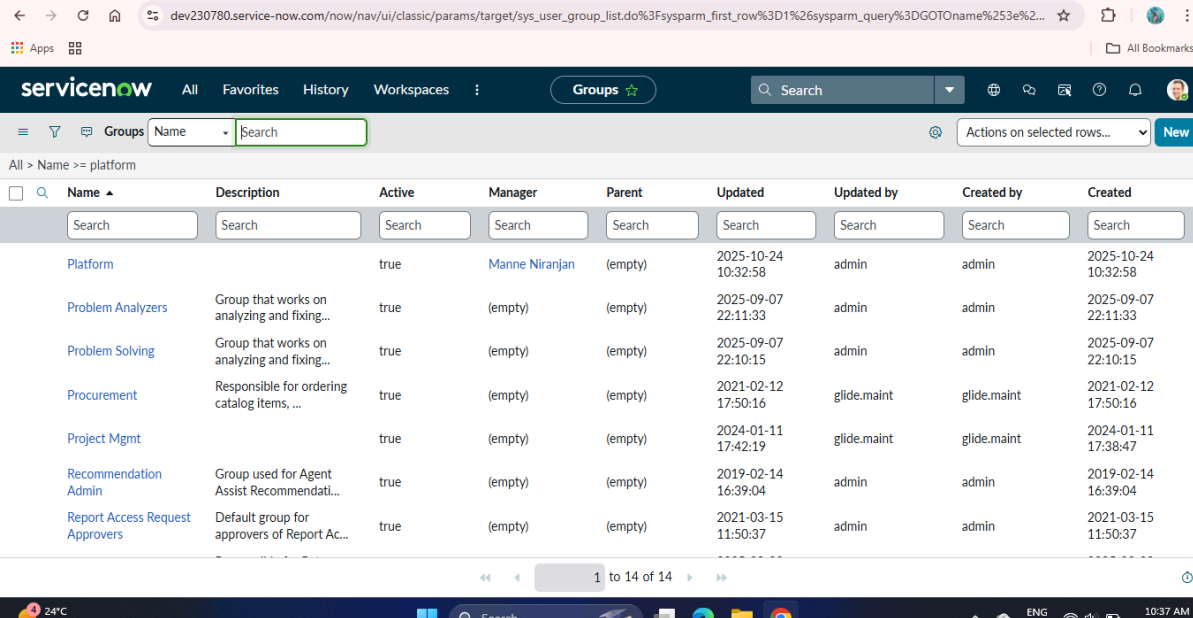
a. Creating certificate group



The screenshot shows the ServiceNow Groups list view for the 'certificates' category. The table lists various groups with their descriptions, active status, managers, parents, and creation/update dates. The 'certificates' group is highlighted in blue.

Name	Description	Active	Manager	Parent	Updated	Updated by	Created by	Created
certificates		true	Katherine Pierce	(empty)	2025-10-24 10:32:18	admin	admin	2025-10-24 10:32:18
Change Management	Change Management Group	true	(empty)	(empty)	2015-06-09 22:35:12	admin	admin	2015-06-09 22:32:35
Conditional Script Writer	This is the default group introduced by ...	true	(empty)	(empty)	2025-02-25 18:04:32	admin	admin	2025-02-25 18:04:32
Creator Studio Restricted Users	Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:58:22	admin	admin	2023-12-07 15:58:22
Creator Studio Users	Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:48:42	admin	admin	2023-12-07 15:48:42
Database		true	Don Goodliffe	(empty)	2022-11-14 18:02:18	glide.maint	glide.maint	2022-11-14 18:02:18
Database Atlanta	Manages databases hosted in Atlanta	true	(empty)	Database	2023-12-02 10:47:18	glide.maint	glide.maint	2023-12-02 10:46:16

B.creating platform group



The screenshot shows the ServiceNow Groups list view for the 'platform' category. The table lists various groups with their descriptions, active status, managers, parents, and creation/update dates. The 'Platform' group is highlighted in blue.

Name	Description	Active	Manager	Parent	Updated	Updated by	Created by	Created
Platform		true	Manne Niranjan	(empty)	2025-10-24 10:32:58	admin	admin	2025-10-24 10:32:58
Problem Analyzers	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-09-07 22:11:33	admin	admin	2025-09-07 22:11:33
Problem Solving	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-09-07 22:10:15	admin	admin	2025-09-07 22:10:15
Procurement	Responsible for ordering catalog items, ...	true	(empty)	(empty)	2021-02-12 17:50:16	glide.maint	glide.maint	2021-02-12 17:50:16
Project Mgmt		true	(empty)	(empty)	2024-01-11 17:42:19	glide.maint	glide.maint	2024-01-11 17:38:47
Recommendation Admin	Group used for Agent Assist Recommendati...	true	(empty)	(empty)	2019-02-14 16:39:04	admin	admin	2019-02-14 16:39:04
Report Access Request Approvers	Default group for approvers of Report Ac...	true	(empty)	(empty)	2021-03-15 11:50:37	admin	admin	2021-03-15 11:50:37

3.Roles Output :

a. Creating certificate role

The screenshot shows the ServiceNow 'Role - certificate_role' configuration page. The 'Name' field is 'certificate_role', 'Application' is 'Global', and 'Elevated privilege' is unchecked. The 'Description' field contains 'Can deal with certificate issues'. Below the form, there are tabs for 'Contains Roles', 'Applications with Role', 'Modules with Role', and 'Custom Tables'. The 'Contains Roles' tab is active, showing a search bar and a table with the role 'certificate_role'.

Role = certificate_role

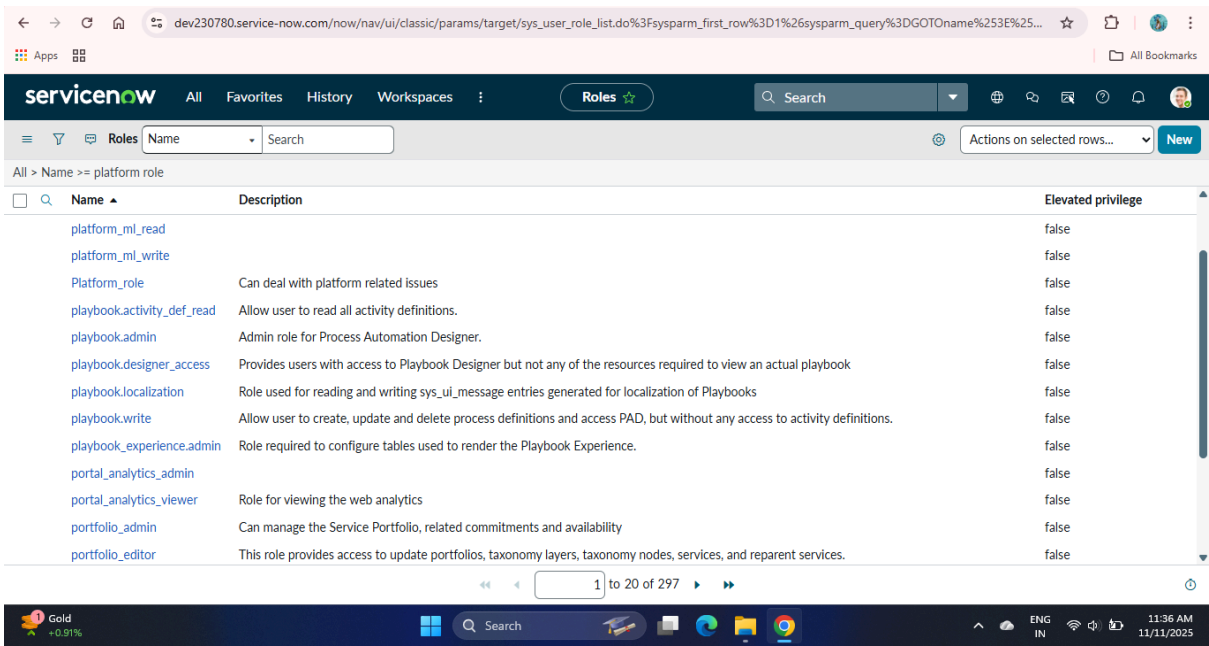
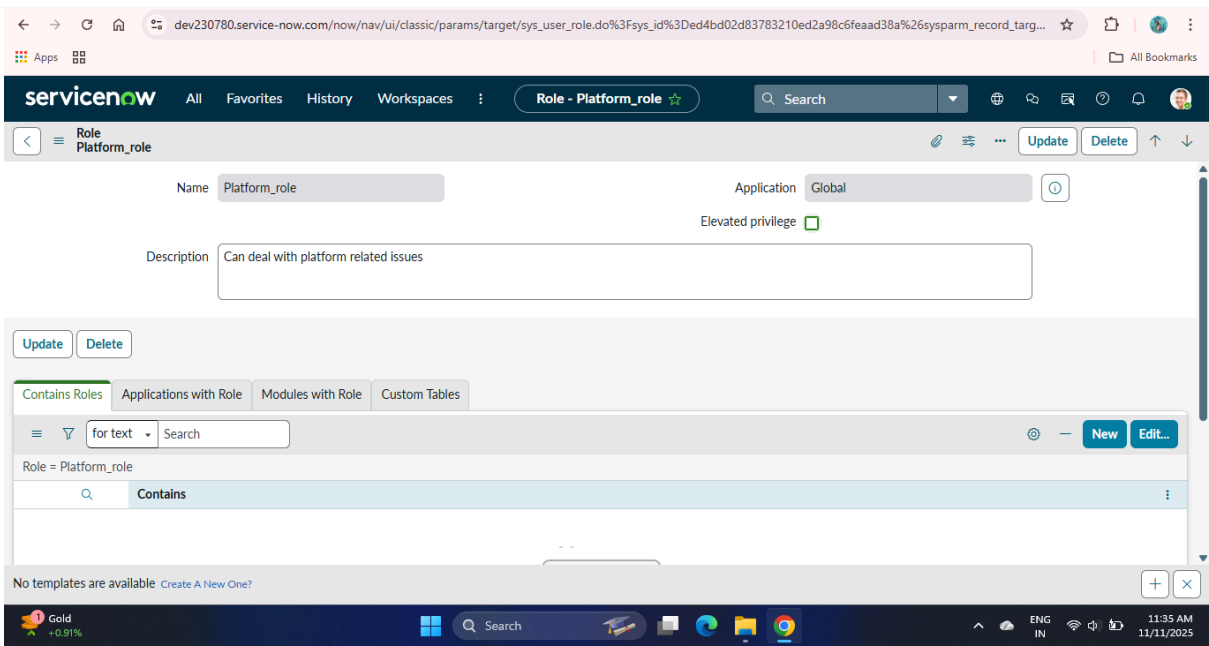
Contains

No templates are available [Create A New One?](#)

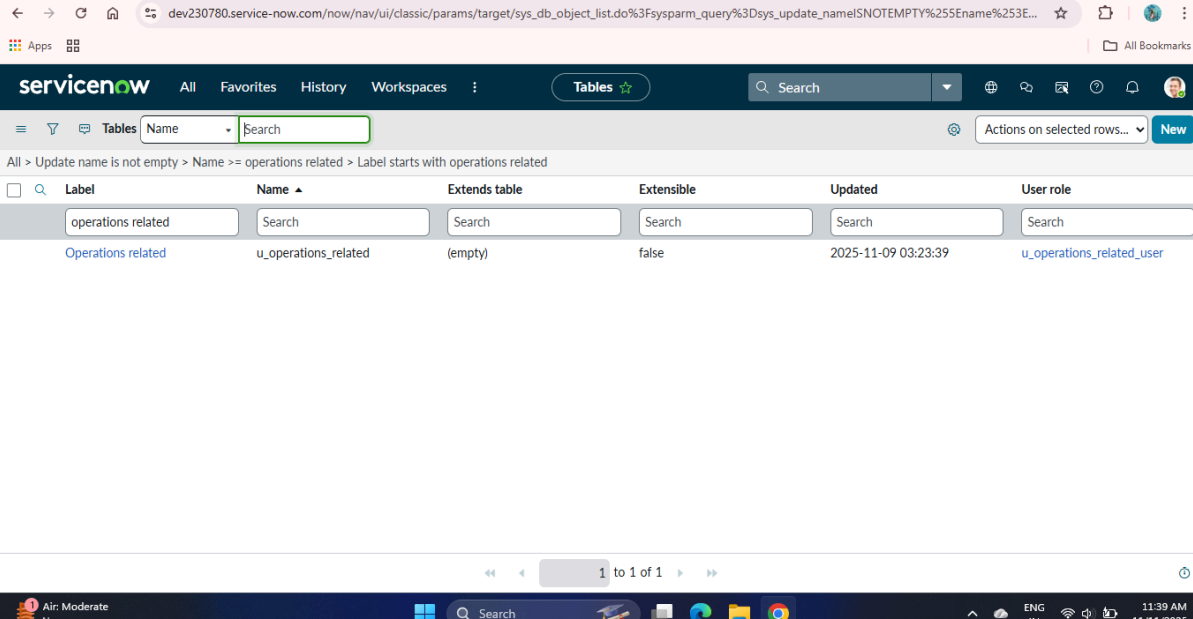
The screenshot shows the ServiceNow 'Roles' list page. The table displays a list of roles with columns for Name, Description, and Elevated privilege. The roles listed include certificate_role, certification, certification_admin, certification_filter_admin, change_manager, chat_admin, chat_analytics_admin, chat_analytics_viewer, chat_survey_admin, client_script_admin, clone_admin, and clone_profile_admin.

Name	Description	Elevated privilege
certificate_role	Can deal with certificate issues	false
certification	Can work Certification tasks	false
certification_admin	Can manage the Certification application	false
certification_filter_admin	Can manage Certification Filters	false
change_manager	Role For Change Manager.	false
chat_admin	Administers chat tables (read/write)	false
chat_analytics_admin	Chat Analytics Admin	false
chat_analytics_viewer	Chat Analytics Viewer	false
chat_survey_admin	Chat Survey administrator	false
client_script_admin	Can manage Client Scripts	false
clone_admin	Can read, write, and configure all elements of the Instance Clone Application	false
clone_profile_admin	Can read, write, and configure Clone Profiles	false

b.creating a platform role



4.Tables Output :



The screenshot shows the ServiceNow 'Tables' page. The breadcrumb trail is 'All > Update name is not empty > Name >= operations related > Label starts with operations related'. The table has columns: Label, Name, Extends table, Extensible, Updated, and User role. One row is displayed with the following data:

Label	Name	Extends table	Extensible	Updated	User role
operations related	u_operations_related	(empty)	false	2025-11-09 03:23:39	u_operations_related_user

At the bottom of the page, there is a status bar showing 'Air: Moderate Now' and a system tray with the date '11/11/2025' and time '11:39 AM'.

The screenshot shows the ServiceNow interface for configuring table columns. The page title is 'Table Columns' for the 'Operations related' table. It lists 20 columns with details on their labels, types, references, lengths, default values, display status, and creation by.

	Column label	Type	Reference	Max length	Default value	Display	Created by
×	Created	Date/Time	Empty State	40		false	admin
×	Updated	Date/Time	Empty State	40		false	admin
×	Comment	String	Empty State	40		false	admin
×	Ticket raised Date	Date/Time	Empty State	40		false	admin
⊕	Sys ID	Sys ID (GUID)	(empty)	32		false	admin
	Updated	Date/Time	(empty)	40		false	admin
×	Updated by	String	Empty State	40		false	admin
×	Sys ID	String	Empty State	32		false	admin
×	Assigned to user	Reference	User	32		false	admin

5.Assign roles & users to groups output

a. Assign roles & users to certificate group

dev230780.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3Da799106983783210ed2a98c6fead3d6%26sysparm_record_ta...

Apps

servicenow All Favorites History Workspaces Group - certificates Search

Group certificates

Manager Katherine Pierce Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

Created Search

Group = certificates

Created	Role	Granted by	Inherits
2025-11-05 09:01:14	certificate_role	(empty)	true

1 to 1 of 1

No templates are available Create A New One?

26°C Sunny Search 11:44 AM 11/11/2025

b. Assign roles & users to platform group

dev230780.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D9cf9986983783210ed2a98c6fead315%26sysparm_record_ta...

Apps

servicenow All Favorites History Workspaces Group - Platform Search

Group Platform

Name Platform Group email

Manager Manne Niranjan Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

Created Search

Group = Platform

Created	Role	Granted by	Inherits
2025-11-05 09:03:43	Platform_role	(empty)	true

1 to 1 of 1

No templates are available Create A New One?

26°C Sunny Search 11:45 AM 11/11/2025

6.Assign role to table output :

7

Bellamkonda Devi Anuhya
<https://github.com/AnuhyaBellamkonda>

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Access Control
u_operations_related

UpdateDelete

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Definition

⌵

Access Control Rules allow access to the specified resource *if all three* of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

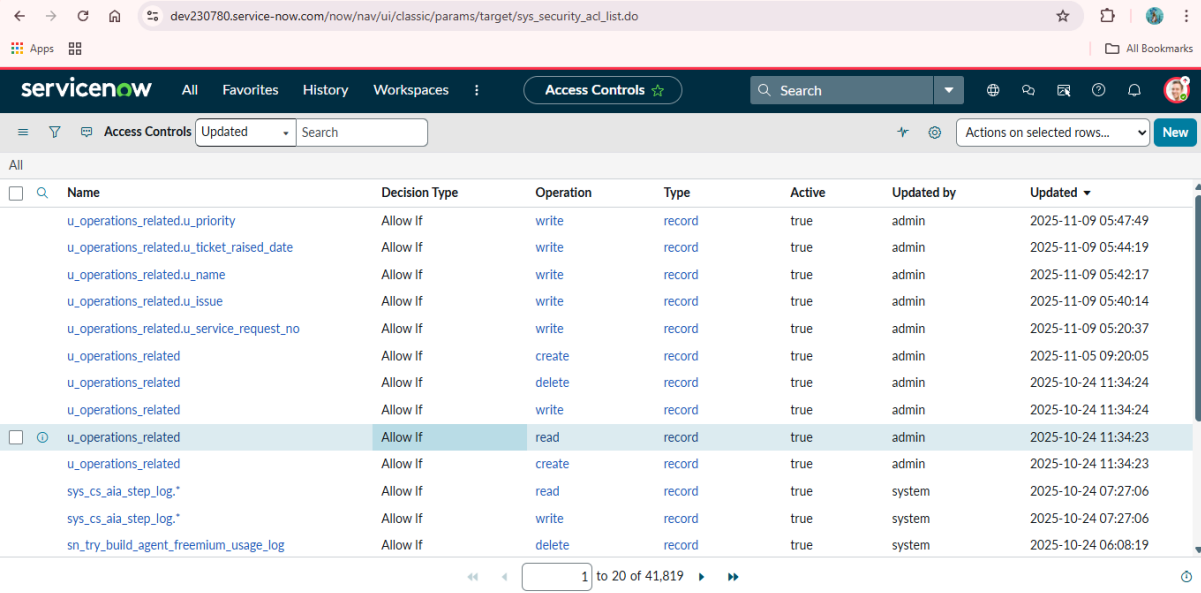
Requires role

1 to 3 of 3

—

	Role
×	u_operations_related_user
×	Platform_role
×	Certification_role
+	Insert a new row...

7.Create ACL Output :



The screenshot displays the ServiceNow Access Controls interface. The browser address bar shows the URL: dev230780.service-now.com/now/nav/ui/classic/params/target/sys_security_acl_list.do. The ServiceNow header includes navigation tabs (All, Favorites, History, Workspaces) and a search bar. The main section is titled 'Access Controls' with a filter set to 'Updated'. Below this, a table lists ACL records. The table has columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The records are sorted by the 'Updated' date in descending order. The first record is 'u_operations_related.u_priority' with a 'write' operation. The record 'u_operations_related' is highlighted with a blue background. The bottom of the table shows a pagination bar indicating '1 to 20 of 41,819' records.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-11-09 05:47:49
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-11-09 05:44:19
u_operations_related.u_name	Allow If	write	record	true	admin	2025-11-09 05:42:17
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-11-09 05:40:14
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-11-09 05:20:37
u_operations_related	Allow If	create	record	true	admin	2025-11-05 09:20:05
u_operations_related	Allow If	delete	record	true	admin	2025-10-24 11:34:24
u_operations_related	Allow If	write	record	true	admin	2025-10-24 11:34:24
u_operations_related	Allow If	read	record	true	admin	2025-10-24 11:34:23
u_operations_related	Allow If	create	record	true	admin	2025-10-24 11:34:23
sys_cs_aia_step_log.*	Allow If	read	record	true	system	2025-10-24 07:27:06
sys_cs_aia_step_log.*	Allow If	write	record	true	system	2025-10-24 07:27:06
sn_try_build_agent_freemium_usage_log	Allow If	delete	record	true	system	2025-10-24 06:08:19

8.Flow Output :

A.regarding certificate output

The screenshot shows the ServiceNow Flow Designer interface. The top bar displays 'servicenow Flow Designer'. Below it, the flow name 'Regarding certificates' is shown with a status of 'Active'. The main workspace is divided into three sections: TRIGGER, ACTIONS, and ERROR HANDLER. The TRIGGER section contains a single trigger: 'Operations related Created or Updated where (Issue is Regarding certificates)'. The ACTIONS section contains one action: 'Update Operations related Record'. The ERROR HANDLER section is currently empty. On the right side, a 'Data' panel is open, showing a list of flow variables and their types. The variables listed are: 'Operations related Record' (Record), 'Changed Fields' (Array.Object), 'Operations related Table' (Table), 'Run Start Time UTC' (Date/Time), and 'Run Start Date/Time' (Date/Time). Below these, a section titled '1 - Update Record' is partially visible.

Variable Name	Type
Operations related Record	Record
Changed Fields	Array.Object
Operations related Table	Table
Run Start Time UTC	Date/Time
Run Start Date/Time	Date/Time

b. regarding platform

dev230780.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysid%3D132406aa83893210ed2a98c6feaad307

Workflow Studio Regarding Platform Flow • Global

View: [Icons] Test Edit flow Deactivate

TRIGGER

Operations related Created or Updated where (Issue is Unable to login to platform; Issue is 404 error; Issue is Regrading User expired)

ACTIONS

1 Update Operations related Record

ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

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

- Operations related Record Record
- Operations related Table Table
- Action Status Object

Read-only | Status: Published | Application: Global