

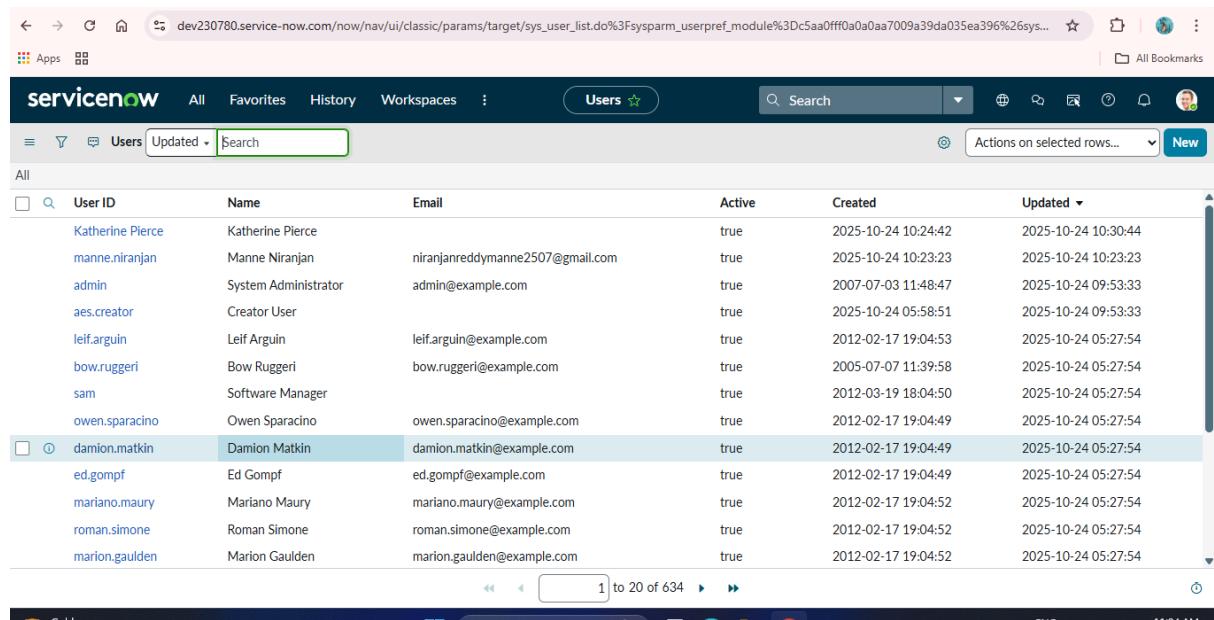
# SMARTINTERNZ PROJECT OUTPUT

## OUTPUT SCREENSHOT

### Project Title :

Streamlining Ticket Assignment for Efficient SupportOperations

### 1.Users Output :



The screenshot shows a ServiceNow interface for managing users. The top navigation bar includes links for 'All', 'Favorites', 'History', and 'Workspaces'. The main title is 'Users' with a star icon. A search bar is present, along with buttons for 'Search', 'Actions on selected rows...', and 'New'. The table below has columns for 'User ID', 'Name', 'Email', 'Active', 'Created', and 'Updated'. The data table contains 20 rows of user information, with the first row highlighted in blue. A navigation bar at the bottom indicates '1 to 20 of 634'.

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

## 2.Groups Output :

### a. Creating certificate group

The screenshot shows the ServiceNow Groups page with a search bar for 'Name' and a search input field. The table lists various groups, including 'certificates', 'Change Management', 'Conditional Script Writer', 'Creator Studio Restricted Users', 'Creator Studio Users', 'Database', and 'Database Atlanta'. The columns include Name, Description, Active, Manager, Parent, Updated, Updated by, Created by, and Created.

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 page with a search bar for 'Name' and a search input field. The table lists various groups, including 'Platform', 'Problem Analyzers', 'Problem Solving', 'Procurement', 'Project Mgmt', 'Recommendation Admin', and 'Report Access Request Approvers'. The columns include Name, Description, Active, Manager, Parent, Updated, Updated by, Created by, and Created.

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

2

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### 3.Roles Output :

#### a. Creating certificate role

The screenshot shows the ServiceNow interface for creating a new role. The URL is dev230780.service-now.com/nav/ui/classic/params/target/sys\_user\_role.do%3Fsys\_id%3Dfc9adca983783210ed2a98c6fead32d%26sysparm\_record\_target... . The title bar says "Role - certificate\_role". The "Name" field is set to "certificate\_role". The "Application" dropdown is set to "Global". The "Description" field contains "Can deal with certificate issues". The "Elevated privilege" checkbox is unchecked. At the bottom, there are "Update" and "Delete" buttons, and a navigation bar with tabs: "Contains Roles", "Applications with Role", "Modules with Role", and "Custom Tables". A search bar and a "New" button are also present.

The screenshot shows the ServiceNow interface for viewing a list of roles. The URL is dev230780.service-now.com/nav/ui/classic/params/target/sys\_user\_role\_list.do%3Fsysparm\_first\_row%3D1%26sysparm\_query%3DGOTOname%253E%25... . The title bar says "Roles". The search bar shows "All > Name >= certificate". The table lists various roles with their descriptions and elevated privilege status. The "certificate\_role" is listed with the description "Can deal with certificate issues" and "Elevated privilege" set to "false". Other roles listed include 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. The bottom of the screen shows a taskbar with various icons and the date/time 11/11/2025.

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

The screenshot shows the ServiceNow interface for creating a new role. The URL is dev230780.service-now.com/nav/nav/ui/classic/params/target/sys\_user\_role.do?sys\_id=3Ded4bd02d83783210ed2a98c6feaad38a%26sysparm\_record\_targ... . The title bar says 'Role - Platform\_role'. The main form has the following fields:

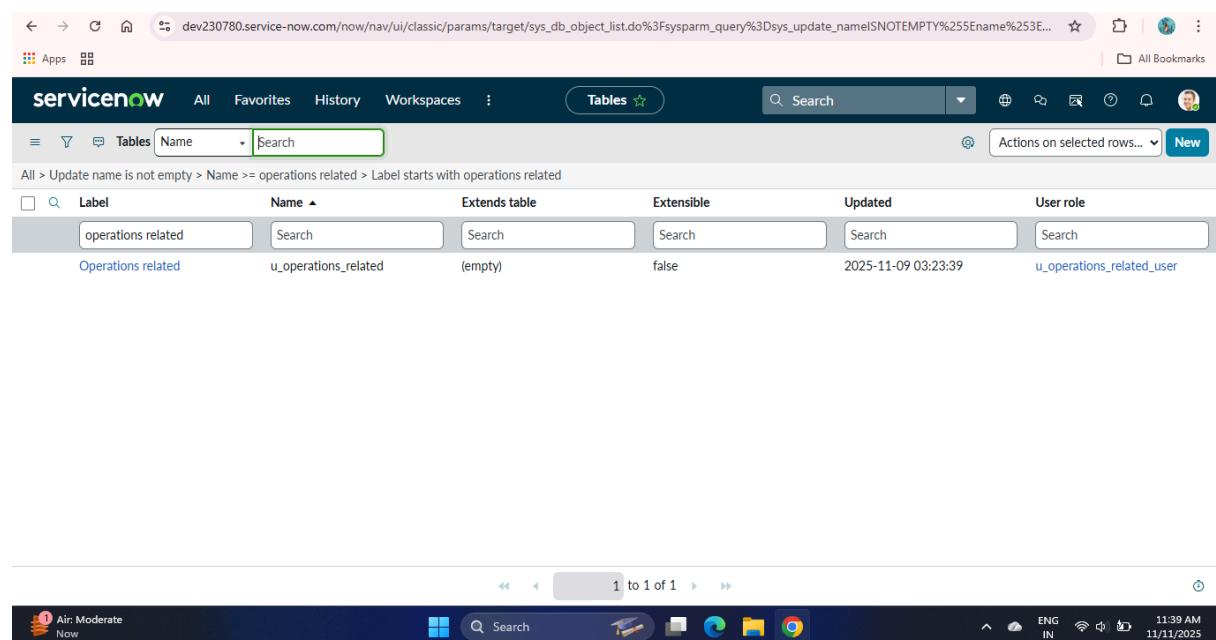
- Name: Platform\_role
- Application: Global
- Elevated privilege: checked
- Description: Can deal with platform related issues

Below the form, there's a section for 'Contains Roles' with a search bar and a 'New' button. A message says 'No templates are available. Create A New One?'.

The screenshot shows the ServiceNow interface for listing roles. The URL is dev230780.service-now.com/nav/nav/ui/classic/params/target/sys\_user\_role\_list.do?sysparm\_first\_row=3D1%26sysparm\_query=3DGOTOname%253E%25... . The title bar says 'Roles'. The list table includes columns for Name, Description, and Elevated privilege. The newly created 'Platform\_role' is listed with the description 'Can deal with platform related issues'.

Name	Description	Elevated privilege
platform_ml_read		false
platform_ml_write		false
Platform_role	Can deal with platform related issues	false
playbook.activity_def_read	Allow user to read all activity definitions.	false
playbook.admin	Admin role for Process Automation Designer.	false
playbook.designer_access	Provides users with access to Playbook Designer but not any of the resources required to view an actual playbook	false
playbook.localization	Role used for reading and writing sys_ui_message entries generated for localization of Playbooks	false
playbook.write	Allow user to create, update and delete process definitions and access PAD, but without any access to activity definitions.	false
playbook_experience.admin	Role required to configure tables used to render the Playbook Experience.	false
portal_analytics_admin		false
portal_analytics_viewer	Role for viewing the web analytics	false
portfolio_admin	Can manage the Service Portfolio, related commitments and availability	false
portfolio_editor	This role provides access to update portfolios, taxonomy layers, taxonomy nodes, services, and reparent services.	false

## 4.Tables Output :



The screenshot shows the ServiceNow web interface with the following details:

- Header:** The top navigation bar includes links for "All", "Favorites", "History", "Workspaces", "Tables", "Search", and user profile.
- Table View:** A table titled "Operations related" is displayed with the following columns and 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
- Toolbar:** Below the table are standard toolbar icons for search, refresh, and other operations.
- System Status:** At the bottom, there is a status bar showing "Air: Moderate Now", system icons, and the date/time "11/11/2025 11:39 AM".

5

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The screenshot shows the ServiceNow web interface with the URL [dev230780.service-now.com/nav-ui/classic/params/target/sys\\_db\\_object.do?Fsys\\_id=3Db151ece583b83210ed2a98c6feaad3c8%26sysparm\\_record\\_targ...](https://dev230780.service-now.com/nav-ui/classic/params/target/sys_db_object.do?Fsys_id=3Db151ece583b83210ed2a98c6feaad3c8%26sysparm_record_targ...). The page title is "Table - Operations related". The top navigation bar includes links for All, Favorites, History, Admin, and a search bar. Below the header is a toolbar with icons for Delete, Update, and Delete All Records. The main content area displays a table titled "Dictionary Entries" with columns: Column label, Type, Reference, Max length, Default value, Display, and Created by. The table lists several entries, including "Sys ID" which is highlighted. At the bottom of the table, it says "No templates are available" and "Create A New One?". The status bar at the bottom shows "Air: Moderate Now", system icons, and the date/time "11/11/2025 11:40 AM".

## 5. Assign roles & users to groups output

### a. Assign roles & users to certificate group

The screenshot shows the ServiceNow interface for creating a group named 'certificates'. The 'Manager' field is populated with 'Katherine Pierce'. The 'Description' field is empty. Below the main form, there is a table titled 'Roles (1)' showing one role assigned: 'certificate\_role' created on '2025-11-05 09:01:14' by '(empty)'. The status 'true' indicates it inherits permissions. The bottom of the screen shows a Windows taskbar with various icons and a weather widget indicating '26°C Sunny'.

## b. Assign roles & users to platform group

The screenshot shows the ServiceNow interface for creating a group named 'Platform'. The 'Manager' field is populated with 'Manne Niranjan'. The 'Description' field is empty. Below the main form, there is a table titled 'Roles (1)' showing one role assigned: 'Platform\_role' created on '2025-11-05 09:03:43' by '(empty)'. The status 'true' indicates it inherits permissions. The bottom of the screen shows a Windows taskbar with various icons and a weather widget indicating '26°C Sunny'.

## 6. Assign role to table output :

7

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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.

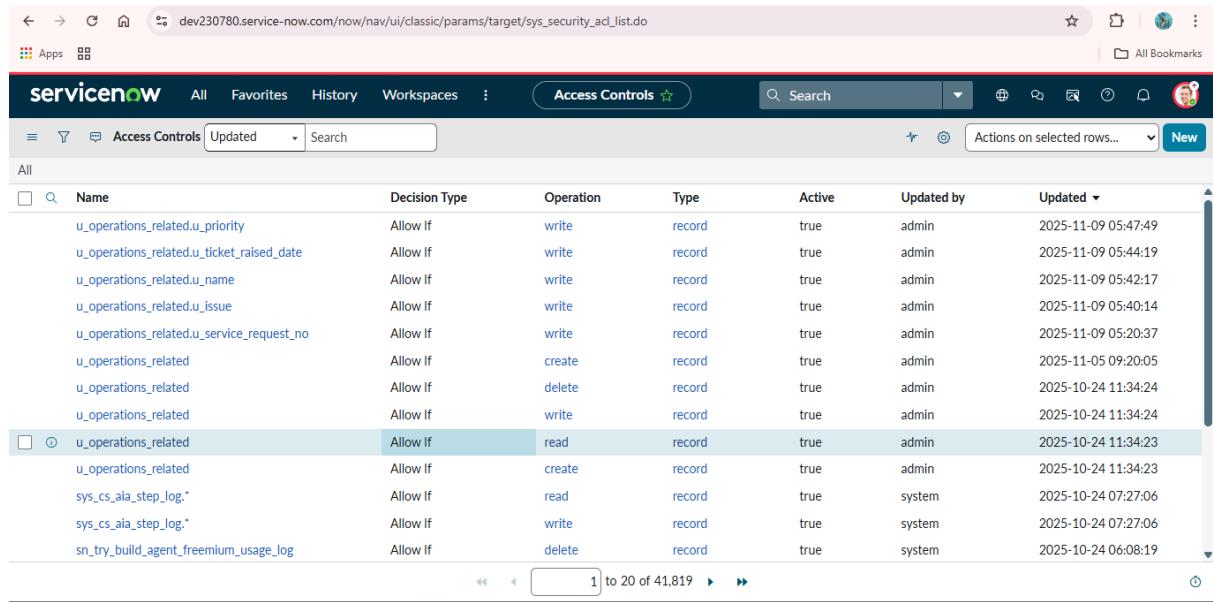
The three checks are evaluated independently in the order displayed above.

More Info

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

1 to 3 of 3

## 7.Create ACL Output :

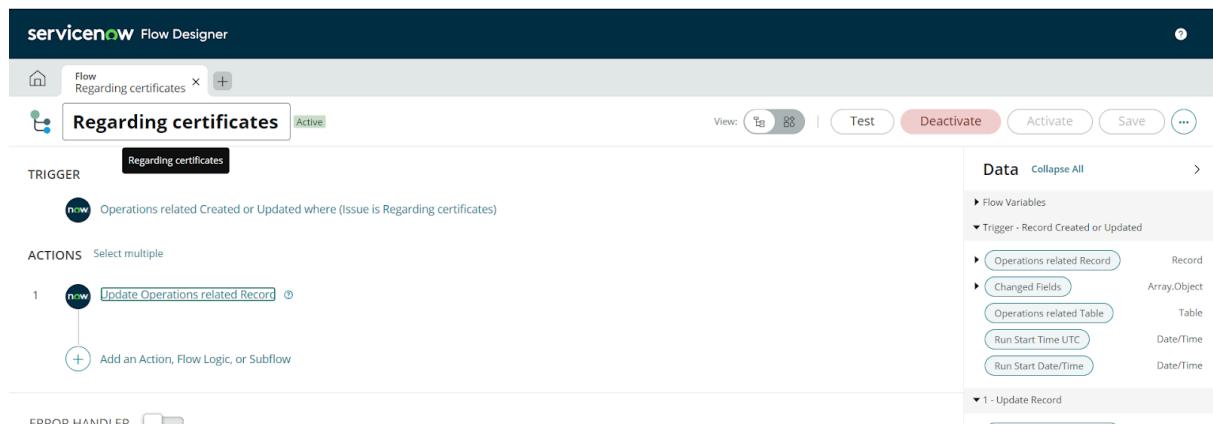


The screenshot shows a ServiceNow web interface for managing Access Controls. The URL in the address bar is dev230780.service-now.com/nav/nav/ui/classic/params/target/sys\_security\_acl\_list.do. The page title is "Access Controls". The main content is a table listing access control records with columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. A search bar and a "Actions on selected rows..." button are at the top of the table area.

<input type="checkbox"/>	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



b. regarding platform

The screenshot shows the ServiceNow Workflow Studio interface. The title bar indicates the URL is dev230780.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys\_hub\_flow%26sysId%3D132406aa83893210ed2a98c6fea307. The main area displays a flow named "Regarding Platform" which is Active and Global. The flow consists of one trigger ("Operations related Created or Updated where (Issue is Unable to login to platform; Issue is 404 error; Issue is Regarding User expired)") and one action ("Update Operations related Record"). An "Add an Action, Flow Logic, or Subflow" button is available. On the right, a sidebar titled "Data" lists various flow variables and triggers. Below the sidebar, an "ERROR HANDLER" section is shown, stating that if an error occurs, the actions here will run. At the bottom, status information reads "Read-only" (highlighted in blue), "Status: Published", and "Application: Global".