

## FUNCTIONAL AND PERFORMANCE TESTING :

DATE	
TEAM ID	LTVIP2025TMID30777
PROJECT NAME	Streamlining Ticket Assignment For Efficient Support Operations

### MILESTONE -8 FLOW

#### ACTIVITY-1 Create a Flow to Assign operations ticket to group

##### PURPOSE:

Purpose of Creating a Flow to Assign Operations Ticket to Group: The purpose is to automate the process of directing operations-related tickets to the right support group.

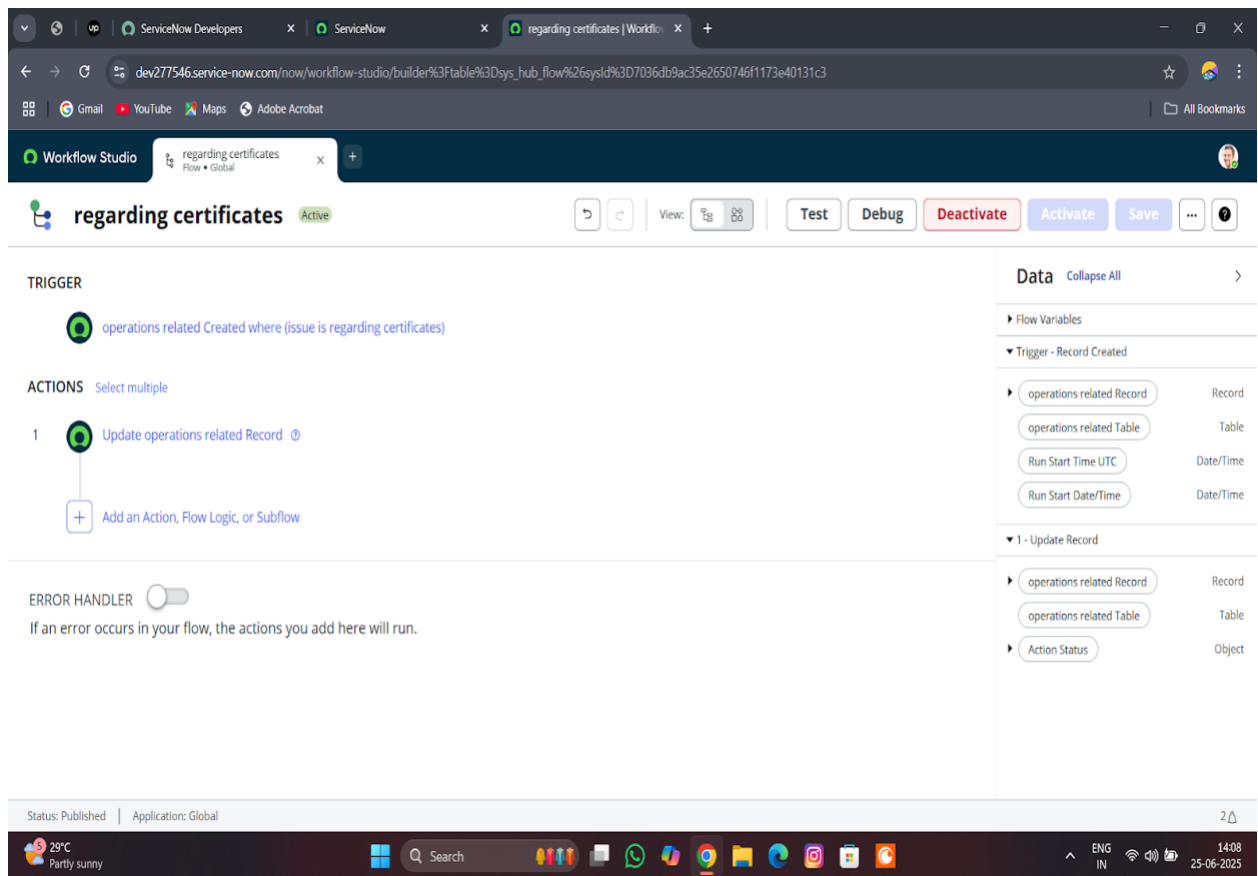
##### USES:

It automatically routes operations tickets to the correct group, speeding up ticket handling and improving support efficiency.

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

- 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  
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.



## ACTIVITY-2 Create a Flow to Assign operations ticket to Platform

### PURPOSE:

To automatically assign operations tickets to the right platform experts, ensuring faster and accurate support.

### USES:

It routes operations tickets to the correct platform specialists automatically, improving response time and support accurate

### 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. Application should be Global.
  7. Select Run user as “ System user ” from that choice.
  8. Click on Submit.
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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  
Value : Unable to login to platform
5. Click on New Criteria  
Field : issue  
Operator : is  
Value : 404 Error
6. Click on New Criteria  
Field : issue  
Operator : is  
Value : Regrading User expired
7. After that click on Done.
8. Now under Actions.
9. Click on Add an action.
10. Select action in that search for “ Update Record ”.
11. In Record field drag the fields from the data navigation from left side
12. Table will be auto assigned after that
13. Give the field as “ Assigned to group ”.
14. Give value as “ Platform ”
15. Click on Done.
16. Click on Save to save the Flow.
17. Click on Activate.

The screenshot displays the ServiceNow Workflow Studio interface for a workflow named "regarding platform". The main configuration area shows the "Update Record" action with the following inputs:

- Action:** Update Record
- Action Inputs:**
  - \* Record:** Trigger... → operations related...
  - \* Table:** operations related [u\_operations...]
  - \* Fields:** assigned to group (selected), platform (value)

Buttons for "Delete", "Cancel", and "Done" are visible at the bottom right of the configuration area. A sidebar on the right titled "Data" shows a list of available fields and tables, including "operations related Record", "operations related Table", "Run Start Time UTC", "Run Start Date/Time", and "Action Status".

At the bottom of the interface, there is an "ERROR HANDLER" section and a status bar indicating "Status: Modified" and "Application: Global".

