FUNCTIONAL AND PERFORMANCE TESTING

Performance Testing

Milestone 8: Flow:

Purpose: *Flow creation automates the ticket assignment process by defining step-by-step actions, ensuring tickets are routed quickly and accurately to the right team without manual intervention.*

Uses :*Flow creation automates ticket routing, triggers notifications, updates records, and ensures consistent handling—making the assignment process faster, error-free, and more efficient in ServiceNow.*

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

Steps:

- *Go to **All** → Flow Designer under Process Automation*
- *Click New → Flow, name it "**Regarding Certificate"***
- *Set Application as Global, and Run user as System user*
- *Click Submit*
- ***Add Trigger:** Create or update a record*
- ***Table**: Operations related*
- ***Condition**: issue is Regrading Certificates*
- *Click Done*
- ***Add Action:** Update Record*
- *Drag record from Data panel*
- ***Set Assigned to group** = Certificates*
- *Click Done, Save, and Activate the flow*

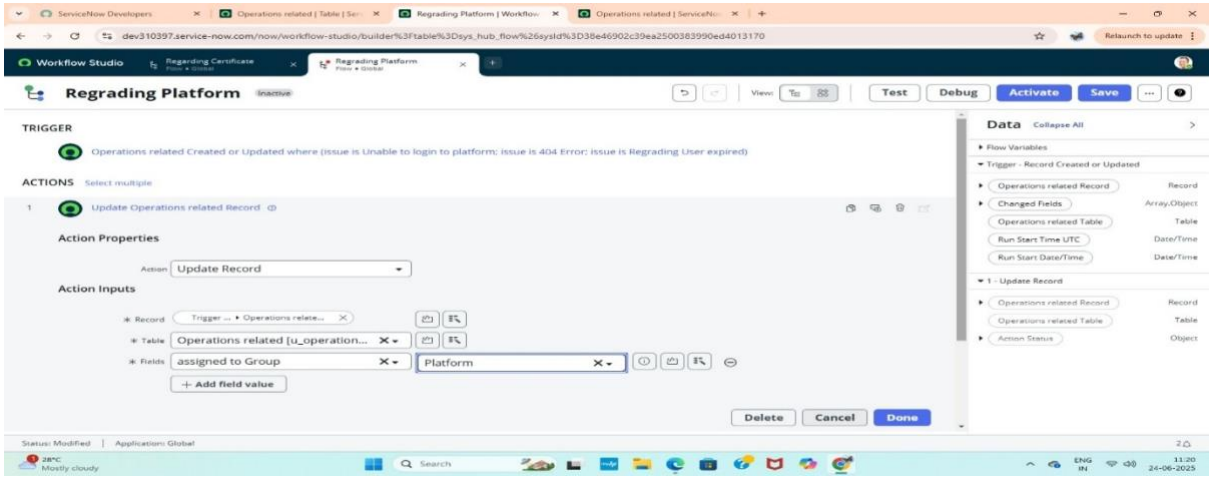
***Activity 2:Create a Flow to Assign operations ticket to platform group**:*

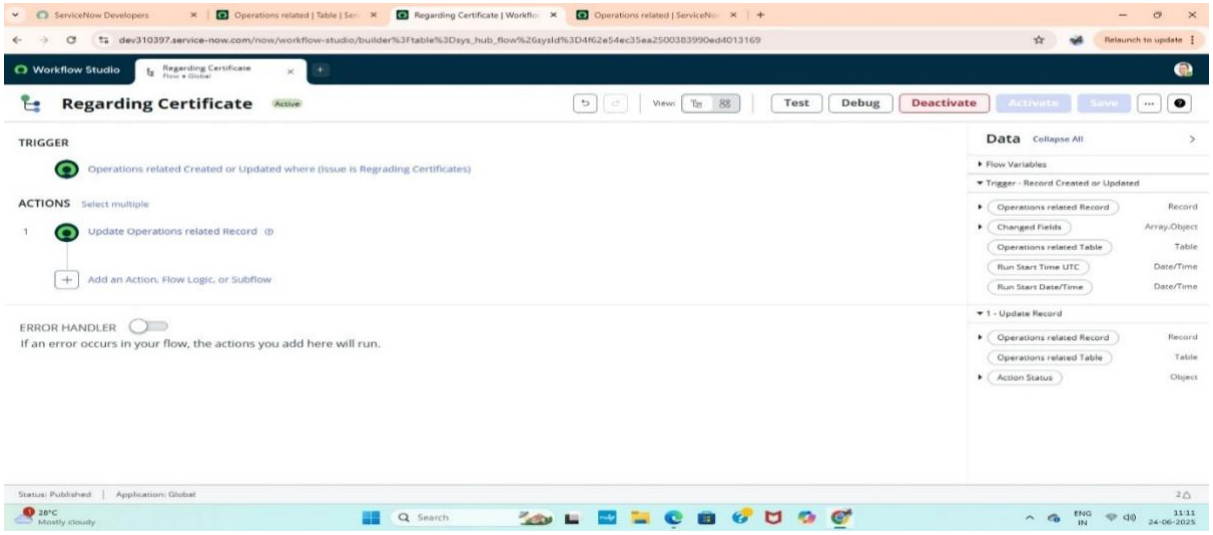
Steps:

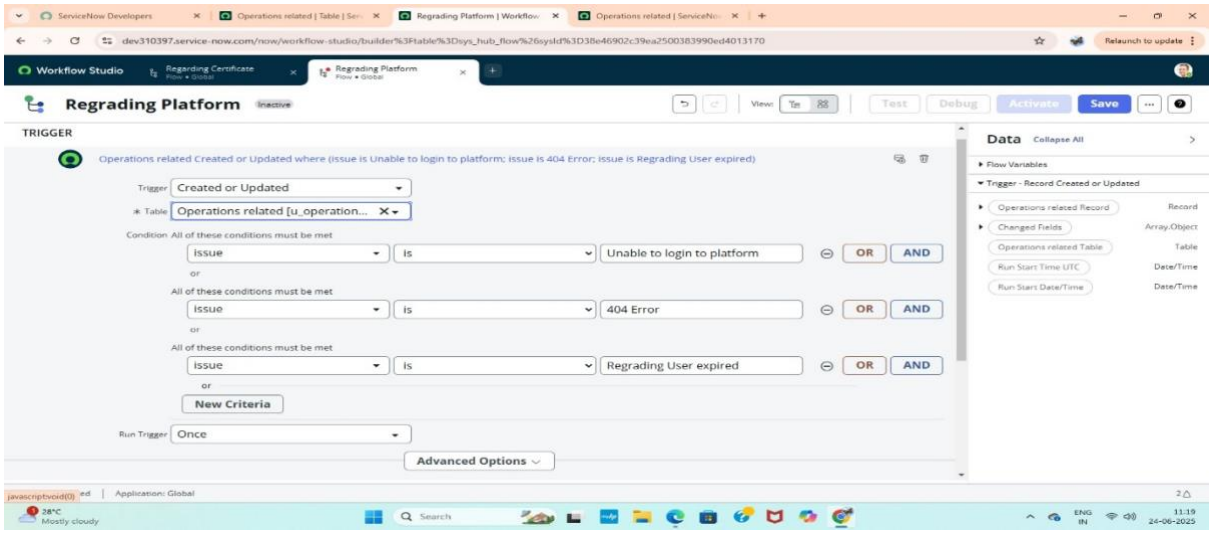
- *Open ServiceNow → **All** → Flow Designer under Process Automation*
- *Click New → Flow, name it "Regarding Platform"*
- *Set Application to Global, Run user to System user*

- *Click Submit*
- ***Add Trigger:** Create or update a record*
- ***Table:** Operations related*
- ***Conditions (multiple criteria):***
- *Issue is Unable to login to platform*
- *Issue is 404 Error*
- *Issue is Regrading User expired*
- *Click Done*
- ***Add Action:** Update Record*
- *Drag record from Data panel*
- ***Set Assigned to group** = Platform*

Click Done, then Save and Activate the flow






Workflow Studio
Regrading Certificate
Regrading Platform
Regrading Platform
Inactive
View:
Test
Debug
Activate
Save
TRIGGER
Operations related Created or Updated where (issue is Unable to login to platform; issue is 404 Error; issue is Regrading User expired)
Trigger
Created or Updated
* Table
Operations related [u_operation...
Condition
All of these conditions must be met
issue
is
Unable to login to platform
OR
AND
or
All of these conditions must be met
issue
is
404 Error
OR
AND
or
All of these conditions must be met
issue
is
Regrading User expired
OR
AND
or
New Criteria
Run Trigger
Once
Advanced Options
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
Application: Global
28°C
Mostly cloudy
Search
ENG
IN
11:19
24-06-2025