

FUNCTIONAL & PERFORMANCE TESTING

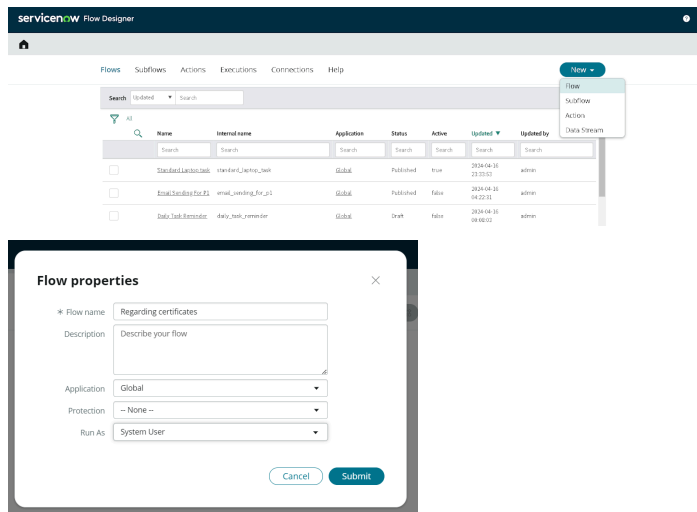
a) Performance Testing:

MILESTONE 8: Flow

Activity 1: Create a Flow to Assign operations ticket to 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) 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” select that
- 3) Give the table name as Operations Related.

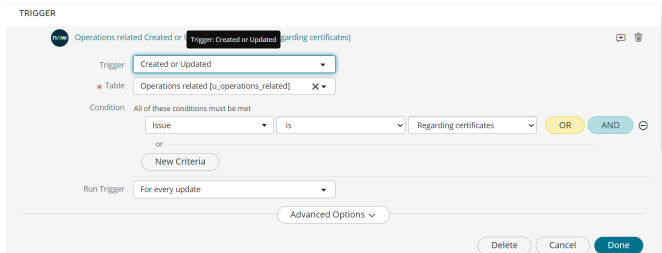
4) Give the Condition as

Field : issue

Operator : is

Value : Regarding 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 fields left side

10) Table will be auto assigned After that

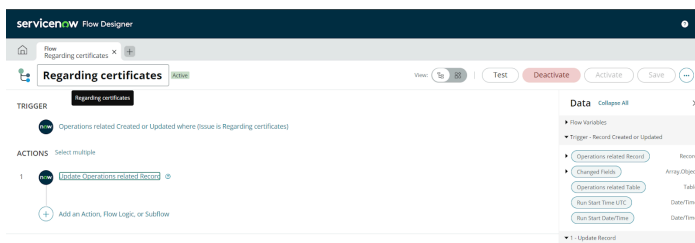
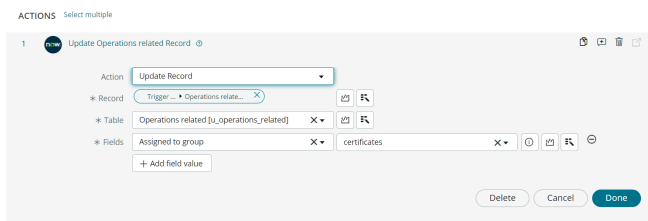
11) Give the field as “Assigned group

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 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) 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 : 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
- 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.