

PERFORMANCE AND TESTING

Team ID	NM2025TMID04990
Project Name	Streamlining Ticket Assignment for efficient support operations

MODELPERFORMANCETESTING

CREATEUSER

servicenow

All

Favorites

History

Workspaces

Admin

User - New Record ☆

Q Search

⌵

🌐

🔗

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🔔

👤

<

≡

User
New record

🔗

🔗

⋮

Submit

① To set up the User's password, save the record and then click Set Password.

User ID

First name

manne

Last name

niranjan

Title

💡

Department

🔍

Password

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

manneniranjan@gmail.com

✉

Language

-- None --

⌵

Calendar integration

Outlook

⌵

Time zone

System (Etc/UTC)

⌵

Date format

System (yyyy-MM-dd)

⌵

Business phone

Mobile phone

Photo

Click to add...

servicenow

AllFavoritesHistoryWorkspacesAdmin

User - New Record ☆

Search

🌐🔄🔍🔔👤

<≡UserNew record

🔗⚙️⋮Submit

📌 To set up the User's password, save the record and then click Set Password.

User IDkatherine pierce

First namekatherine

Last namepierce

Title

Department

Password

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

Language-- None --

Calendar integrationOutlook

Time zoneSystem (Etc/UTC)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

CREATEROLE

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Role - certification_role ☆

Search

🌐🔄🔍🔔👤

<≡Rolecertification_role

🔗⚙️⋮UpdateDelete⬆️⬇️

Namecertification_role

ApplicationGlobal

Elevated privilege

Descriptioncan deal with certification

UpdateDelete

Related Links

Run Point Scan

Contains RolesApplications with RoleModules with RoleCustom Tables

for text Search

Role = certification_role

Contains

No records to display

CREATETABLE

servicenow

AllFavoritesHistoryWorkspacesAdmin

Table - New Record ☆

Search

🌐🔄🔍🔔👤

<≡TableNew record

🔗⚙️⋮SubmitCancel

📌 ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click here.

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Labeloperations related

* Nameu_operations_related

Extends table

ApplicationGlobal

Create module

Create mobile module

Add module to menu-- Create new --

New menu nameoperations related

ColumnsControlsApplication Access

Table Columnsfor text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

ASSIGNROLETOTABLE

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Table - operations related

Search

Table operations related

DeleteUpdateDelete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Labeloperations related

ApplicationGlobal

* Nameu_operations_related

ColumnsControlsApplication Access

Table Columnsfor textSearch

1 to 14 of 14New

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Created	Date/Time	(empty)	40		false
name	String	(empty)	40		false
priority	String	(empty)	40		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false

CREATEACL

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Access Control - u_operations_related

Search

Access Control u_operations_related

Type: record

Operation: read

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

Name: u_operations_related

Description: Default access control on u_operations_related

Applies To: No. of records matching the condition: 0 (empty)

Application: Global

Active: ☒

Advanced: ☐

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met.
2. Deny Access: Denies access to a resource unless all conditions are met.

[More Info](#)

CREATEFLOW

1.Searchforflowdesign

Workflow Studio

regarding certificate Flow

regarding platform Flow

regarding platform Inactive

View: [Grid]

TestActivateSave

Trigger: Created or Updated

* Table: operations related [u_operations...]

Condition: All of these conditions must be met

issue is unable to login to platform

OR

AND

or

Condition: All of these conditions must be met

issue is regarding user expired

OR

AND

or

New Criteria

Run Trigger: For every update

Advanced Options

DeleteCancelDone

Data Collapse All

Flow Variables

Trigger - Record Created or Updated

operations related Record

Changed Fields

operations related Table

Run Start Time UTC

Run Start Date/Time

