

FUNCTIONAL AND PERFORMANCE TESTING :

DATE	04-11-2025
TEAM ID	NM2025TMID00191
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:

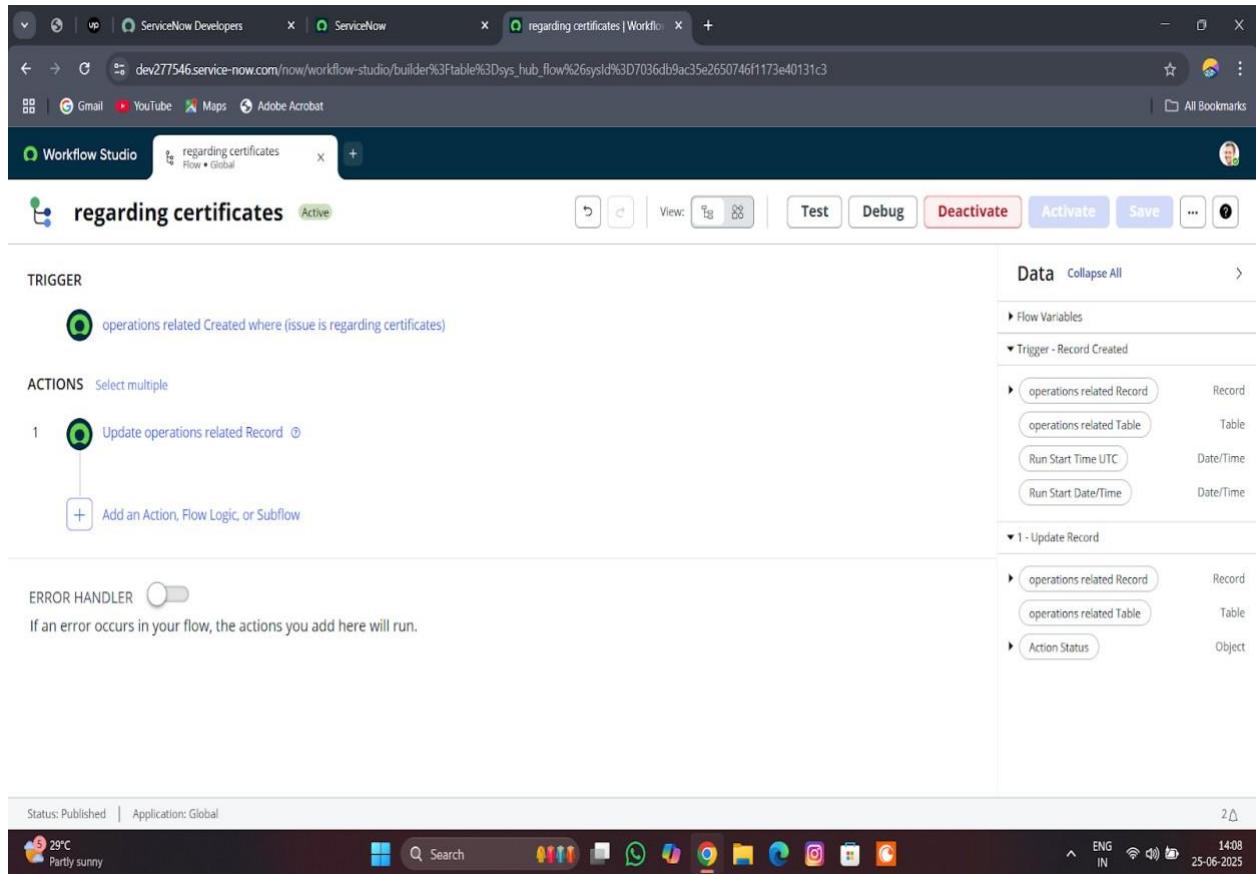
It automatically routes operations tickets to the correct group, speeding up ticket handling and improving support efficiency.

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.

- 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.

Screenshot of the ServiceNow Workflow Studio interface showing a flow titled "regarding platform".

The flow has the following configuration:

- Action: Update Record
- Action Inputs:
 - * Record: Trigger... > operations related...
 - * Table: operations related [u_operations...]
 - * Fields: assigned to group (platform)
- Buttons: Delete, Cancel, Done
- Add Action, Flow Logic, or Subflow button
- Error Handler toggle switch (disabled)
- Flow Variables section (empty)
- Trigger - Record Created section (empty)
- 1 - Update Record section:
 - operations related Record (Record)
 - operations related Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)
- Action Status section (empty)

The status bar at the bottom shows: Status: Modified | Application: Global. The system tray indicates ENG IN, 1416, and the date 25-06-2025.