STREAMLINING TICKET

Team Id: NM2025TMID15275

Team Leader: RANJANA DEVI S

Team Member: SOUNDARYA S

Team Member: RAJESHWARI S

Team Member: VAISHNAVI E

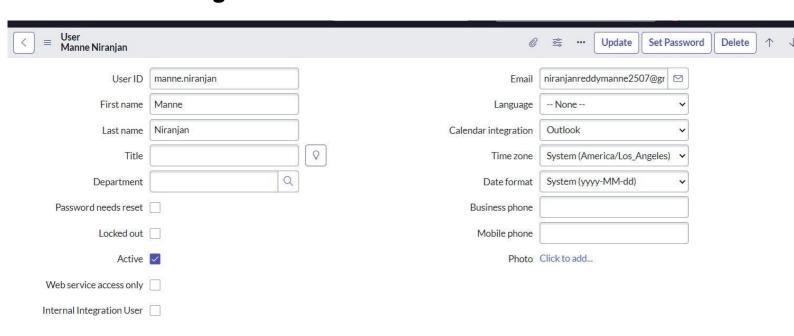
Open service now.

Click on All >> search for users

Select Users under system security

Click on new

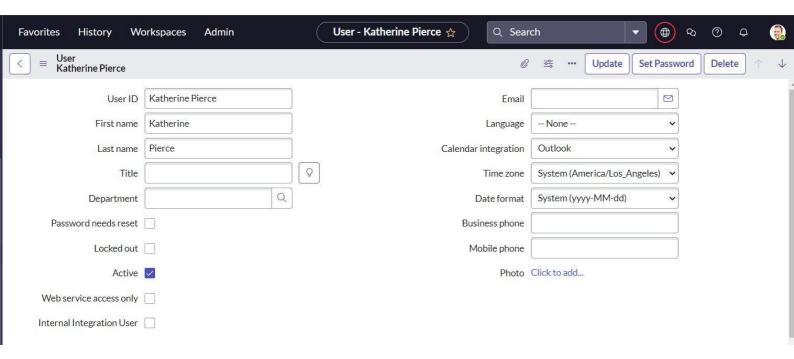
Fill the following details to create a new use



Click on submit

Create one more user:

Create another user with the following details



Create Groups

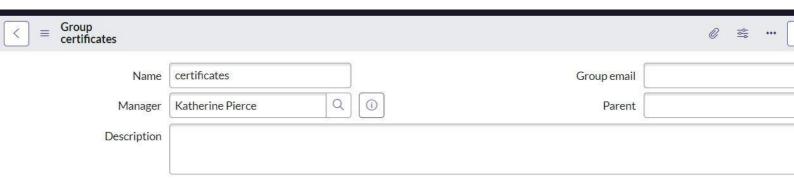
Open service now.

Click on All >> search for groups

Select groups under system security

Click on new

Fill the following details to create a new group



Click on submit

Create one more group:

Create another group with the following details



Create roles

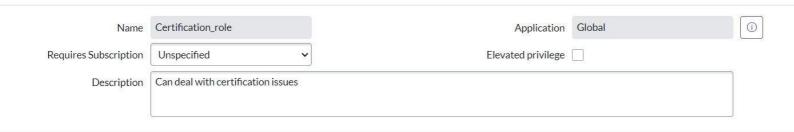
Open service now.

Click on All >> search for roles

Select roles under system security

Click on new

Fill the following details to create a new role



Create one more role:

Create another role with the following details



Assign role to table Open service now.

Click on All >> search for tables

Select operations related table

Click on the Application Access

Click on u_operations_related read operation

Click on the profile on top right side

Click on elevate role

Click on security admin and click on update

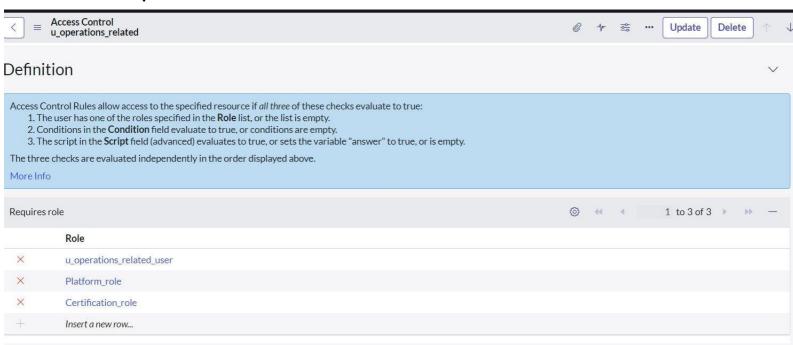
Under Requires role

Double click on insert a new row

Give platform role

And add certificate role

Click on update



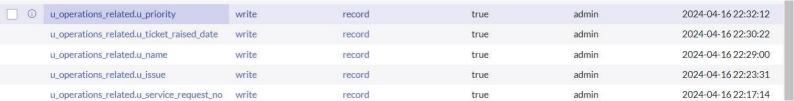
Scroll down under requires role

Double click on insert a new row

Give admin role

Click on submit

Similarly create 4 acl for the following fields



Create a Flow to Assign operations ticket to group Open service now.

Click on All >> search for Flow Designer

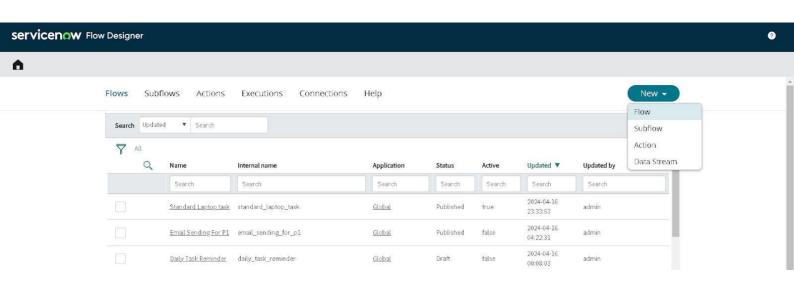
Click on Flow Designer under Process Automation.

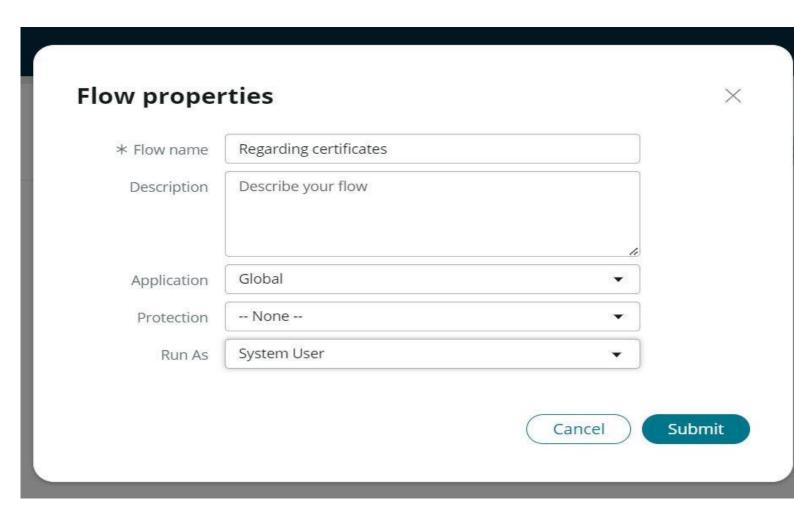
After opening Flow Designer Click on new and select Flow.

Under Flow properties Give Flow Name as "Regarding Certificate".

Application should be Global.

Select Run user as "System user" from that choice.





Click on Add a trigger

Select the trigger in that Search for "create or update a record" and select that.

Give the table name as "Operations related".

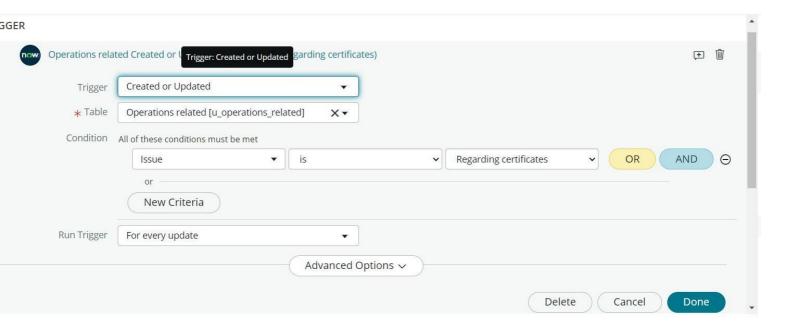
Give the Condition as

Field: issue

Operator: is

Value: Regrading Certificates

After that click on Done.



Now under Actions.

Click on Add an action.

Select action in that search for "Update Record".

In Record field drag the fields from the data navigation from left side

Table will be auto assigned after that

Give the field as "Assigned to group"

Give value as "Certificates"

Click on Done.

Click on Save to save the Flow.

Click on Activate.

ACTIONS Select multiple

