

ASSIGN OPERATIONS

Create A flow to Assign Operations Ticket to Platform Group:

- 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.
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- 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:Regarding 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"updated Record".
11. In Record field drag the fields from the data navigation from left side.
12. Give the field as "Assigned to Group".
13. Give value as "Platform".
14. Click on Done.
15. Click on Save to save the Flow.
16. Click on Activate.