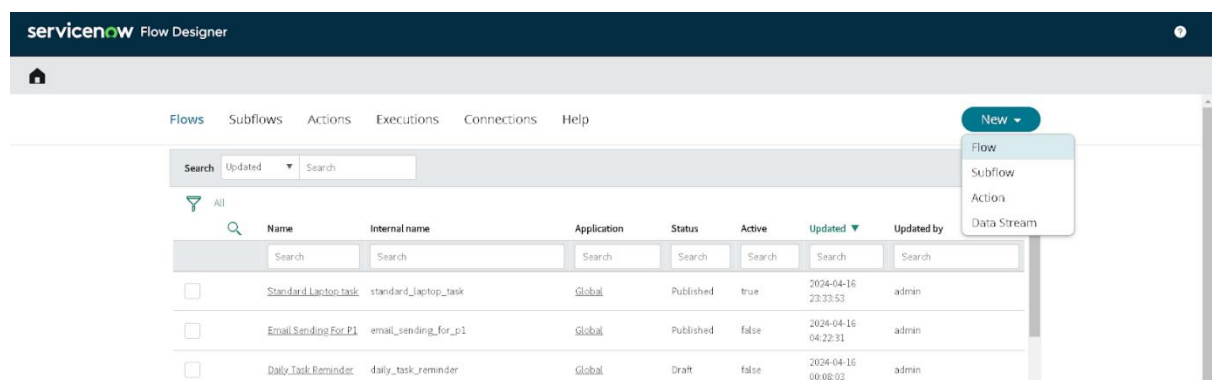
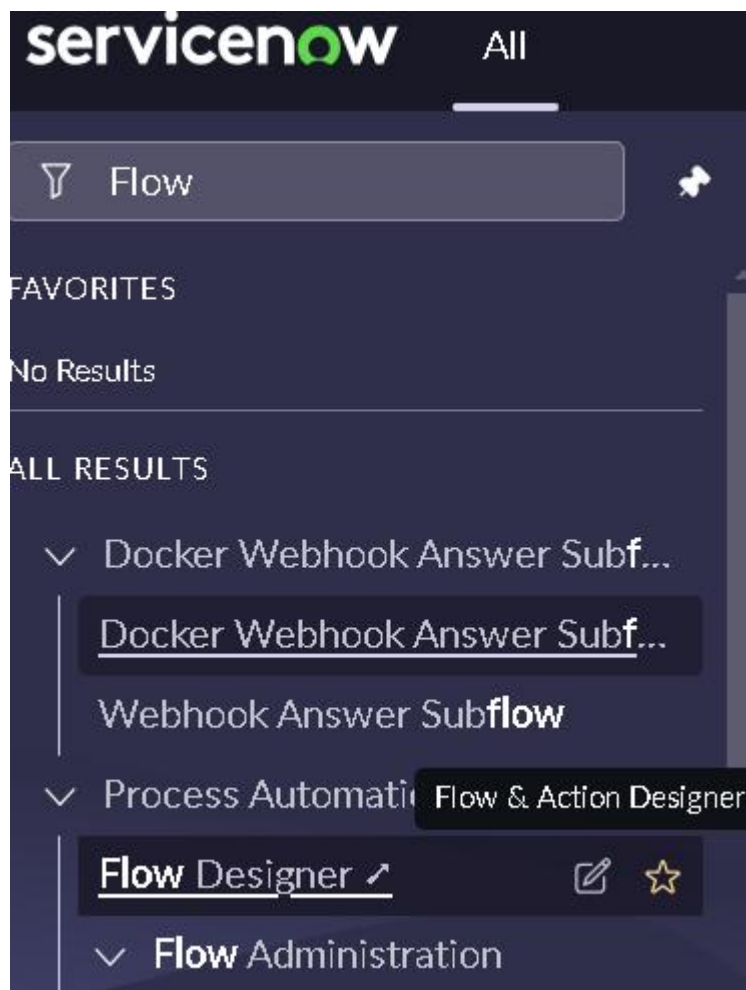


FUTURE ENHANCEMENT

Date	25 June 2025
Team ID	LTVIP2025TMID29036
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 Marks

Create a Flow to assign operations ticket to 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 names as "Regarding certificate".
6. Application should be Global.
7. Select Run user as "System user" from that choice.
8. Click on Submit.



Flow properties

* Flow name

Description

Application

Protection

Run As

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:Regarding Certificates
5. After that click on Done.

TRIGGER

Operations related Created or Updated

Trigger: Created or Updated

Regarding certificates)

Trigger

* Table

Condition

All of these conditions must be met

Issue

is

Regarding certificates

OR

AND

or

New Criteria

Run Trigger

Advanced Options

Delete

Cancel

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.

ACTIONS Select multiple

1 **now** Update Operations related Record ⓘ

Action: Update Record

* Record: Trigger ... ▶ Operations relate... X

* Table: Operations related [u_operations_related] X

* Fields: Assigned to group X certificates X ⓘ ⚙️ ⌵

+ Add field value

Delete Cancel **Done**

servicenow Flow Designer

Flow: Regarding certificates x +

Regarding certificates Active View: [Icons] Test Deactivate Activate Save ...

TRIGGER Regarding certificates

now Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1 **now** Update Operations related Record ⓘ

+ Add an Action, Flow Logic, or Subflow

Data Collapse All >

► Flow Variables

▼ Trigger - Record Created or Updated

- Operations related Record Record
- Changed Fields Array.Object
- Operations related Table Table
- Run Start Time UTC DateTime
- Run Start Date/Time DateTime

▼ 1 - Update Record