Project Title:

Streamlining Ticket Assignment for Efficient Support Operations

Screenshots:

S

☰ ▽ 🖵 **Groups** Name ▾ Search | ⚙ Actions on selected rows... ▾ New

All

	Name ▲	Description	Active	Manager	Parent	Updated
	Analytics Settings Managers	Group for all people who have the Ana...	true	(empty)	(empty)	2020-03-17 04:39:14
	App Engine Admins	Users who can review and approve tasks r...	true	(empty)	(empty)	2021-06-28 12:12:44
	App Engine Studio User Limited	Users who are able to edit applications ...	true	(empty)	(empty)	2022-09-29 07:23:25
	App Engine Studio Users	Users who are able to access App Engine ...	true	(empty)	(empty)	2020-04-16 09:51:20
	Application Development	Team Develops ITSM Applications in London	true	Bushra Akhtar	(empty)	2025-08-21 09:42:02
	ATF Service Level Management Group		true	(empty)	(empty)	2019-07-13 09:01:15
	ATF_TestGroup_Network	ATF_TestGroup_Network	true	(empty)	(empty)	2018-08-30 01:35:11
	ATF_TestGroup_ServiceDesk	ATF_TestGroup_ServiceDesk	true	(empty)	(empty)	2018-08-30 01:35:35
	Business Application Registration Approv...	Approval group for Business Application ...	true	(empty)	(empty)	2020-07-28 21:02:26
	CAB Approval	CAB approvers	true	(empty)	(empty)	2011-09-30 09:30:34
	Capacity Mgmt		true	(empty)	(empty)	2023-12-24 17:40:19
	Catalog Request Approvers > $1000	This is the group of users that need to ...	true	(empty)	(empty)	2021-01-21 17:11:42

< ☰ **Group**
certificates | 📎 ⇄ ⋯ Update Delete ↑ ↓

Name	certificates
Manager	Katherine Pierce 🔍 ⓘ
Description	
Group email	✉
Parent	🔍

Update Delete

Roles (1) Group Members (2) Groups

☰ ▽ Created ▾ Search | ⚙ — Actions on selected rows... ▾ Edit...

Group = certificates

	Created	Role	Granted by	Inherits
	2025-10-25 03:24:03	certification_role	(empty)	true

☰ ▽ 🖵 **Roles** Name ▾ Search | ⚙ Actions on selected rows... ▾ New

All

	Name ▲	Description	Elevated privilege
	action_category_creator	Allows creation of action and subflow categories.	false
	action_designer	action designer role enables users to launch Action Designer	false
	activity_admin	Can create, edit, publish or delete wf_element_provider	false
	activity_creator	This role give workflow users the ability to create custom orchestration activities in the workflow canvas.	false
	actsub_admin	Activity Subscriptions Administrator role	false
	actsub_user	Activity Subscriptions User role	false
	admin	The System Administrator role. This role has access to all system features, functions, and data, regardless of security constraints. "Grant this privilege carefully." If you have sensitive information, such as HR records, that you need to protect, you must create a custom "admin "role for that area and train a person authorized to see those records to act as the administrator	false
	agent_admin	Can download and administer the system's built-in agent	false
	agent_security_admin	Manages security of the MID Server.	false
	agent_workspace_user	Users of the Agent Workspace application, may navigate to the URL for that application	false
	aisa_admin	Can configure AI Search Assist	false
	ais_admin	AI search administrator	false

Role certification

Name	certification
	Application	Global
	Elevated privilege ☐
Description	Can work Certification tasks

Update   Delete

Related Links
Run Point Scan

Contains Roles (1) | Applications with Role (1) | Modules with Role | Custom Tables

☰ ▽ for text ▾ Search   ⚙ — Actions on selected rows... ▾ New Edit...

Role = certification

☐ 🔍 **Contains**

cmdb_read

☰ ▽ 💬 Tables Name ▾ Search   ⚙ Actions on selected rows... ▾ New

All > Update name is not empty

☐ 🔍 Label	Name ▲	Extends table	Extensible	Updated
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-08-21 23:25:36
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-08-21 23:27:32
MID Server File	agent_file	(empty)	false	2025-08-21 23:04:53
Record Producer Configuration	aisa_rp_config	Application File	false	2025-08-21 23:32:39
Search Actions	aisa_ui_action	Application File	false	2025-08-21 23:32:39
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2025-08-21 22:40:09
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2025-08-21 22:40:07
AI Search Async Genius Result	ais_async_genius_result	(empty)	false	2025-08-21 22:40:13
AI Search Async Request	ais_async_request	(empty)	false	2025-08-21 22:40:13
AI Search Child Table	ais_child_table	Application File	false	2025-08-21 22:40:11
AI Search Configuration Attribute	ais_configuration_attribute	(empty)	false	2025-08-21 22:40:13
AI Search Connection	ais_connection	(empty)	false	2025-08-21 22:40:13
AI Search Country To Search Language	ais_country_to_search_language	Application File	false	2025-08-21 22:40:13

Table Operations related

Delete   Update   Delete 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

✱ Label	Operations related
✱ Name	u_operations_related
	Application	Global

Columns | Controls | Application Access

☰ ▽ Table Columns Column label ▾ Search   ⚙ ◀◀ ◀   1 to 14 of 14 ▶ ▶▶ — New

Dictionary Entries

🔍 Column label ▾	Type	Reference	Max length	Default value	Display
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false

Dictionary Entry
issue

◁   ≡   ✏   ✦   ⇌   ⋯   Create Choice List   Delete Column   Update   ↑ ↓

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new record. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. More Info

✶ Table	Operations related [u_operatio... ⌄	Application	Global
✶ Type	Choice 🔍 ⓘ	Active	☑
✶ Column label	issue	Function field	☐
✶ Column name	u_issue	Read only	☐
		Mandatory	☐
		Display	☐

Choice List Specification | Default Value

Displays a list of suggested values in a **Choice** list. In the Advanced view you can select the **Choice table** and the **Choice field** to take choice values from, plus a **Dependent** field.

Choice   Dropdown with -- None --   ⌄

Dictionary Entry
issue

◁   ≡   ✏   ✦   ⇌   ⋯   Create Choice List   Delete Column   Update   ↑ ↓

Show Table
Run Point Scan
Advanced view

Access Controls (1)   **Choices (4)**   Attributes   Labels (1)

≡ ▽ Label ⌄ Search   ⚙ —   Actions on selected rows... ⌄   New

Choices

☐ 🔍	Label	Value	Language	Sequence	Inactive	Updated
	unable to login to platform	a	en	1	false	2025-10-27 08:03:39
	404 error	b	en	2	false	2025-10-27 08:03:45
	regarding user expired	c	en	3	false	2025-10-27 08:03:49
	regarding certificates	d	en	3	false	2025-10-27 08:03:54
+	Insert a new row...					

◁◁ ◁   1 to 4 of 4   ▷ ▷▷

User
Katherine Pierce

◁   ≡   🔗   ⇌   ⋯   Update   Set Password   Delete

User ID	Katherine Pierce	Email	✉
First name	Katherine	Identity type	Human ⌄
Last name	Pierce	Language	-- None -- ⌄
Title	💡	Calendar integration	Outlook ⌄
Department	🔍	Time zone	System (America/Los_Angeles) ⌄
Password needs reset	☐	Date format	System (yyyy-MM-dd) ⌄
Locked out	☐	Business phone	
Active	☑	Mobile phone	
Internal Integration User	☐	Photo	Click to add...

Update   Set Password   Delete

| ≡ | ▼ | Created ▾ | Search | | | ⚙ | — | Actions on selected rows... ▾ | Edit... |

Group = certificates

	🔍	Created	Role	Granted by	Inherits
☐	🔍	2025-10-25 03:24:03	certification_role	(empty)	true

|◀   ◀   1   to 1 of 1   ▶   ▶|

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servicenow   All   Favorites   History   Admin   ⋮   　Group - platform ☆　　🔍 Search ▾　⊕ 💬 ❓ 🔔 👤

< ≡ **Group**
platform   　　　　　📎 ⇄ ⋯ | Update | Delete | ↑ ↓

Name	platform		Group email		✉
Manager	Manne Niranjan 🔍 ⓘ		Parent		🔍
Description					

Update   Delete

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servicenow   All   Favorites   History   ⋮   　User - Manne Niranjan ☆　　🔍 Search ▾　⊕ 💬 ❓ 🔔 👤

< ≡ **User**
Manne Niranjan   　　　　　📎 ⇄ ⋯ | Update | Set Password | Delete

User ID	manne.niranjan	Email	niranjanreddymanne2507@gma ✉
First name	Manne	Identity type	Human
Last name	Niranjan	Language	-- None --
Title		💡	Calendar integration	Outlook
Department	🔍	Time zone	System (America/Los_Angeles)
Password needs reset	☐	Date format	System (yyyy-MM-dd)
Locked out	☐	Business phone	
Active	☑	Mobile phone	
Internal Integration User	☐	Photo	Click to add...

Update   Set Password   Delete

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servicenow   All   Favorites   History   ⋮   　Table - Operations related ☆　　🔍 Search ▾　⊕ 💬 ❓ 🔔 👤

< ≡ **Table**
Operations related   　　　　　📎 ⇄ | Delete |

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. App manage data and processes. More Info

| ✱ Label | Operations relate |
| ✱ Name | u_operations_rela |

Columns   Controls   Application Access

≡ ▼ Table Columns | Column label ▾ | Searc

Dictionary Entries

| 🔍 | Column label ▾ | Type | Reference | Max length | Default value | Display |

Elevate role   ✕

Elevate a role by adding privileges, which end when you log out. Learn more

AVAILABLE ROLES

☑ security_admin
　Grant modification access to High Security Settings, allow user to modify the Access Control List

Cancel   **Update**

👤 System Administra...
System Administrator
⊟ ServiceNow

⑧ Profile
⚙ Preferences
⌨ Keyboard shortcuts
👁 Impersonate user
↑ Elevate role
🖨 Printer friendly version
⊡ Log out

Access Control
New record

⚠ Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL. ✕

✴ Type	record	Application	Global
✴ Operation	create	Active	☑
Decision Type	Allow If	Advanced	☐
Admin overrides	☑		
Protection policy	-- None --		
✴ Name ▶	*	-- None --	
Description			
Applies To	Not a valid table name 🥬		

Add Filter Condition   Add "OR" Clause

Workflow Studio   New Flow / Flow ✕ +

🏠 Homepage   📈 Operations   🔗 Integrations

Playbooks   **Flows**   Subflows   Actions   Decision tables   **New ▾**

Flows **70**
Last refreshed just now

🔄 ⚙ ⬆ ▽ 4

New ▾:
- ▦ Playbook
- ⤷ **Flow**
- ⤷ Subflow
- ↪ Action
- ▦ Decision table

Pick up where you left off

regarding platform
Last updated: 2 d. ago by System ...

regarding certificate
Last updated: 2 d. ago by System ...

Create Flow Data
Last updated: a year ago by Syste...

☐ Name ▲	Application	Status	Active
Admin Deployment Approval Flow Error Notifier	App Engine Studio	Published	true
Admin Install App to Production Environment Flow Error Notifier	App Engine Studio	Published	true / 2020-0
Application Intake Request Flow	Application Intake	Published	true / 2025-1(

Workflow Studio   New Flow / Flow ✕ +

Let's get the details for your flow

Flow name ✴ ⓘ
regarding certificate

Application ✴ ⓘ
Global ▾

Description ⓘ
Describe your flow.

⌄ **Hide additional properties**

Protection ⓘ
-- None -- ▾

Run as ⓘ
System user ▾

Cancel   **Build flow**

Dictionary Entry
issue

📎 ✦ ☰ ⋯   Create Choice List   Delete Column   Update   ↑ ↓

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✳ Table	Operations related [u_operatio... ▾
✳ Type	Choice 🔍 ⓘ
✳ Column label	issue
✳ Column name	u_issue

Application	Global ⓘ
Active	☑
Function field	☐
Read only	☐
Mandatory	☐
Display	☐

Choice List Specification | Default Value

Displays a list of suggested values in a **Choice** list. In the Advanced view you can select the **Choice table** and the **Choice field** to take choice values from, plus a **Dependent** field.

Choice
unable to login to platform

📎 ☰ ⋯   Update   Delete   ↑ ↓

✳ Table	Operations related [u_operation... ▾
✳ Element	u_issue
✳ Language	en
✳ Label	unable to login to platform
✳ Value	a
Dependent value	
Hint	

Sequence	1
Inactive	☐

Update   Delete