

## **PROJECT TITLE**

# **Streamlining Ticket Assignment for Efficient Support Operations**

Team ID : NM2025TMID08294

Team Size : 4

Team Leader : Tamizhselvan A

Team Member : Livin Raj P

Team Member : Mathan P

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### **PROBLEM STATEMENT:**

Tickets raised by customers are often delayed if not assigned properly.  
This project solves that issue by streamlining ticket assignment.

### **OBJECTIVE:**

- To understand the process of ticket assignment.
- To learn how to use the Smart Internz portal for guided projects.
- To complete milestone-based tasks for efficient support operations.

### **SKILLS:**

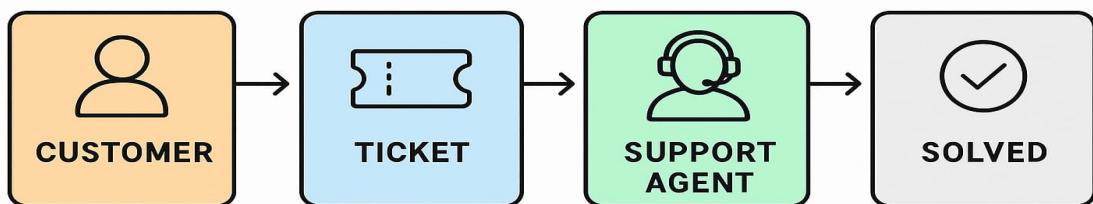
- Portal login & navigation
- User, group, and role handling
- Ticket management
- Workflow design

## INTRODUCTION TO THE PROJECT:

The project “Streamlining Ticket Assignment for Efficient Support Operations” explains how support tickets are managed. A ticket means a customer issue. If not assigned properly it causes delay.

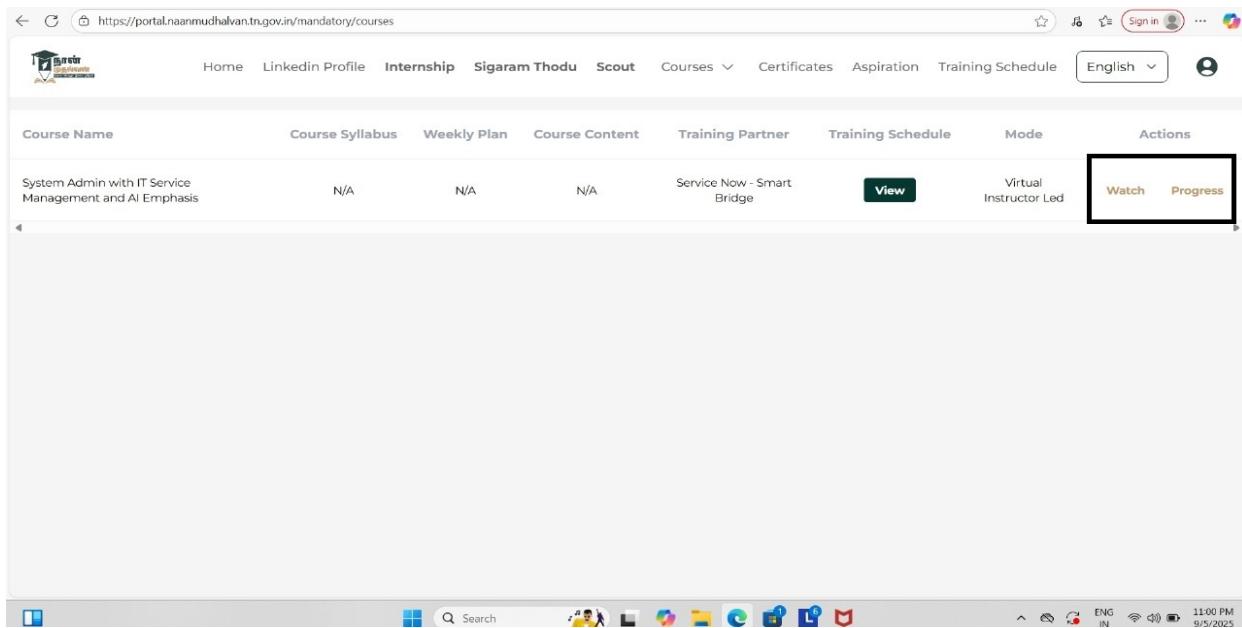
This project is done through the Smart internz Portal. The work is divided into milestones. Each milestone teaches us one step in handling cases.

## #WORKFLOW OF TICKET ASSIGNMENT



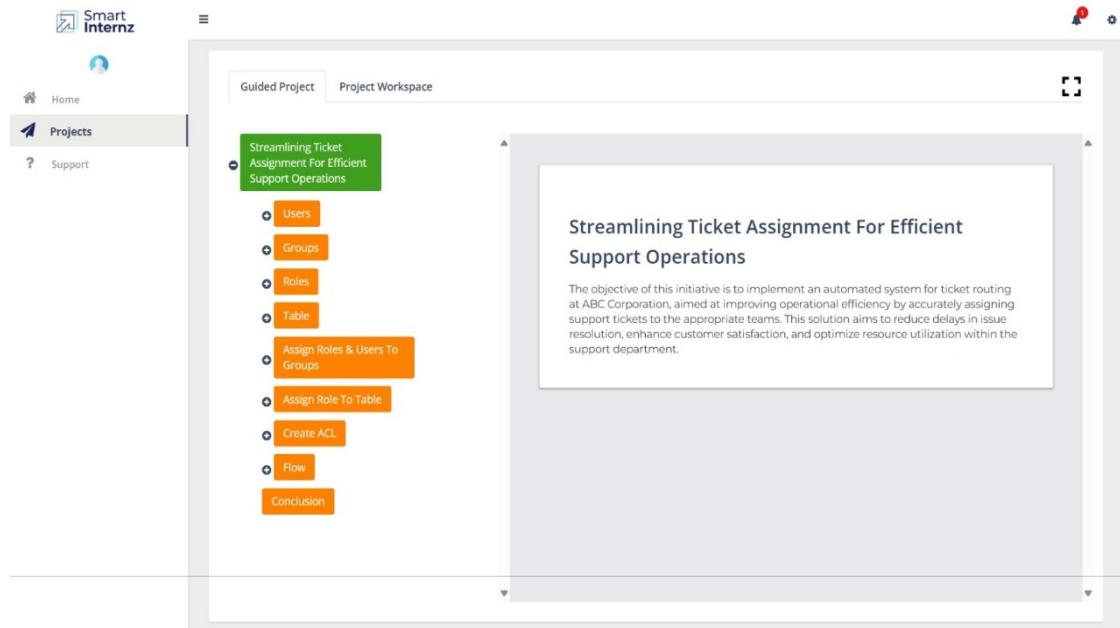
## STEP1:Portal Login and Access

1. OpenNaan Mudhalvan Portal and login with your username, password and captcha verification.
2. Select the mentorship program (smartBridge) and navigate to courses-> Mandatory course.
3. Under Actions, click watch to open the smart internz portal.



The screenshot shows a web browser displaying the Naan Mudhalvan Portal at https://portal.naanmudhalvan.tn.gov.in/mandatory/courses. The page lists a single course: "System Admin with IT Service Management and AI Emphasis". The "Actions" column for this course contains two buttons: "Watch" and "Progress", which are highlighted with a red box. The browser's address bar, top navigation menu, and system tray are also visible.

4. In the Smart internz portal, you will see three tabs: Home, Project, Support. Click project.
- 5 Go to Guided Projects -> Workspaces to view all milestones.



6. The Workspace displays all the project milestones for tracking and completion.

## **WORKFLOW INITIATION:**

### **Milestone1:Create Users**

1. Login to ServiceNow.
2. Search for Users in the left menu.
3. Click Users under System Security.
4. Press to add new user.
5. Fill details like Name, ID, Email and save.

servicenow All Favorites History Workspaces Admin User - New Record ⚡

User record

To set up the User's password, save the record and then click Set Password.

User ID	Renz	Email	renzcarol@gmail.com
First name	Renz	Language	-- None --
Last name	Carol	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset	<input type="checkbox"/>	Business phone	
Locked out	<input type="checkbox"/>	Mobile phone	
Active	<input checked="" type="checkbox"/>	Photo	Click to add...
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

Submit

Related Links  
[View linked accounts](#)  
[View Subscriptions](#)

6. Do the same again to create another user.
7. Click on submit.

## Milestone 2: Create Groups

1. Login to ServiceNow.
2. In the left search box, type Groups.
3. Click on Groups under System Security.
4. Press New to add a group.

The screenshot shows the ServiceNow interface for creating a new group record. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and a search bar. The main title is "Group - New Record". The form fields are as follows:

- Name: Platform (highlighted with a purple box)
- Manager: Katherine Pierce
- Group email: (empty field)
- Parent: (empty field)
- Description: (empty text area)

At the bottom left is a "Submit" button, and at the bottom right is a small circular icon with a question mark.

5. Enter the group details.
6. Click Submit to save.

## Milestone 3: Create Roles

1. Login to ServiceNow.
2. In the search bar, type Roles.
3. Select Roles from the System Security section.
4. Click New to add a role.
5. Enter the role details and save by clicking Submit.
6. Repeat the same steps to create one more role.

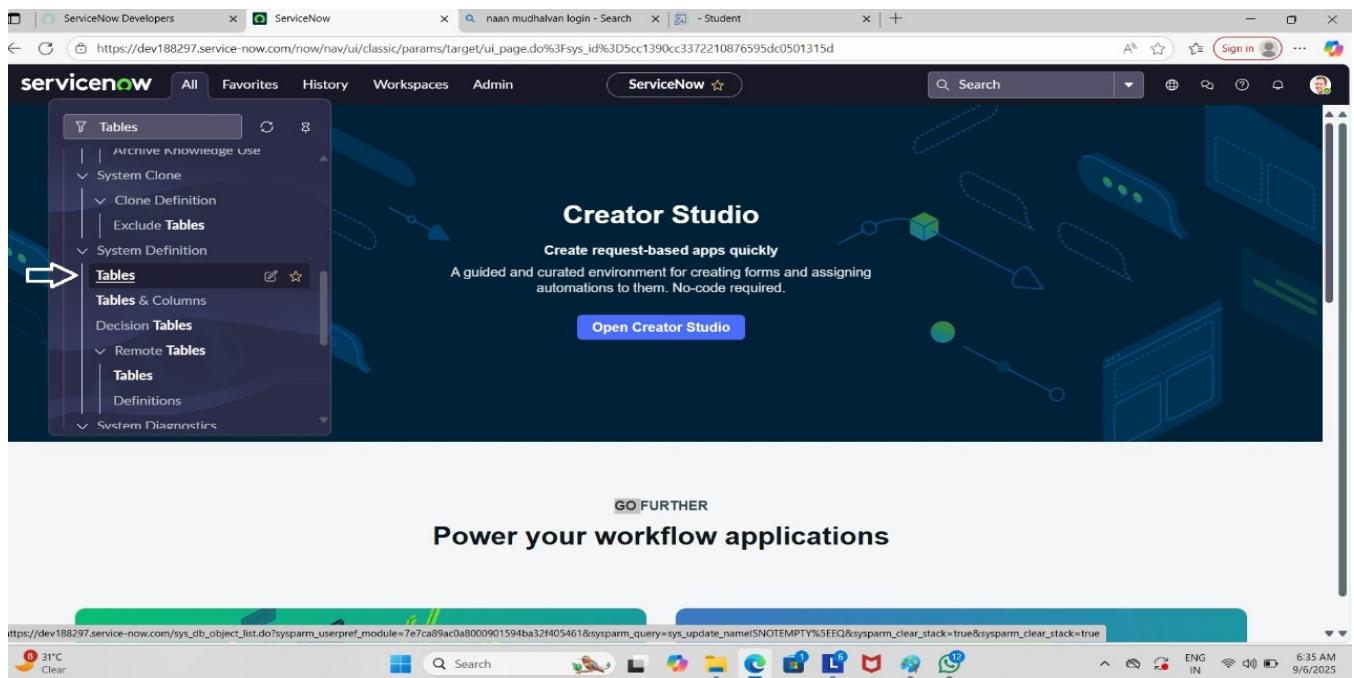
The screenshot shows the ServiceNow interface for creating a new role. The top navigation bar includes links for All, Favorites, History, Workspaces, and Admin. The title bar says "Role - New Record". The main form has the following fields:

- \* Name: certificationRole (highlighted with a purple border)
- Application: Global (with a help icon)
- Elevated privilege:
- Description: can deal with certification role

A "Submit" button is located at the bottom left of the form area. The entire form area is highlighted with a purple border.

## Milestone 4: Create Table

1. On the ServiceNow interface, search for Tables in the left panel.
2. Choose Tables under System Definition.



3. Click New to create a table.
4. Enter details like:  
Label: Project Table  
Check Create module and Create mobile module

servicenow All Favorites History Workspaces Admin Table - New Record ⚡

Table New record

① ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

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	Project Table
* Name	u_project_table
Extends table	<input type="text"/> <input type="button" value="Search"/>

Application Global

Create module

Create mobile module

Add module to menu -- Create new --

New menu name Project Table

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

Submit Cancel

Related Links

5. Under New Menu Name, type Project Table.
6. Add the required columns for the table.
7. Click Submit to save.
8. Create choices for the issue filed by using form design

Choices are:

- Unable to login platform
- 404 error
- Regarding certificates
- Regarding user expired

servicenow All Favorites History Workspaces Admin Dictionary Entry - Issue ⚡

Dictionary Entry Issue

Choice Dropdown with -- None --

Create Choice List Delete Column Update

Related Links Show Table Run Point Scan Advanced view

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

Label Search Actions on selected rows... New

Label	Value	Language	Sequence	Inactive	Updated
regarding user expired	regarding user expired	en		false	2025-08-31 10:37:34
regarding certificates	regarding certificates	en		false	2025-08-31 10:39:27
unable to login	unable to login	en		false	2025-08-31 10:38:55
404 error	404 error	en		false	2025-08-31 10:38:31
Insert a new row...					

## Milestone 5: Assign Roles & Users

### Activity 1: Certificate Group

1. Log in to ServiceNow.
2. From the navigation filter, search for group (under System Definition).
3. Open the Certificates group.
4. In the Group Members section, choose Edit.
5. Add Katherine Pierce and save the changes.

The screenshot shows the 'Group - certificates' edit screen in ServiceNow. The 'Name' field contains 'certificates' and the 'Manager' field contains 'Katherine Pierce'. The 'Edit...' button in the 'Actions on selected rows...' dropdown is highlighted with a purple box.

6. Now go to the Roles tab.
7. Assign the Certification role and save.

servicenow All Favorites History Workspaces : Group Role - Edit Members ⚡

Search Cancel Save

Edit Members

Add Filter Run filter ⚡

-- choose field -- -- oper -- -- value --

Collection Roles List

certification certificates

certification\_admin Certification\_role

certification\_filter\_admin

< > << >>

Cancel Save

A large black arrow points from the 'certification' entry in the Collection list towards the 'Certification\_role' entry in the Roles List.

## Activity 2: Assign Roles & Users – Platform Group

1. Log in to ServiceNow.
2. Go to groups through the System Definition module.
3. Open the Platform group.
4. Under Group Members, click Edit.
5. Add Manne Niranjan and save.

The screenshot shows the ServiceNow interface for managing groups. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Group - Platform'. The main content area displays the 'Platform' group details. A large box highlights the 'Name' field set to 'Platform' and the 'Manager' field set to 'Manne Niranjan'. To the right, there are fields for 'Group email' and 'Parent'. Below these are sections for 'Description' and 'Actions' (Update, Delete). At the bottom, a table titled 'Roles (1)' shows one entry: 'Created' on 2025-08-31 10:58:48, 'Role' as 'Platform\_role', 'Granted by' as '(empty)', and 'Inherits' as 'true'. There are buttons for 'Actions on selected rows...' and 'Edit...'. The bottom right corner of the page has a small circular icon with a question mark.

6. Open the Roles section.
7. Assign the Platform role and save.

The screenshot shows the 'Contained Role - Edit Members' screen. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Contained Role - Edit Members'. The title bar says 'Contained Role - Edit Members'. The main content area has 'Add Filter' and 'Run filter' buttons. Below is a search bar with dropdowns for 'choose field', 'oper', and 'value'. On the left, a 'Collection' section shows a list of roles: 'platform\_analytics\_admin', 'platform\_ml\_create', 'platform\_ml\_read', and 'platform\_ml\_write'. On the right, a 'Contains Roles List' section shows a single entry: 'Platform\_role' with a value of '--None--'. At the bottom are 'Cancel' and 'Save' buttons. The bottom right corner of the page has a small circular icon with a question mark.

## Milestone 6: Assign Role to Table

1. Log in to ServiceNow.
2. From the navigation, go to All → Tables.
3. Open the Operations Related table.
4. Select Application Access.
5. Open u\_operations\_related – Read operation.
6. Click the profile icon (top-right) choose elevate role.

The screenshot shows the ServiceNow interface with the following details:

- Header:** servicenow, All, Favorites, History, Workspaces, Table - Operations related.
- Table Details:** Label: Operations related, Name: u\_operations\_related, Application: Global.
- Application Access:** Columns, Controls, Application Access (selected).
  - Accessible from: All application scopes.
  - Can read:
  - Can create:
  - Can update:
  - Can delete:
  - Allow access to this table via web services:
  - Allow configuration:
- Buttons:** Delete, Update, Delete All Records.
- Related Links:** FormBuilder, Design Form, Layout Form, Layout List, Client Form.
- User Profile (Top Right):** System Administrator, System Administrator, ServiceNow.
- Profile Menu (Right Side):** Profile, Preferences, Keyboard shortcuts, Impersonate user, **Elevate role** (highlighted with a yellow box), Printer friendly version, Log out.

7. Choose Elevate Role → enable Security Admin → click Update.

The screenshot shows the ServiceNow interface with the following details:

- Header:** servicenow, All, Favorites, History, Workspaces, Table - Operations related, Search.
- Left Panel:** A modal dialog titled "Elevate role" is open. It contains the text: "Elevate a role by adding privileges, which end when you log out. Learn more". Below this is a section titled "AVAILABLE ROLES" with a checkbox for "security\_admin". A tooltip for this checkbox states: "Grant modification access to High Security Settings, allow user to modify the Access Control List".
- Buttons:** "Cancel" and "Update" buttons at the bottom of the dialog.
- Right Panel:** A sidebar menu for the user "System Administrator". The menu items are: Profile, Preferences, Keyboard shortcuts, Impersonate user, Elevate role, Printer friendly version, and Log out.
- Bottom Left:** Buttons for Delete, Update, and Delete All Records.
- Bottom Right:** A double-headed arrow icon indicating a relationship or comparison between the current record and another record.

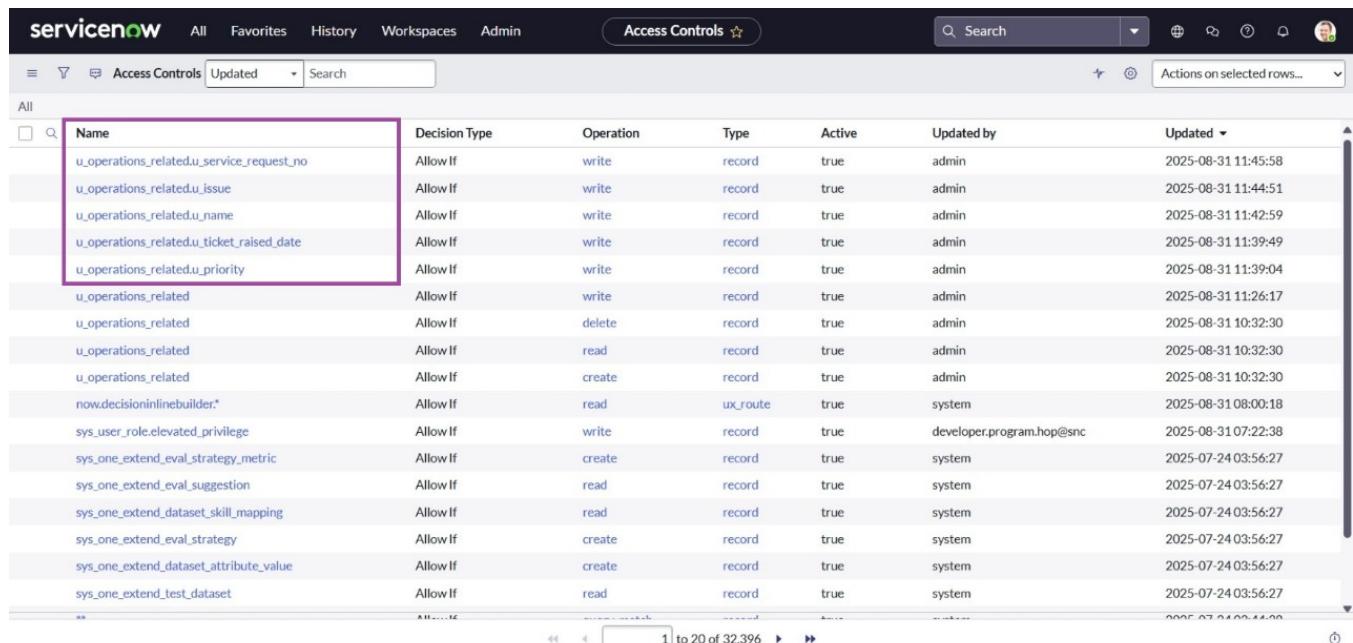
8. In the Requires Role section, double-click to add a new row.
  9. Assign Platform role and Certificate role, then save.
  10. Now open u\_operations\_related – Write operation.

Access Controls						
Access Controls		Updated	Search	Actions on selected rows...		
All	Name	Decision Type	Operation	Type	Active	Updated by
	u_operations_related.u_service_request_no	AllowIf	write	record	true	admin
	u_operations_related.u_issue	AllowIf	write	record	true	admin
	u_operations_related.u_name	AllowIf	write	record	true	admin
	u_operations_related.u_ticket_raised_date	AllowIf	write	record	true	admin
	u_operations_related.u_priority	AllowIf	write	record	true	admin
	u_operations_related	AllowIf	write	record	true	admin
	u_operations_related	AllowIf	delete	record	true	admin
	u_operations_related	AllowIf	read	record	true	admin
	u_operations_related	AllowIf	create	record	true	admin
	nowdecisioninlinebuilder*	AllowIf	read	ui_route	true	system
	sys_user_role.elevated_privilege	AllowIf	write	record	true	developer.program.hop@snc
	sys_one_extend_eval_strategy_metric	AllowIf	create	record	true	system
	sys_one_extend_eval_suggestion	AllowIf	read	record	true	system
	sys_one_extend_dataset_skill_mapping	AllowIf	read	record	true	system
	sys_one_extend_eval_strategy	AllowIf	create	record	true	system
	sys_one_extend_dataset_attribute_value	AllowIf	create	record	true	system
	sys_one_extend_dataset	AllowIf	read	record	true	system

11. Again under Requires Role, double-click to add new rows.
  12. Assign Platform role and Certificate role, then save.

## Milestone 7: Create ACL

1. Log in to ServiceNow.
2. In the navigation filter, search for ACL.
3. Go to Access Control (ACL) under System Security.
4. Click on New.
5. Fill in the required details for creating a new ACL.
6. Scroll down to the Requires Role section.
7. Double-click to insert a new row.
8. Add the required role(s)
9. Click Submit.
10. Similarly, create 4 more ACLs for the remaining fields.



The screenshot shows a ServiceNow interface for managing Access Controls. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The 'Access Controls' tab is selected. A search bar at the top right contains 'Search' and a dropdown for 'Actions on selected rows...'. The main area displays a grid of access control records. The columns are: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The 'Name' column is highlighted with a purple border. The first five entries in the 'Name' column are: 'u\_operations\_related.u\_service\_request\_no', 'u\_operations\_related.u\_issue', 'u\_operations\_related.u\_name', 'u\_operations\_related.u\_ticket\_raised\_date', and 'u\_operations\_related.u\_priority'. The rest of the grid shows various other ACL entries with different names and settings. At the bottom of the grid, there is a footer with navigation icons and a page number '1 to 20 of 32,396'.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-08-31 11:45:58
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-08-31 11:44:51
u_operations_related.u_name	Allow If	write	record	true	admin	2025-08-31 11:42:59
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-08-31 11:39:49
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-08-31 11:39:04
u_operations_related	Allow If	write	record	true	admin	2025-08-31 11:26:17
u_operations_related	Allow If	delete	record	true	admin	2025-08-31 10:32:30
u_operations_related	Allow If	read	record	true	admin	2025-08-31 10:32:30
u_operations_related	Allow If	create	record	true	admin	2025-08-31 10:32:30
now.decisioninlinebuilder.*	Allow If	read	ux_route	true	system	2025-08-31 08:00:18
sys_user_role.elevated_privilege	Allow If	write	record	true	developer.program.hop@snc	2025-08-31 07:22:38
sys_one_extend_eval_strategy_metric	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_eval_suggestion	Allow If	read	record	true	system	2025-07-24 03:56:27
sys_one_extend_dataset_skill_mapping	Allow If	read	record	true	system	2025-07-24 03:56:27
sys_one_extend_eval_strategy	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_dataset_attribute_value	Allow If	create	record	true	system	2025-07-24 03:56:27
sys_one_extend_test_dataset	Allow If	read	record	true	system	2025-07-24 03:56:27
**						

## Milestone 8: Create Flow in Flow Designer

1. Log in to ServiceNow.
2. Go to All → Flow Designer under Process Automation.
3. Click New → Flow.

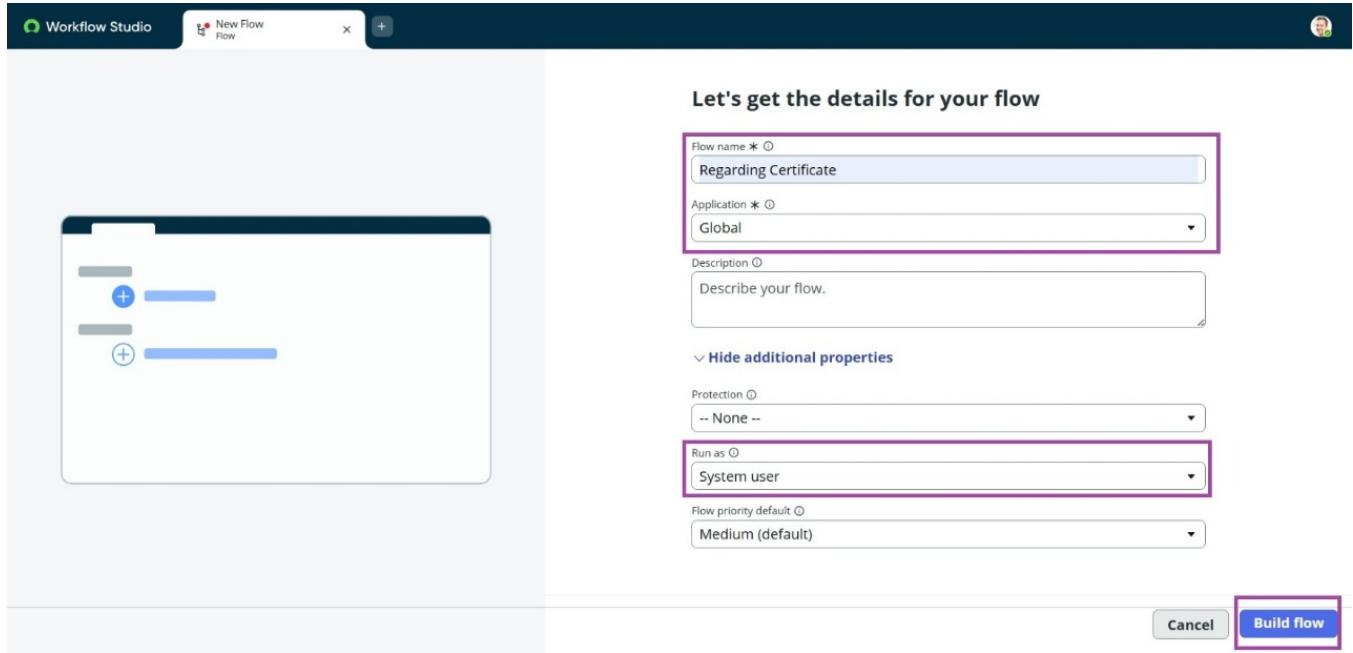
The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes 'Workflow Studio', 'Homepage', 'Operations', and 'Integrations'. Below this, a sub-navigation bar has tabs for 'Playbooks', 'Flows' (which is selected), 'Subflows', 'Actions', and 'Decision tables'. A message 'Flows 70 Last refreshed 4m ago' is displayed. To the right, a 'New' dropdown menu is open, showing options: 'Playbook' (disabled), 'Flow' (selected and highlighted in purple), 'Subflow', 'Action', and 'Decision table'. A sidebar on the right titled 'Pick up where you left off' lists recent updates: 'Regarding Platform' (last updated 7d ago by System Admin...), 'Regarding Certificate' (last updated 7d ago by System Admin...), and 'Create Flow Data' (last updated a year ago by System Ad...). Another section titled 'Latest updates' shows four entries from a system administrator: 'Regarding Platform' (7d ago), 'Regarding Certificate' (7d ago), 'Create Flow Data' (a year ago), and 'Deployment Environment Type Flow' (a year ago).

Name	Application	Status	Active	Updated	Run user
Disable Unified Analytics property when Polaris is off	Global	Published	true	2025-07-24 02:35:11	
Docker Sample Outbound Flow	Docker Spoke	Published	true	2025-07-24 03:03:49	
Enable Unified Analytics	Global	Published	true	2025-07-24 02:35:12	system
Flow Template - Assign Incidents created by VIPs to a specific group	AES Flow Templates	Draft	false	2020-10-13 16:48:50	admin
Flow Template: Create a new issue in JIRA when a record is created	AES Flow Templates	Draft	false	2020-08-20 12:57:32	admin
Flow Template: Create a new row in Google Sheets when a ServiceNow record updates	AES Flow Templates	Draft	false	2020-09-16 04:19:04	admin
Flow Template: Create a new row in Google Sheets when a ServiceNow record updates	AES Flow Templates	Draft	true	2020-08-20 10:55:35	admin
Flow Template: Create a new row in Microsoft Excel when a ServiceNow	AES Flow Templates	Draft	false	2020-12-22 11:24:01	admin

4. In Flow Properties,

- Flow Name: Regarding Certificate
- Application: Global
- Run user: System User

5. Click build flow.



➤ Add Trigger

6. Click Add a Trigger.
7. Select Create or Update a Record.
8. Set Table: Operations Related.
9. Add Condition:
  - Field: Issue
  - Operator: is
  - Value: Regarding Certificates
10. Click Done.

**Trigger:** Operations related Created or Updated where (Issue is regarding certificates)

- Trigger: Created or Updated
- \* Table: Operations related [u\_operation...]

Condition: All of these conditions must be met

- Issue is regarding certificates

Run Trigger: Once

**ACTIONS:** Select multiple

Status: Published | Application: Global

**Data Panel:**

- Flow Variables
- Trigger - Record Created or Updated
  - Operations related Record
  - Changed Fields
  - Operations related Table
  - Run Start Time UTC
  - Run Start Date/Time
- 1 - Update Record
  - Operations related Record
  - Operations related Table
  - Action Status

## ➤ Add Action

- Under Actions, click Add an Action.
- Choose Update Record.
- In Record fields, drag fields from Data Panel on the left.
- Table will be auto-assigned.
- Set field: Assigned to group.
- Value: Certificates.
- Click Done.

**ACTIONS:** Select multiple

1 Update Operations related Record

Action: Update Record

\* Record: Trigger ... > Operations relate...

\* Table: Operations related [u\_operation...]

\* Fields: Assigned to Groups certificates

**Data Panel:**

- Flow Variables
- Trigger - Record Created or Updated
  - Operations related Record
  - Changed Fields
  - Operations related Table
  - Run Start Time UTC
  - Run Start Date/Time
- 1 - Update Record
  - Operations related Record
  - Operations related Table
  - Action Status

Add an Action, Flow Logic, or Subflow

ERROR HANDLER

Status: Published | Application: Global

## 18. Click Save → then Activate the flow.

The screenshot shows the Salesforce Workflow Studio interface. The top bar displays the title "Workflow Studio" and the flow name "Regarding Certificate". The flow is currently "Active". The main workspace is divided into sections: "TRIGGER", "ACTIONS", and "ERROR HANDLER".

- TRIGGER:** An "Operations related Created or Updated where (Issue is regarding certificates)" trigger is selected.
- ACTIONS:** One action is present: "Update Operations related Record".
- ERROR HANDLER:** A placeholder message states, "If an error occurs in your flow, the actions you add here will run."

On the right side, there are two panels: "Data" and "Flow Variables". The "Data" panel lists various objects and their types: Record, Array/Object, Table, Date/Time, and Object. The "Flow Variables" panel lists variables: Flow Variables, Trigger - Record Created or Updated, and 1 - Update Record.

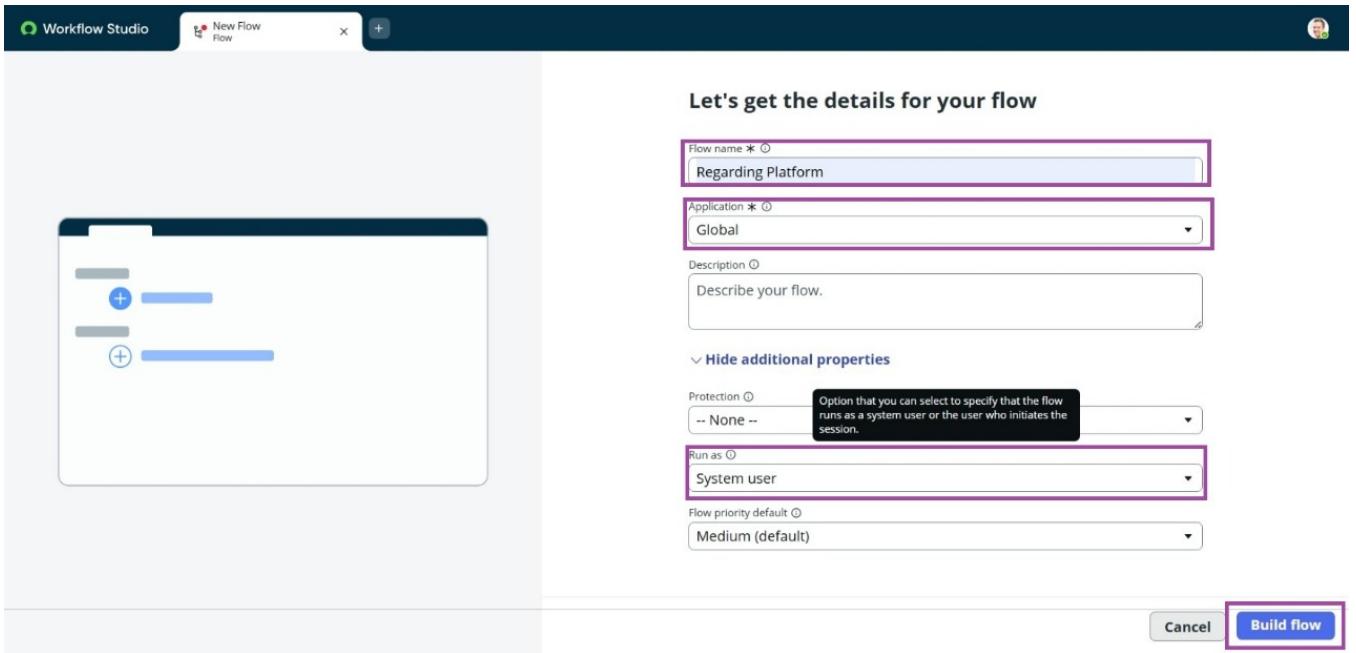
At the bottom of the screen, status information is displayed: "Status: Published | Application: Global".

## Activity 2: Create Flow to Assign Operations Ticket to Platform Group.

1. Log in to ServiceNow.
2. From the navigation, go to All → Flow Designer under Process Automation.
3. Click New → Flow.

The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes 'Homepage', 'Operations', and 'Integrations'. Below it, a sub-navigation bar has 'Playbooks' (selected), 'Flows' (highlighted in blue), 'Subflows', 'Actions', and 'Decision tables'. A 'New' button with a dropdown arrow is visible. The dropdown menu lists 'Playbook', 'Flow' (selected and highlighted in purple), 'Subflow', 'Action', and 'Decision table'. To the right of the dropdown, a sidebar titled 'Pick up where you left off' displays recent items: 'Regarding Platform' (last updated 7 days ago by System Admin...), 'Regarding Certificate' (last updated 7 days ago by System Admin...), 'Create Flow Data' (last updated a year ago by System Ad...), and 'Deployment Environment Type Flow' (last updated a year ago by System Admin...). The main table lists 70 flows, with columns for Name, Application, Status, Active, Updated, and Run User. The first few rows include: 'Disable Unified Analytics property when Polaris is off' (Global, Published, true, 2025-07-24 02:35:11, admin), 'Docker Sample Outbound Flow' (Docker Spoke, Published, true, 2025-07-24 03:03:49, system), 'Enable Unified Analytics' (Global, Published, true, 2025-07-24 02:35:12, system), 'Flow Template - Assign Incidents created by VIPs to a specific group' (AES Flow Templates, Draft, false, 2020-10-13 16:48:50, admin), 'Flow Template: Create a new issue in JIRA when a record is created' (AES Flow Templates, Draft, false, 2020-08-20 12:57:32, admin), 'Flow Template: Create a new row in Google Sheets when a ServiceNow record updates' (AES Flow Templates, Draft, false, 2020-09-16 04:19:04, admin), and 'Flow Template: Create a new row in Google Sheets when a ServiceNow record updates' (AES Flow Templates, Draft, true, 2020-08-20 10:55:35, admin).

4. In Flow Properties, set:
  - Flow Name: Regarding Platform
  - Application: Global
  - Run User: System User



## 5. Click Submit.

➤ Add Trigger

## 6. Click Add a Trigger.

## 7. Choose Create or Update a Record.

## 8. Table: Operations Related

## 9. Add Conditions:

Criteria 1 → Field: Issue, Operator: is, Value: Unable to login to platform

Criteria 2 → Field: Issue, Operator: is, Value: 404 Error

Criteria 3 → Field: Issue, Operator: is, Value: Regarding User expired

**TRIGGER**

Operations related Created or Updated where (Issue is unable to login; Issue is 404 error; Issue is regarding user expired)

Trigger: Created or Updated  
Table: Operations related [u\_operation...]

Condition All of these conditions must be met

- Issue is unable to login
- or
- All of these conditions must be met
- Issue is 404 error
- or
- All of these conditions must be met
- Issue is regarding user expired
- or
- New Criteria

Run Trigger: Once

**Data**

- Flow Variables
- Trigger - Record Created or Updated
  - Operations related Record
  - Changed Fields
  - Operations related Table
  - Run Start Time UTC
  - Run Start Date/Time
- 1 - Update Record
  - Operations related Record
  - Operations related Table
  - Action Status

10. Click Done.

➤ Add Action

11. Under Actions, click Add an Action.

12. Select Update Record.

13. From the Data Panel on the left, drag the required fields.

14. Table will be auto-assigned.

15. Field: Assigned to group

16. Value: Platform

The screenshot shows the 'Workflow Studio' interface with a flow titled 'Regarding Platform'. The flow consists of a trigger and one action:

- Trigger:** Operations related Created or Updated where (Issue is unable to login; Issue is 404 error; Issue is regarding user expired)
- Action:** Update Operations related Record

The 'Update Operations related Record' action configuration includes:

- Action: Update Record
- \* Record: Trigger ... > Operations relate...
- \* Table: Operations related [u\_operation...]
- \* Fields: Assigned to Groups, Platform

A purple arrow points from the 'Platform' field to the 'Done' button at the bottom right of the action configuration panel.

On the right side, there is a 'Data' panel with various options like Flow Variables, Trigger - Record Created or Updated, and 1 - Update Record.

17. Click Done.

18. Click Save, then Activate the flow.

Workflow Studio    Regarding Platform Flow    +

## Regarding Platform (Active)

**TRIGGER**

Operations related Created or Updated where (Issue is unable to login; Issue is 404 error; Issue is regarding user expired)

**ACTIONS** Select multiple

1    Update Operations related Record

+ Add an Action, Flow Logic, or Subflow

**ERROR HANDLER**

If an error occurs in your flow, the actions you add here will run.

**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 Date/Time
  - Run Start Date/Time Date/Time
- 1 - Update Record
  - Operations related Record Record
  - Operations related Table Table
  - Action Status Object

Status: Published | Application: Global

## **CONCLUSION:**

This Project Successfully Automated Ticket Assignment InServiceNow, Reducing Manual Effort And Delays. By Assigning Proper Roles, Groups, And Flows, Tickets Are Now Routed ToThe Right Teams Instantly.

The Streamlined Process Ensures Quicker Response Times And Improved Productivity. Automation Also Minimizes Human Errors, Making Support Operations More Reliable.

Overall, The Project Highlights How ServiceNow Can Transform Ticket Management IntoA Smarter And Efficient System.

