### **FUNCTIONAL AND PERFORMANCE TESTING**

TEAM ID: LTVIP2025TMID30113

**PROJECT NAME:** Streamlining Ticket Assignment For

**Efficient Support Operations** 

Milestone: Workflow

### **Purpose:**

- To define a clear and consistent process for handling support tickets from submission to closure.
- To automate the assignment of tickets based on predefined rules like issue type, priority, and team availability.
- To minimize manual intervention and reduce human error in ticket routing
- To ensure faster and more accurate ticket assignment to the appropriate support teams.
- To improve overall efficiency and productivity within the support department.
- To enable real-time tracking and monitoring of ticket status and team performance.
- To support better decision-making through accurate data and reporting

#### **Uses**

- Speeds up the process of assigning incoming support requests.
- Improves overall efficiency of the IT/helpdesk support team.
- Reduces dependency on manual decision-making for ticket routing.
- Makes it easier to categorize and prioritize tickets automatically.
- Offers better visibility into ticket flow and agent workload.
- Supports data-driven decision-making with clear tracking and reports.
- Ensures fair and balanced ticket distribution among teams.
- Can scale to handle increasing ticket volumes as the organization grows.

## **Activity1: 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 Name as "Regarding Certificate".
- 6. Application should be Global.

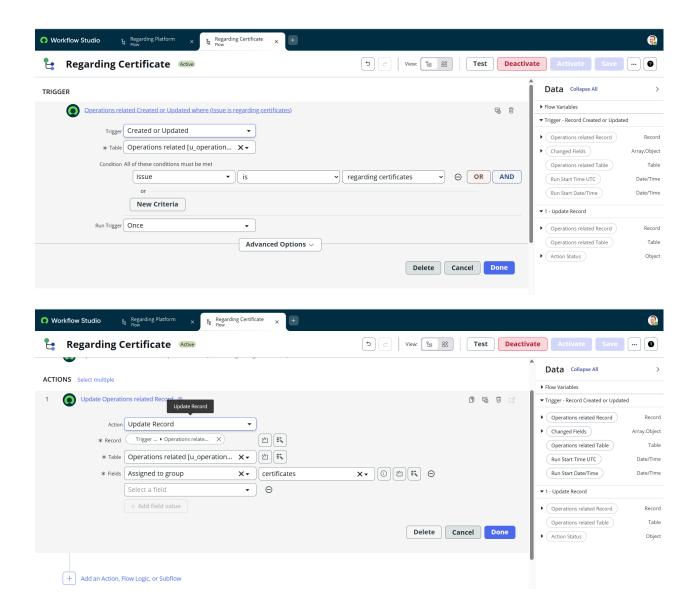
- 7. Select Run user as "System user" from that choice. 8. Click on Submit.
- 9. Click on Add a trigger
- 10. Select the trigger in that Search for "create or update a record" and select that.
- 11. Give the table name as "Operations related".
- 12. Give the Condition as

Field: issue

Operator: is

Value: Regarding Certificates

- 13. After that click on Done.
- 14. Now under Actions.
- 15. Click on Add an action.
- 16. Select action in that search for "Update Record".
- 17. In Record field drag the fields from the data navigation from left side
- 18. Table will be auto assigned after that
- 19. Give the field as "Assigned to group"
- 20. Give value as "Certificates"
- 21. Click on Done
- 22. Click on Save to save the Flow.
- 23. Click on Activate.



# **Activity-2:**

- Open ServiceNow -> All -> Search and open Flow Designer(under Process Automation).
- 2. Click New -> Flow, and set the properties:

Flow Name: Regarding Platform

**Application**: Global

Run As: System User

### **Click Submit**

## 3. Add Trigger:

Select "Created or Updated Record"

Table: Operations related

**Add Conditions(as Criteria)** 

Issue is "Unable to login to platform" Issue is "404 Error" Issue is "Regarding User expired"

### **Click Done**

- 4. Add Action:
  - a. Choose "update Record"
  - b. From Data Panel, drag Record field
  - c. Set:

Field: Assigned to group

Value: Platform

- d. Click Done
- 5. Save and Activate the flow.

