

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.

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.

Workflow Studio

Regarding Platform Flow x Regarding Certificate Flow x +

Return home

Regarding Platform Active

View: [Icons]

Test Deactivate Activate Save ... ?

Operations related Created or Updated Trigger: Created or Updated is unable to login to platform; Issue is 404 error; Issue is regarding user expired

Trigger: Created or Updated

* Table Operations related [u_operation... X]

Condition All of these conditions must be met

Issue is unable to login to platform OR AND

or

All of these conditions must be met

Issue is 404 error OR AND

or

All of these conditions must be met

Issue is regarding user expired OR AND

New Criteria

Run Trigger Once

Advanced Options

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

Workflow Studio

Regarding Platform Flow x Regarding Certificate Flow x +

Regarding Platform Active

View: [Icons]

Test Deactivate Activate Save ... ?

TRIGGER

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

ACTIONS Select multiple

1 Update Operations related Record

Action Update Record

* Record Trigger ... Operations relate... X

* Table Operations related [u_operation... X]

* Fields Assigned to group X Platform X

+ Add field value

Delete Cancel Done

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