FUNCTIONAL & PERFORMANCE TESTING

Team Id	LTVIP2025TMID30968
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows

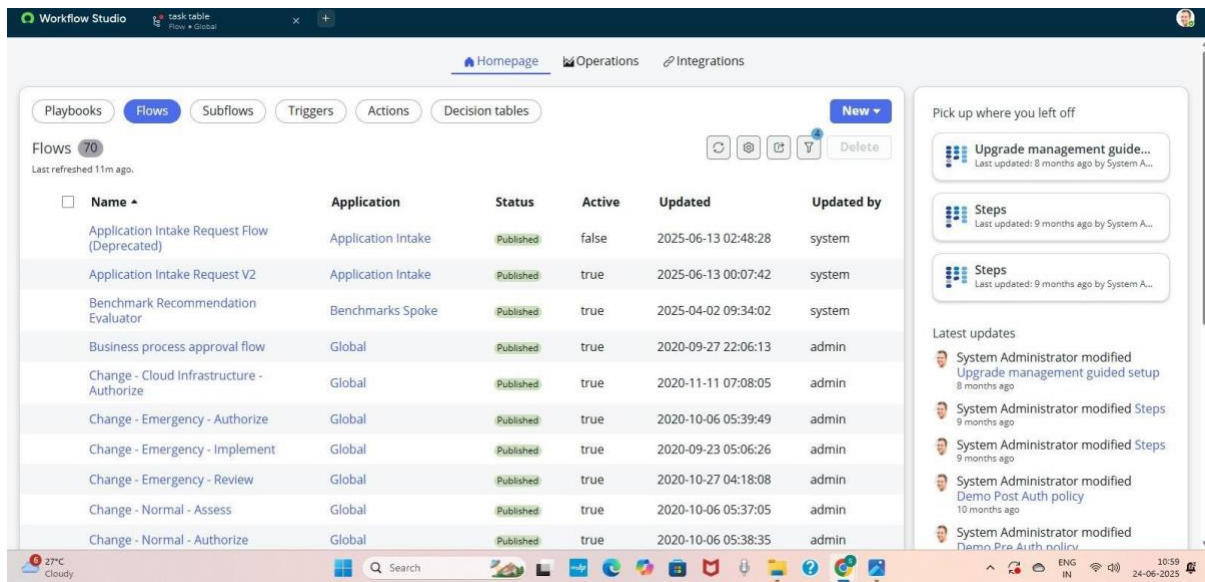**PROJECT: Optimizing User, Group, and Role Management with Access Control and Workflows**

FLOW

FLOW: Flow is a visual representation of an automated process.

PURPOSE:The purpose of a flow is to automate business processes by orchestrating a series of actions and logic.

Activity-1: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 " task table".

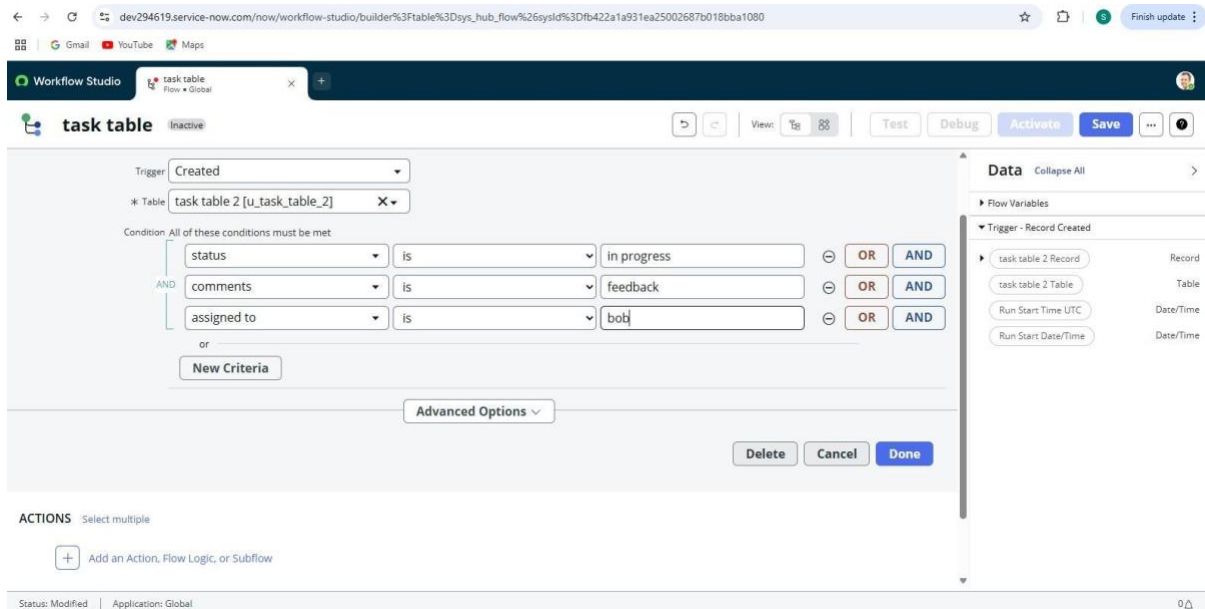6.Application should be Global.

7.Click build flow.

next step:

1. Click on Add a trigger

2. Select the trigger in that Search for "create record" and select that.

3. Give the table name as " task table ".

4. Give the Condition as Field : status Operator :is Value : in progress

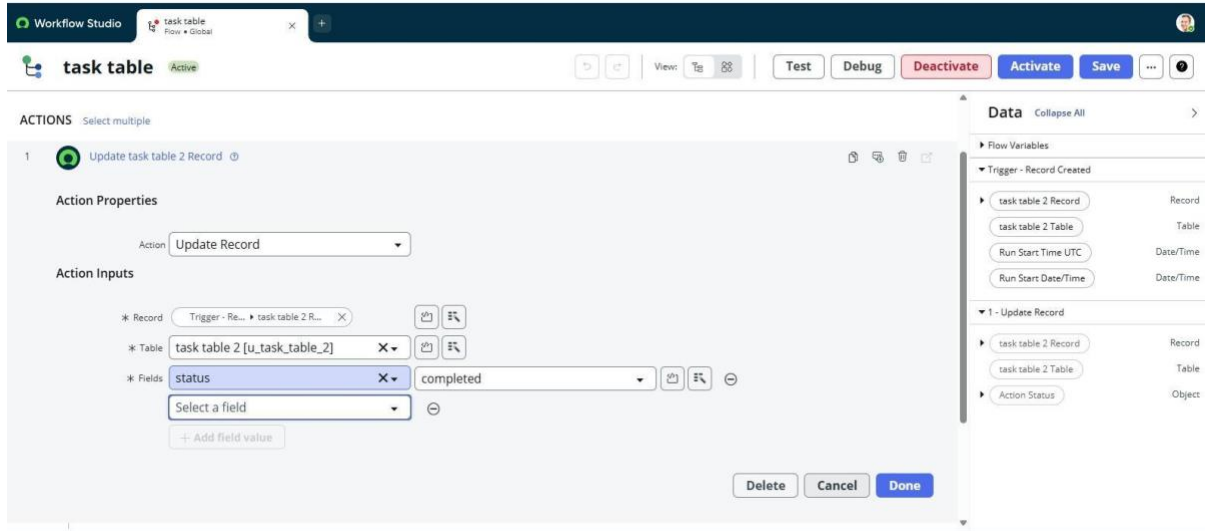   Field : comments Operator :is Value : feedback

          Field : assigned to Operator :is Value : bob
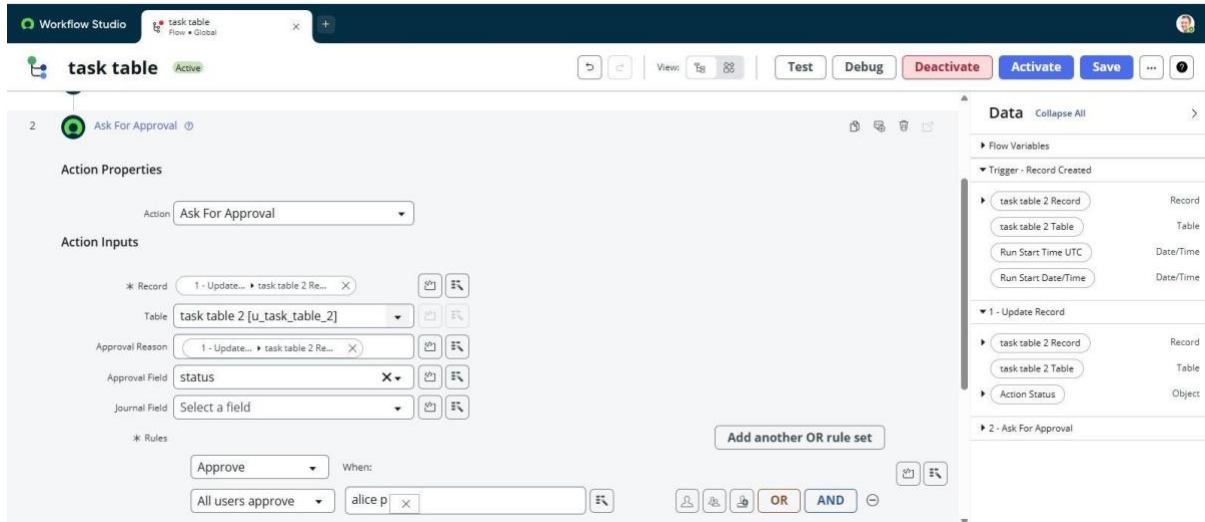
5. After that click on Done

Next step:

1.Click on Add an action.

2.Select action in that ,search for " update records".

3.In Record field drag the fields from the data navigation from Right Side(Data pill)

4.Table will be auto assigned after that

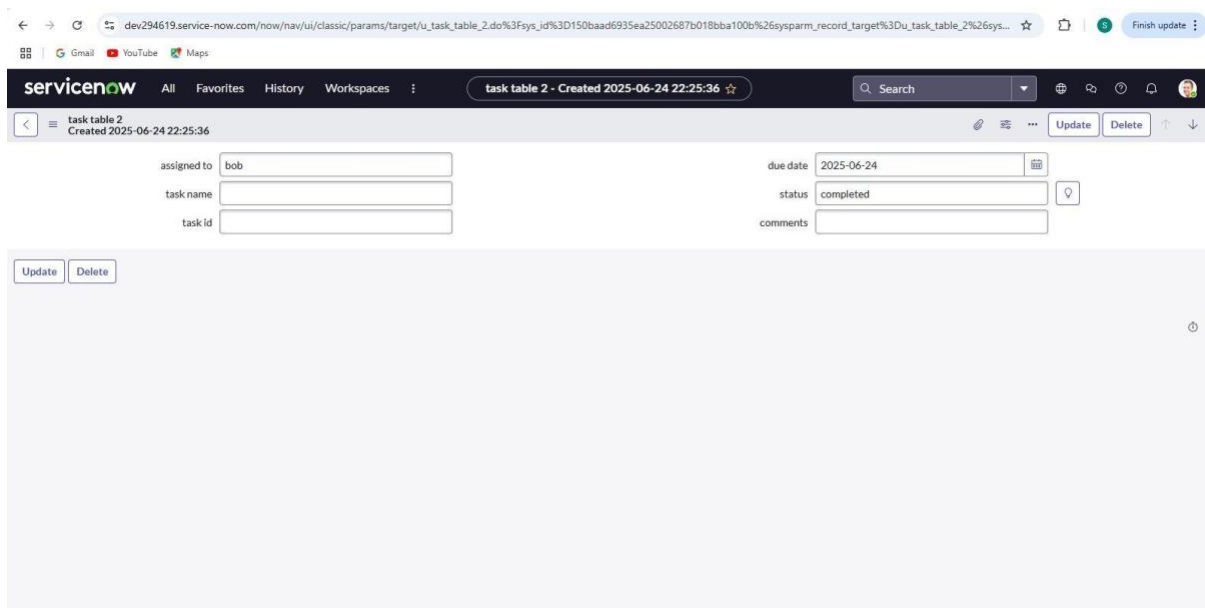5.Add fields as "status" and value as "completed"

6.Click on Done.

Next step:

1. Now under Actions.

2. Click on Add an action.

3. Select action in that ,search for " ask for approval ".

4. In Record field drag the fields from the data navigation from Right side

5. Table will be auto assigned after that

6. Give the approve field as " status"

7. Give approver as alice p

8. Click on Done.

1.Go to application navigator search for task table.

2.It status field is updated to completed

1.Go to application navigator and search for my approval

2.Click on my approval under the service desk.

3.Alice p got approval request then right click on requested then select approved

	State	Approver	Comments	Approval for
	Search	Search	Search	Search
ⓘ	● Approved	alice p		(empty)
	● Rejected	Fred Luddy		(empty)
	● Requested	Fred Luddy		(empty)
	● Requested	Fred Luddy		(empty)
	● Requested	Howard Johnson		CHG0000096
	● Requested	Ron Kettering		CHG0000096
	● Requested	Luke Wilson		CHG0000096
	● Requested	Christen Mitchell		CHG0000096
	● Requested	Bernard Laboy		CHG0000096
	● Requested	Howard Johnson		CHG0000095
	● Requested	Ron Kettering		CHG0000095
	● Requested	Luke Wilson		CHG0000095
	● Requested	Christen Mitchell		CHG0000095
	● Requested	Bernard Laboy		CHG0000095

◄◄   ◄   1   to 20 of 664   ►   ►►

← → C   ⊐ dev294619.service-now.com/now/nav/ui/classic/params/target/sysapproval_approver_list.do%3Fsysparm_query%3D%26sysparm_first_row%3D1%26sysparm_view%3D   ☆   ⊡   Ⓢ   Finish update ⋮

⊞   G Gmail   ▶ YouTube   🗺 Maps

servicenow   All   Favorites   History   Workspaces   Admin   Approvals ☆   🔍 Search   ▾   ⊕   ⚲   ⓘ   🔔   🙂

≡   ServiceNow Service Management   vals   Created   ▾   Search   ⤳   ⚙   Actions on selected rows... ▾

All

☐ 🔍	State ▲	Approver	Comments	Approval for	Created
	● Approved	Don Goodliffe		CHG0000046	2024-08-29 07:52:40
	● Approved	Bow Ruggeri		CHG0000083	2024-08-29 07:52:45
	● Approved	Beth Anglin		CHG0000055	2024-08-29 07:52:33
	● Approved	Fred Luddy		CHG0000061	2024-08-29 07:52:50
	● Approved	ITIL User		CHG0000082	2024-08-29 07:52:47
	● Approved	Change Manager		STDCHG0000004	2015-07-01 08:59:06
	● Approved	David Loo		CHG0000042	2024-08-29 07:52:43
	● Approved	Don Goodliffe		CHG0000075	2024-08-29 07:52:51
	● Approved	Bow Ruggeri		CHG0000059	2024-08-30 06:27:41
	● Approved	Don Goodliffe		CHG0000056	2024-08-29 07:52:35
	● Approved	Fred Luddy		CHG0000040	2024-08-29 07:52:44
	● Approved	Fred Luddy		CHG0000063	2024-08-29 07:52:56
	● Approved	David Loo		CHG0000049	2024-08-30 06:27:41
	● Approved	ITIL User		CHG0000058	2024-08-30 06:27:41
	● Approved	Beth Anglin		CHG0000067	2024-08-29 07:52:36
	● Approved	ITIL User		CHG0000038	2024-08-29 07:52:40
	● Approved	Change Manager		STDCHG0000001	2015-06-29 03:52:34