

FUNCTIONAL AND PERFORMANCE TESTING :

DATE	
TEAM ID	NM2025TMID09000
PROJECT NAME	Streamlining Ticket Assignment For Efficient Support Operations

MILESTONE -8 FLOW

ACTIVITY-1 Create a Flow to Assign operations ticket to group

PURPOSE:

Purpose of Creating a Flow to Assign Operations Ticket to Group: The purpose is to automate the process of directing operations-related tickets to the right support group.

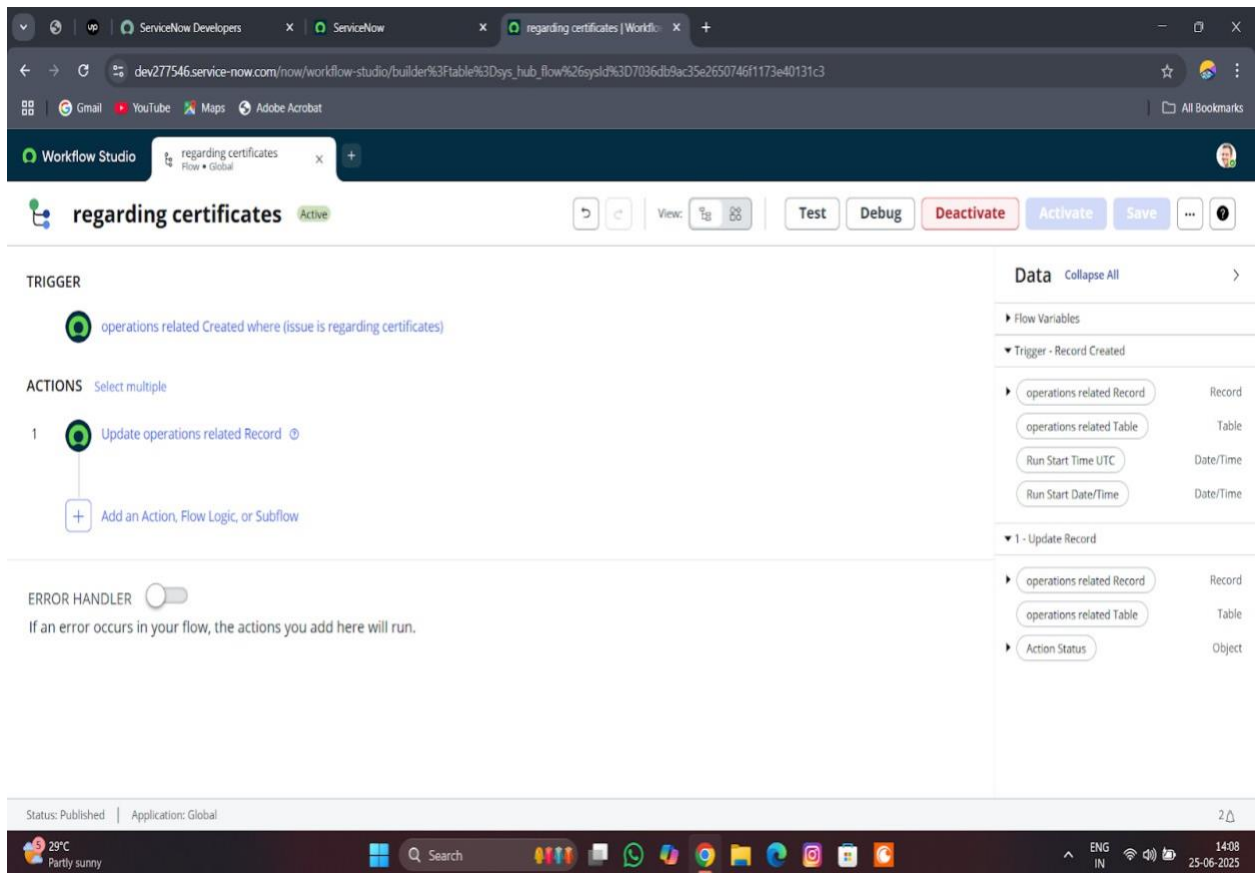
USES:

It automatically routes operations tickets to the correct group, speeding up ticket handling and improving support efficiency.

STEPS:

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.

1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition as
Field : issue
Operator : is
Value : Regrading Certificates
5. After that click on Done
6. Now under Actions.
7. Click on Add an action.
8. Select action in that search for “ Update Record ”.
9. In Record field drag the fields from the data navigation from left side
10. Table will be auto assigned after that
11. Give the field as “ Assigned to group ”
12. Give value as “ Certificates ”
13. Click on Done.
14. Click on Save to save the Flow.
15. Click on Activate.



ACTIVITY-2 Create a Flow to Assign operations ticket to Platform

PURPOSE:

To automatically assign operations tickets to the right platform experts, ensuring faster and accurate support.

USES:

It routes operations tickets to the correct platform specialists automatically, improving response time and support accurate

STEPS:

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 Platform ”.
 6. Application should be Global.
 7. Select Run user as “ System user ” from that choice.
 8. Click on Submit.
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1. Click on Add a trigger
 2. Select the trigger in that Search for “create or update a record” and select that.
 3. Give the table name as “ Operations related ”.
 4. Give the Condition as

- Field : issue
 Operator : is
 Value : Unable to login to platform
5. Click on New Criteria
 Field : issue
 Operator : is
 Value : 404 Error
 6. Click on New Criteria
 Field : issue
 Operator : is
 Value : Regrading User expired
 7. After that click on Done.
 8. Now under Actions.
 9. Click on Add an action.
 10. Select action in that search for “ Update Record ”.
 11. In Record field drag the fields from the data navigation from left side
 12. Table will be auto assigned after that
 13. Give the field as “ Assigned to group ”.
 14. Give value as “ Platform ”
 15. Click on Done.
 16. Click on Save to save the Flow.
 17. Click on Activate.

