Project Title :

Tailored Application Access for Enhanced User Experience.

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Abstract :

This study presents a framework for personalized application access, leveraging AI and ML to provide role-based access. By analyzing user behavior and permissions, the approach streamlines workflow efficiency, reduces information overload, and ensures application security. The results show

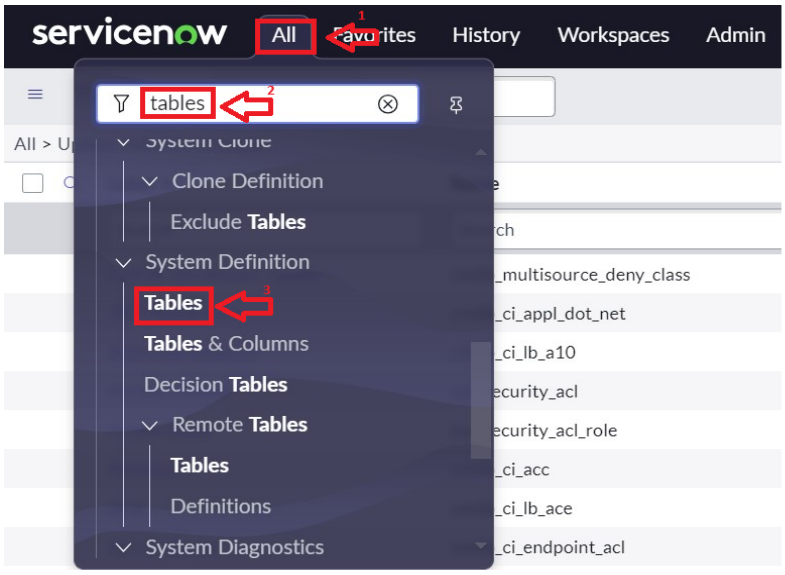
significant improvements in user satisfaction, productivity, and application adoption rates.

Keywords : Application access, user experience, personalized access, AI, ML, security.

Process :

Activity-1 :

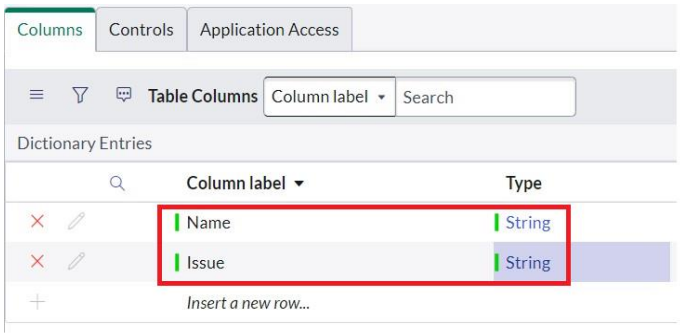
1. Open service now developer Instance
2. Click on All
3. Search for Tables.
4. Under System Definition select Tables



5. Then click on New.
6. Fill the Details as:

Label : Service Request
Name : Auto-Populated
Add module to menu : Select Create New
Leave everything as Default.

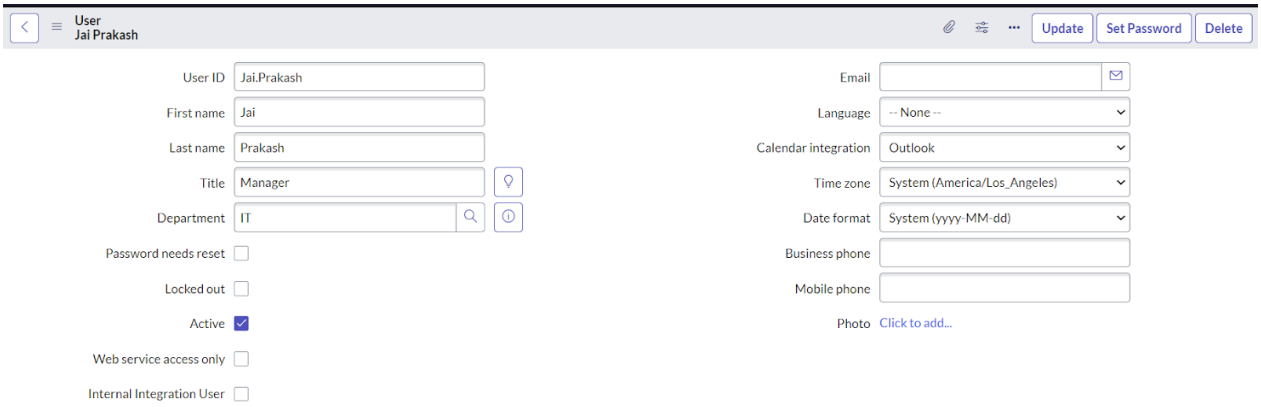
7. Under Columns : click on insert a new row.
Column label : Name >> Type : String
Column label : Issue >> Type : String



8. Click on Submit.

Activity - 2: Create Users :

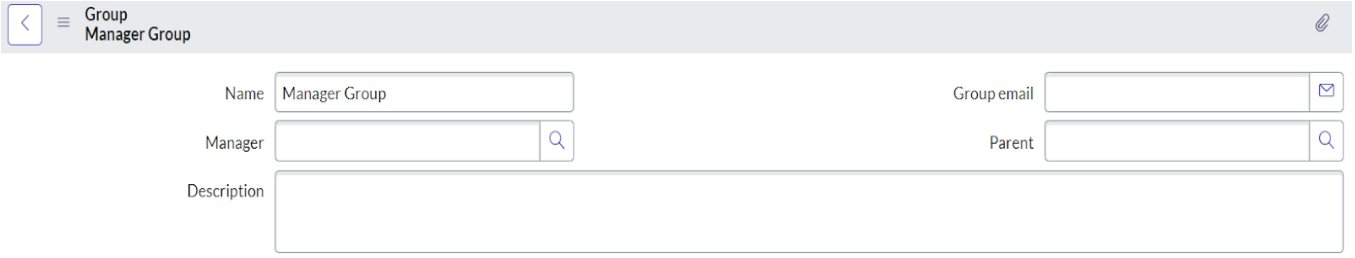
1. Open service now.
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user



6.Click on submit

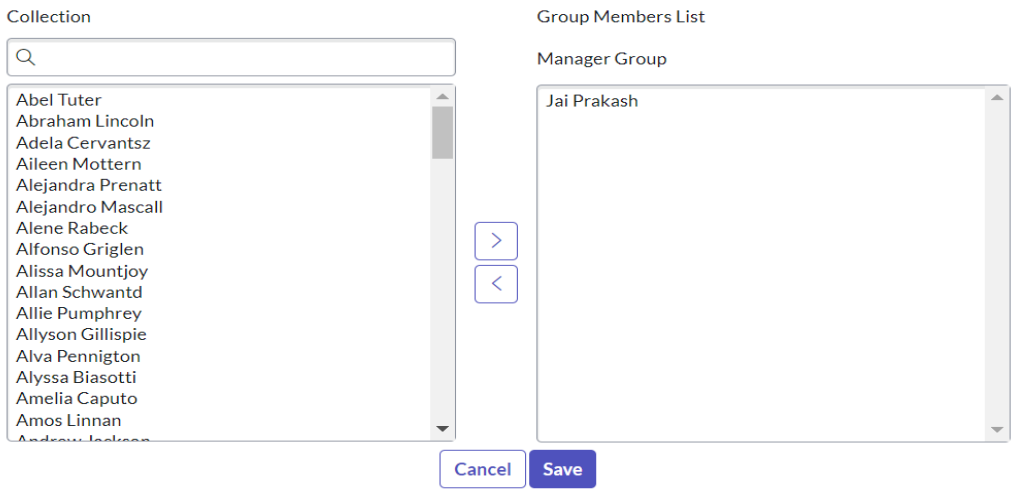
Activity - 3: Create Groups :

1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group.



6. Under Group Members, click on edit.

7. Add the user(Jai Prakash) to the Manager Group and click on Save.



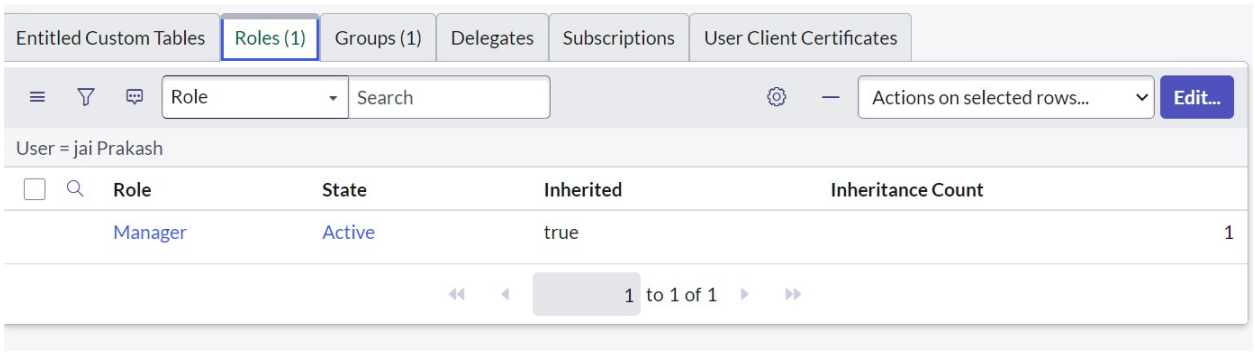
8. It would like below.

9. Click on save.

Activity - 4: Create Roles :

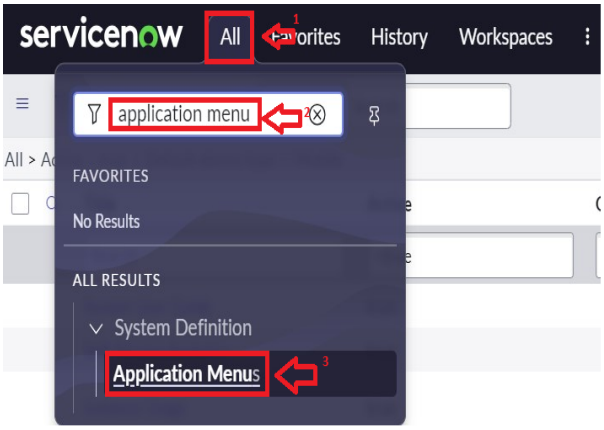
1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role

6. Click on Submit.
7. Click on All >> users
8. Search for “ jai prakash ”
9. Open the record, Go to the related list Click on roles
10. Click on Edit
11. Add manager to the selected list and Click in Save.

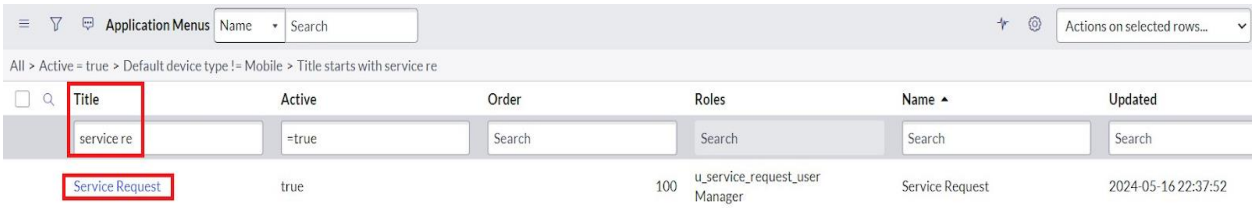


Activity - 5: Creation of Modules :

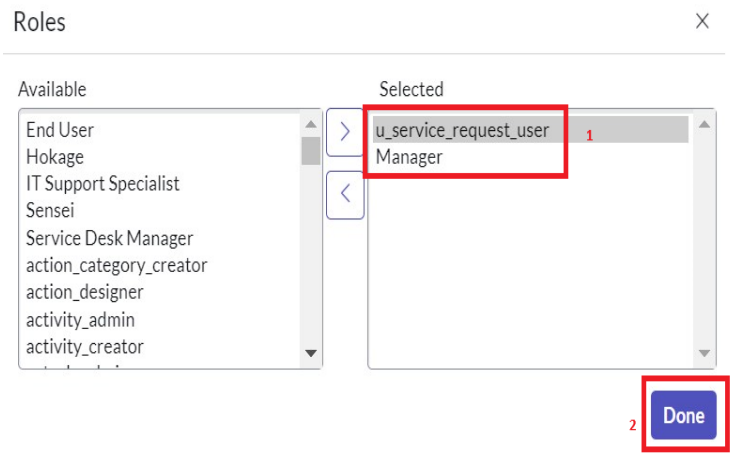
7. Click on All.
8. Search for Application Menus.
9. Open Application Menus.



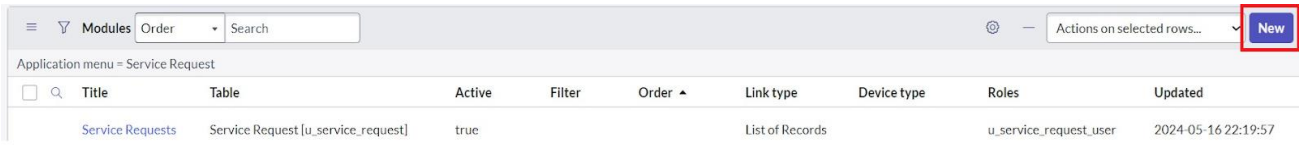
10. Under Title search for Service Request and open service request.



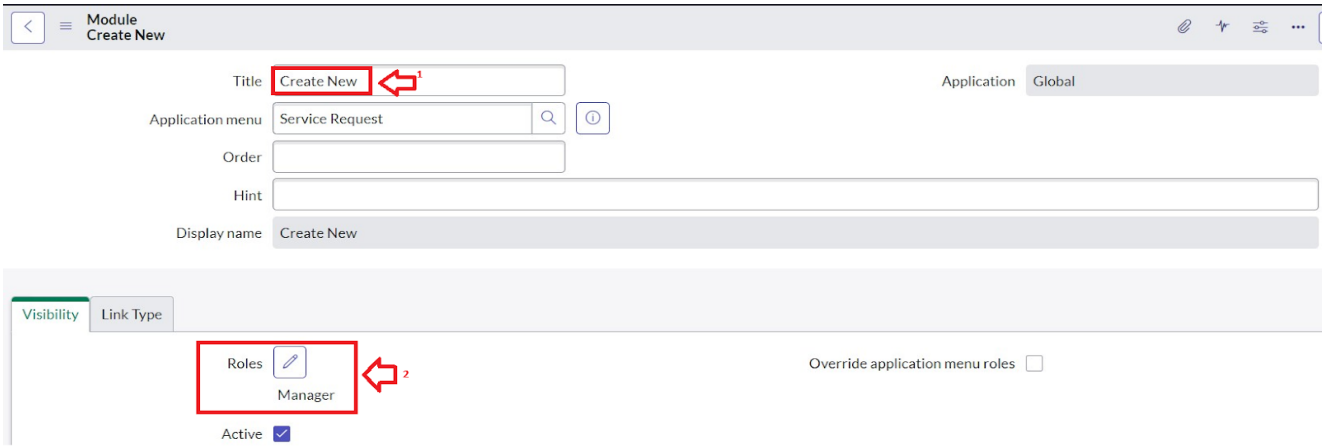
11. Under Roles, click on roles and Select the Role to which this should be viewed.



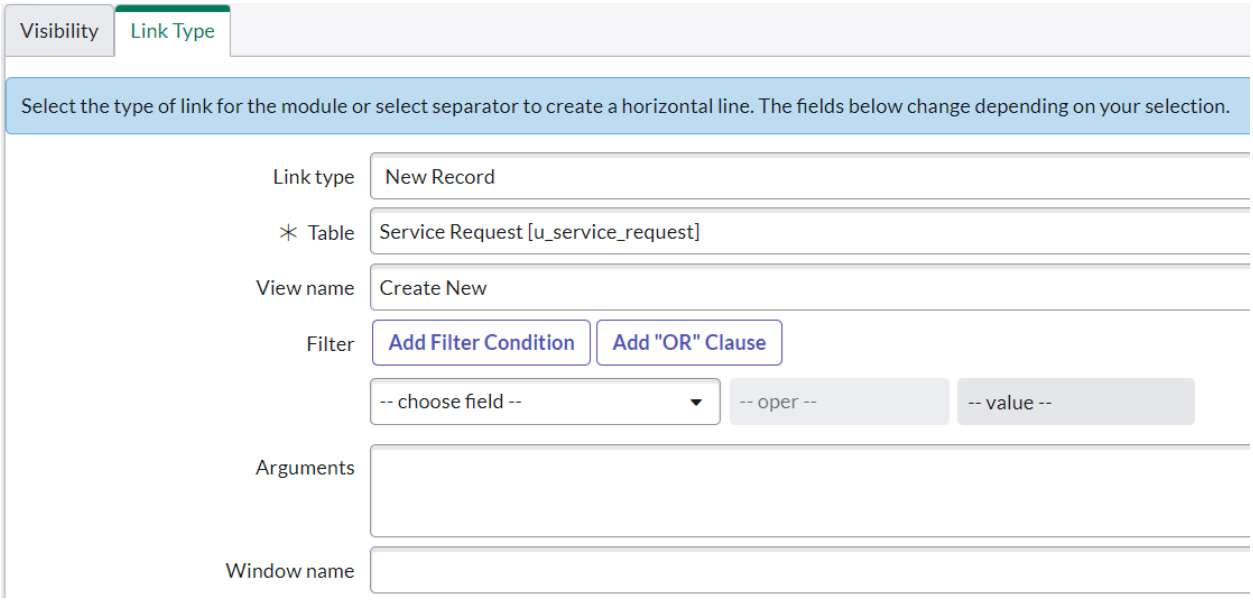
12. Click on Done.
13. Now under Modules. Click on New.



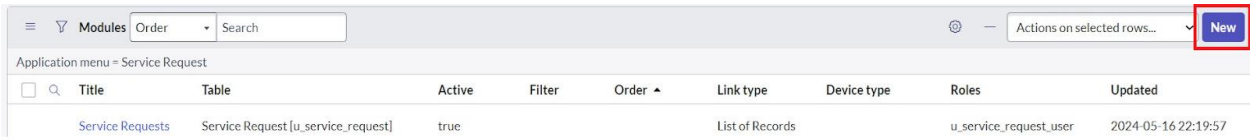
14. Enter the details as:
    Title : Create New
15. Under Visibility >> Select roles and select the role you want to assign.



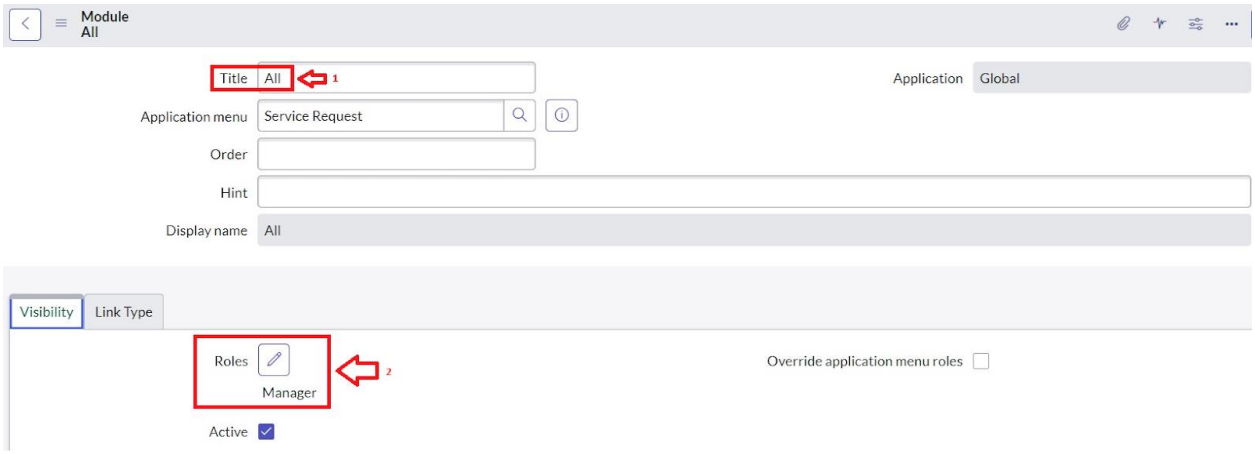
16. In Link Type, fill details as shown in figure.



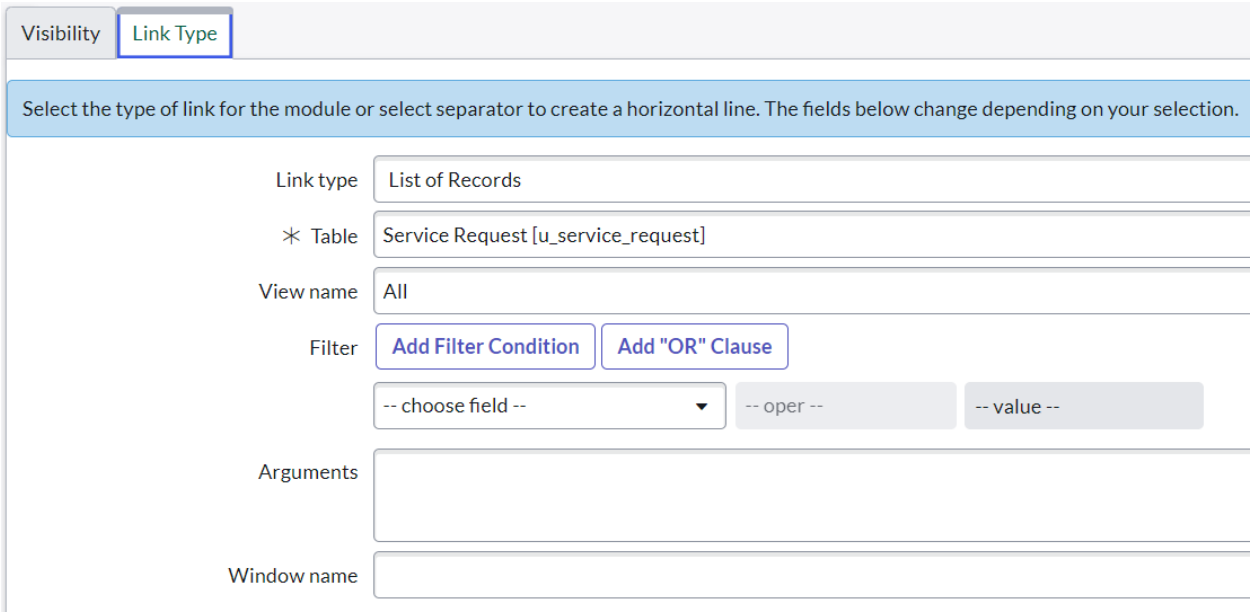
17. Click on Save.
18. Now under Modules. Click on New.



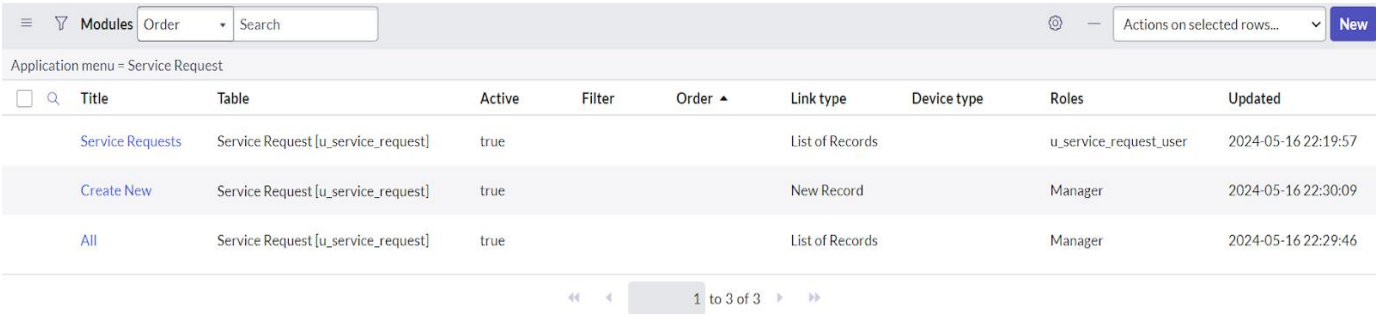
19. Enter the details as:
    Title : All
20. Under Visibility >> Select roles and select the role you want to assign.



21. In Link Type, fill details as shown in figure.

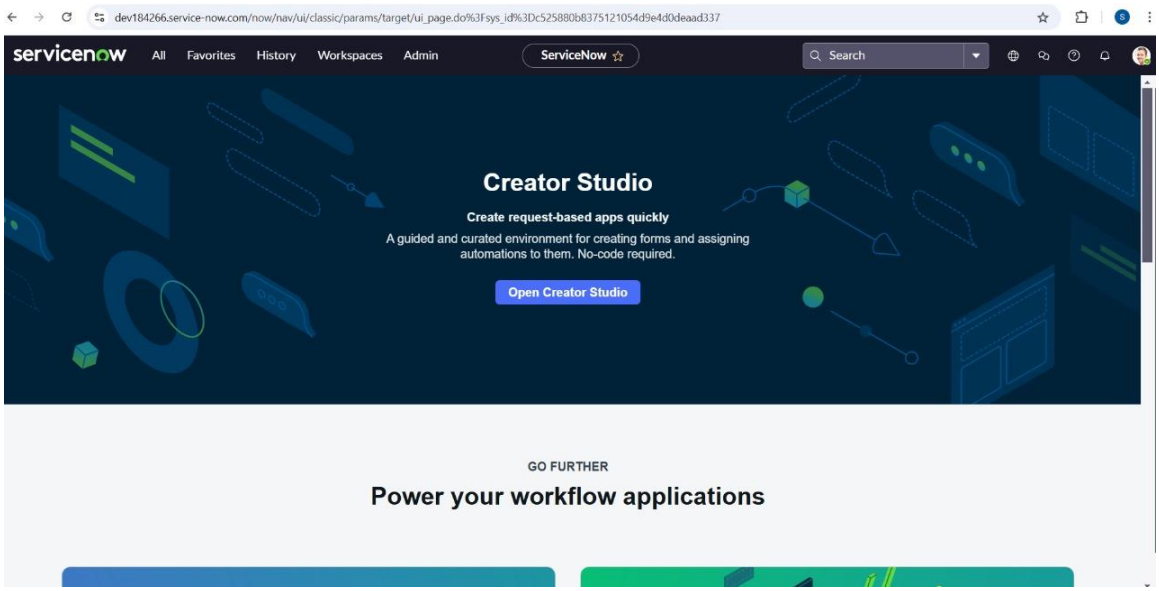


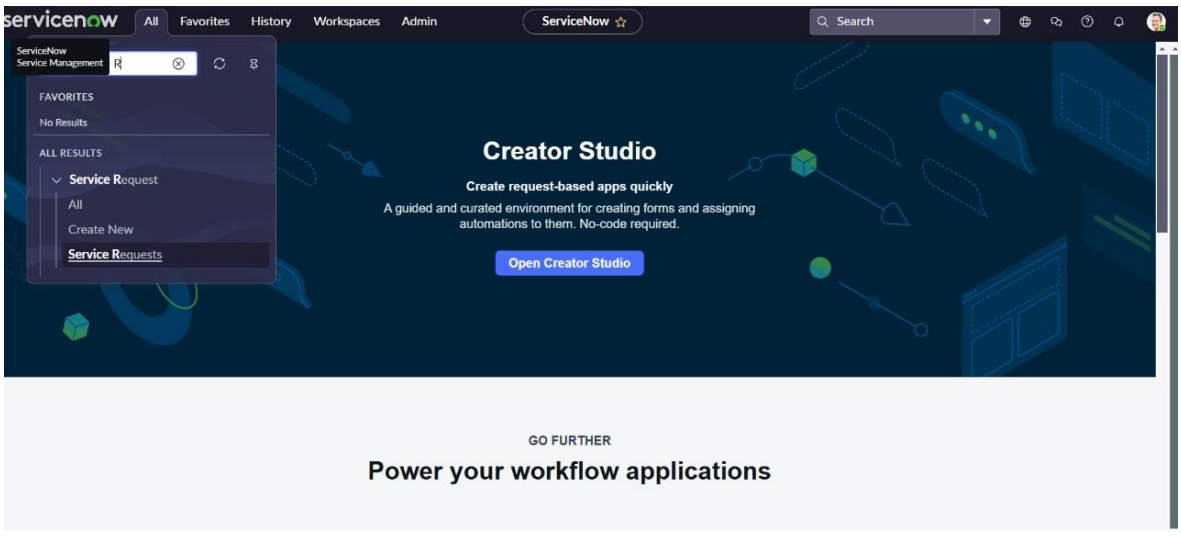
22. Click on Save.
23. After that the Modules would look like below.



24. Hover over to the top and double click on the context menu and click on the Save.

Result :


dev184266.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3Dc525880b8375121054d9e4d0deaad337
servicenow
All
Favorites
History
Workspaces
Admin
ServiceNow
Search
Creator Studio
Create request-based apps quickly
A guided and curated environment for creating forms and assigning automations to them. No-code required.
Open Creator Studio
GO FURTHER
Power your workflow applications


servicenow
All
Favorites
History
Workspaces
Admin
ServiceNow
Search
ServiceNow Service Management
R
FAVORITES
No Results
ALL RESULTS
Service Request
All
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