

Project Demonstration

Project Title: Streamlining Ticket Assignment for Efficient Support Operations

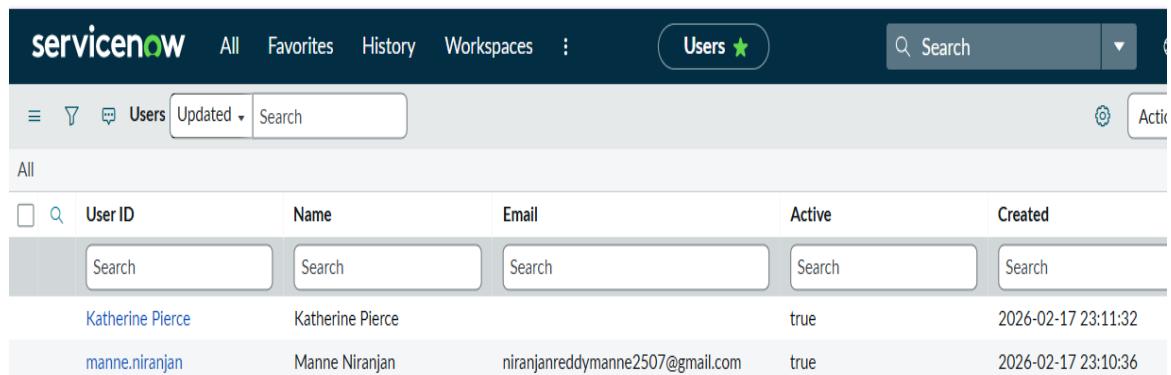
Team ID: LTVIP2026TMIDS79197

Team Size: 4

- **Team Lead:** Pallavi Durga Yadav Katta – Assigning Roles to Users & Groups, Application access configuration, Documentation & overall coordination.
- **Team Member:** Dindukurthi Chaturved - Users, groups, roles creation
- **Team Member:** Divya Rapaka - Flow automation, ACL configuration, testing, Documentation and project demonstration.
- **Team Member:** Bathula Sai Charan – Custom Table creation.

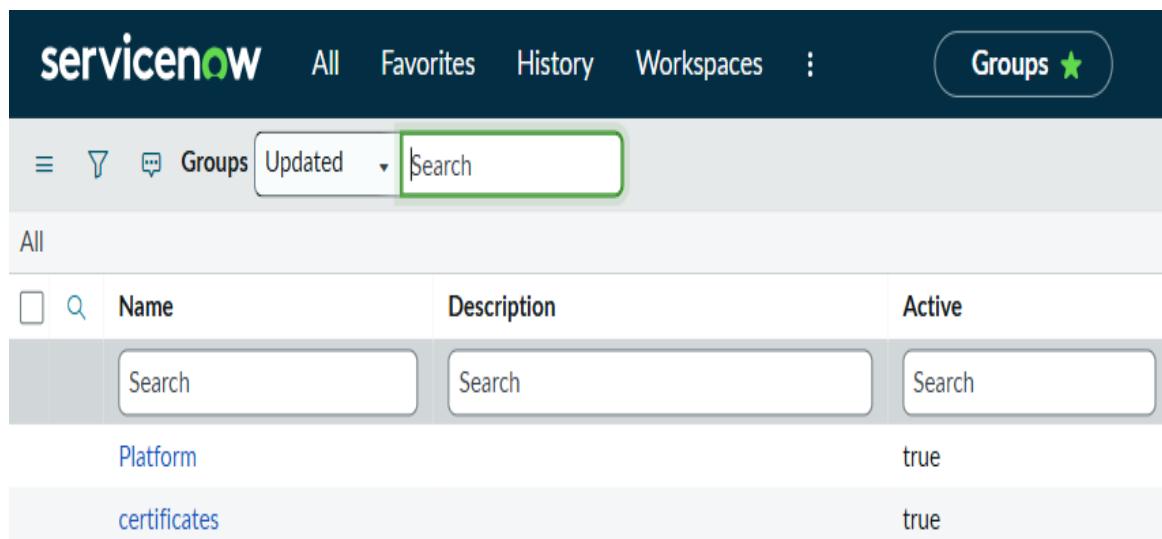
Demonstration Steps:

- 1. Created users and assigned them to respective groups.



User ID	Name	Email	Active	Created
Katherine Pierce	Katherine Pierce		true	2026-02-17 23:11:32
manne.niranjan	Manne Niranjan	niranjanreddymanne2507@gmail.com	true	2026-02-17 23:10:36

- 2. Created two groups: Certificates and Platform.



Name	Description	Active
Platform		true
certificates		true

- 3. Assigned Certificate Role and Platform Role to respective groups.

The screenshot shows the 'Group - Platform' configuration page. At the top, there are fields for Name (Platform), Manager (Manne Niranjan), Group email, and Parent. Below this is a large Description area. At the bottom, there are 'Update' and 'Delete' buttons, and tabs for Roles (1), Group Members (1), and Groups. Under the Roles tab, a table lists one role: 'Created' (Role: Platform_role, Granted by: (empty), Inherited: true).

The screenshot shows the 'Group - certificates' configuration page. At the top, there are fields for Name (certificates), Manager (Katherine Pierce), Group email, and Parent. Below this is a large Description area. At the bottom, there are 'Update' and 'Delete' buttons, and tabs for Roles (1), Group Members (1), and Groups. Under the Roles tab, a table lists one role: 'Created' (Role: Certification_role, Granted by: (empty)).

- 4. created a custom table named 'Operations Related' with required fields.

The screenshot shows the 'Table - Operations related' configuration page. At the top, there are tabs for Table Columns (for text) and Search. Below this is a table titled 'Dictionary Entries' with columns: Column label, Type, Reference, Max length, and Default value. The table contains 14 rows, each with a red 'X' icon and a field name: Issue, Updated by, Service request No, Sys ID, Name, Created, Updated, Assigned to user, Updated by, Updates, Ticket raised Date, and Assigned to group. The 'Default value' column for the last two rows contains the JavaScript code 'javascript:getNextId()'.

- 5. Configured Issue field choices such as: Unable to login, 404 error, Regarding certificates, and Regarding user expired.

Dictionary Entry
Issue

Related Links
Show Table
Run Point Scan
Advanced view

Access Controls (1) Choices (4) Attributes Labels (1)

Label Search Actions on selected rows...

Label	Value	Language	Sequence	Inactive	Updated
regarding certificates	regarding_certificates	en		false	2026-02-17 23:55:1
404 error	404_error	en		false	2026-02-17 23:54:5
unable to login to platform	unable_to_login	en		false	2026-02-17 23:54:2
regarding user expired	regarding_user_expired	en		false	2026-02-17 23:55:4

+ Insert a new row...

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- 6. Configured Application Access and assigned required roles to the table.

Table - Operations related

Operations related

* Label Operations related
* Name u_operations_related

Application Global
Remote Table

Columns Controls Application Access

Accessible from All application scopes

Can read Allow access to this table via web services

Can create Allow configuration

Can update

Can delete

Delete Update Delete All Records

- 7. Created Access Control Lists (ACL) for secure role-based access.

Add to Service Catalog
Run Point Scan
Explore REST API

Access Controls (9) Security Data Filters Labels (1) Database Indexes (3) Table Subscription Configuration (1)

Name Search Actions on selected rows...

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	read	record	true	admin	2026-02-17 23:37:57
u_operations_related	Allow If	delete	record	true	admin	2026-02-17 23:37:57
u_operations_related	Allow If	write	record	true	admin	2026-02-17 23:37:57
u_operations_related	Allow If	create	record	true	admin	2026-02-17 23:37:57
u_operations_related.u_issue	Allow If	write	record	true	admin	2026-02-18 02:46:00
u_operations_related.u_name	Allow If	write	record	true	admin	2026-02-18 02:45:12
u_operations_related.u_priority	Allow If	write	record	true	admin	2026-02-18 02:42:46
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2026-02-18 00:37:38
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2026-02-18 02:43:49

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- 8. Developed a Flow in Flow Designer to automatically assign tickets based on issue type.

- 9. Tested ticket creation and verified automatic group assignment.

Name	Assigned to group	Assigned to user	Comment	Created	Created by	Issue	Priority	Service request No	Ticket raised Date
CERTIFICATES	certificates	(empty)	(empty)		regarding certificates	SR001	(empty)		
LOGIN ISSUE	Platform	(empty)	(empty)		unable to login to platform	SR002	(empty)		

10. Verified flow execution status under Flow Designer Executions tab.

Name	State	Runtime	Created by	Created	Sys ID
Regarding Platform	Complete	68	admin	2026-02-18 23:30:50	39dbf51fe6033210ff4f7447939b07fe
Regarding Platform	Complete	62	admin	2026-02-18 23:19:28	633975d765033210dbebe6e1b70736562
Regarding Platform	Complete	73	admin	2026-02-18 23:24:09	8c5a755b6403321072005e14fa2ffbd7

Name	State	Runtime	Created by	Created	Sys ID
Regarding Certificate	Complete	88	admin	2026-02-18 23:30:22	5fbb311f52033210f7b3992d70e3d724
Regarding Certificate	Complete	107	admin	2026-02-18 23:23:38	643ab557ff033210239b720841ecd0f2
Regarding Certificate	Complete	101	admin	2026-02-18 23:18:10	e0f8f9979203321084f6caf34adb7827
Regarding Certificate	Complete	59	admin	2026-02-18 23:29:13	e27bb9db7c033210d8001da29f500473

Result:

The project successfully automates ticket assignment using ServiceNow Flow Designer and ensures secure access through role-based control. Tickets are automatically routed to the appropriate group based on the selected issue type.