

Project Demonstration

Project Title: Streamlining Ticket Assignment for Efficient Support Operations

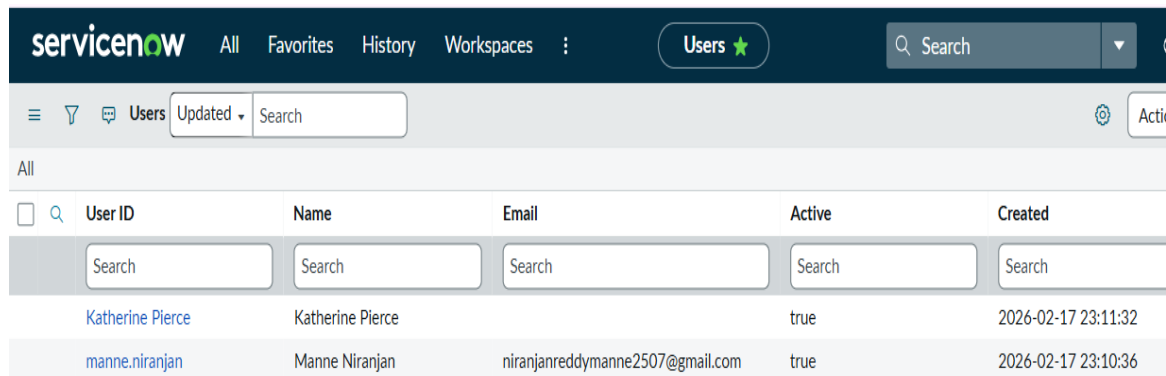
Team ID: LTVIP2026TMIDS79197

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:

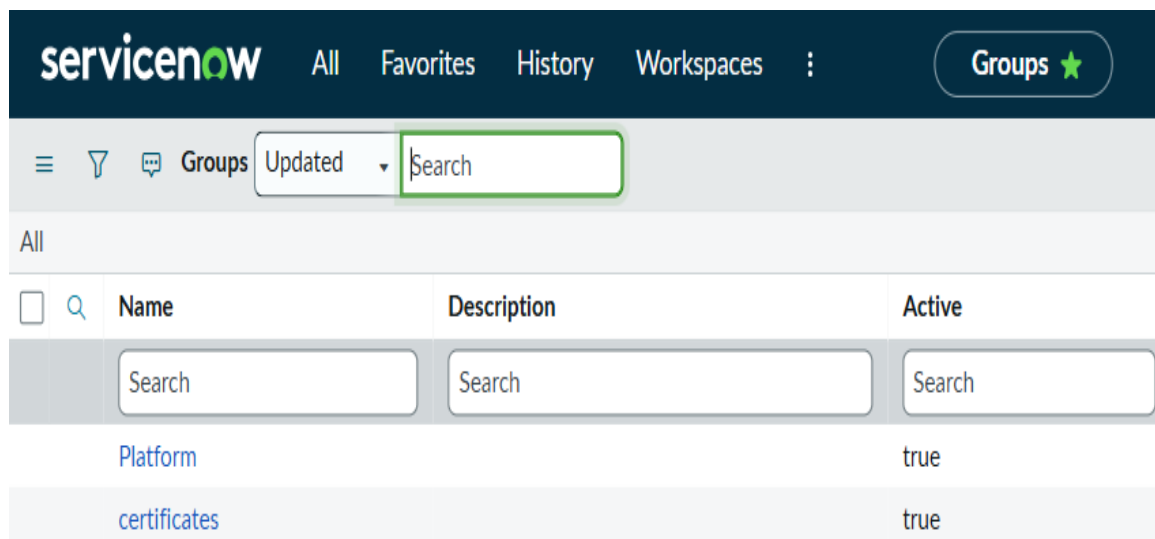
1. Created users and assigned them to respective groups.



The screenshot shows the ServiceNow 'Users' page. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a 'Users' button with a star icon. A search bar is on the right. Below the navigation bar, there's a filter section with 'Users', 'Updated', and a search input. The main table has columns: 'User ID', 'Name', 'Email', 'Active', and 'Created'. Two users are listed: Katherine Pierce and Manne Niranjana.

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

2. Created two groups: Certificates and Platform.



The screenshot shows the ServiceNow 'Groups' page. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a 'Groups' button with a star icon. A search bar is on the right. Below the navigation bar, there's a filter section with 'Groups', 'Updated', and a search input. The main table has columns: 'Name', 'Description', and 'Active'. Two groups are listed: Platform and certificates.

Name	Description	Active
Platform		true
certificates		true

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

Group Platform

Name Group email

Manager Parent

Description

Roles (1) Group Members (1) Groups

Created Search

Group = Platform

Created	Role	Granted by	Inherits
2026-02-18 00:03:30	Platform_role	(empty)	true

servicenow All Favorites History Workspaces Group - certificates Search

Group certificates

Name Group email

Manager Parent

Description

Roles (1) Group Members (1) Groups

Created Search

Group = certificates

Created	Role	Granted by
2026-02-18 00:01:25	Certification_role	(empty)

1 to 1 of 1

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

servicenow All Favorites History Admin Table - Operations related Search

Table Operations related

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value
×	Issue	Choice	(empty)	40	
×	Updated by	String	(empty)	40	
×	Service request No	String	(empty)	40	javascript:getNext
	Sys ID	Sys ID (GUID)	(empty)	32	
×	Name	String	(empty)	40	
	Created	Date/Time	(empty)	40	
×	Updated	Date/Time	(empty)	40	
×	Assigned to user	Reference	User	32	
	Updated by	String	(empty)	40	
	Updates	Integer	(empty)	40	
×	Ticket raised Date	Date/Time	(empty)	40	
×	Assigned to group	Reference	Group	32	

- 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

Choices

	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...					

1 to 4 of 4

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

servicenow All Favorites History Admin Table - Operations related Search

Table Operations related
[processes](#), [more info](#)

* Label Operations related Application Global

* Name u_operations_related Remote Table

Columns Controls **Application Access**

Accessible from All application scopes

Can read ☒ Allow access to this table via web services ☒

Can create ☒

Can update ☒ Allow configuration ☒

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

Access Controls

	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.

The screenshot shows the ServiceNow Flow Designer interface. The top navigation bar includes 'Workflow Studio', 'Regarding Platform', 'Operations', 'Regarding Certificate', and 'Operations'. The main content area has tabs for 'Playbooks', 'Flows', 'Subflows', 'Triggers', 'Actions', and 'Decision tables'. The 'Flows' tab is active, showing a list of flows with columns: Name, Application, Status, Active, and Updated. The flows listed are:

Name	Application	Status	Active	Updated
Application Intake Request Flow (Deprecated)	Application Intake	Published	false	2026-01-08 17:15:50
Application Intake Request V2	Application Intake	Published	true	2026-01-08 17:15:50
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2025-12-03 17:43:20
Business process approval flow	Global	Published	true	2020-09-27 22:06:10
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:00
Change - Conflict Detection	Global	Published	true	2025-12-03 17:35:20
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:40
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:20

On the right side, there is a 'Pick up where you left off' section with cards for 'Regarding Platform', 'Regarding Certificate', and 'Deployment Migration t...'. Below this is a 'Latest updates' section showing system administrator modifications.

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

The screenshot shows the ServiceNow Operations page. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Operations related'. The main content area has a search bar and a table of tickets with columns: Name, Assigned to group, Assigned to user, Comment, Created, Created by, Issue, Priority, Service request No, and Ticket raised Date. The tickets listed are:

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

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

The screenshot shows the ServiceNow Flow Designer Executions tab. The top navigation bar includes 'Flow', 'Global', and 'None'. The main content area has a search bar and a table of flow executions with columns: Name, State, Runtime, Created by, Created, and Sys ID. The flow executions listed are:

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	633975d765033210db6e1b70736562
Regarding Platform	Complete	73	admin	2026-02-18 23:24:09	8c5a755b6403321072005e14fa2ffbd7

Below the table, it says 'Showing 1-3 of 3' and '10 rows per page'. The second screenshot shows the same table with 4 rows of data:

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

Below the table, it says 'Showing 1-4 of 4' and '10 rows per page'.

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.