

## ACTIVITY 8: Create ACL

STEPS:

1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on new
5. Fill the following details to create a new ACL
6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit
10. Similarly create 4 acl for the following fields

The screenshot shows the ServiceNow interface for creating an Access Control List (ACL). The title bar says "Access Control - u\_operations\_related". The main area has tabs for "Add Filter Condition" and "Add OR Clause". Below these are dropdown menus for "choose field", "operator", and "value". A "Conditions" section provides information about decision types: Allow Access (grants access if all conditions are met) and Deny Access (denies access if all conditions are met). It also includes a "More Info" link. The "Requires role" section lists three roles: "u\_operations\_related\_user", "platform\_role", and "certification\_role", with "platform\_role" currently selected. At the bottom, there's a "Security Attribute Condition" section with a "Local or Existing" radio button set to "Local". The status bar at the bottom shows weather (28°C, Mostly cloudy), system info (ENG IN), and date/time (25-06-2025).

## **ACTIVITY 9: Create a Flow to Assign operations ticket to group**

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.

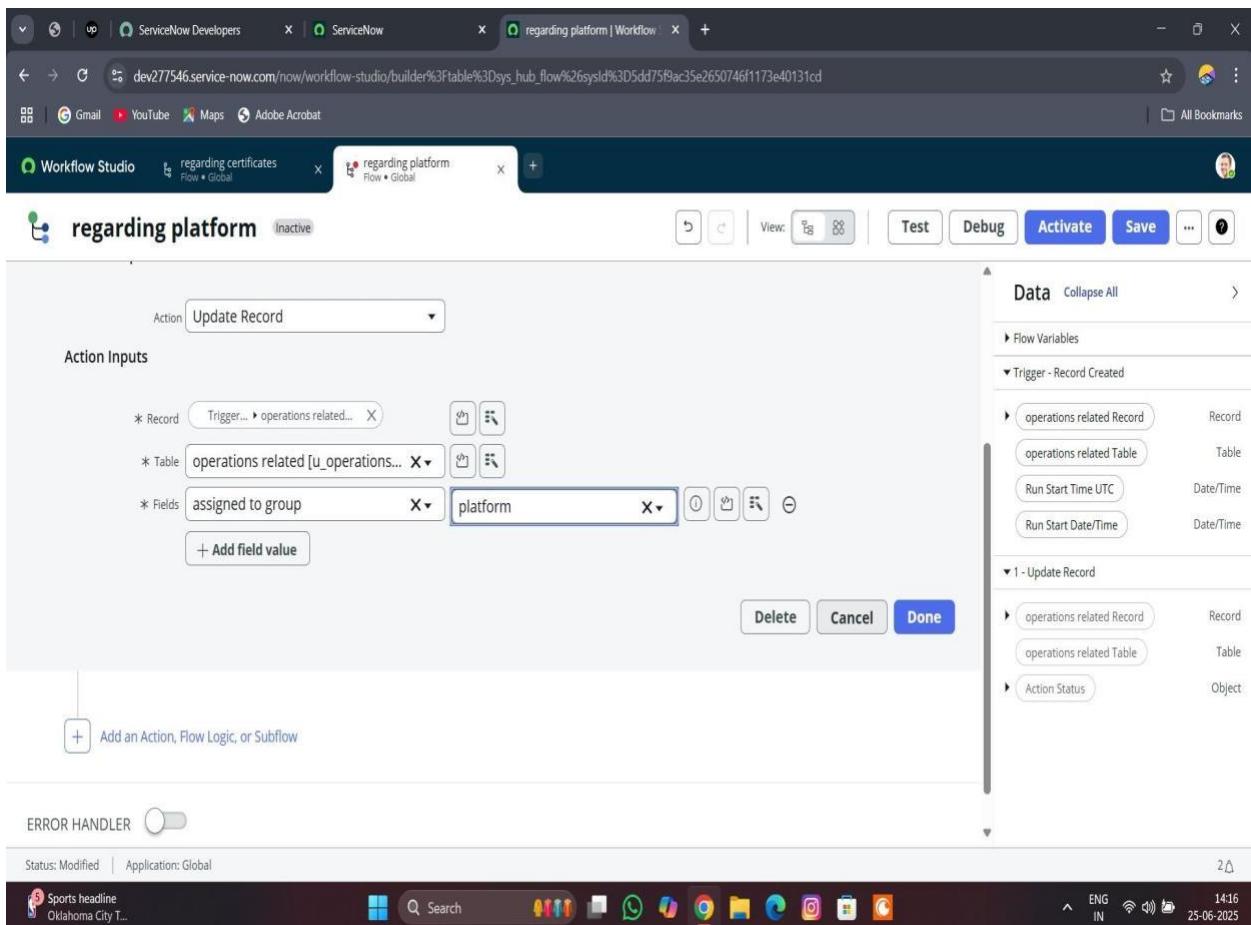
The screenshot shows the ServiceNow Workflow Studio interface. At the top, there are three tabs: 'Workflow Studio', 'regarding certificates', and 'Flow • Global'. Below the tabs, the main area displays a flow titled 'regarding certificates' which is 'Active'. The flow consists of a single trigger step ('operations related Created where (issue is regarding certificates)') followed by one action step ('Update operations related Record'). An 'Add an Action, Flow Logic, or Subflow' button is available for further steps. To the right, a sidebar titled 'Data' shows various record and table objects. At the bottom, a status bar indicates 'Status: Published | Application: Global' and shows system icons like weather, search, and browser tabs.

## ACTIVITY 10: Create a Flow to Assign operations ticket to Platform

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.
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.



# PROJECT PLANNING & SCHEDULING:

Assigned task to the group members are shown below

Note: Request you to please click on "Tick mark ✓" after assigning the activities for each milestone.

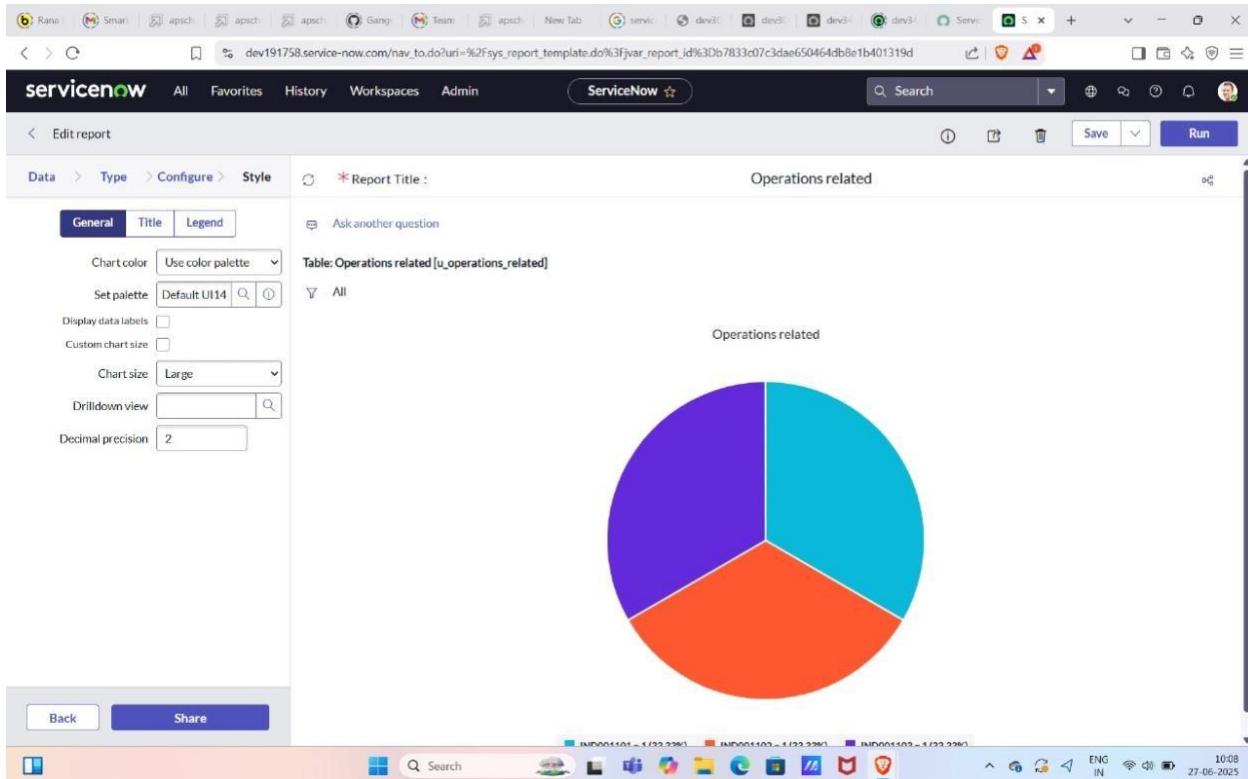
Assign Roles & Responsibilities to Team

[→ Proceed to Workspace](#)

Users	Create Users	* Yalla Dhilleeswari	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Groups	Create Groups	* Yalla Dhilleeswari	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Roles	Create roles	* Uppada Lalitha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Table	Create Table	* Thadangi Susmitha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assign roles & user	Assign roles & user	* Uppada Lalitha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assign roles & user	Assign roles & user	* Thadangi Susmitha	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assign role to tab	Assign role to tab	* Sidipilli Mounika	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Create ACL	Create ACL	* Sidipilli Mounika	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Flow	Create a Flow to /	* Sidipilli Mounika	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Flow	Create a Flow to /	* Sidipilli Mounika	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[+ ADD](#)

# **RESULT:**



# **CONCLUSION:**

Streamlining ticket assignment improves support efficiency by automatically routing tickets to the right agents or teams, reducing response and resolution times, and enhancing customer satisfaction. It ensures balanced workloads, prevents burnout, and minimizes manual errors that can affect service quality.

Automation supports SLA compliance by prioritizing tickets and ensuring timely handling while enhancing visibility, accountability, and performance tracking. It also enables teams to scale efficiently and adopt advanced tools like AI-based routing. However, regular review and updates of assignment rules are essential to prevent issues like incorrect routing or inflexibility.