

## 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 web interface for creating a new Access Control (ACL) rule. The browser address bar shows the URL: `dev277546.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D3d4f3e1ec3da2650746f1173e4013120%26sysparm_record_target%3Dsys_security_acl%26sysparm_recor...`. The page title is "Access Control - u\_operations\_related".

At the top, there are buttons for "Add Filter Condition" and "Add OR Clause". Below these are dropdown menus for "choose field", "oper", and "value".

The main section is titled "Conditions". It contains a blue box with the following text:

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

Below this text is a "More Info" link.

The "Requires role" section shows a table with the following roles:

Role
u_operations_related_user
platform_role
certification_role

Below the table is a button labeled "Insert a new row...".

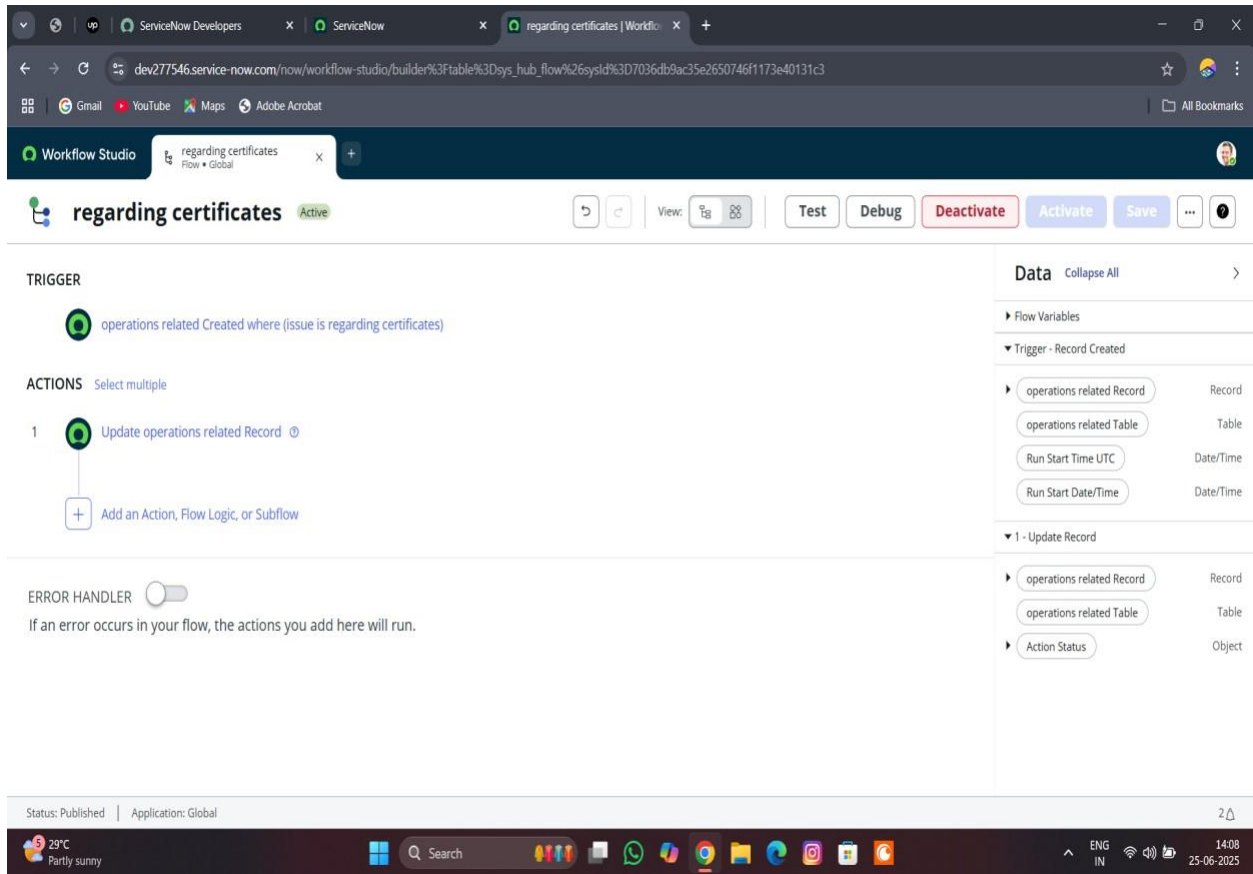
The "Security Attribute Condition" section has radio buttons for "Local or Existing", "Existing", and "Local". The "Local" option is selected.

The bottom of the screen shows a Windows taskbar with the date and time: 12:45, 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.



## 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 : Regarding 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.

The screenshot displays the ServiceNow Workflow Studio interface for configuring a workflow named "regarding platform". The main workspace shows the "Update Record" action with the following inputs:

- Action:** Update Record
- Action Inputs:**
  - \* Record:** Trigger... > operations related...
  - \* Table:** operations related [u\_operations...]
  - \* Fields:** assigned to group (with a dropdown menu open showing "platform")

Buttons for "Delete", "Cancel", and "Done" are visible at the bottom right of the configuration area. Below the main workspace is an "ERROR HANDLER" section with a toggle switch.

On the right side, the "Data" panel is expanded, showing a tree view of the workflow's data structure:

- Flow Variables**
  - Trigger - Record Created**
    - operations related Record (Record)
    - operations related Table (Table)
    - Run Start Time UTC (Date/Time)
    - Run Start Date/Time (Date/Time)
  - 1 - Update Record**
    - operations related Record (Record)
    - operations related Table (Table)
    - Action Status (Object)

The bottom of the screen shows the Windows taskbar with various application icons and the system clock indicating 14:16 on 25-06-2025.





















# 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.

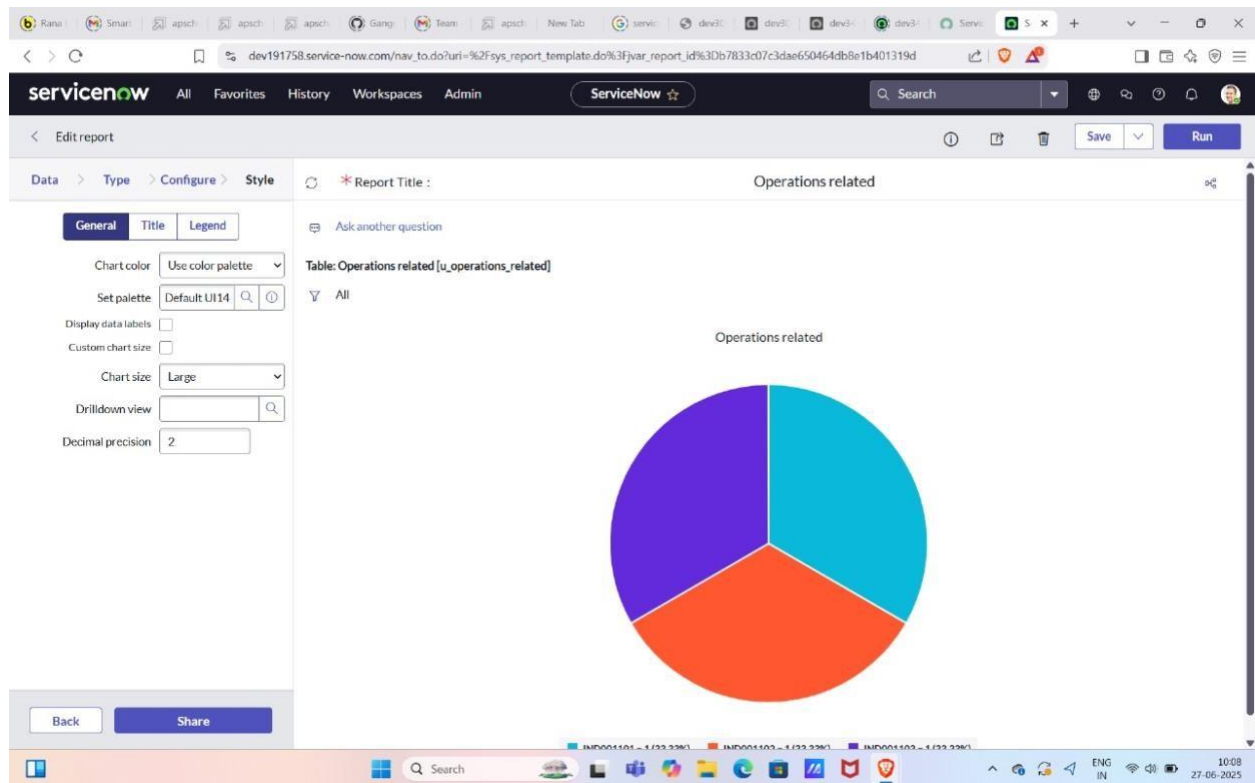
Assign Roles & Responsibilities to Team

[→ Proceed to Workspace](#)

Users	▼	Create Users	▼	* Yalla Dhilleeswari		
Groups	▼	Create Groups	▼	* Yalla Dhilleeswari		
Roles	▼	Create roles	▼	* Uppada Lalitha		
Table	▼	Create Table	▼	* Thadangi Susmitha		
Assign roles & use	▼	Assign roles & use	▼	* Uppada Lalitha		
Assign roles & use	▼	Assign roles & use	▼	* Thadangi Susmitha		
Assign role to tab	▼	Assign role to tab	▼	* Sidipilli Mounika		
Create ACL	▼	Create ACL	▼	* Sidipilli Mounika		
Flow	▼	Create a Flow to /	▼	* Sidipilli Mounika		
Flow	▼	Create a Flow to /	▼	* Sidipilli Mounika		

[+ 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.