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

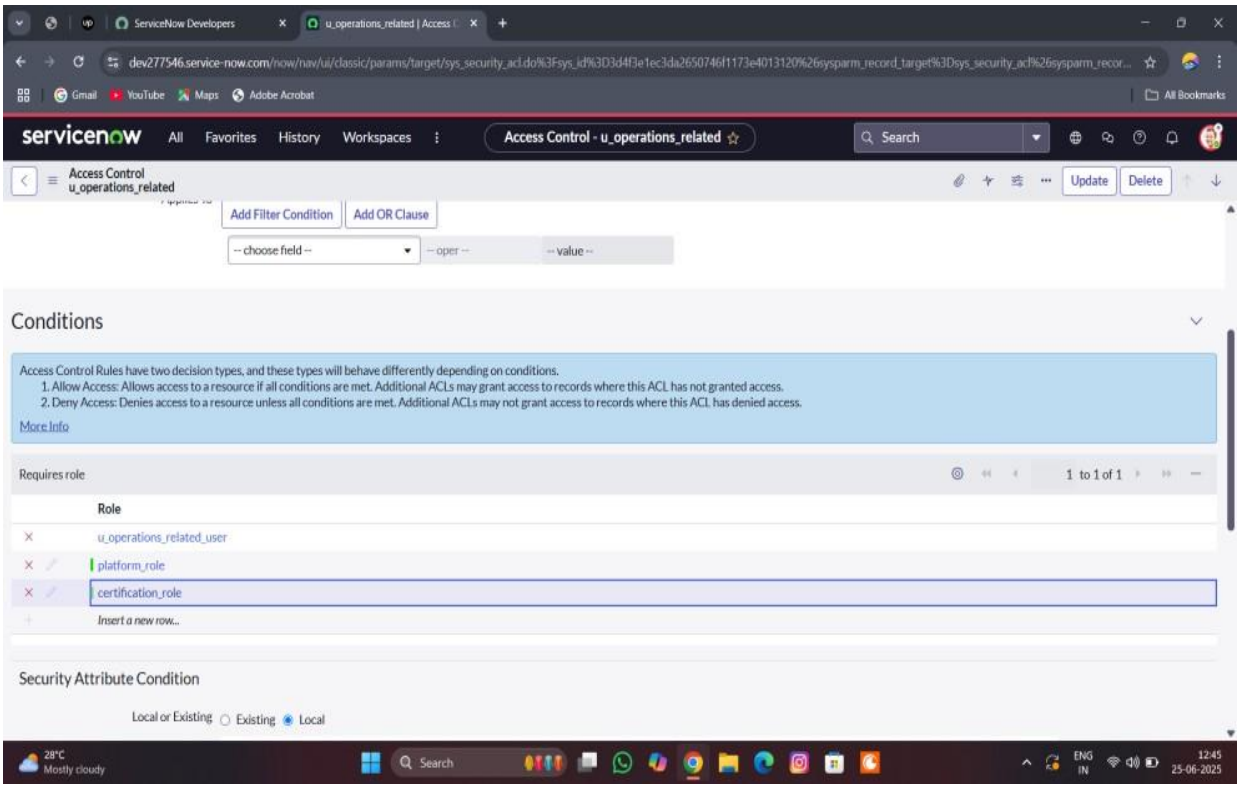
6.Scroll down under requires role

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

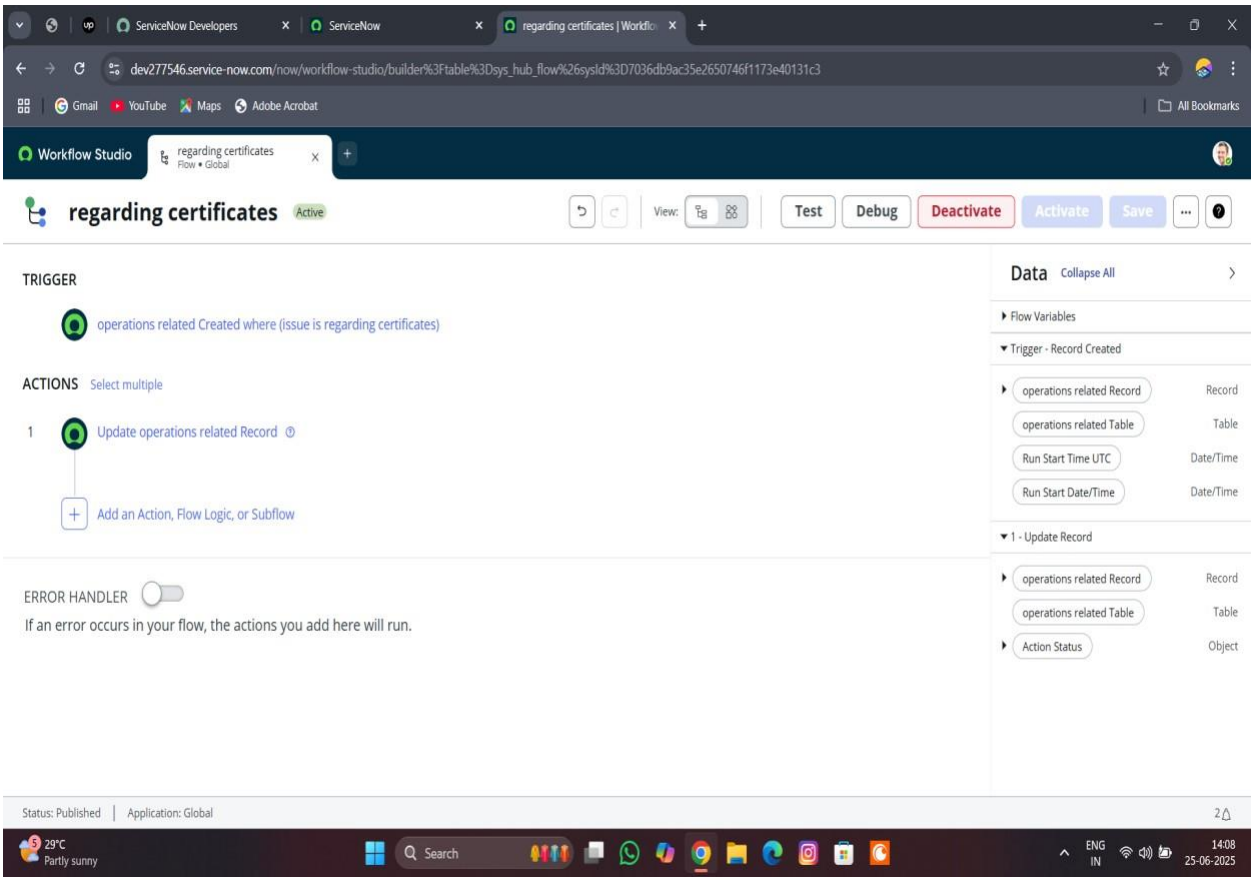


ACTIVITY 9: Create a Flow to Assign operations ticket to group

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.

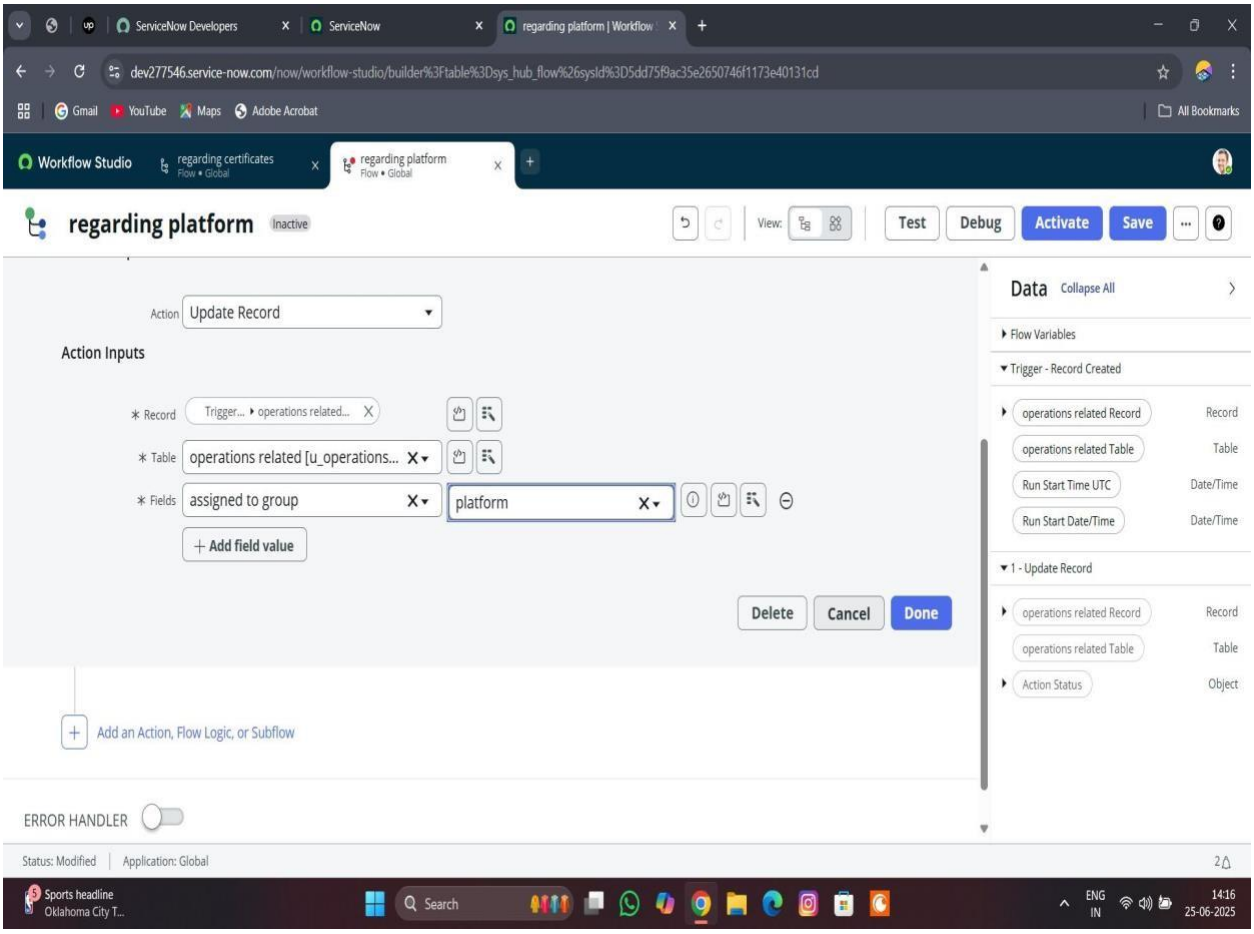
8.Click on Submit.

1.Click on Add a trigger

2.Select the trigger in that Search for “create or update a record” and select that.

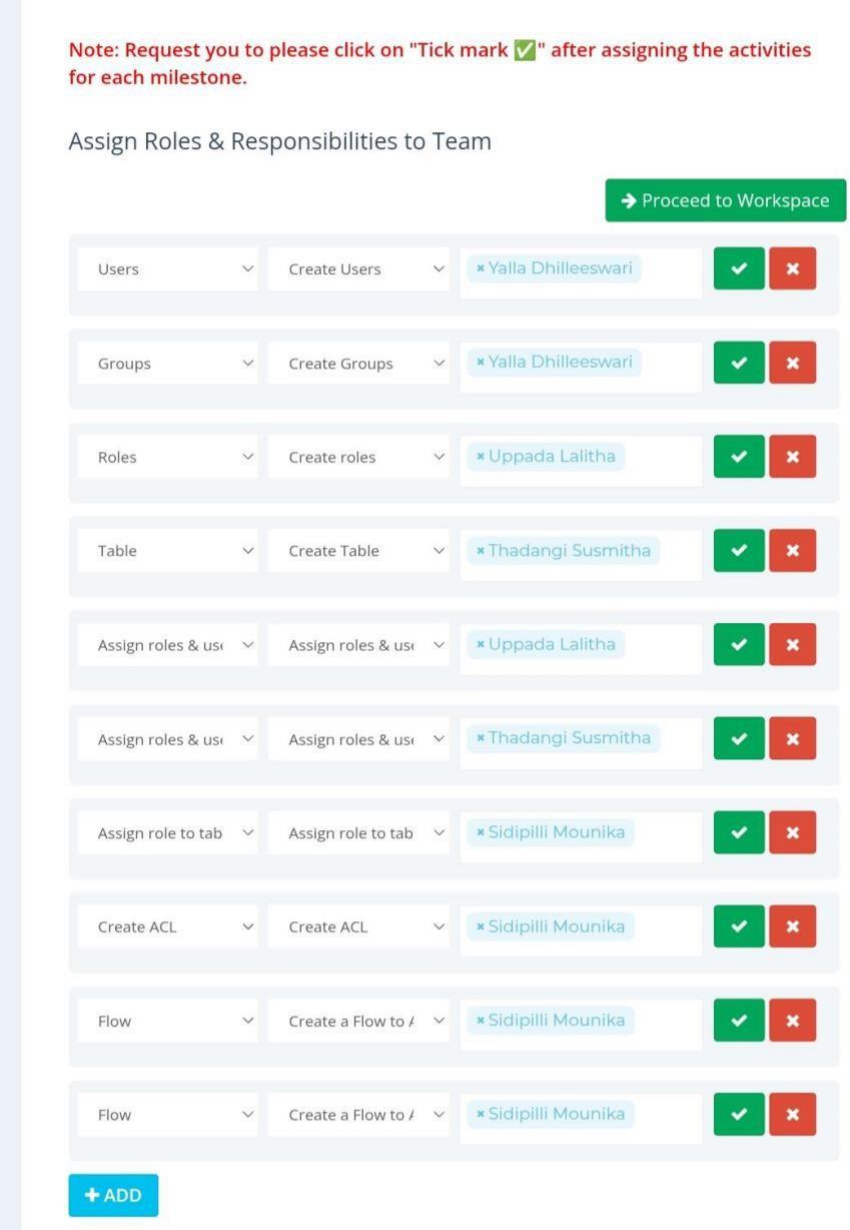
3.Give the table name as “ Operations related ”.

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 : 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.

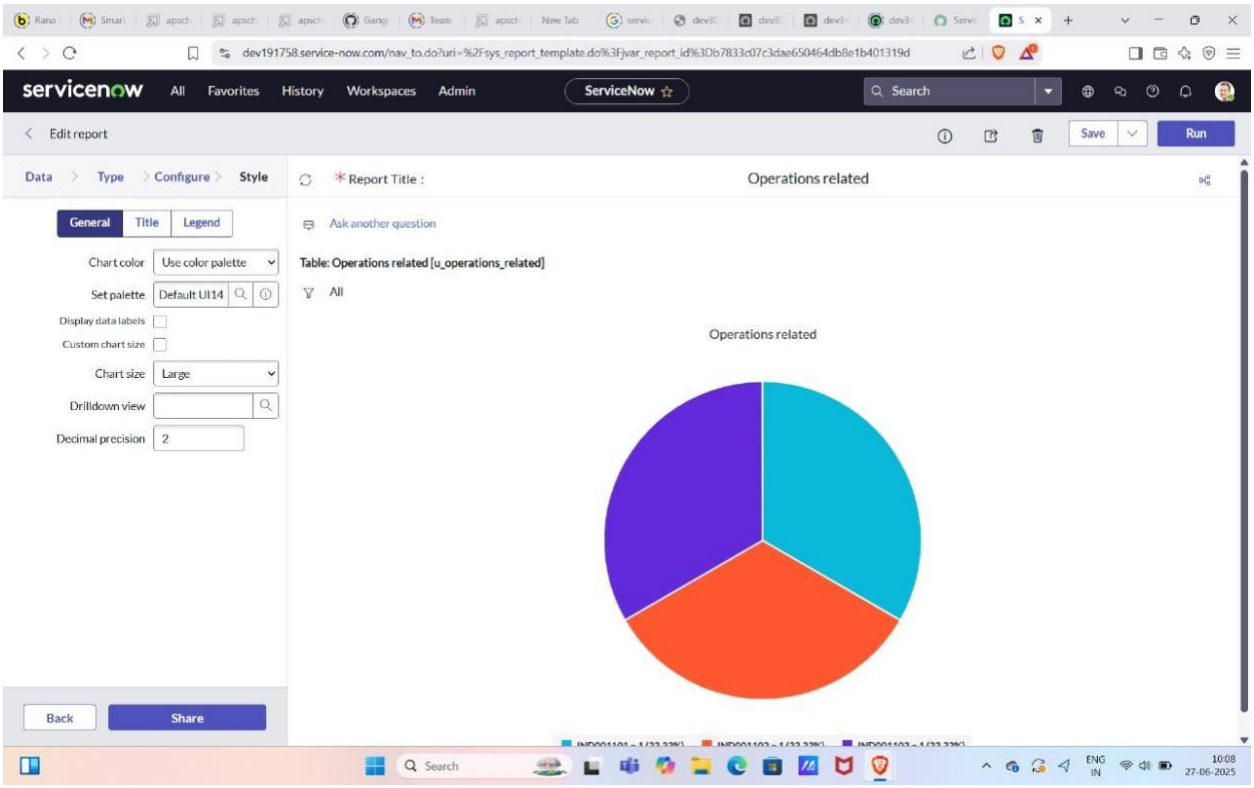


PROJECT PLANNING & SCHEDULING:

Assigned task to the group members are shown below



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.