

FUNCTIONAL AND PERFORMANCE TESTING

MILESTONE-9: Flow

ACTIVITY. : create A flow to assign operations ticket to groups

PURPOSE. : Optimizing user group role management with access control and workflow flow aims to enhance security.

USE. : User group role management with access control and workflow involves creating and managing roles, assigning users to thoseRoles.

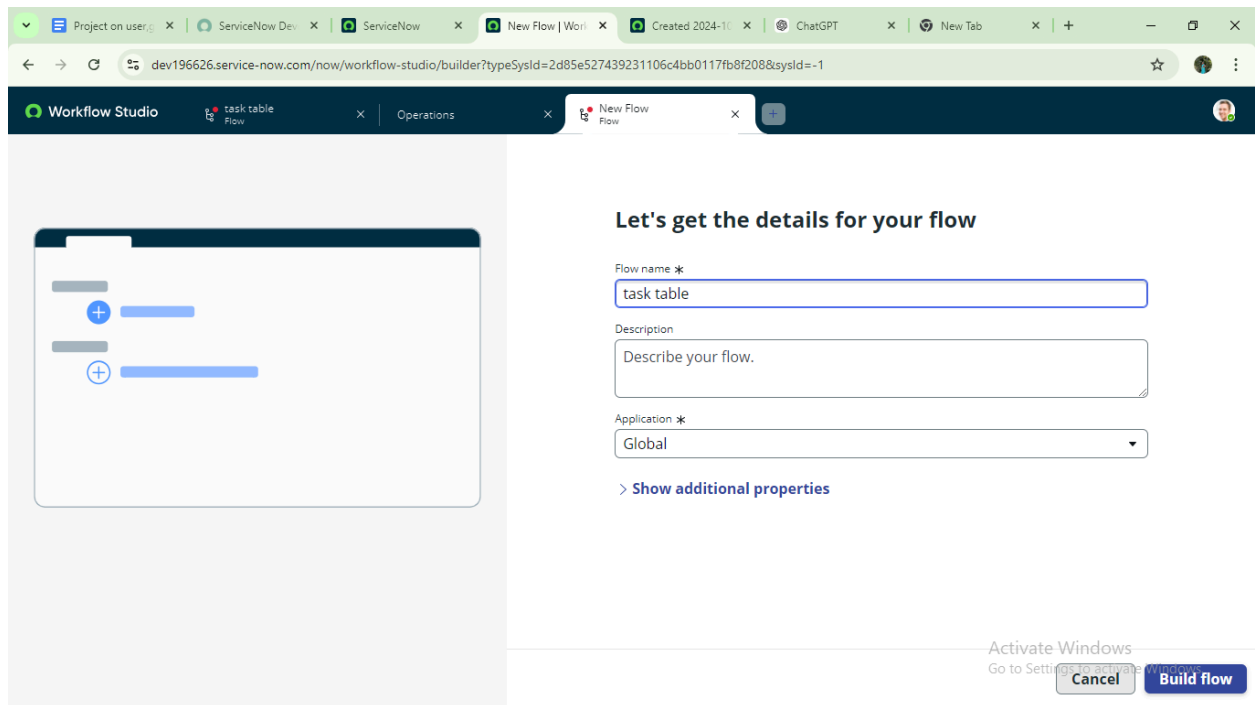
STEPS. :

- 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 “ task table”.
- 6.Application should be Global.
7. Click build flow.

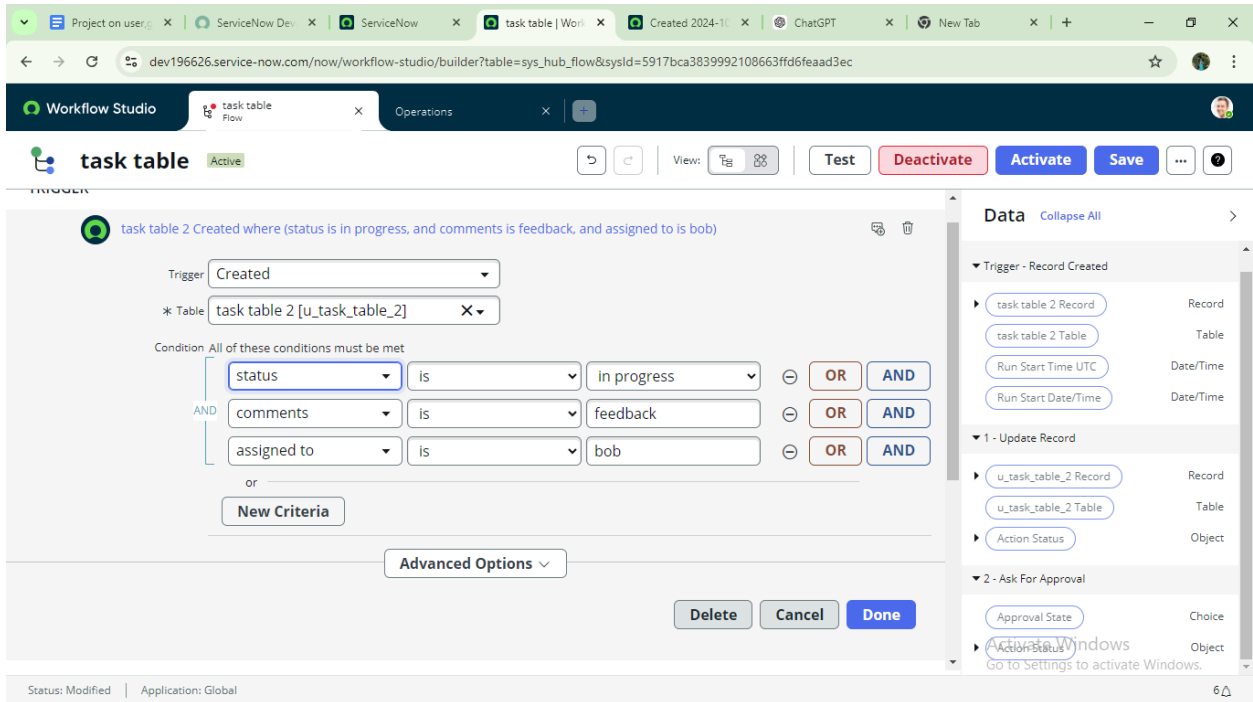
The screenshot displays the ServiceNow Workflow Studio interface. The top navigation bar includes 'Homepage', 'Operations', and 'Integrations'. Below this, there are tabs for 'Playbooks', 'Flows', 'Subflows', 'Actions', and 'Decision tables'. The 'Flows' tab is active, showing a list of 39 flows. A 'New' dropdown menu is open, showing options for 'Playbook', 'Flow', 'Subflow', 'Action', and 'Decision table'. The 'Flow' option is selected. The list of flows includes columns for Name, Application, Status, Active, and Update. The flows listed are:

Name	Application	Status	Active	Update
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2024-09-23 04:23:59
Business process approval flow	Global	Published	true	2020-09-23 04:23:59
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26
Change - Emergency - Review	Global	Published	true	2020-10-27 04:18:08
Change - Normal - Assess	Global	Published	true	2020-10-06 05:37:05
Change - Normal - Authorize	Global	Published	true	2020-10-06 05:38:35
Change - Normal - Implement	Global	Published	true	2020-09-23 04:23:59

On the right side, there is a 'Pick up where you left off' section with cards for 'task table' (Last updated: 14 min. ago by Syst...), 'Create Flow Data' (Last updated: 5 months ago by Sy...), and 'Steps' (Last updated: 5 months ago by Sy...). Below this is a 'Latest updates' section with a list of updates, including 'System Administrator modified task table' (14 min. ago), 'System Administrator modified Create Flow Data' (5 months ago), and 'System Administrator modified Steps' (5 months ago).



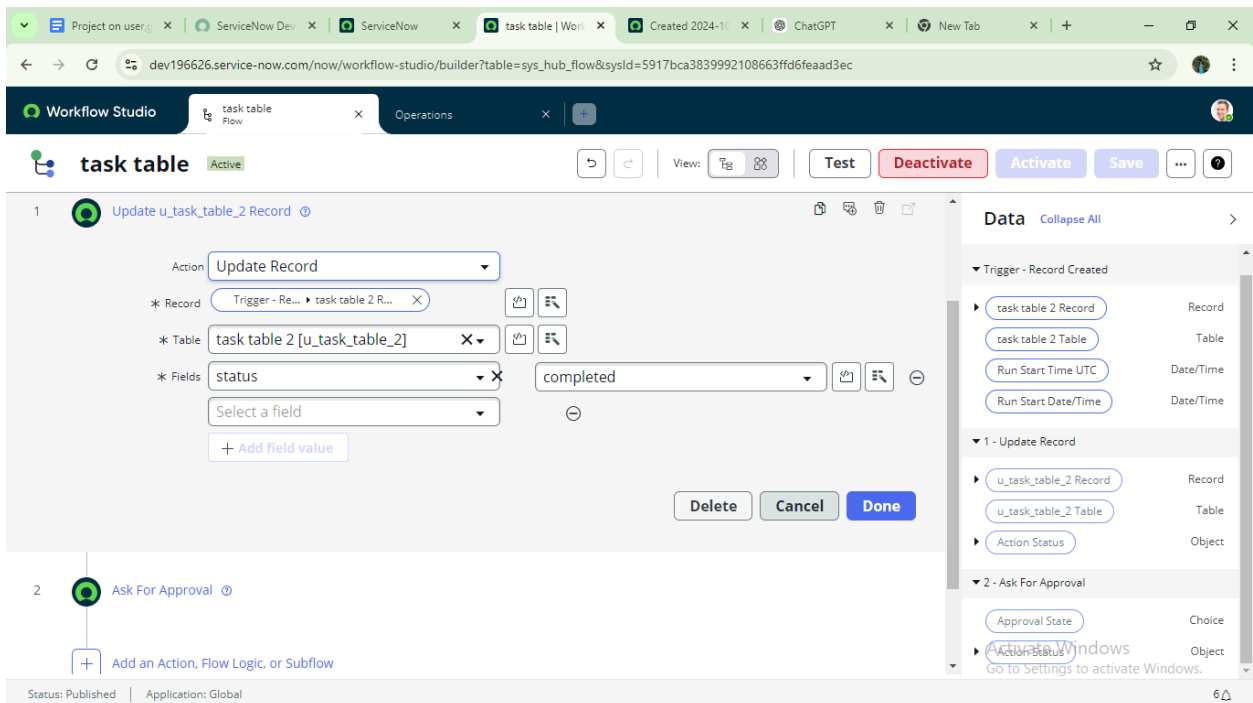
1. Click on Add a trigger
2. Select the trigger in that Search for "create record" and select that.
3. Give the table name as "task table".
4. Give the Condition as Field : status Operator :is Value : in progress
Field : comments Operator :is Value : feedback
Field : assigned to Operator :is Value : bob
5. After that click on Done.



Next step:

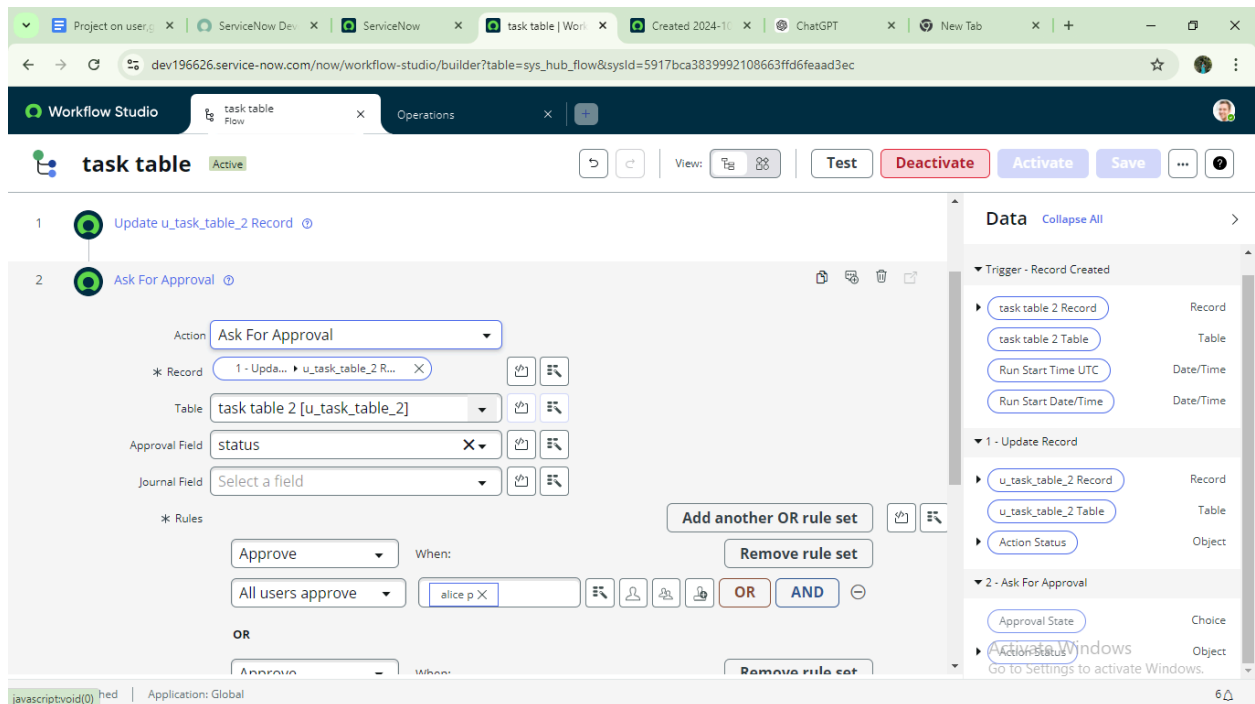
1. Click on Add an action.
2. Select action in that ,search for “ update records”.
3. In Record field drag the fields from the data navigation from Right Side(Data pill)
4. Table will be auto assigned after that
5. Add fields as “status” and value as “completed”

Click on Done.



Next step:

1. Now under Actions.
2. Click on Add an action.
3. Select action in that ,search for “ ask for approval
4. In Record field drag the fields from the data navigation from Right side
5. Table will be auto assigned after that
6. Give the approve field as “ status”
7. Give approver as alice p
8. Click on Done.



1. Go to application navigator search for task table.
2. It status field is updated to completed

Project on user... ServiceNow Dev... ServiceNow... task table | Work... Created 2024-10-22 22:25:18

task table 2 - Created 2024-10-22 22:25:18

task id

task name

status

assigned to

comments

due date

Update Delete

Activate Windows
Go to Settings to activate Windows.

- 1.Go to application navigator and search for my approval
- 2.Click on my approval under the service desk.
- 3.Alice p got approval request then right click on 4.requested then select approved

Project on user... ServiceNow Dev... ServiceNow... task table | Work... Approvals | ServiceNow... ChatGPT... New Tab... +

dev196626.service-now.com/now/nav/ui/classic/params/target/sysapproval_approver_list.do%3Fsysparm_query%3D%26sysparm_first_row%3D1%26sysparm_view%3D...

serviceNow All Favorites History Workspaces Approvals Search

Created Search Actions on selected rows...

	State	Approver	Comments	Approval for	Created
<input type="checkbox"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/>	Approved	alice p		(empty)	2024-10-22 22:26:19
<input type="checkbox"/>	Rejected	Fred Luddy		(empty)	2024-09-01 12:19:33
<input type="checkbox"/>	Requested	Fred Luddy		(empty)	2024-09-01 12:17:03
<input type="checkbox"/>	Requested	Fred Luddy		(empty)	2024-09-01 12:15:44
<input type="checkbox"/>	Requested	Howard Johnson		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Ron Kettering		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Luke Wilson		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Christen Mitchell		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Bernard Laboy		CHG0000096	2024-09-01 06:15:29
<input type="checkbox"/>	Requested	Howard Johnson		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Ron Kettering		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Luke Wilson		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Christen Mitchell		CHG0000095	2024-09-01 06:15:25
<input type="checkbox"/>	Requested	Bernard Laboy		CHG0000095	2024-09-01 06:15:25

1 to 20 of 664

Activate Windows
Go to Settings to activate Windows.