

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

1.users

The screenshot shows the ServiceNow user profile page for Katherine Pierce. The page is titled "User - Katherine Pierce" and includes a search bar and navigation tabs (All, Favorites, History, Workspaces, Admin). The user profile form contains the following fields:

- User ID: Katherine Pierce
- First name: Katherine
- Last name: Pierce
- Title: (empty)
- Department: (empty)
- Identity type: Human
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...

Below the form, there are checkboxes for "Password needs reset", "Locked out", "Active" (checked), and "Internal Integration User". At the bottom, there are buttons for "Update", "Set Password", and "Delete".

The screenshot shows the ServiceNow user profile page for Manne Niranjana. The page is titled "User - Manne Niranjana" and includes a search bar and navigation tabs (All, Favorites, History, Workspaces, Admin). The user profile form contains the following fields:

- User ID: manne.niranjana
- First name: Manne
- Last name: Niranjana
- Title: (empty)
- Department: (empty)
- Identity type: Human
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...

Below the form, there are checkboxes for "Password needs reset", "Locked out", "Active" (checked), and "Internal Integration User". At the bottom, there are buttons for "Update", "Set Password", and "Delete".

2. groups

dev217255.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3Dff4fe548330b210cc5e070deaad397%26sysparm_record_target%3Dsys_user_group%26sys...

ServiceNow

AllFavoritesHistoryWorkspacesAdmin

Group - certificates

Search

UpdateDelete

Group certificates

Namecertificates

Group email

ManagerKatherine Pierce

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

Created

Search

Actions on selected rows...Edit...

Group = certificates

Created	Role	Granted by	Inherits
2025-10-21 01:18:44	Certification_role	(empty)	true

1 to 1 of 1

No templates are available. Create A New One?

dev217255.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D3be436948330b210fcc5e070deaad37e%26sysparm_record_target%3Dsys_user_group%26...

ServiceNow

Group - Platform

Search

Group Platform

NamePlatformGroup emailGroup emailManagerManne NiranjanParentDescription

UpdateDelete

UpdateDelete

Roles (1)Group Members (1)Groups

CreatedSearch

Actions on selected rows...Edit...

Group = Platform

Created	Role	Granted by	Inherits
2025-10-21 01:20:18	Platform_role	(empty)	true

1 to 1 of 1

No templates are available. Create A New One?

3.roles

dev217255.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do/%3fsys_id%3D8035ba948330b210fcc5e070deaad3ee%26sysparm_record_target%3Dsys_user_role%26sysparm...

servicenow All Favorites History Workspaces Admin **Role - Certification_role** Search

Role Certification_role Update Delete

Name Certification_role Application Global Elevated privilege ☐

Description Can deal with certification issues

Update Delete

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search New Edit...

Role = Certification_role

Contains

No templates are available Create A New One?

dev217255.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do/%3fsys_id%3D095b2d48330b210fcc5e070deaad369%26sysparm_record_target%3Dsys_user_role%26sysparm...

servicenow All Favorites History Workspaces Admin **Role - Platform_role** Search

Role Platform_role Update Delete

Name Platform_role Application Global Elevated privilege ☐

Description Can deal with platform related issues

Update Delete

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search New Edit...

Role = Platform_role

Contains

No templates are available Create A New One?


4.tables

5.Assign roles and users to groups

Roles (1) **Group Members (1)** Groups

≡ 🔍 User Search


Group = certificates

<input type="checkbox"/>		User
		Katherine Pierce

Roles (1) Group Members (1) Groups

≡ 🔍 Created Search

Group = certificates

<input type="checkbox"/>		Created	Role
		2025-10-21 01:18:44	Certification_role

6.Assign role to table

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≡

Access Control
u_operations_related

Conditions

Access Control Rules have two decision types, and these types will be

1. Allow Access: Allows access to a resource if all conditions are met
2. Deny Access: Denies access to a resource unless all conditions are met

[More Info](#)

Requires role

	Role
×	u_operations_related_user
×	Platform_role
×	<div>ⓘ</div> Certification_role
+	Insert a new row...

7.Access control list

dev217255.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D3D95676188330b210fcc5e070deead3ac%26sysparm_record_target%3Dsys_db_object%26sys...

servicenow

AllFavoritesHistoryWorkspacesAdmin

Table - Operations related

Search

DeleteUpdateDelete All Records

TableOperations related

Run Point ScanExplore REST API

Access Controls (9)Security Data FiltersLabels (1)Database Indexes (3)Table Subscription Configuration (1)

NameSearch

Actions on selected rows...New

Access Controls

<input type="checkbox"/>	Name	Decision Type	Operation	Type	Active	Updated by	Updated
<input type="checkbox"/>	u_operations_related	Allow If	write	record	true	admin	2025-10-21 00:50:10
<input type="checkbox"/>	u_operations_related	Allow If	create	record	true	admin	2025-10-21 00:50:10
<input type="checkbox"/>	u_operations_related	Allow If	read	record	true	admin	2025-10-21 00:50:10
<input type="checkbox"/>	u_operations_related	Allow If	delete	record	true	admin	2025-10-21 00:50:10
<input type="checkbox"/>	u_operations_related.u_issue	Allow If	write	record	true	admin	2025-10-21 02:11:54
<input type="checkbox"/>	u_operations_related.u_name	Allow If	write	record	true	admin	2025-10-21 02:10:36
<input type="checkbox"/>	u_operations_related.u_priority	Allow If	write	record	true	admin	2025-10-21 02:06:16
<input type="checkbox"/>	u_operations_related.u_service_request_n...	Allow If	write	record	true	admin	2025-10-21 02:03:27
<input type="checkbox"/>	u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-10-21 02:08:08

1 to 9 of 9

8.Flow

The screenshot shows the AWS Step Functions console for a workflow named 'Regarding Certificates'. The workflow is currently in the 'Active' state. The trigger is configured as 'Operations related Created or Updated where (issue is regarding certificates)'. There is one action, 'Update Operations related Record'. The error handler is disabled. The console interface includes tabs for 'Workflow Studio', 'Regarding Certificates', and 'regarding platform'. The 'Regarding Certificates' tab is selected, showing the workflow details. The 'Data' section on the right is expanded, showing 'Flow Variables', 'Trigger - Record Created or Updated', and '1 - Update Record'.

The screenshot displays the Microsoft Power Automate 'Workflow Studio' interface. At the top, the browser address bar shows the URL: `dev127255.service-now.com/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysId%3D91f6d7d083f0b210fcc5e07ddeaad3e3`. The workflow is titled 'regarding platform' and is in the 'Workflow Studio' environment. The workflow status is 'Active'. The main canvas is divided into three sections: 'TRIGGER', 'ACTIONS', and 'ERROR HANDLER'. The 'TRIGGER' section contains a condition: 'Operations related Created or Updated where (issue is unable to login to platform; issue is regarding user expired)'. The 'ACTIONS' section contains a single action: 'Update Operations related Record'. The 'ERROR HANDLER' section is currently disabled. The right sidebar shows a 'Data' section with 'Expand All' and a list of variables: 'Flow Variables', 'Trigger - Record Created or Updated', and '1 - Update Record'.

regarding platform	Global	Published	true
regarding certificatess	Global	Draft	false
regarding certificates	Global	Published	true