Yes

Ticket Status is ‘Open’ and Short Description contains ‘SD? eyword?

Get a Ticket from Queue

Filter tickets& Get ’IBM’ Queue of Tickets

Login to ServiceNow

Click on Ticket to Open and Extract location

Y

C

No

Does the location matching from map file?

Reassign the ticket back to original SD group: Update in work notes & Short Description

No

Yes

Trigger the workflow manager tool to update the ticket

Update the Short Description to ‘BOTA’

Update the assignment group from map file

Yes

No

Does the Assignment group matching from map file?