

PERFORMANCE AND TESTING

Date	02 Nov 2025
Team id	NM2025TMID00421
Project name	Streamlining Ticket Assignment for efficient support operations
Maximum Marks	4

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

Streamlining ticket assignment is a key strategy to improve the efficiency and responsiveness of customer support operations. It involves optimizing how incoming support tickets (issues, queries, or requests) are distributed among support agents or teams. The goal is to ensure that each ticket reaches the right person as quickly as possible, reducing response times and improving customer satisfaction.

CREATE USERS:

dev221262.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3Dcafb5bb383fc7210c26752b6feaad3ec%26sysparm...

servicenow All Favorites History Admin User - manne niranjan Search

User manne niranjan Update Set Password Delete

User ID	manne.niranjan	Email	niranjanreddymanne2507@gmail
First name	manne	Identity type	Human
Last name	niranjan	Language	-- None --
Title		Calendar integration	Outlook
Department		Time zone	System (America/Los_Angeles)
Password needs reset	<input type="checkbox"/>	Date format	System (yyyy-MM-dd)
Locked out	<input type="checkbox"/>	Business phone	
Active	<input checked="" type="checkbox"/>	Mobile phone	
Internal Integration User	<input type="checkbox"/>	Photo	Click to add...

Update Set Password Delete

Related Links
[View linked accounts](#)
[View Subscriptions](#)

dev221262.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D834cd3f383fc7210c26752b6feaad3f7%26sysparm...

servicenow All Favorites History User - katherine pierce Search

User katherine pierce Update Set Password Delete

User ID	katherine.pierce	Email	katherinepierce@gmail.com
First name	katherine	Identity type	Human
Last name	pierce	Language	-- None --
Title		Calendar integration	Outlook
Department		Time zone	System (America/Los_Angeles)
Password needs reset	<input type="checkbox"/>	Date format	System (yyyy-MM-dd)
Locked out	<input type="checkbox"/>	Business phone	
Active	<input checked="" type="checkbox"/>	Mobile phone	
Internal Integration User	<input type="checkbox"/>	Photo	Click to add...

Update Set Password Delete

Related Links
[View linked accounts](#)
[View Subscriptions](#)

CREATE GROUPS:

dev221262.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3De23d537783fc7210c26752b6fead3a0%26...

Group - certificates

Name: certificates Group email: Manager: katherine.pierce Parent: Description:

Update Delete

Roles (1) Group Members Groups

Created Search Actions on selected rows... Edit...

Group = certificates

Created	Role	Granted by	Inherits
2025-11-01 01:11:46	certification_role	(empty)	true

1 to 1 of 1

dev221262.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3Dfc9d9b7783fc7210c26752b6fead3b2%26...

Group - platform

Name: platform Group email: Manager: manne.niranjana Parent: Description:

Update Delete

Roles (1) Group Members Groups

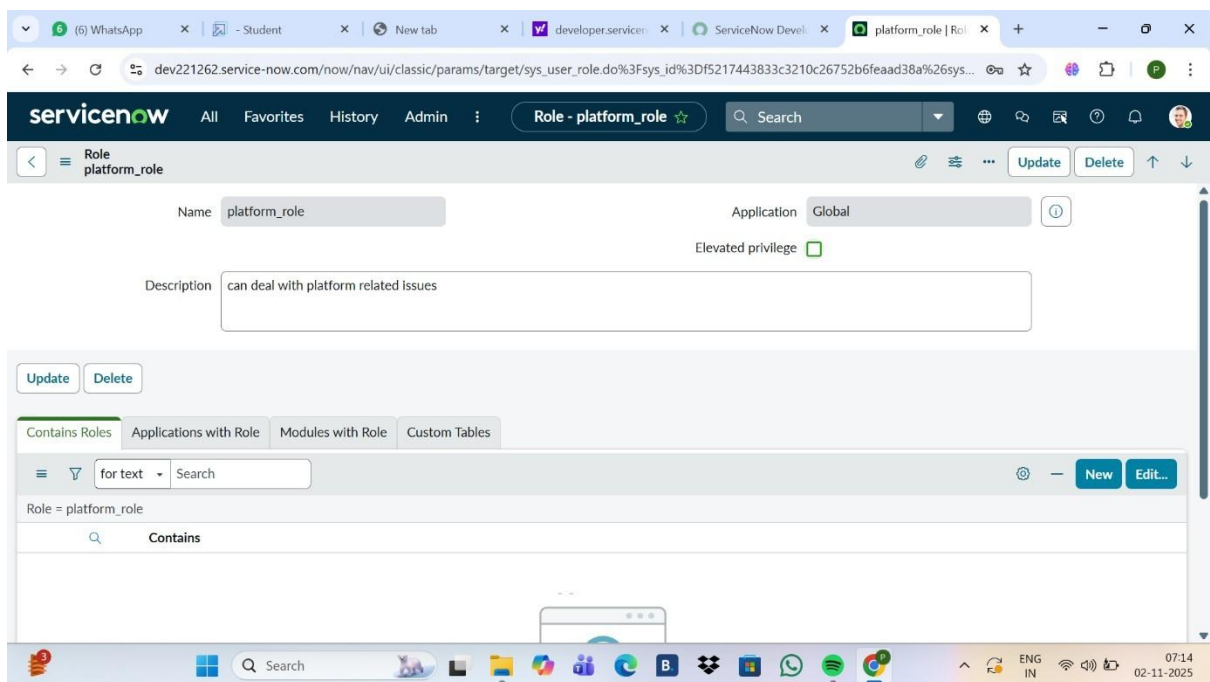
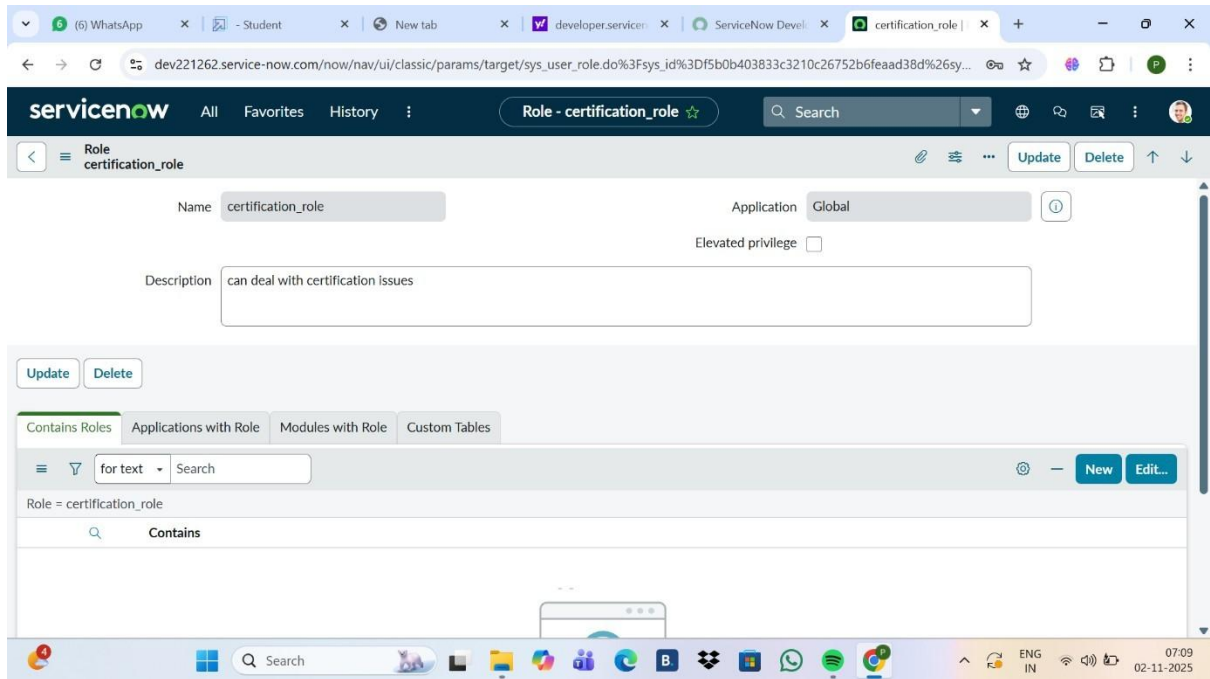
Created Search Actions on selected rows... Edit...

Group = platform

Created	Role	Granted by	Inherits
2025-11-01 01:14:39	platform_role	(empty)	true

1 to 1 of 1

CREATE ROLES:



CREATE TABLES:

dev221262.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D2161237f83fc7210c26752b6feaad3dd%26sys...

servicenow All Favorites History Table - operations related Search

Table operations related

	updates	Date/Time	(empty)	40	
×	Ticket raised Date	Date/Time	(empty)	40	false
×	Name	String	(empty)	40	false
	Created by	String	(empty)	40	false
×	Service request Number	String	(empty)	40	javascript:getnextobjnumberpadded();
×	Assigned to user	Reference	User	32	false
×	Issue	Choice	(empty)	40	false
	Created	Date/Time	(empty)	40	false
×	comment	String	(empty)	40	false
	Sys ID	Sys ID (GUID)	(empty)	32	false
	Updated by	String	(empty)	40	false
×	Assigned to group	Reference	Group	32	false
	Updates	Integer	(empty)	40	false
+	Insert a new row...				

Delete Update Delete All Records

ASSIGN ROLE TO TABLE:

dev221262.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3De23d537783fc7210c26752b6feaad3a...

servicenow All Favorites History Admin Group - certificates Search

Group certificates

Name certificates Group email

Manager katherine.pierce Parent

Description

Update Delete

Roles (1) Group Members Groups

Created Search Actions on selected rows... Edit...

Group = certificates

	Created	Role	Granted by	Inherits
<input type="checkbox"/>	2025-11-01 01:11:46	certification_role	(empty)	true

1 to 1 of 1

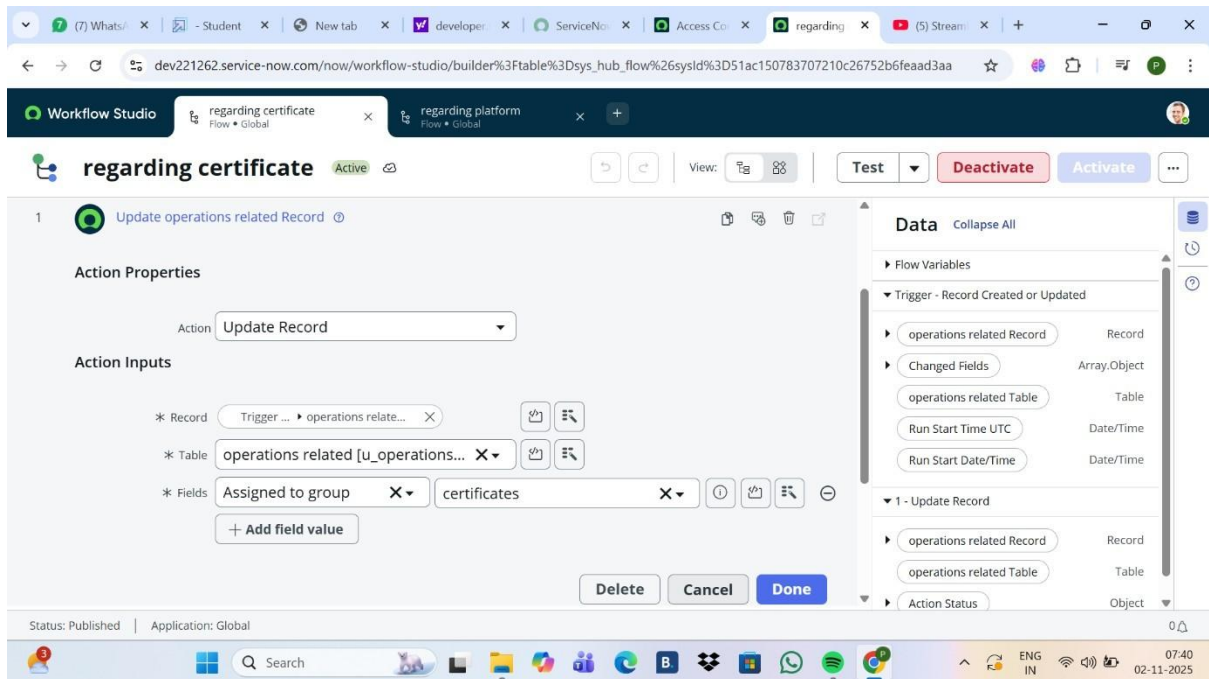
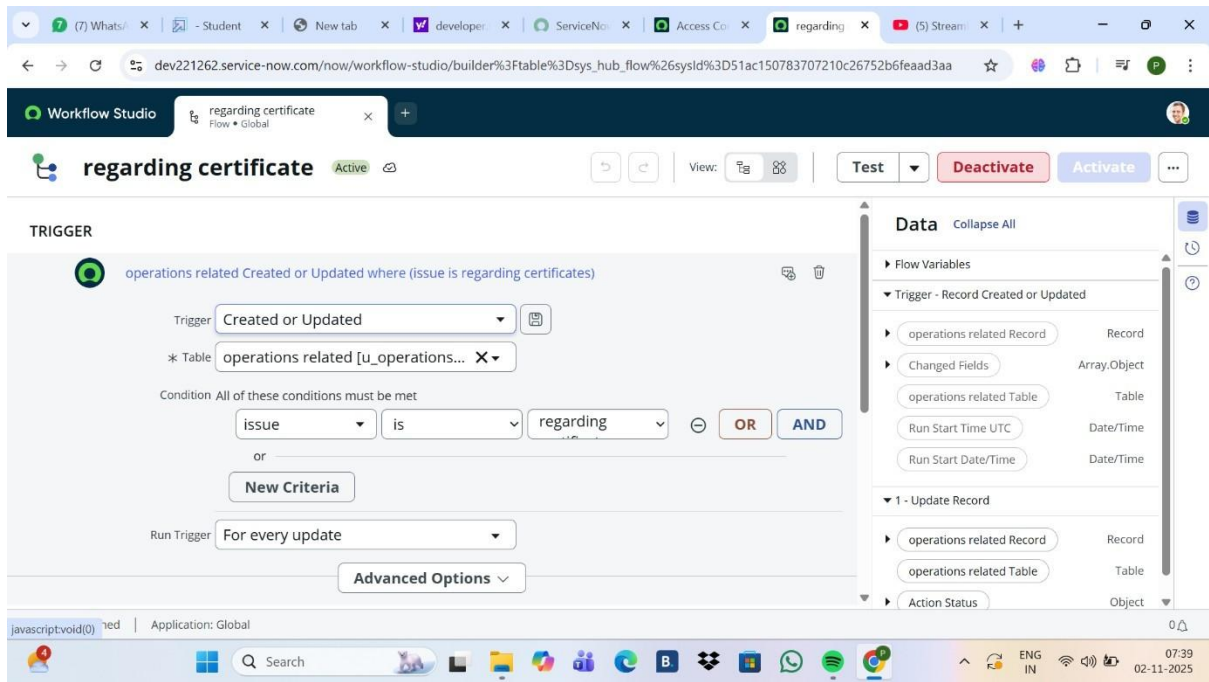
Screenshot of the ServiceNow Group configuration page. The browser tabs include WhatsApp, Student, New tab, developer.serv..., ServiceNow D..., platform | Gr..., and Streamlini... The URL is dev221262.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3Dfc9d9b7783fc7210c26752b6feaad3b... The page title is "Group - platform". The form fields are: Name (platform), Group email (empty), Manager (manne niranjan), Parent (empty), and Description (empty). Below the form are "Update" and "Delete" buttons. The "Roles (1)" tab is selected, showing a table with one role: "platform_role". The table has columns: Created, Role, Granted by, and Inherits. The "Created" column shows "2025-11-01 01:14:39". The "Role" column shows "platform_role". The "Granted by" column shows "(empty)". The "Inherits" column shows "true". The bottom status bar shows the time as 07:28 on 02-11-2025.

CREATE ACL:

Screenshot of the ServiceNow Access Control configuration page. The browser tabs include WhatsApp, Student, New tab, developer.serv..., ServiceNow D..., u_operations..., and Streamlini... The URL is dev221262.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D8091a77f83fc7210c26752b6feaad33... The page title is "Access Control - u_operations_related". The form fields are: Type (record), Application (Global), Operation (read), Active (checked), Decision Type (Allow If), Advanced (unchecked), Admin overrides (checked), Protection policy (-- None --), Name (u_operations_related), Description (Default access control on u_operations_related), and Applies To (No. of records matching the condition: 3 (empty)). Below the form are "Conditions" and "Access Control Rules" sections. The bottom status bar shows the time as 07:35 on 02-11-2025.

FLOW:

REGARDING CERTIFICATES:



REGARDING PLATFORMS:

Workflow Studio **regarding platform** Active

TRIGGER

operations related Created or Updated where (issue is unable to login to platform; issue is regarding u...

Trigger: Created or Updated

* Table: operations related [u_operations...]

Condition: All of these conditions must be met

issue is unable to login

OR

AND

or

All of these conditions must be met

issue is regarding user

OR

AND

New Criteria

Status: Published | Application: Global

Data

Flow Variables

Trigger - Record Created or Updated

operations related Record: Record

Changed Fields: Array.Object

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

Workflow Studio **regarding platform** Active

1 Update operations related Record

Action Properties

Action: Update Record

Action Inputs

* Record: Trigger ... operations relate...

* Table: operations related [u_operations...]

* Fields: Assigned to group platform

+ Add field value

Delete Cancel Done

javascript:void(0) | Application: Global

Data

Flow Variables

Trigger - Record Created or Updated

operations related Record: Record

Changed Fields: Array.Object

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

dev221262.service-now.com/now/nav/ui/classic/params/target/u_operations_related.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_targ...

servicenow All Favorites History operations related - New Record Search

operations related
New record Submit

Name

Assigned to user

Assigned to group

Priority

Ticket raised Date

Service request Number

issue

comment

Submit

dev221262.service-now.com/now/nav/ui/classic/params/target/u_operations_related_list.do

servicenow All Favorites History Admin operations related Search

operations related Name Search Actions on selected rows... New

All

Name	Assigned to group	Assigned to user	comment	issue	Priority	Service request Number	Ticket raised Date
<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="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
Revathi	(empty)	(empty)		regarding platform			(empty)
varsha	certificates	(empty)	not working properly	regarding certificates			(empty)
pradhoshini	certificates	(empty)	not working properly	regarding certificates			(empty)
sruthilayaa	platform	(empty)	not working properly	regarding user expired			(empty)

1 to 4 of 4