

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:

User - manne nirajan

User ID	manne.niranjan	Email	niranjanreddymanne2507@gmail.com
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...			

User - katherine pierce

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...			

CREATE GROUPS:

The screenshot shows the ServiceNow interface for creating a group named 'certificates'. The 'Roles (1)' tab is selected, displaying a single row of data:

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

At the bottom of the screen, the Windows taskbar is visible with various icons and the date/time: 02-11-2025, 07:06.

The screenshot shows the ServiceNow interface for creating a group named 'platform'. The 'Roles (1)' tab is selected, displaying a single row of data:

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

At the bottom of the screen, the Windows taskbar is visible with various icons and the date/time: 02-11-2025, 07:07.

CREATE ROLES:

The screenshot shows the ServiceNow web interface with a tab titled 'Role - certification_role'. The role has been named 'certification_role' and is set to 'Global' application. A description is provided: 'can deal with certification issues'. The 'Contains Roles' section is visible, showing a search bar and a table with one entry: 'Role = certification_role' under the 'Contains' column.

The screenshot shows the ServiceNow web interface with a tab titled 'Role - platform_role'. The role has been named 'platform_role' and is set to 'Global' application. A description is provided: 'can deal with platform related issues'. The 'Contains Roles' section is visible, showing a search bar and a table with one entry: 'Role = platform_role' under the 'Contains' column.

CREATE TABLES:

Table - operations related				
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...				

ASSIGN ROLE TO TABLE:

Servicenow - Group - certificates

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

Update Delete

Roles (1) Group Members Groups

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

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

1 to 1 of 1

The screenshot shows the ServiceNow interface for managing groups. The top navigation bar includes tabs for All, Favorites, History, Admin, and a search bar. The main content area is titled "Group - platform". It displays the following fields:

- Name: platform
- Manager: manne niranjan
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

Below this, there is a section for "Roles (1)" which lists one role:

Type	Role	Granted by	Inherits
Created	platform_role	(empty)	true

The status bar at the bottom shows the URL https://dev221262.service-now.com/sys_user_role.do?sys_id=f5217443833c3210c26752b6feaad38a, the date 02-11-2025, and the time 07:28.

CREATE ACL:

The screenshot shows the ServiceNow interface for creating an access control rule. The top navigation bar includes tabs for All, Favorites, History, and a search bar. The main content area is titled "Access Control - u_operations_related". It displays the following configuration:

Type	record	Application	Global
Operation	read	Active	<input checked="" type="checkbox"/>
Decision Type	Allow If	Advanced	<input type="checkbox"/>
Admin overrides	<input checked="" type="checkbox"/>		
Protection policy	-- None --		
Name	u_operations_related		
Description	Default access control on u_operations_related		
Applies To	No. of records matching the condition: 3 (empty)		

Below this, there is a "Conditions" section with the following note:

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

The status bar at the bottom shows the date 02-11-2025 and the time 07:35.

FLOW:

REGARDING CERTIFICATES:

The screenshot shows the ServiceNow Workflow Studio interface. A trigger named "regarding certificate" is being configured. The trigger is set to run for "Created or Updated" operations related to the "operations related" table. The condition is "issue is regarding". The trigger runs for every update. The sidebar on the right lists various flow variables and actions.

TRIGGER

Trigger: Created or Updated
Table: operations related [u_operations...]

Condition: issue is regarding

Run Trigger: For every update

Data

- Flow Variables
- Trigger - Record Created or Updated
 - operations related Record
 - Changed Fields
 - operations related Table
 - Run Start Time UTC
 - Run Start Date/Time
- 1 - Update Record
 - operations related Record
 - operations related Table
 - Action Status

The screenshot shows the ServiceNow Workflow Studio interface. An action named "regarding certificate" is being configured. The action is "Update operations related Record". The action properties are set to "Update Record". The action inputs are "Assigned to group" (certificates) and "Field value" (not explicitly shown). The sidebar on the right lists various flow variables and actions.

Action Properties

Action: Update Record

Action Inputs

Assigned to group: certificates

Data

- Flow Variables
- Trigger - Record Created or Updated
 - operations related Record
 - Changed Fields
 - operations related Table
 - Run Start Time UTC
 - Run Start Date/Time
- 1 - Update Record
 - operations related Record
 - operations related Table
 - Action Status

REGARDING PLATFORMS:

Workflow Studio regarding certificate Flow • Global **regarding platform** Flow • Global

regarding platform Active

TRIGGER

operations related Created or Updated where (issue is unable to login to platform; issue is regarding user)

Trigger: **Created or Updated**

* Table: operations related [u_operations...]

Condition: All of these conditions must be met

- issue is unable to login
- or
- issue is regarding user

All of these conditions must be met

New Criteria

Status: Published | Application: Global

0 07:40 02-11-2025

Workflow Studio regarding certificate Flow • Global **regarding platform** Flow • Global

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

0 07:41 02-11-2025

(7) WhatsApp - Student | New tab | developer.servicenow.com | ServiceNow | New Record | regarding platform | +

operations related - New Record

operations related New record

Name	Revath	Ticket raised Date	
Assigned to user		Service request Number	
Assigned to group		Issue	regarding platform
Priority		comment	not wo

Submit

08:42 02-11-2025

(7) WhatsApp - Student | New tab | developer.servicenow.com | ServiceNow | operations related | regarding platform | +

operations related

Name	Assigned to group	Assigned to user	comment	issue	Priority	Service request Number	Ticket raised Date
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)

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08:42 02-11-2025