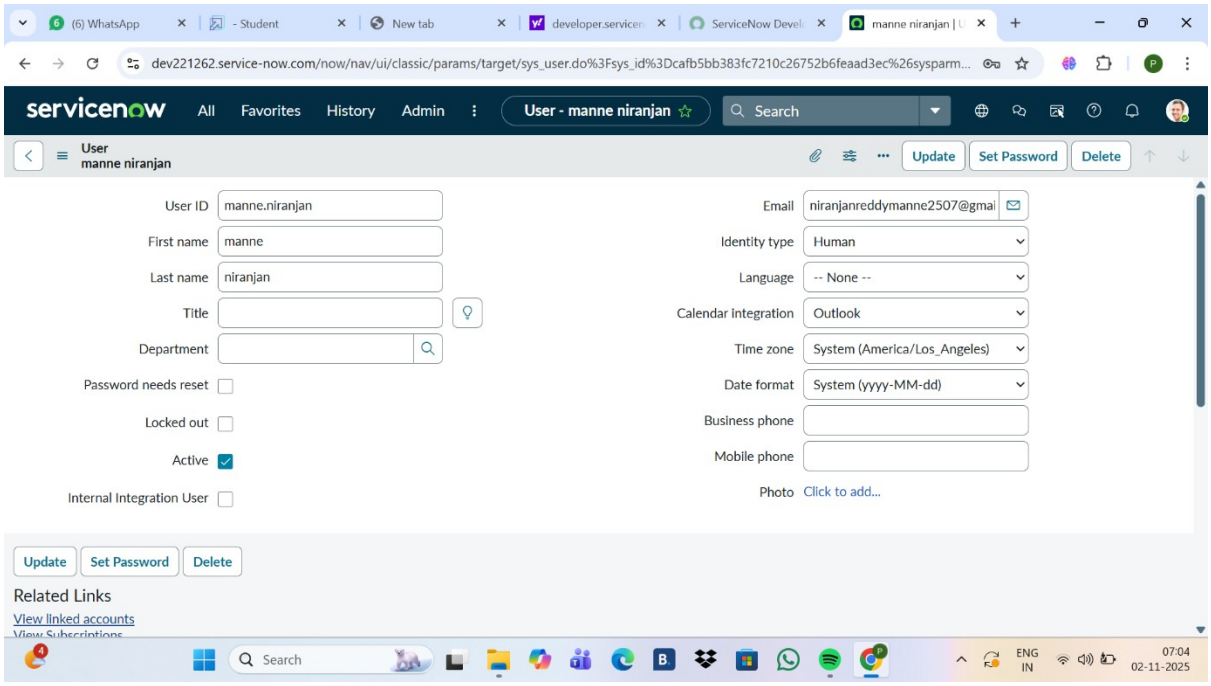
PERFORMANCE AND TESTING

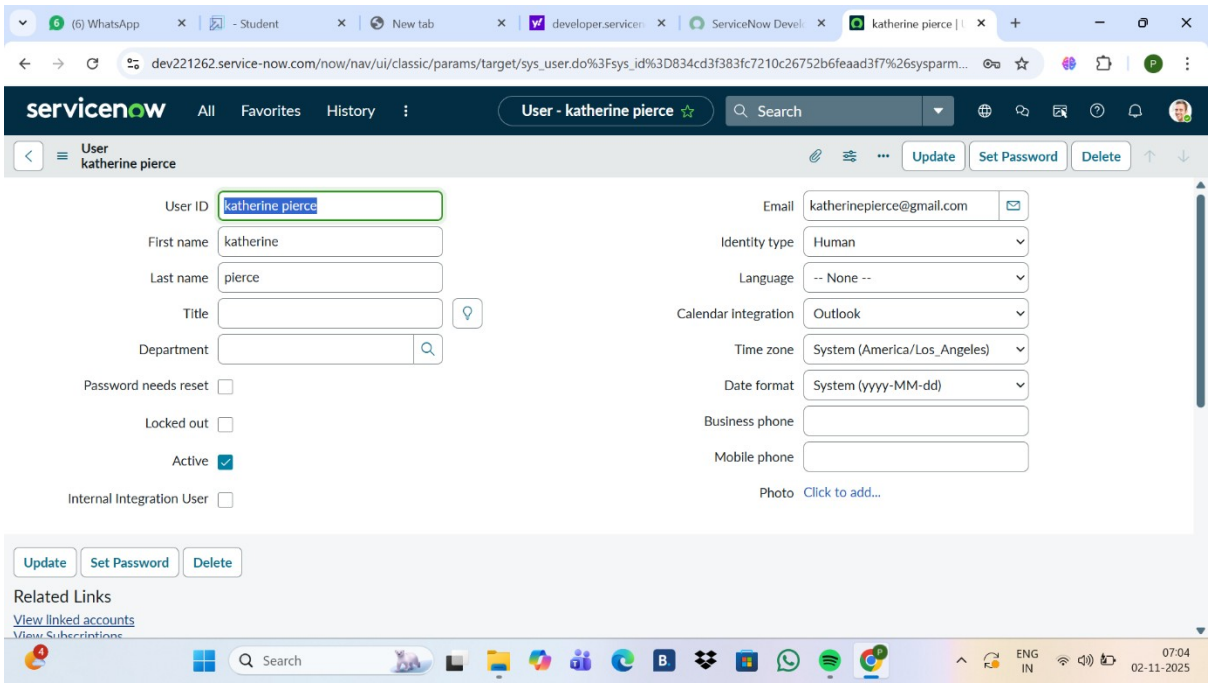
Date	02 Nov 2025
Team id	NM2025TMID00421
Project name	Streamlining Ticket Assignment for efficient support operations
Maximum Marks	4

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

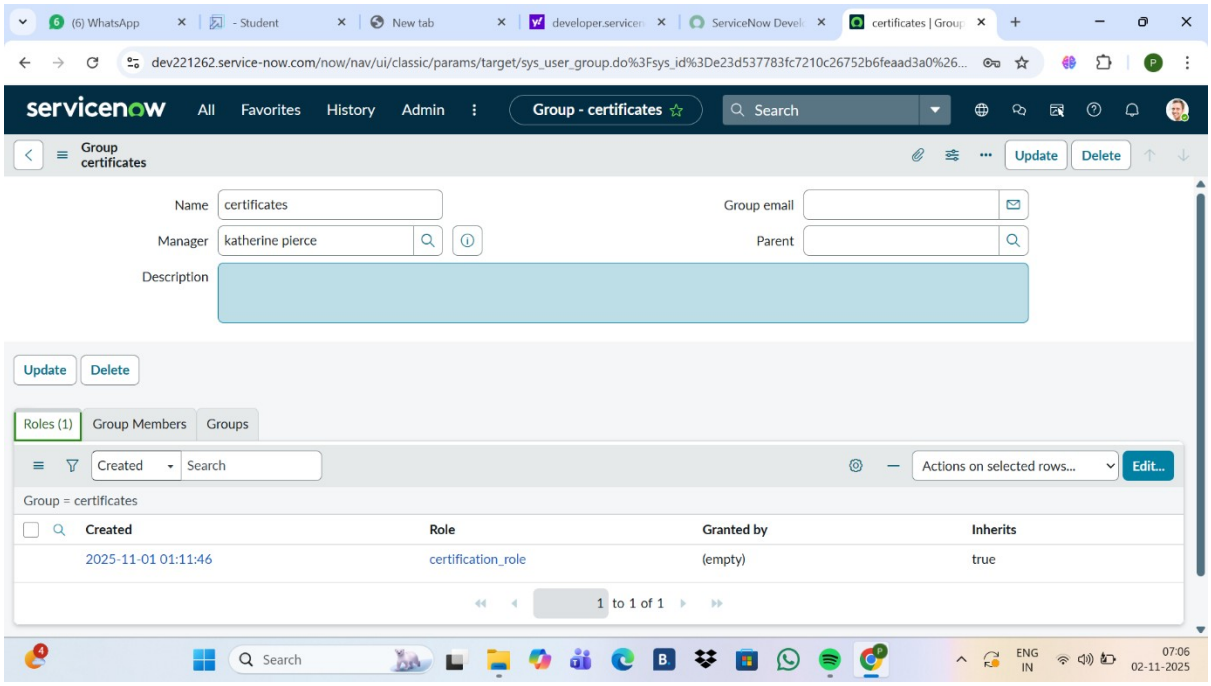
Streamlining ticket assignment is a key strategy to improve the efficiency and responsiveness of customer support operations. It involves optimizing how incoming support tickets (issues, queries, or requests) are distributed among support agents or teams. The goal is to ensure that each ticket reaches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

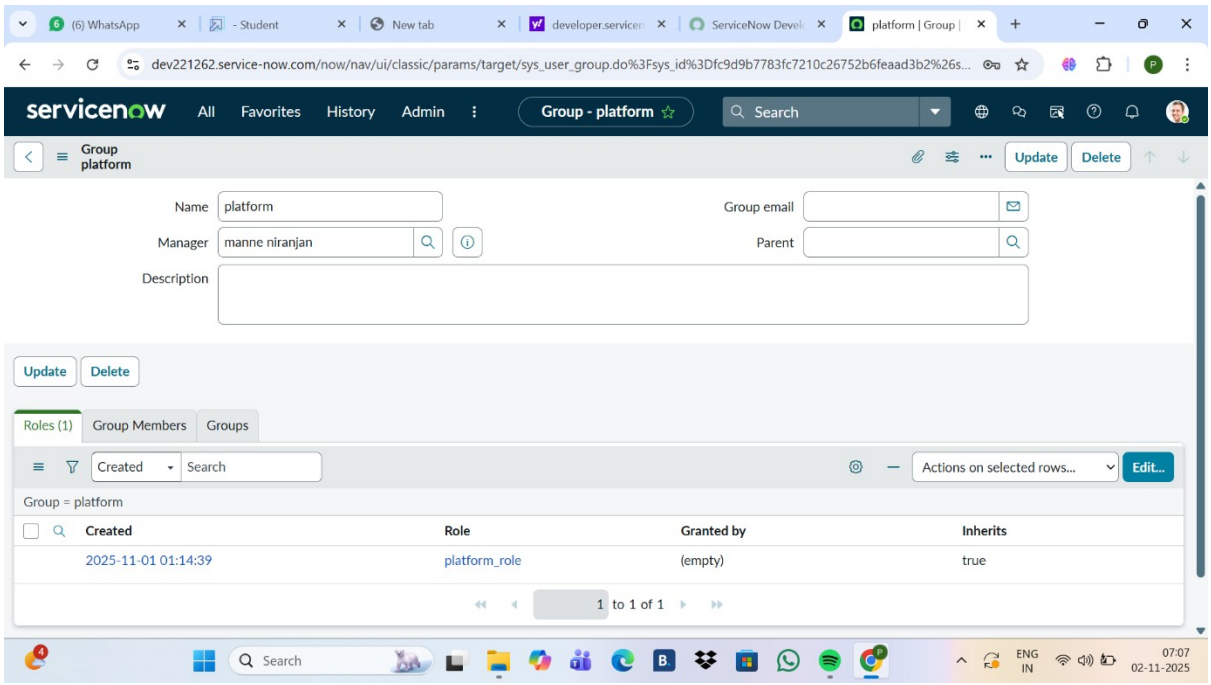
CREATE USERS:



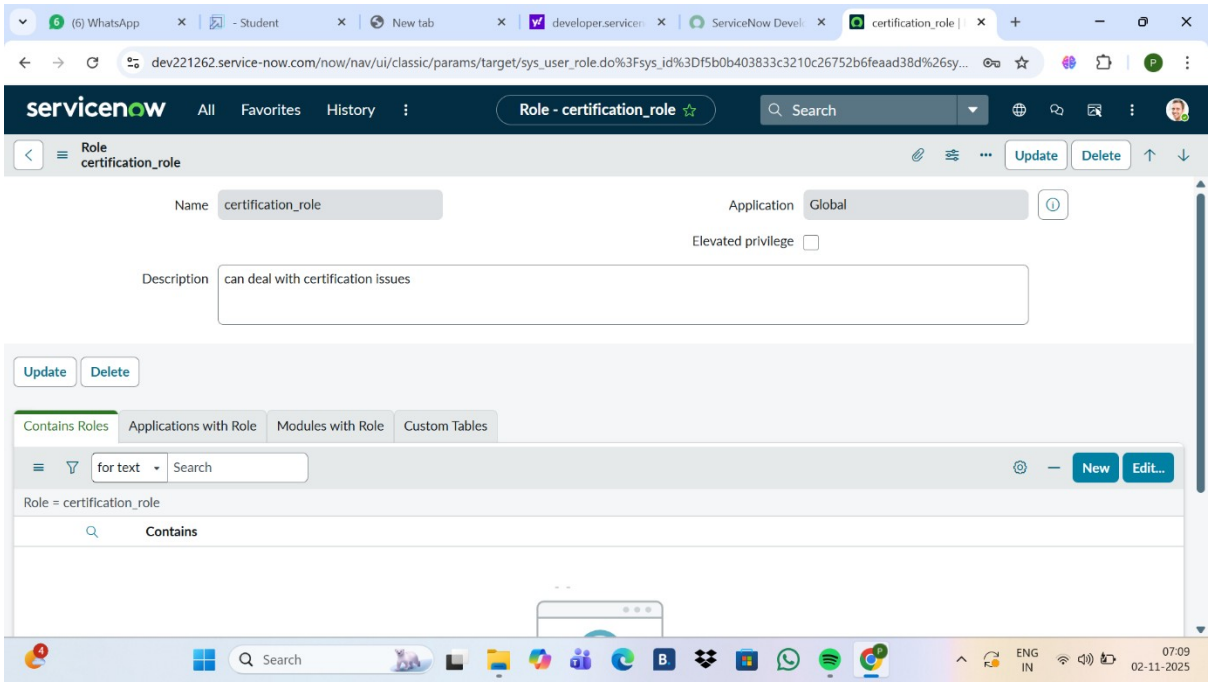


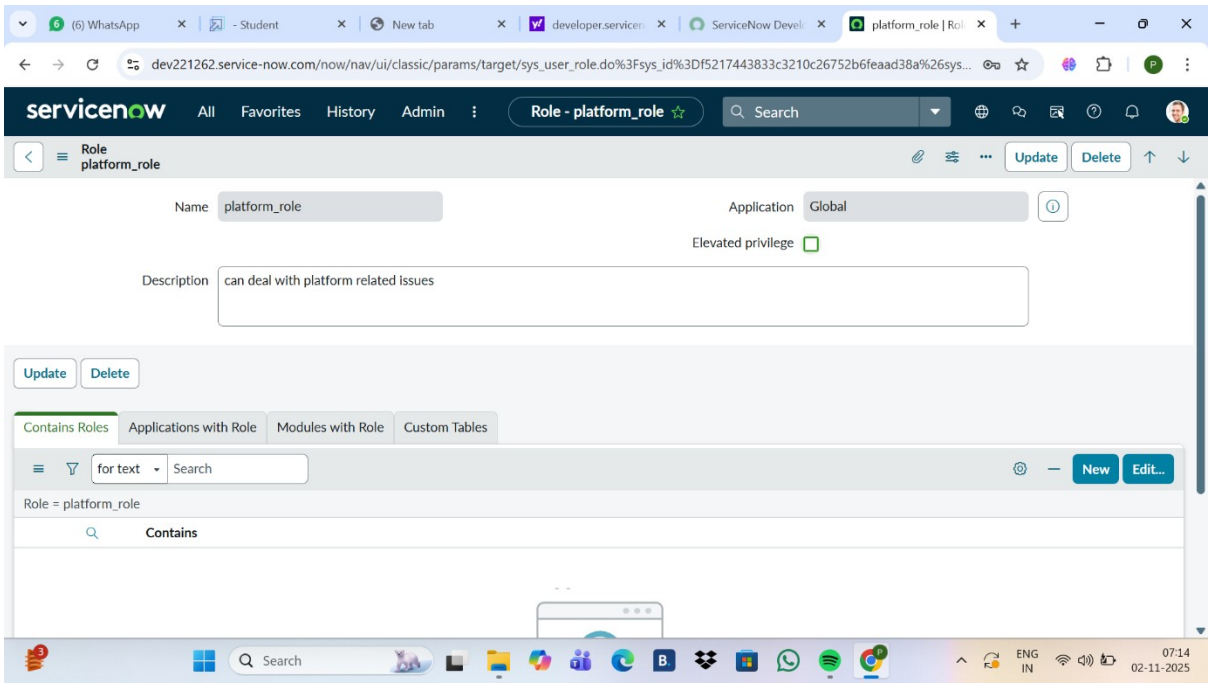
CREATE GROUPS:



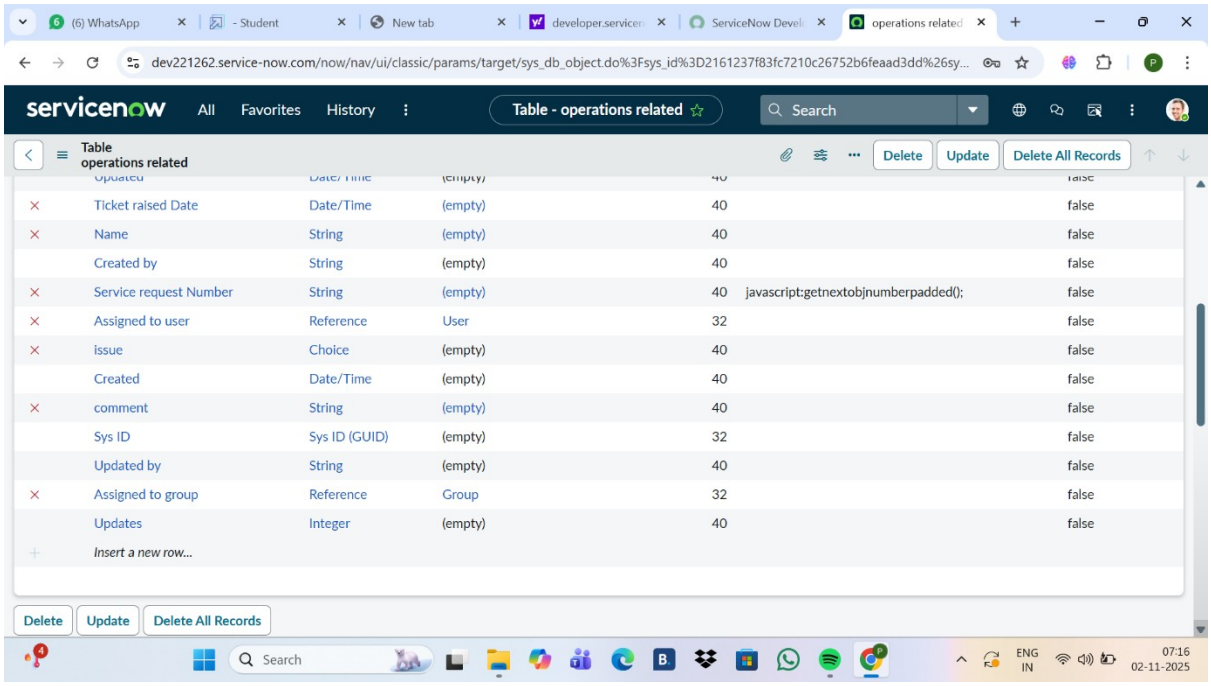


CREATE ROLES:

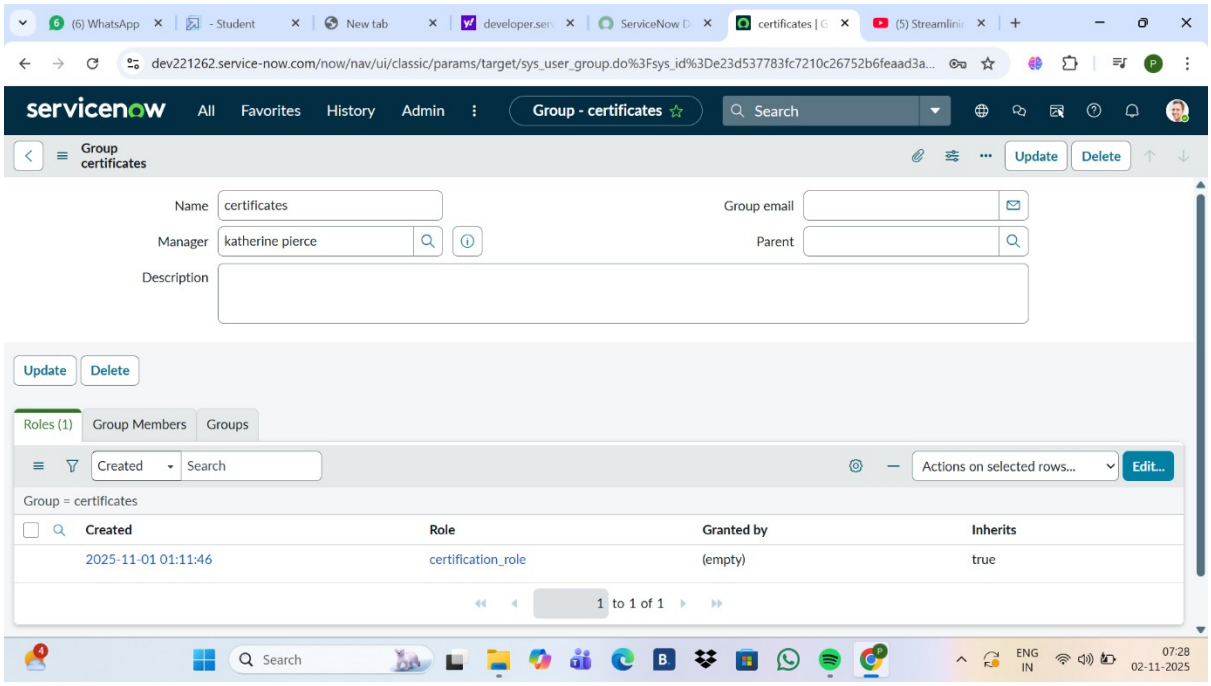


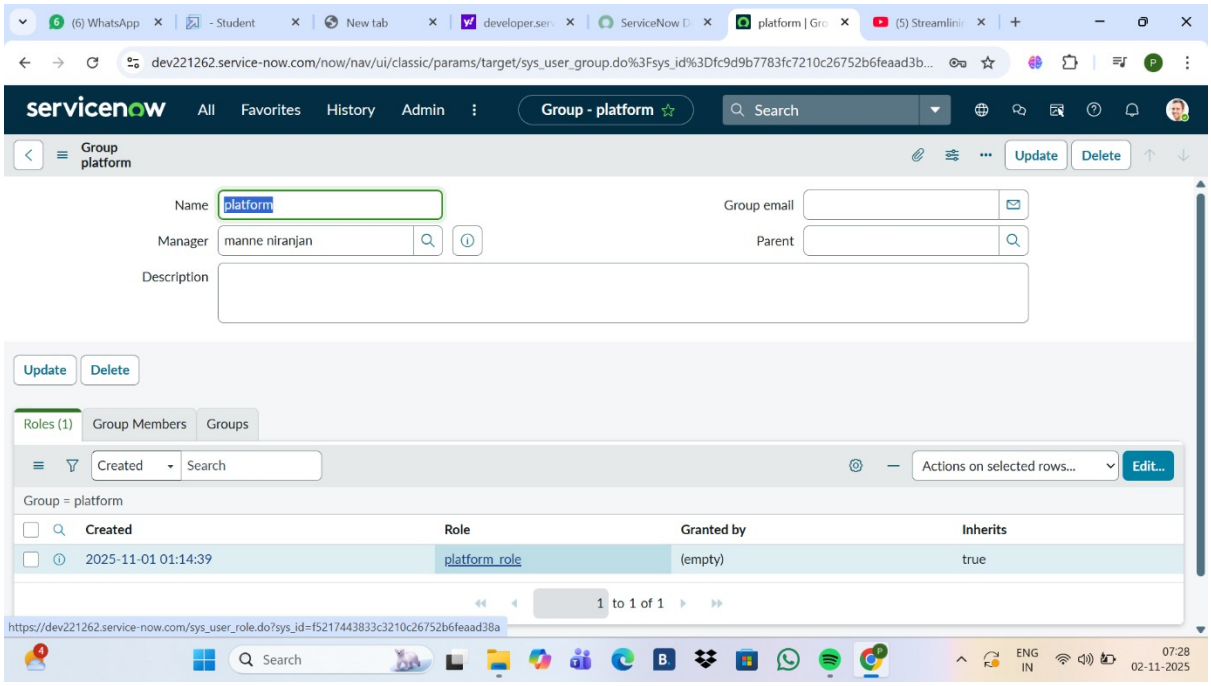


CREATE TABLES:

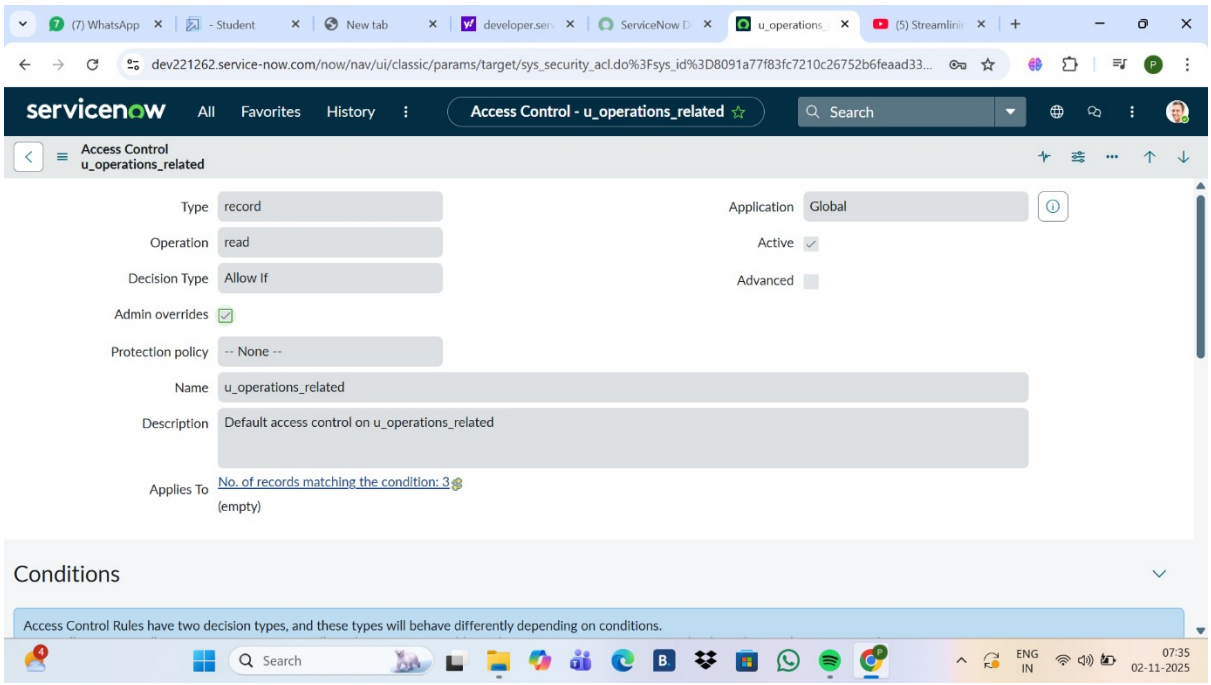


ASSIGN ROLE TO TABLE:



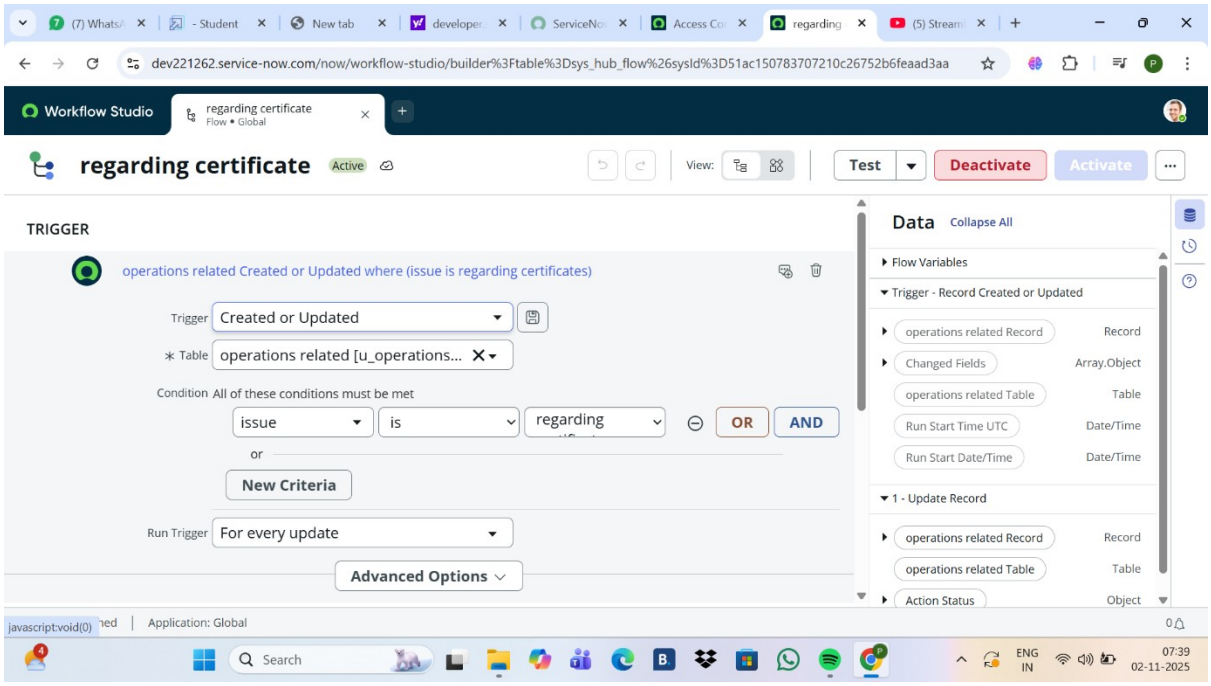


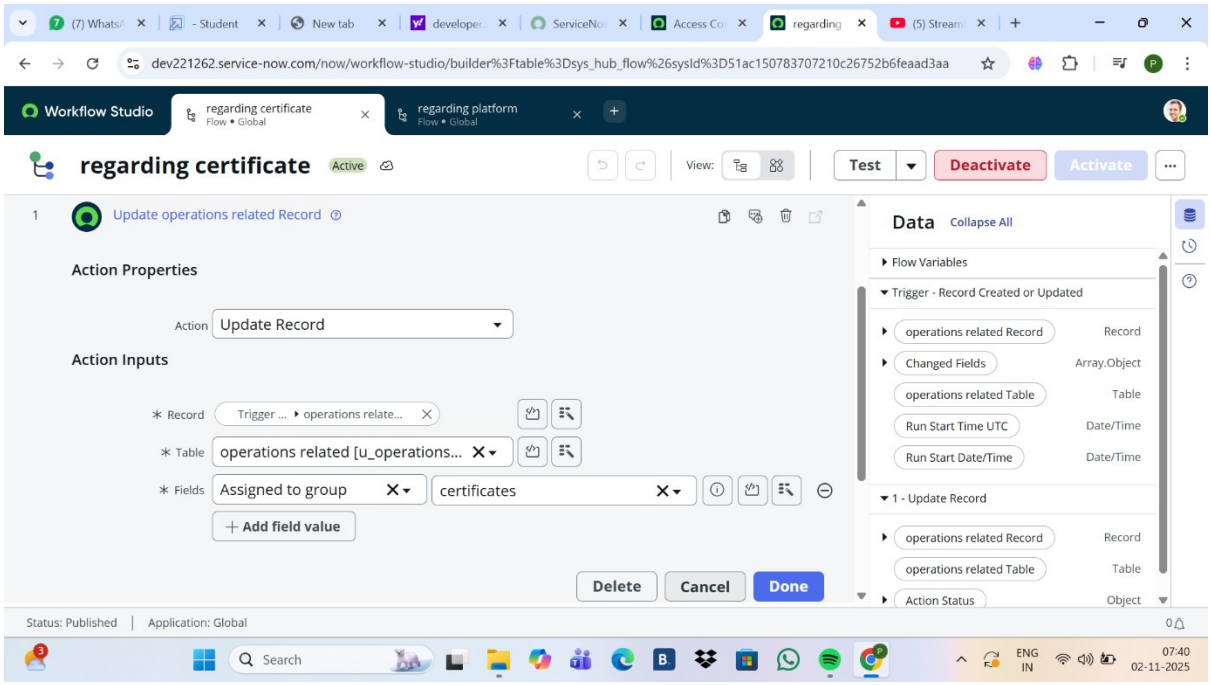
CREATE ACL:



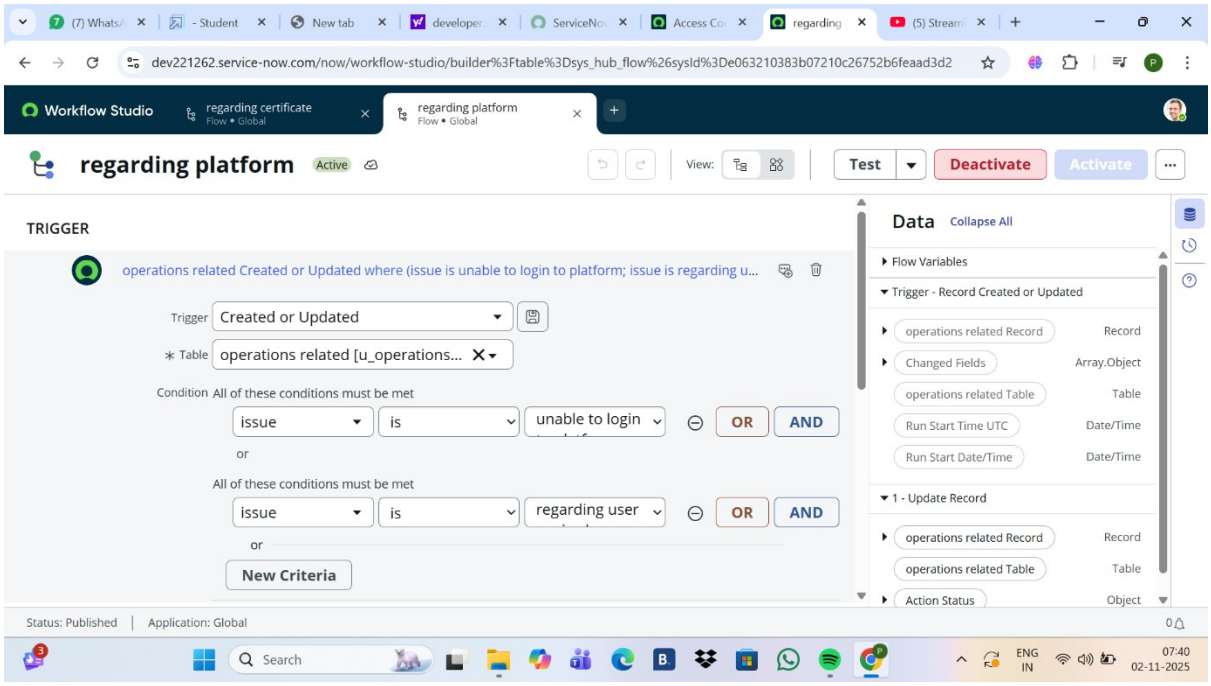
FLOW:

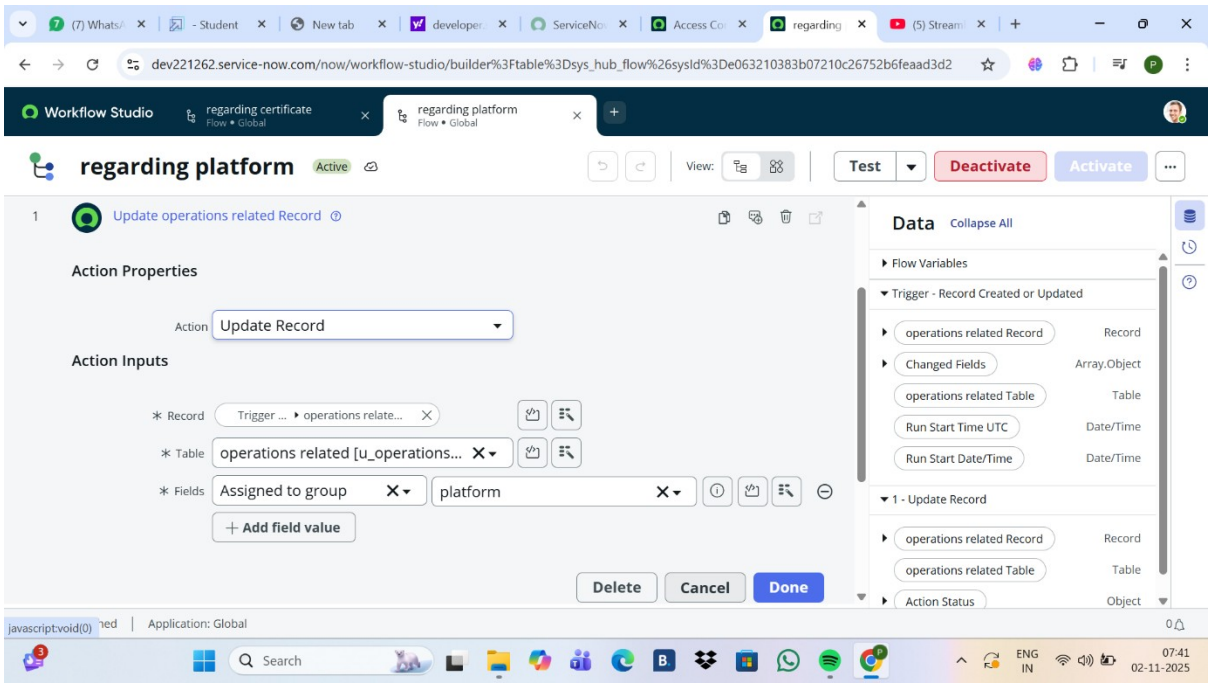
REGARDING CERTIFICATES:

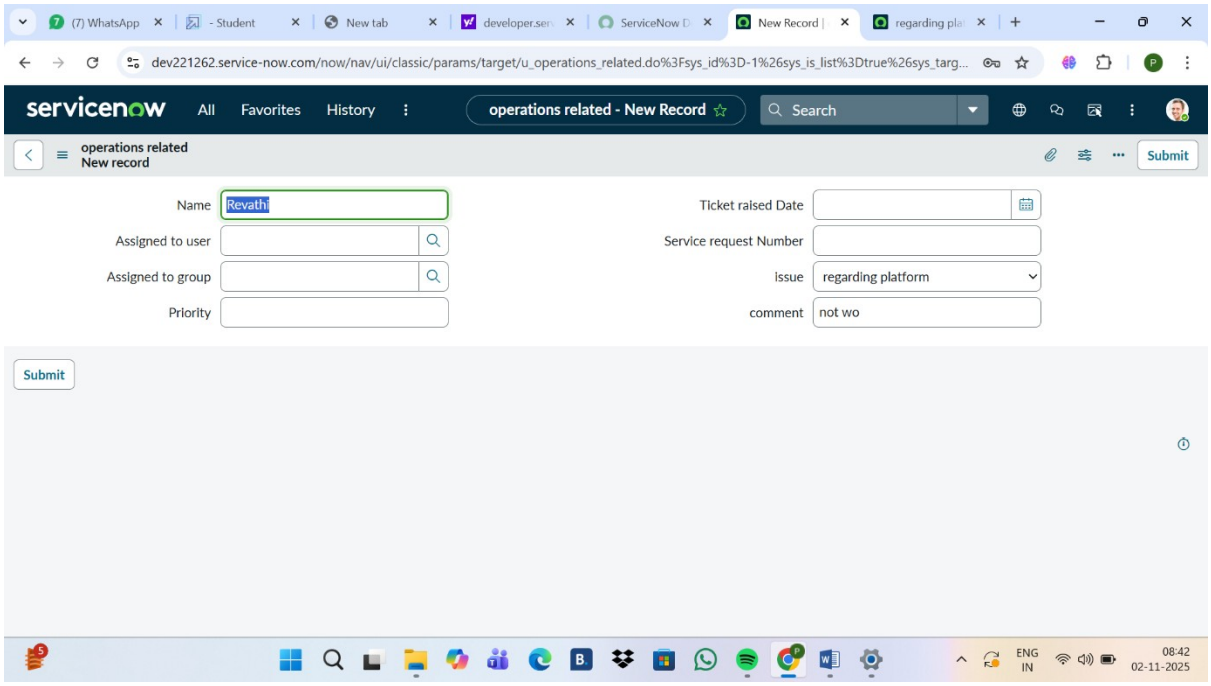


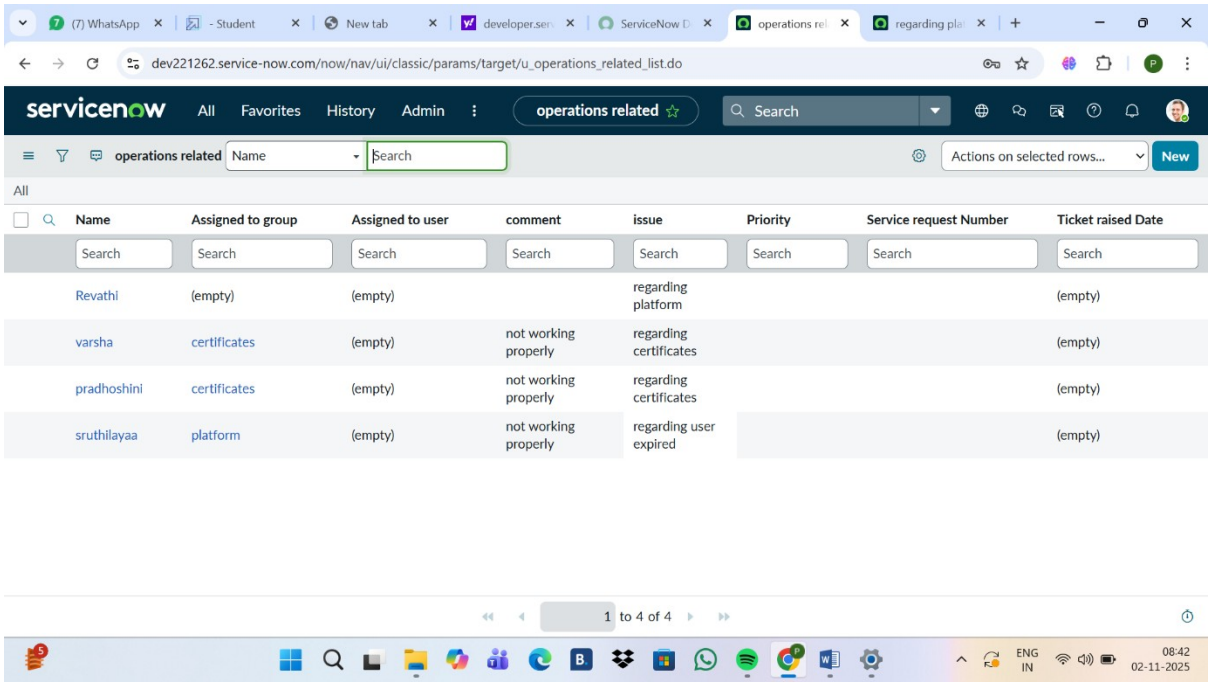


REGARDING PLATFORMS:


Workflow Studio
regarding certificate
Flow • Global
regarding platform
Flow • Global
regarding platform
Active
View:
Test
Deactivate
Activate
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
or
New Criteria
Data
Collapse All
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
Status: Published
Application: Global
Search
ENG
IN
07:40
02-11-2025


Workflow Studio
regarding certificate
Flow • Global
regarding platform
Flow • Global
regarding platform
Active
View:
Test
Deactivate
Activate
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
Data
Collapse All
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
javascript:void(0)
Application: Global
Search
ENG
IN
07:41
02-11-2025


servicenow
All
Favorites
History
operations related - New Record
Search
operations related
New record
Submit
Name
Revathi
Assigned to user
Assigned to group
Priority
Ticket raised Date
Service request Number
Issue
regarding platform
comment
not wo
Submit


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
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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