

## 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%3Dcafb5bb383fc7210c26752b6fead3ec%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%3D834cd3f383fc7210c26752b6fead3f7%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%3De23d537783fc7210c26752b6feaad3a0%26...

Group - certificates

Name: certificates

Manager: katherine.pierce

Group email:

Parent:

Description:

Update Delete

Roles (1) Group Members Groups

Created Search

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%3Dfc9d9b7783fc7210c26752b6feaad3b2%26...

Group - platform

Name: platform

Manager: manne.niranjan

Group email:

Parent:

Description:

Update Delete

Roles (1) Group Members Groups

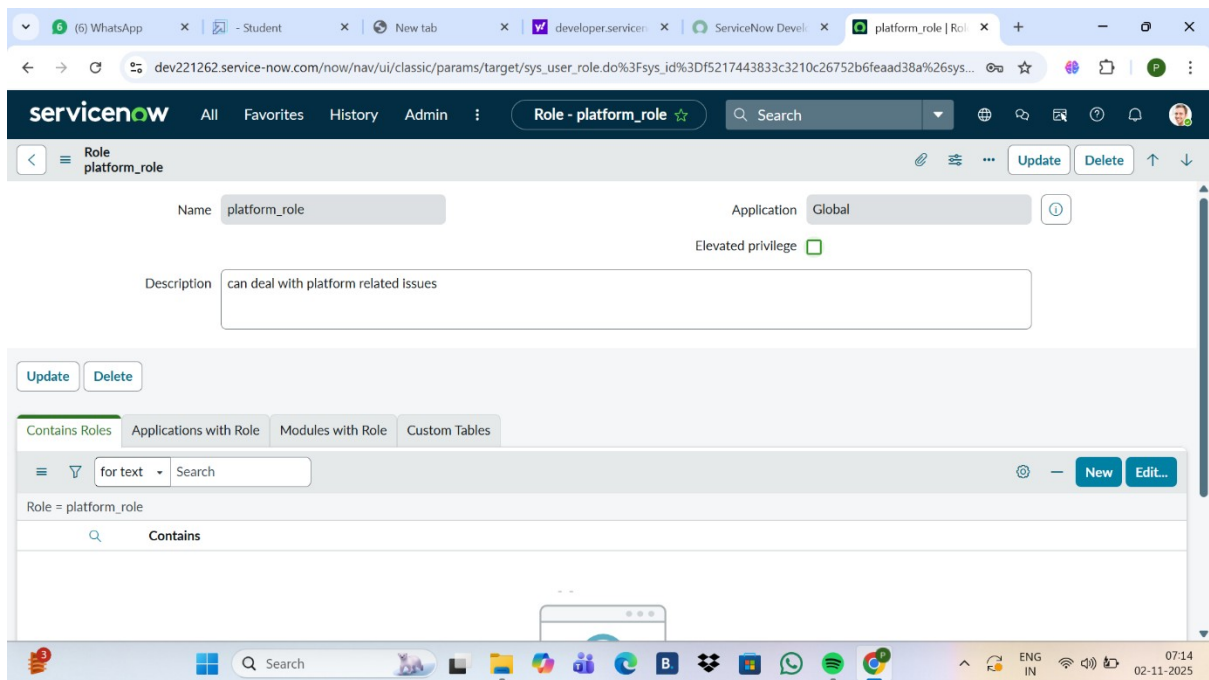
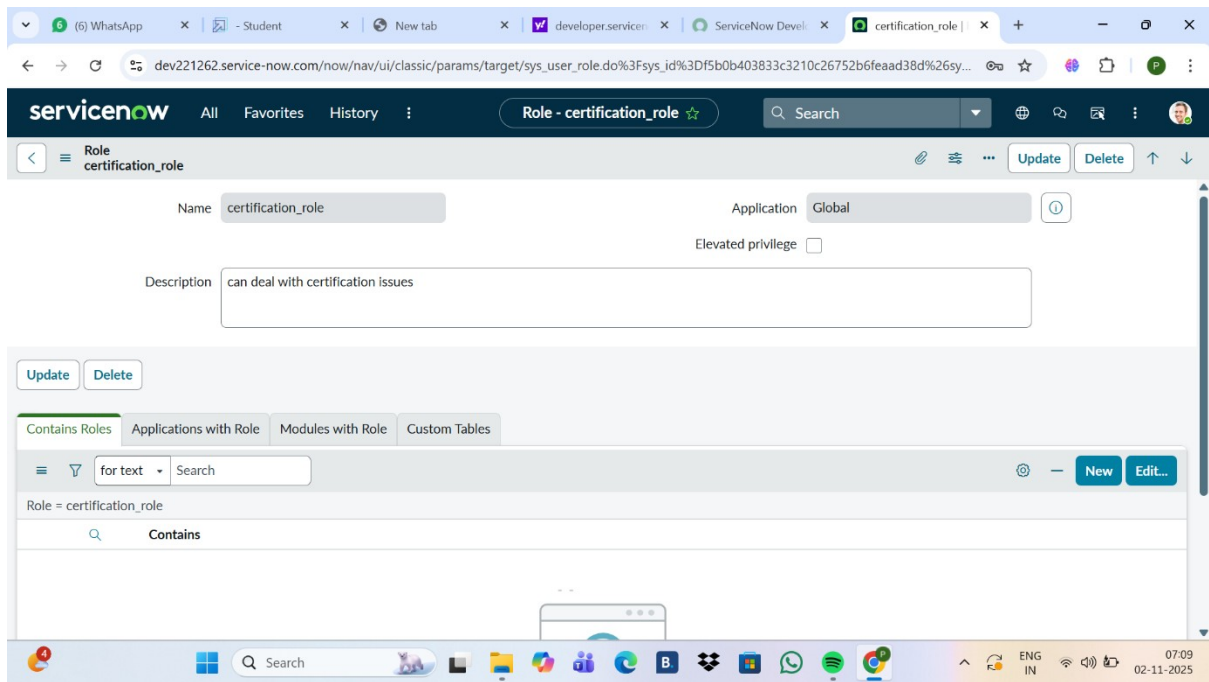
Created Search

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%26sy...

servicenow All Favorites History Table - operations related Search

Table operations related

		Date/Time	(empty)	40	
X	Ticket raised Date	Date/Time	(empty)	40	false
X	Name	String	(empty)	40	false
	Created by	String	(empty)	40	false
X	Service request Number	String	(empty)	40	javascript:getnextobjnumberpadded();
X	Assigned to user	Reference	User	32	false
X	issue	Choice	(empty)	40	false
	Created	Date/Time	(empty)	40	false
X	comment	String	(empty)	40	false
	Sys ID	Sys ID (GUID)	(empty)	32	false
	Updated by	String	(empty)	40	false
X	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
2025-11-01 01:11:46	certification_role	(empty)	true

1 to 1 of 1

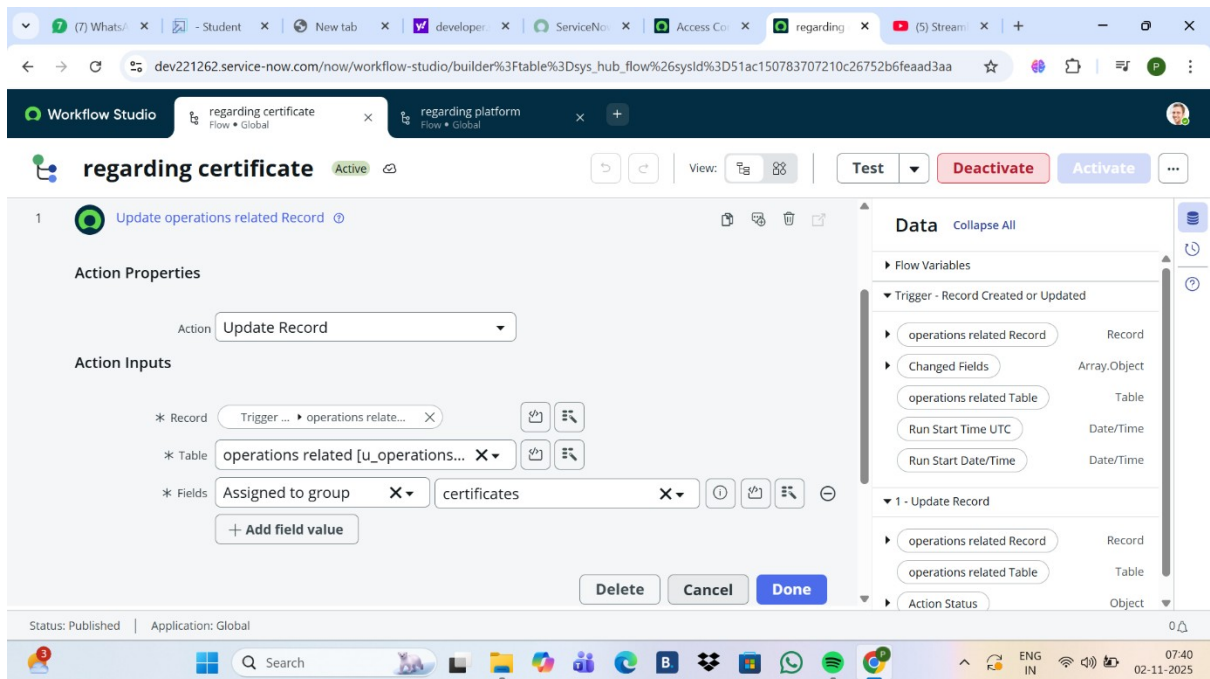
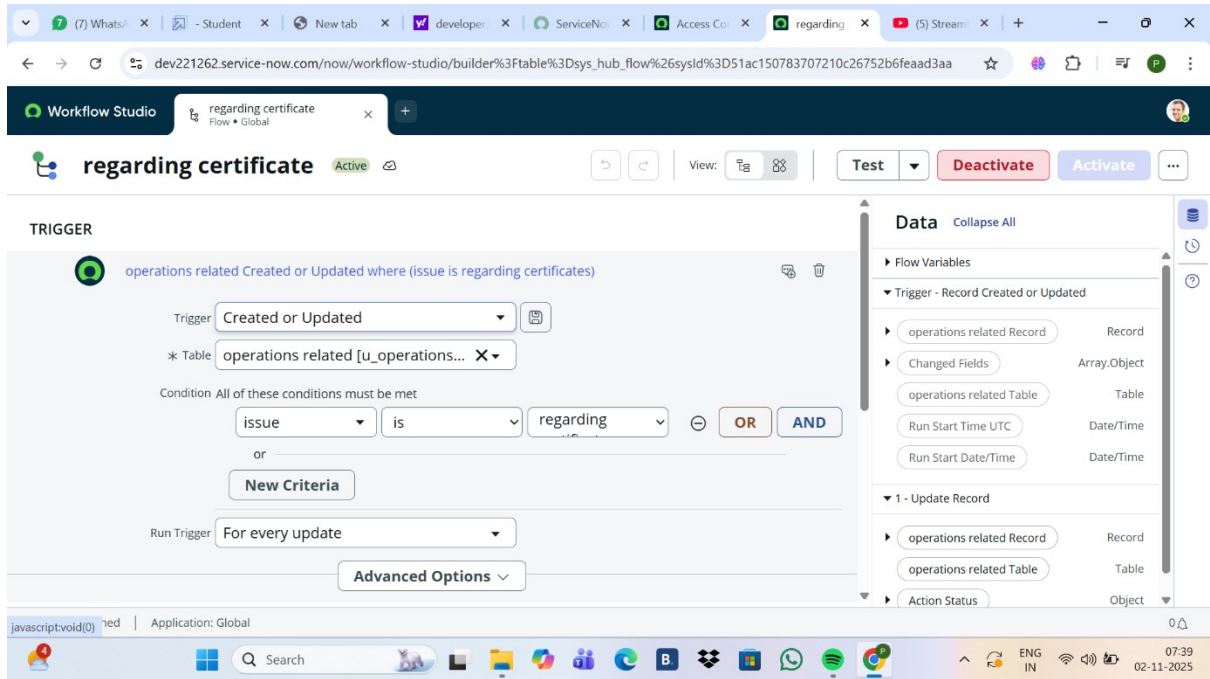
The screenshot shows the ServiceNow 'Group - platform' configuration page. The 'Name' field is set to 'platform', 'Manager' is 'manne niranjan', and 'Group email' is empty. The 'Description' field is also empty. Below the form, the 'Roles (1)' tab is active, showing a table with one role: 'platform\_role' granted by '(empty)' and inheriting 'true'. The table has columns for 'Created', 'Role', 'Granted by', and 'Inherits'. The 'Created' column shows the date '2025-11-01 01:14:39'. The 'Role' column shows 'platform\_role'. The 'Granted by' column shows '(empty)'. The 'Inherits' column shows 'true'. The table is paginated to show '1 to 1 of 1' records.

## CREATE ACL:

The screenshot shows the ServiceNow 'Access Control - u\_operations\_related' configuration page. The 'Type' is set to 'record', 'Operation' is 'read', and 'Decision Type' is 'Allow If'. The 'Application' is 'Global', 'Active' is checked, and 'Advanced' is unchecked. The 'Admin overrides' checkbox is checked. The 'Protection policy' is set to '-- None --'. The 'Name' is 'u\_operations\_related' and the 'Description' is 'Default access control on u\_operations\_related'. The 'Applies To' field shows 'No. of records matching the condition: 3' and '(empty)'. Below the form, the 'Conditions' section is visible, with a note: 'Access Control Rules have two decision types, and these types will behave differently depending on conditions.'

## 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 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

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 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



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  Ticket raised Date

Assigned to user  Service request Number

Assigned to group  Issue

Priority  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