

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:

Screenshot of ServiceNow User Management interface showing two user profiles: manne nirajan and katherine pierce.

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 managing groups. The top navigation bar includes links for WhatsApp, Student, New tab, developer.services, ServiceNow Dev., and certificates | Group. The main title is "Group - certificates". The page displays a single group entry:

- Name:** certificates
- Manager:** katherine pierce
- Description:** (empty)
- Group email:** (empty)
- Parent:** (empty)

Below the group details, there are "Update" and "Delete" buttons. A tabs section shows "Roles (1)" as the active tab, followed by "Group Members" and "Groups". The "Roles" table lists one role entry:

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

At the bottom, there are search and filter options, and a "Actions on selected rows..." button.

Servicenow - Group - platform

Name: platform
Manager: manne nirjanan
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 01:14:39	platform_role	(empty)	true

1 to 1 of 1

CREATE ROLES:

The screenshot shows the ServiceNow interface for creating a new role. The title bar says "Role - certification_role". The main form has a "Name" field set to "certification_role", an "Application" field set to "Global", and a "Description" field containing "can deal with certification issues". There are "Update" and "Delete" buttons at the top right. Below the form is a tabbed section with "Contains Roles" selected, followed by "Applications with Role", "Modules with Role", and "Custom Tables". A search bar and a "New" button are also present. The bottom of the screen shows a Windows taskbar with various icons and a system tray indicating the date as 02-11-2025.

The screenshot shows the ServiceNow interface for creating a new role. The title bar says "Role - platform_role". The main form has a "Name" field set to "platform_role", an "Application" field set to "Global", and a "Description" field containing "can deal with platform related issues". There are "Update" and "Delete" buttons at the top right. Below the form is a tabbed section with "Contains Roles" selected, followed by "Applications with Role", "Modules with Role", and "Custom Tables". A search bar and a "New" button are also present. The bottom of the screen shows a Windows taskbar with various icons and a system tray indicating the date as 02-11-2025.

CREATE TABLES:

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

ASSIGN ROLE TO TABLE:

Servicenow - Group - certificates

All Favorites History Admin : Group - certificates Search

Group certificates

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

Description:

Update Delete

Roles (1) Group Members Groups

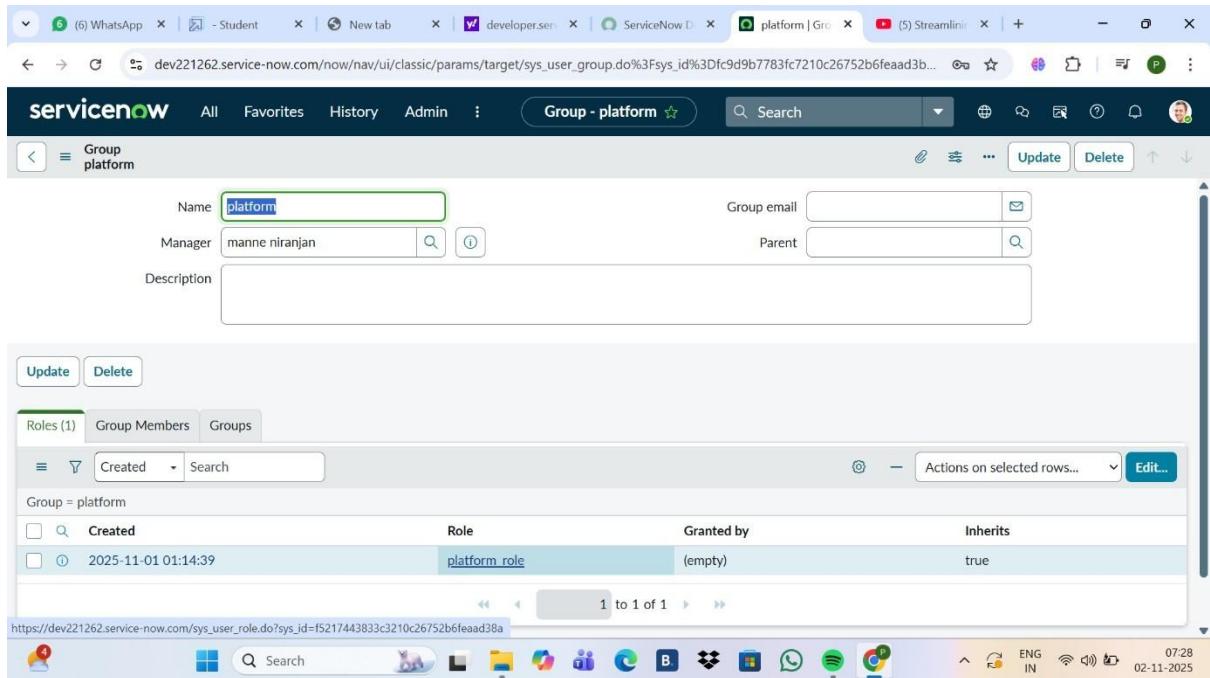
Created Search Actions on selected rows... Edit...

Group = certificates

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

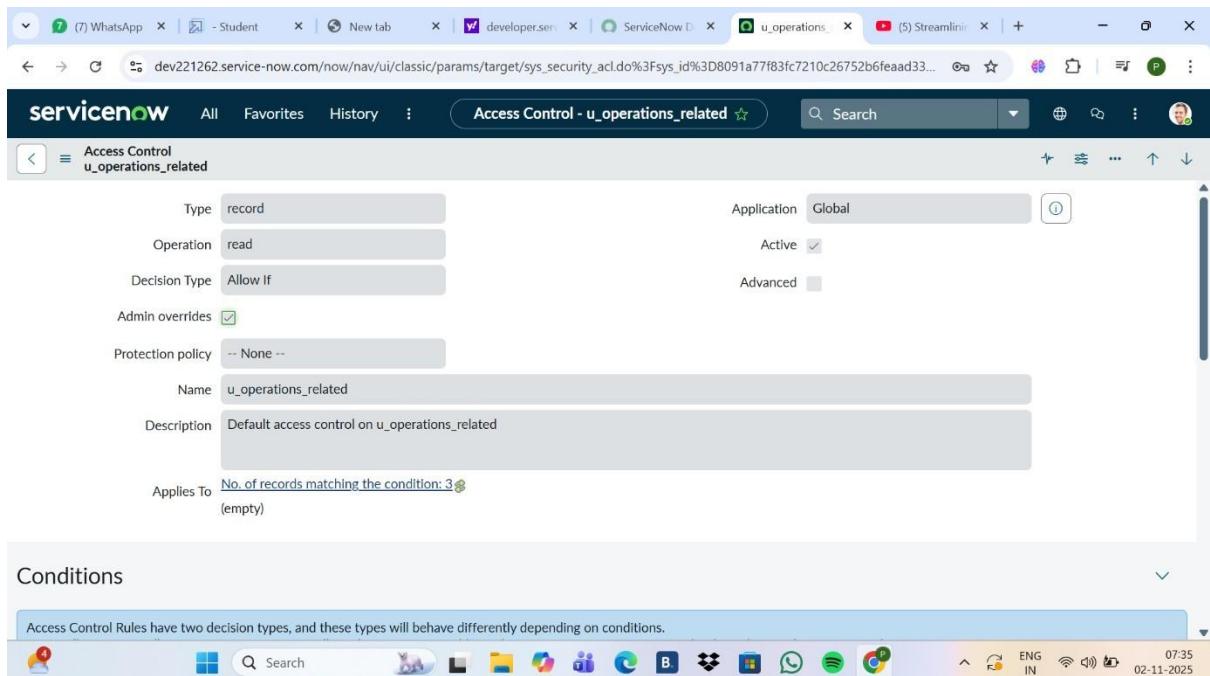
1 to 1 of 1

Search



The screenshot shows the ServiceNow web interface for creating a new group. The group is named "platform". It has a manager assigned and one role assigned. The URL is https://dev221262.service-now.com/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3Dfc9d9b7783fc7210c26752b6feaad3b...

CREATE ACL:



The screenshot shows the ServiceNow web interface for creating a new Access Control List (ACL). The ACL is named "u_operations_related". It is set to "read" operation and "Allow If" decision type. The URL is https://dev221262.service-now.com/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D8091a77f83fc7210c26752b6feaad33...

FLOW:

REGARDING CERTIFICATES:

The screenshot shows the ServiceNow Workflow Studio interface. A trigger named "regarding certificate" is active. The trigger configuration is as follows:

- Trigger:** Created or Updated
- Table:** operations related [u_operations...]
- Condition:** All of these conditions must be met
 - issue is regarding
 - or
 - New Criteria
- Run Trigger:** For every update

The right side of the screen displays a sidebar titled "Data" with various flow variables listed under categories like "Trigger - Record Created or Updated" and "1 - Update Record".

The screenshot shows the ServiceNow Workflow Studio interface. An action named "regarding certificate" is active. The action configuration is as follows:

- Action:** Update Record
- Record:** Trigger ... > operations relate...
- Table:** operations related [u_operations...]
- Fields:** Assigned to group certificates

The right side of the screen displays a sidebar titled "Data" with various flow variables listed under categories like "Trigger - Record Created or Updated" and "1 - Update Record".

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

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

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

New record

Name	Revath	Ticket raised Date	<input type="text"/>
Assigned to user	<input type="text"/>	Service request Number	<input type="text"/>
Assigned to group	<input type="text"/>	issue	regarding platform
Priority	<input type="text"/>	comment	not wo

Submit

08:42 02-11-2025

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

operations related

Search

All	Name	Assigned to group	Assigned to user	comment	issue	Priority	Service request Number	Ticket raised Date
	Search	Search	Search	Search	Search	Search	Search	Search
	Revathl	(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

08:42 02-11-2025