

Performance and testing

Date	01 Nov 2025
Team ID	NM2025TMID08563
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 :

The screenshot shows the ServiceNow User creation interface. The top half displays the 'User' record for 'User - Manne Nirajan'. The 'User ID' field contains 'User-nirajan'. Other visible fields include 'First name' (Manne), 'Last name' (Nirajan), 'Title' (empty), 'Department' (empty), 'Email' (niranjanreddymanne2507@gmail.com), 'Identity type' (Human), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los_Angeles)), 'Data format' (System (yyyy-MM-dd)), 'Business phone' (empty), and 'Mobile phone' (empty). The bottom half shows the 'Internal Integration User' section with 'Update', 'Set Password', and 'Delete' buttons. A 'Related Links' section includes 'View linked accounts', 'View calendar', 'View schedule', and 'Reset a password'. Below this is a 'Custom Tables' section with tabs for 'Table', 'Application', and 'Role', all showing 'No records to display'. The bottom status bar indicates the browser is running on 'RPC Sunny'.

ServiceNow Developers Katherine pierce | User | ServiceNow Starred - sangethas21904@gmail.com - Student (1) WhatsApp

User - Katherine pierce

User ID: Katherine Pierce
 First name: Katherine
 Last name: pierce
 Title:
 Department:
 Password needs reset:
 Locked out:
 Active:
 Internal Integration User:

Email:
 Identity type: Human
 Language: -- None --
 Calendar integration: Outlook
 Time zone: System (America/Los_Angeles)
 Date format: System (yyyy-MM-dd)
 Business phone:
 Mobile phone:

Photo: Click to add...

Update | Set Password | Delete

Related Links
[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

Entitled Custom Tables | Roles | Groups | Delegates | Subscriptions | User Client Certificates

Table	Application	Role
Table	Application	No records to display

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CREATE GROUPS :

ServiceNow Developers certificates | Group | ServiceNow Starred - sangethas21904@gmail.com - Student (1) WhatsApp

Group - certificates

Name: certificates
 Manager: Katherine pierce
 Description:

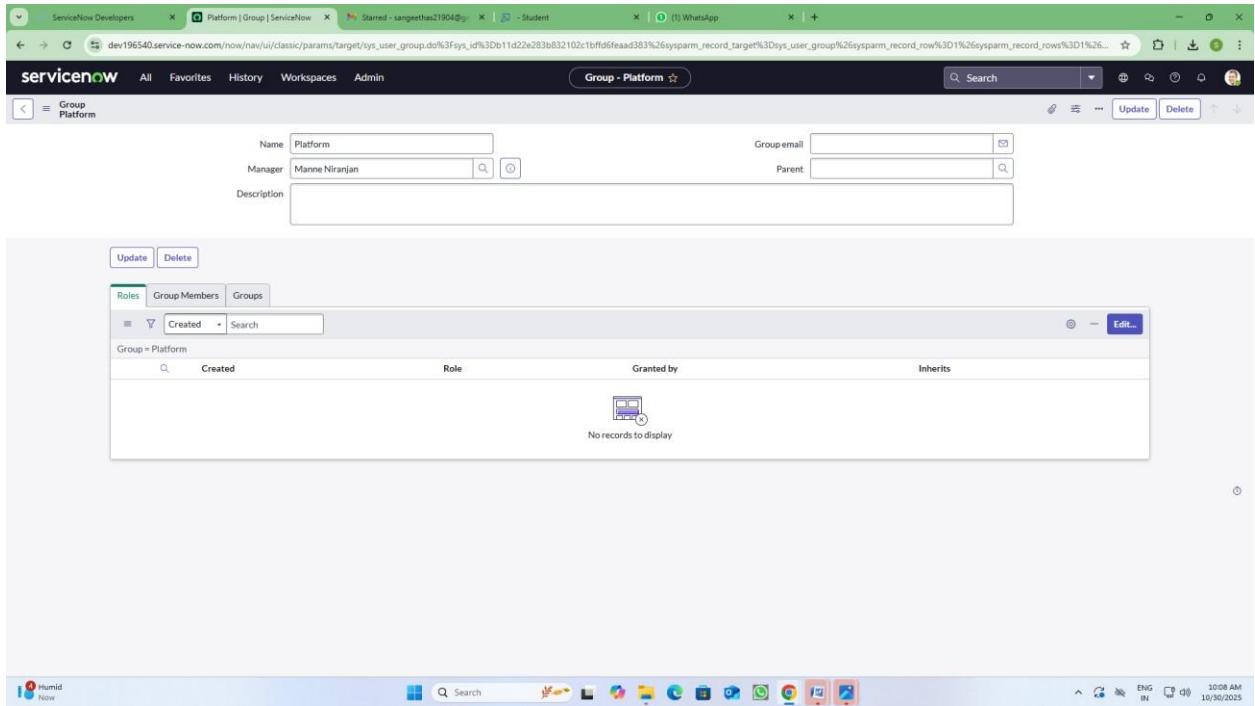
Group email:
 Parent:

Update | Delete

Roles | Group Members | Groups

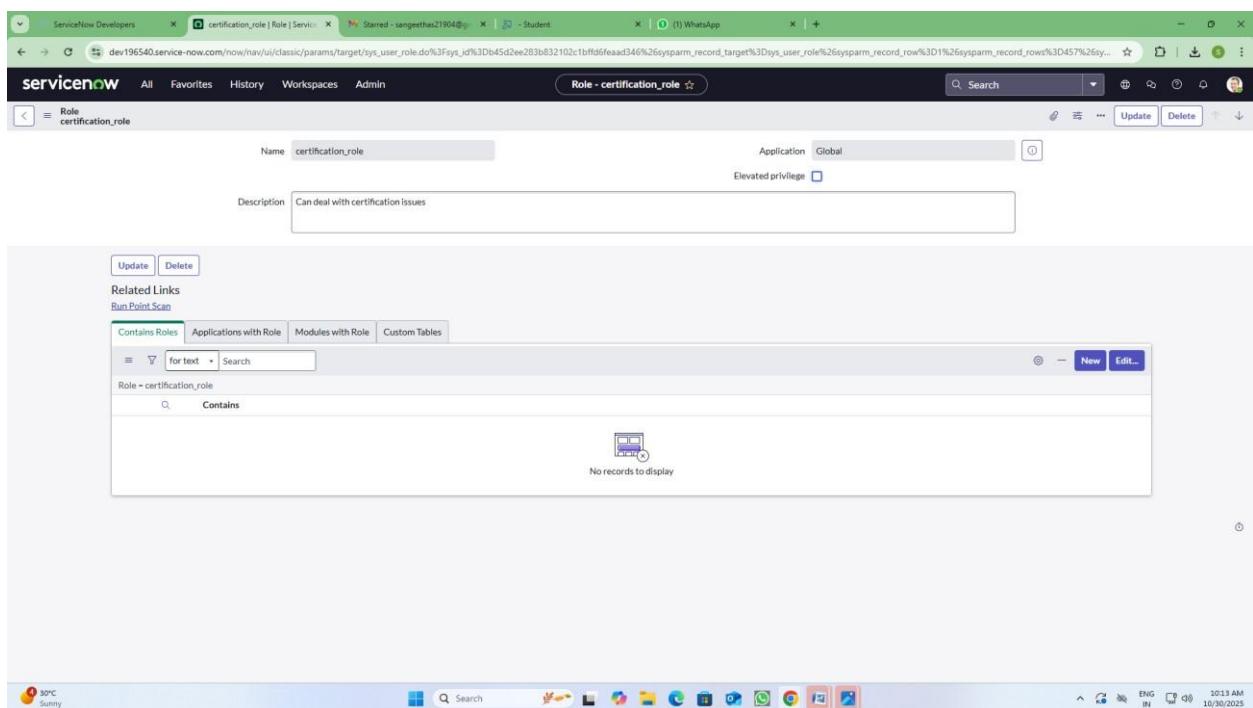
Created	Role	Granted by	Inherits
Created	Role	Granted by	Inherits

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The screenshot shows the ServiceNow Platform Group creation screen. The top navigation bar includes tabs for All, Favorites, History, Workspaces, Admin, and the current Group - Platform. The main form has fields for Name (Platform), Manager (Manne Niranjan), Group email, Parent, and Description. Below the form is a table section titled 'Roles' with columns for Created, Role, Granted by, and Inherits. A message indicates 'No records to display'. At the bottom are Update and Delete buttons.

CREATE ROLES :



The screenshot shows the ServiceNow Role creation screen. The top navigation bar includes tabs for All, Favorites, History, Workspaces, Admin, and the current Role - certification_role. The main form has fields for Name (certification_role), Application (Global), and Description (Can deal with certification issues). Below the form is a table section titled 'Related Links' with a 'Contains Roles' tab selected, showing a search bar and a message indicating 'No records to display'. At the bottom are Update and Delete buttons.

Role - Platform_role

Name: Platform_role

Application: Global

Description: Can deal with platform related issues

Related Links: Run Point Scan

Contains Roles: No records to display

CREATE TABLES :

Table - Operations related

* Label: Operations related

* Name: u_operations_related

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More info](#)

Column label	Type	Reference	Max length	Default value	Display
Created	Date/Time	(empty)	40	false	
Updated by	String	(empty)	40	false	
Updates	Integer	(empty)	40	false	
Issue	String	(empty)	77	false	
Updated	Date/Time	(empty)	40	false	
Sys ID	Sys ID (GUID)	(empty)	32	false	
Created by	String	(empty)	40	false	
Assigned to group	String	(empty)	77	false	

Columns Controls Application Access

Dictionary Entries

Related Links: Form Builder, Dashboard, Layout Form, Layout List, Show Form

ASSIGN ROLE TO TABLE:

The screenshot shows the ServiceNow Access Control interface for the 'u_operations_related' table. At the top, there are tabs for 'Access Control' and 'Operations related'. The main area displays a table with one row, showing the condition 'No. of records matching the condition: 0'. Below this, the 'Conditions' section is expanded, showing two decision types: 'Allow Access' (which allows access if all conditions are met) and 'Deny Access' (which denies access unless all conditions are met). The 'Requires role' section lists roles: 'Platform_role', 'u_operations_related_user', and 'certification_role'. The 'Security Attribute Condition' section is set to 'Local or Existing' and specifies that all conditions must be met. The 'Data Condition' section shows a table with one row, matching the condition 'No. of records matching the condition: 0'.

CREATE ACL :

The screenshot shows the ServiceNow Access Control interface for the 'Operations related' table. The main configuration area includes fields for 'Type' (set to 'record'), 'Operation' (set to 'write'), 'Decision Type' (set to 'Allow If'), and 'Admin overrides' (checkbox checked). The 'Protection policy' dropdown is set to 'None'. The 'Name' field is set to 'Operations related' and the 'Description' field contains the text: 'To write to records on any table the following must apply: user has the admin role OR glide.sm.default_mode = allow which allows access to all tables in the absence of any other security rules (ACLs)'. The 'Applies To' section shows a table with one row, matching the condition 'No. of available table name: 0'. Below this, the 'Conditions' section is expanded, showing the same two decision types as the previous screenshot. The 'Requires role' section is empty. The 'Security Attribute Condition' section is also present.

ServiceNow Developers Operations related | Access Control - sangeethas21904@gmail.com - Student WhatsApp Assign roles to group

Access Control - Operations related

Conditions

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

1. Allow Access: Allows access to a resource if all conditions are met.
2. Deny Access: Denies access to a resource unless all conditions are met.

More Info

Requires role

Role

- u_operations_related_user
- u_operations_related_user
- u_operations_related_user
- u_operations_related_user

Insert a new row...

Security Attribute Condition

Local or Existing Local

Security Attribute

Condition All of these conditions must be met

-- choose field --

or

New Criteria

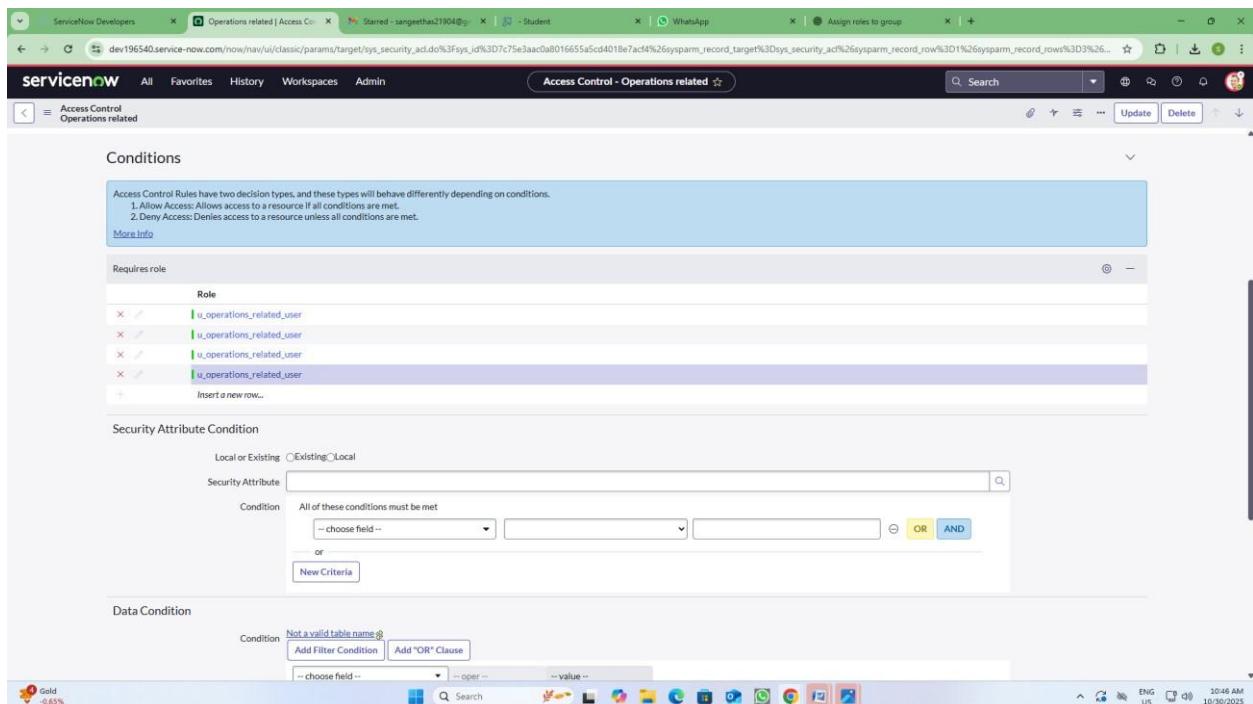
Data Condition

Condition Not a valid table name @

Add Filter Condition Add "OR" Clause

-- choose field -- -- open -- -- value --

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ServiceNow Developers Regarding certificates | Workflow Studio - sangeethas21904@gmail.com - Student WhatsApp Assign roles to group

Regarding certificates

TRIGGER

Operations related Created or Updated where (issue is Regarding certificates)

ACTIONS Select multiple

1 Update Operations related Record

Action Update Record

* Record Trigger > Operations related...

* Table Operations related [u_operation...]

* Fields Assigned to group Certificates

+ Add field value

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

Delete Cancel Done

ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

