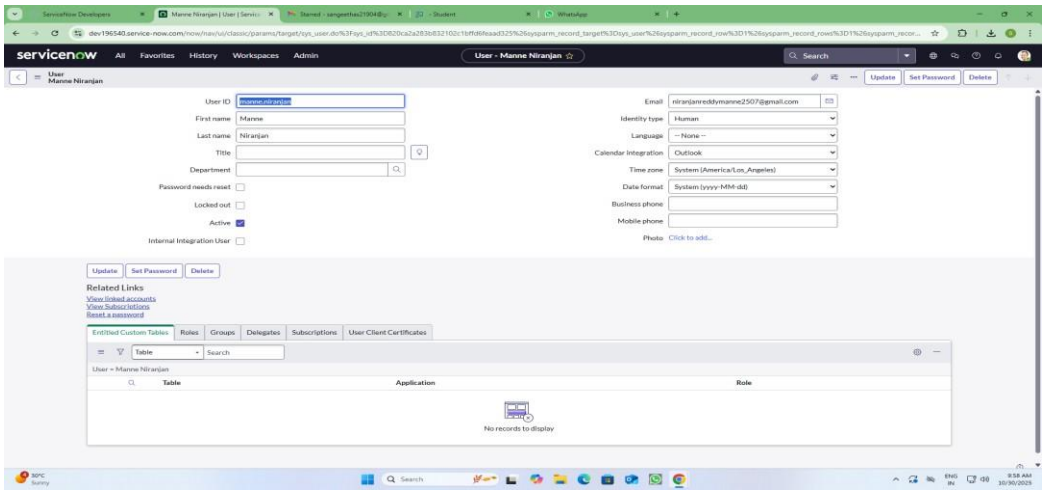
Performance and testing

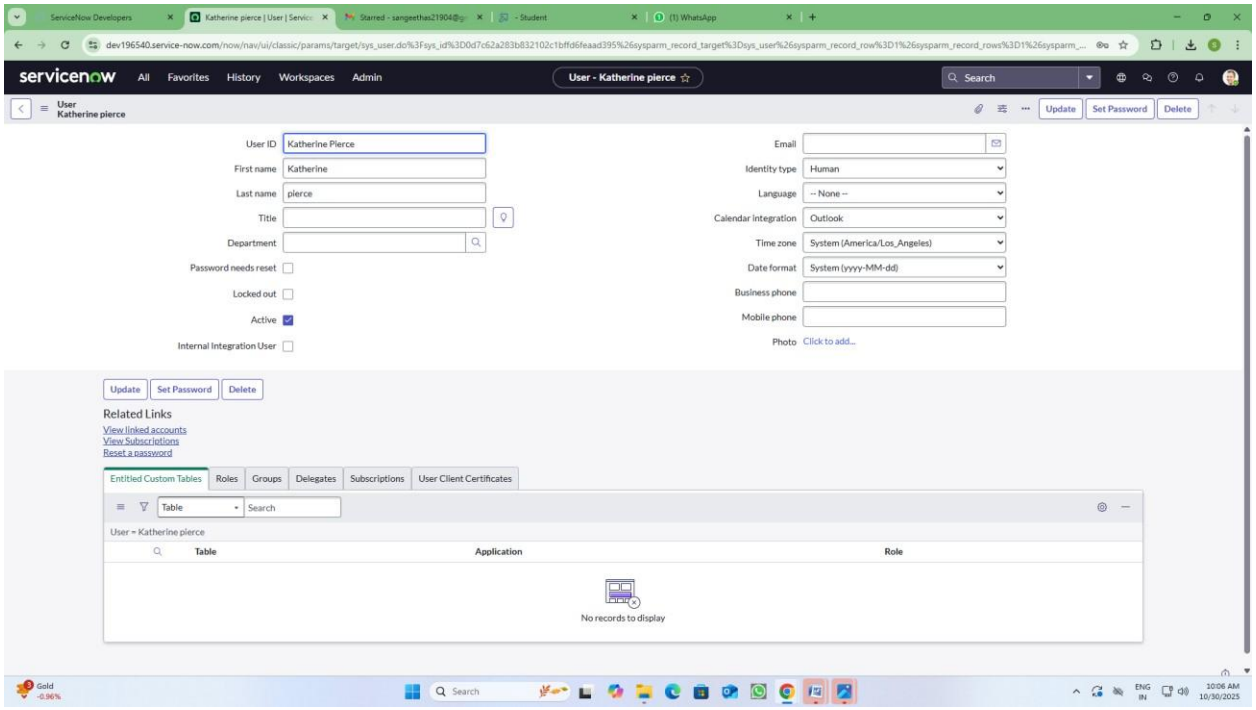
Date	01 Nov 2025
Team ID	NM2025TMID08563
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4

Streamlining Ticket Assignment for Efficient Support Operations:

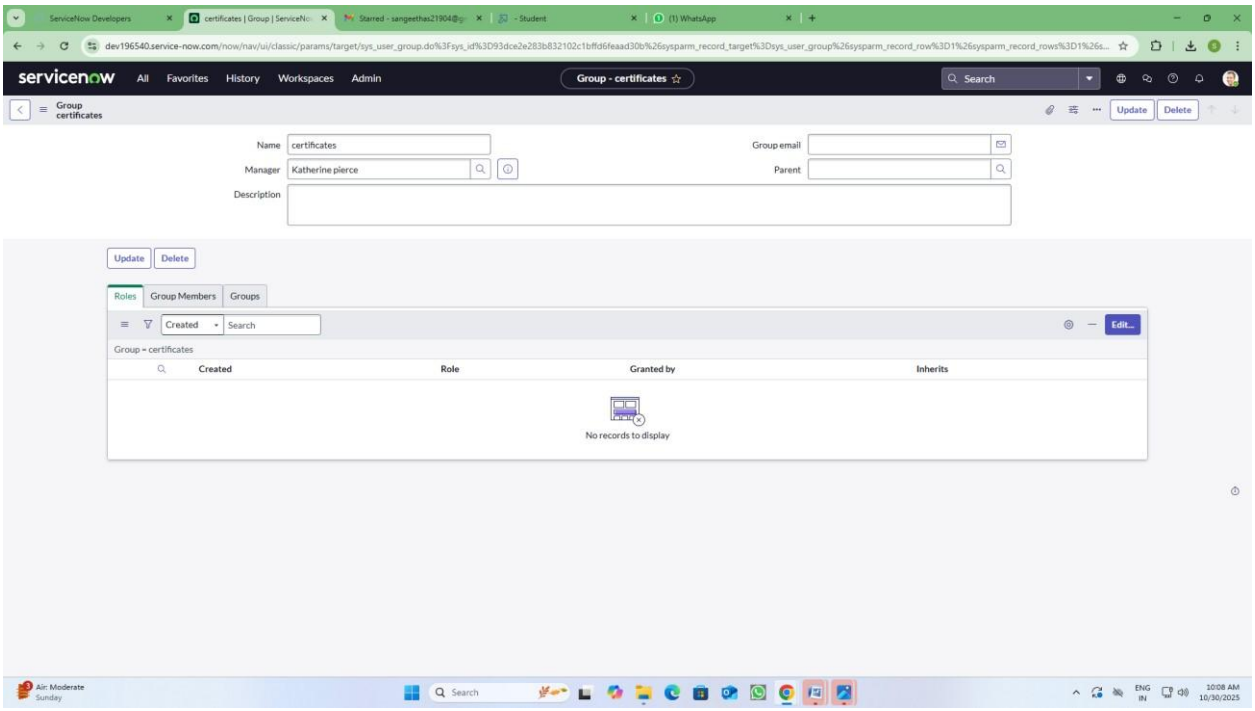
Streamlining ticket assignment is a key strategy to improve the efficiency and responsiveness of customer support operations. It involves optimizing how incoming support tickets (issues, queries, or requests) are distributed among support agents or teams. The goal is to ensure that each ticket reaches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

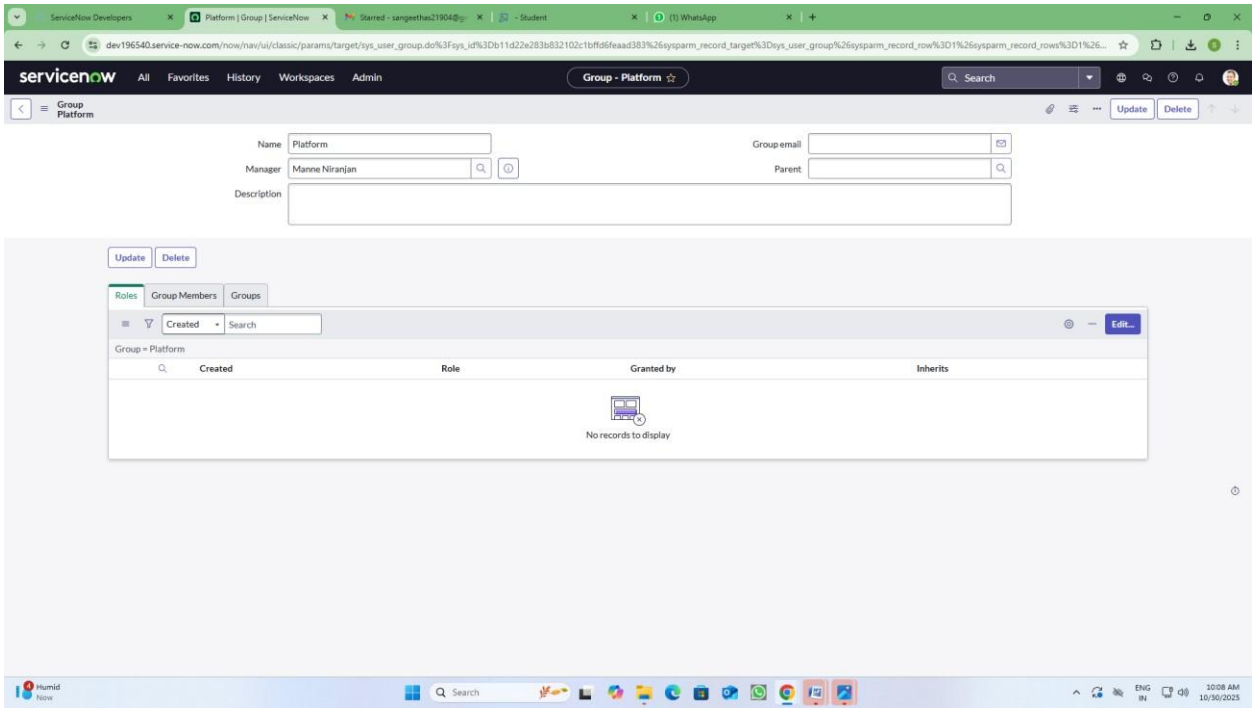
CREATE USERS :



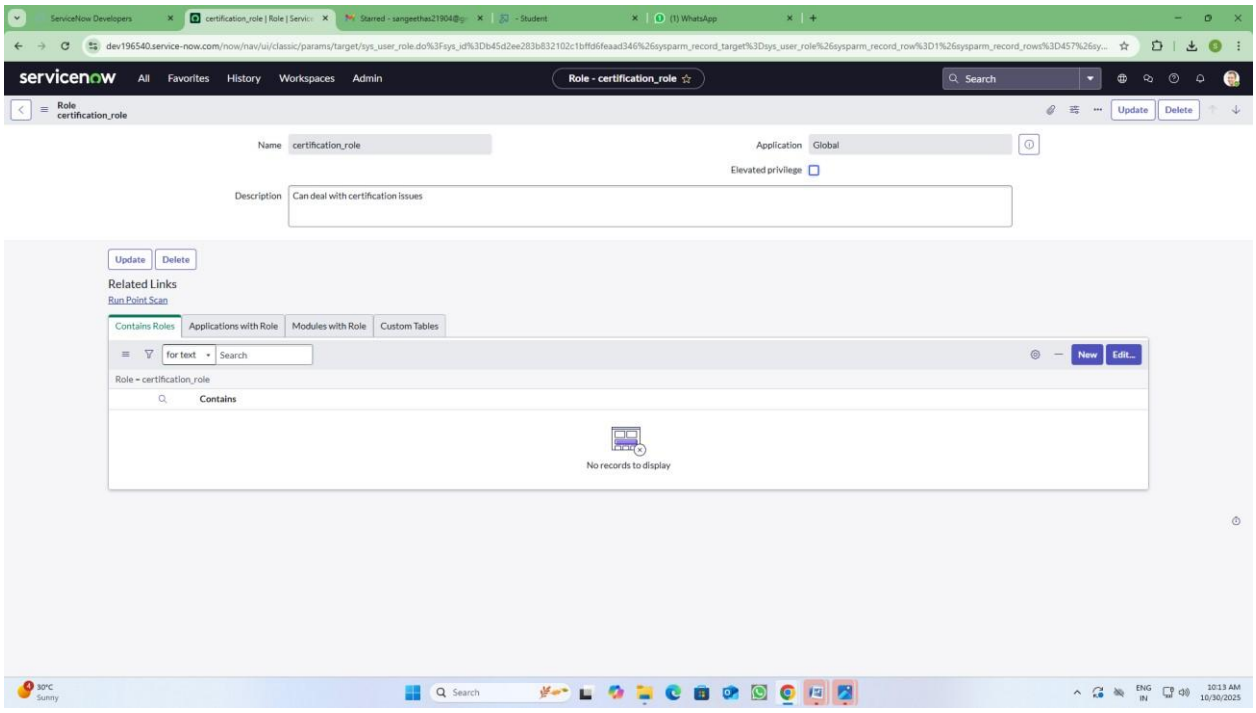


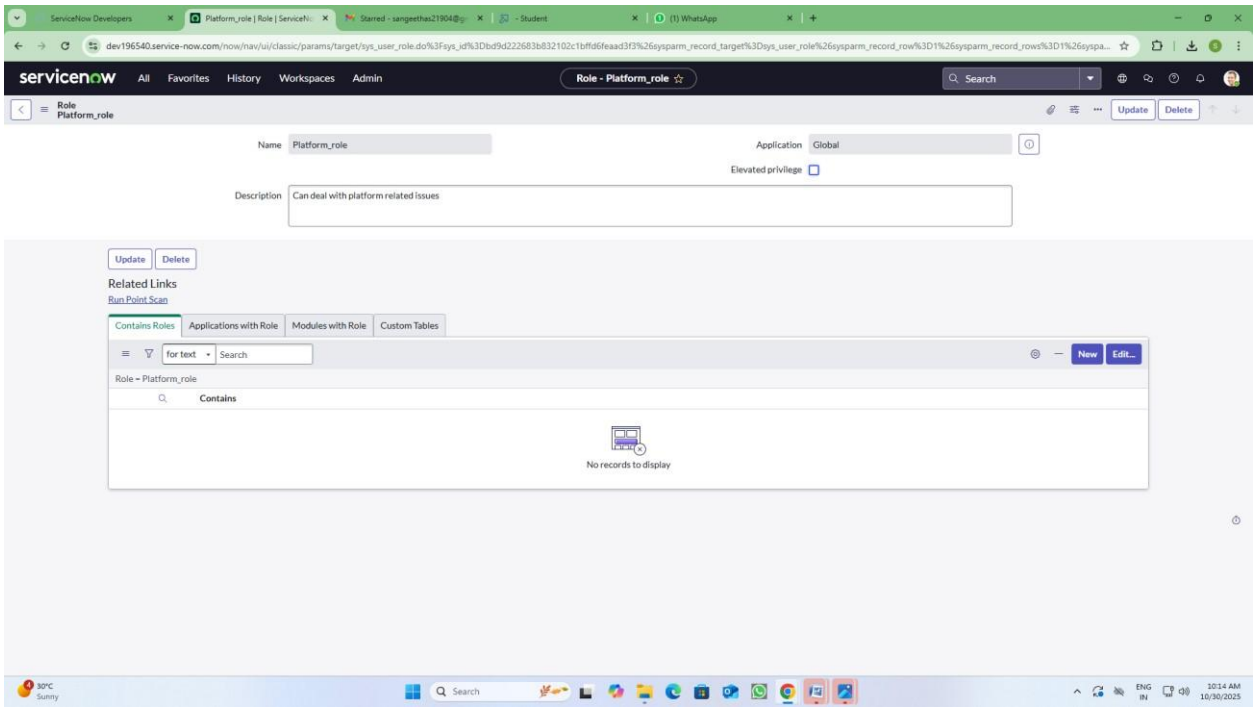
CREATE GROUPS :



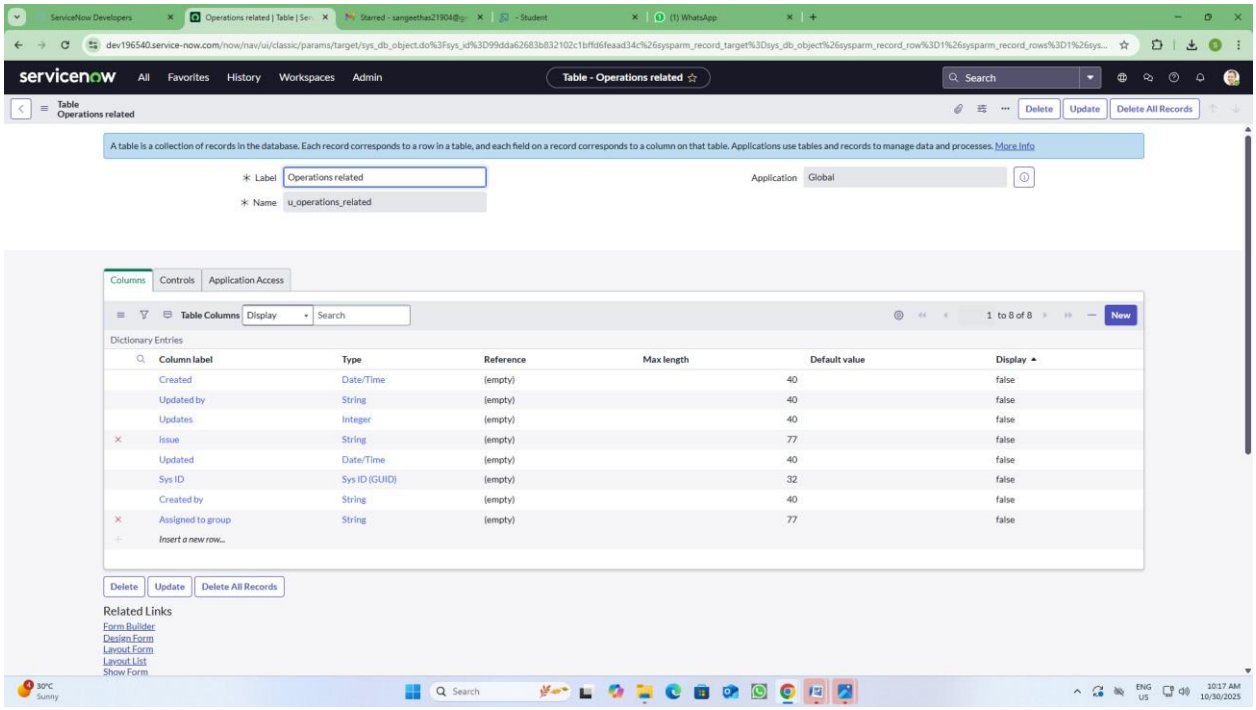


CREATE ROLES :

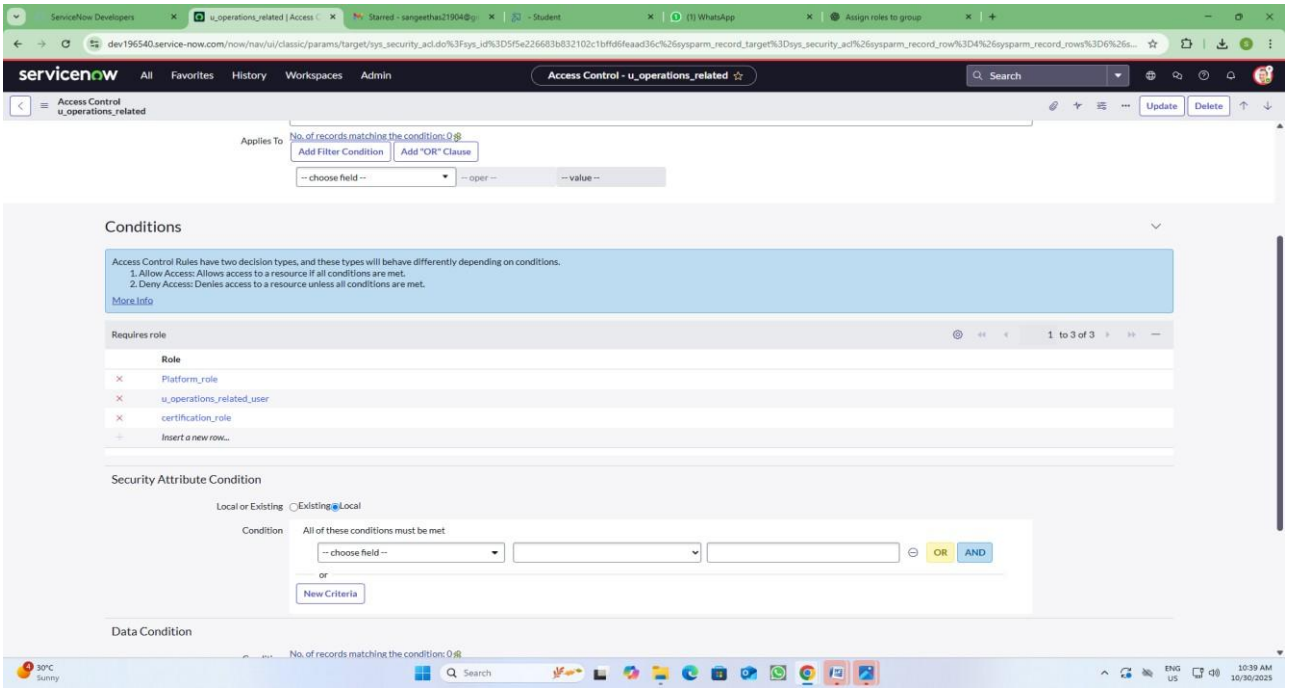




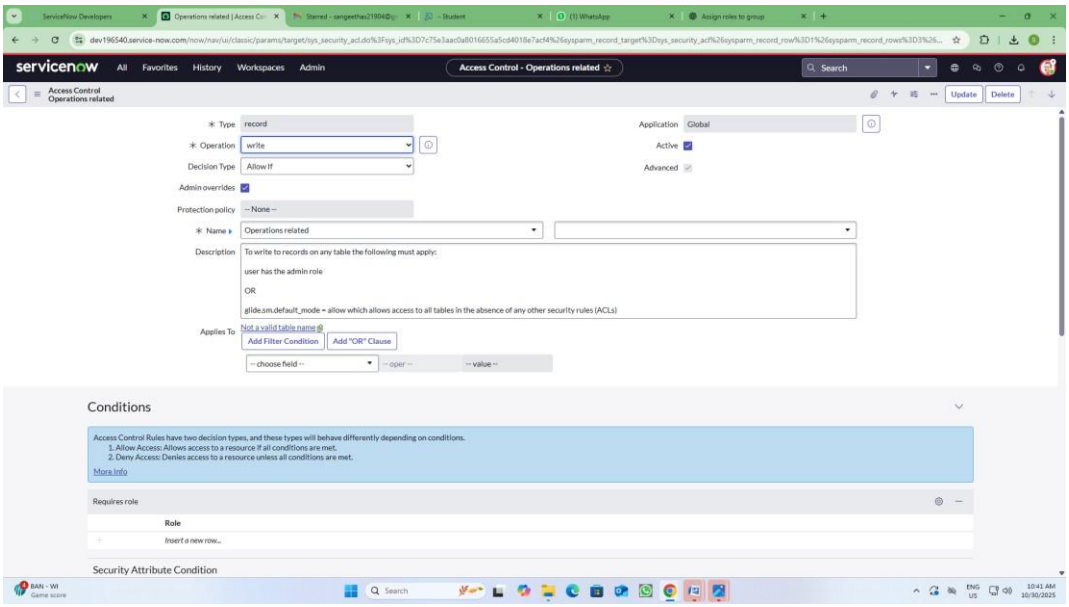
CREATE TABLES :

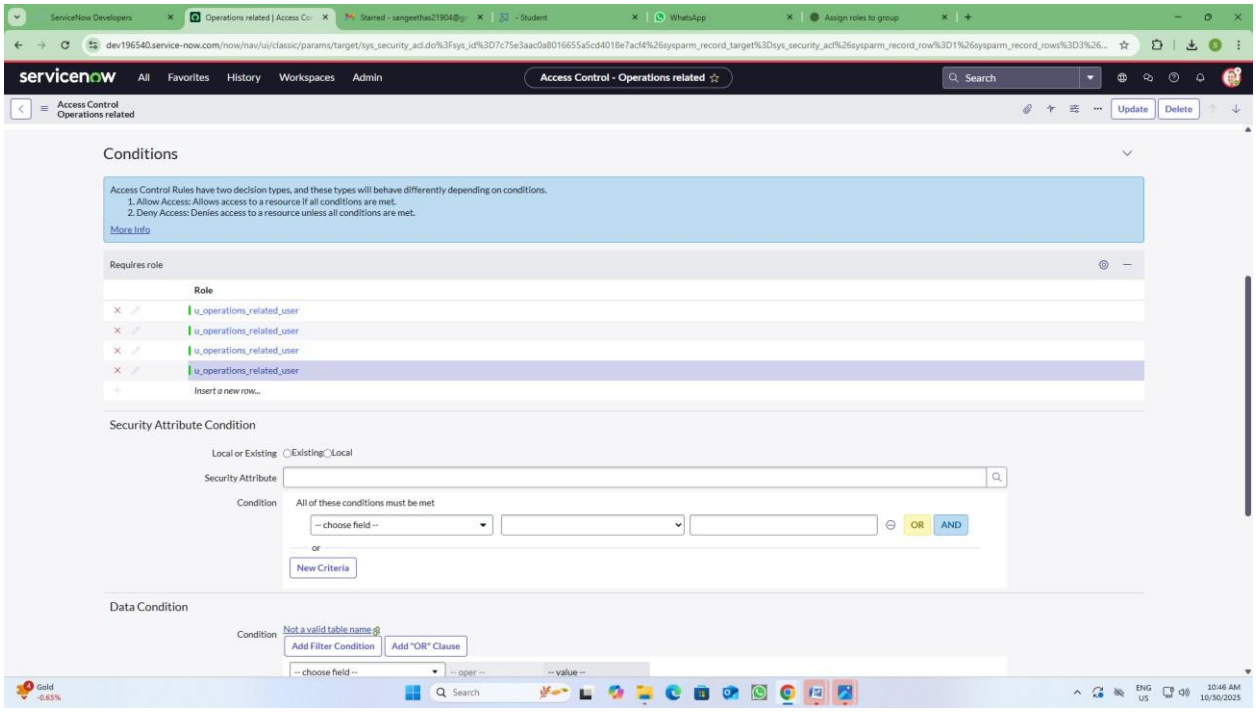


ASSIGN ROLE TO TABLE:


servicenow
All
Favorites
History
Workspaces
Admin
Access Control - u_operations_related
Search
Access Control
u_operations_related
Update
Delete
Applies To
No. of records matching the condition: 0
Add Filter Condition
Add "OR" Clause
-- choose field --
-- oper --
-- value --
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
1 to 3 of 3
Role
Platform_role
u_operations_related_user
certification_role
Insert a new row...
Security Attribute Condition
Local or Existing
Existing
Local
Condition
All of these conditions must be met
-- choose field --
OR
AND
or
New Criteria
Data Condition
No. of records matching the condition: 0

CREATE ACL :


servicenow
All
Favorites
History
Workspaces
Admin
Access Control - Operations related
Search
Access Control
Operations related
Update
Delete
Type
record
Application
Global
Operation
write
Active
Decision Type
Allow If
Advanced
Admin overrides
Protection policy
-- None --
Name
Operations related
Description
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)
Applies To
Not a valid table name
Add Filter Condition
Add "OR" Clause
-- choose field --
-- oper --
-- value --
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
Insert a new row...
Security Attribute Condition


servicenow
All
Favorites
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Workspaces
Admin
Access Control - Operations related
Search
Access Control
Operations related
Update
Delete
Conditions
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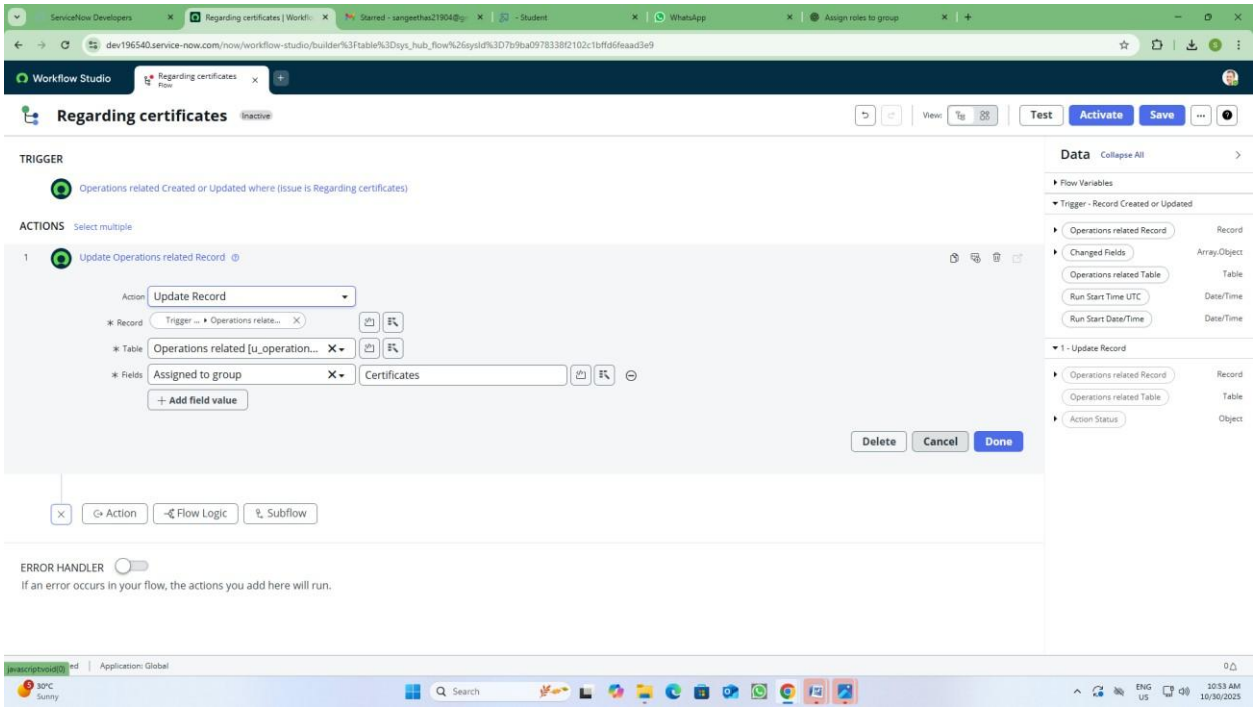
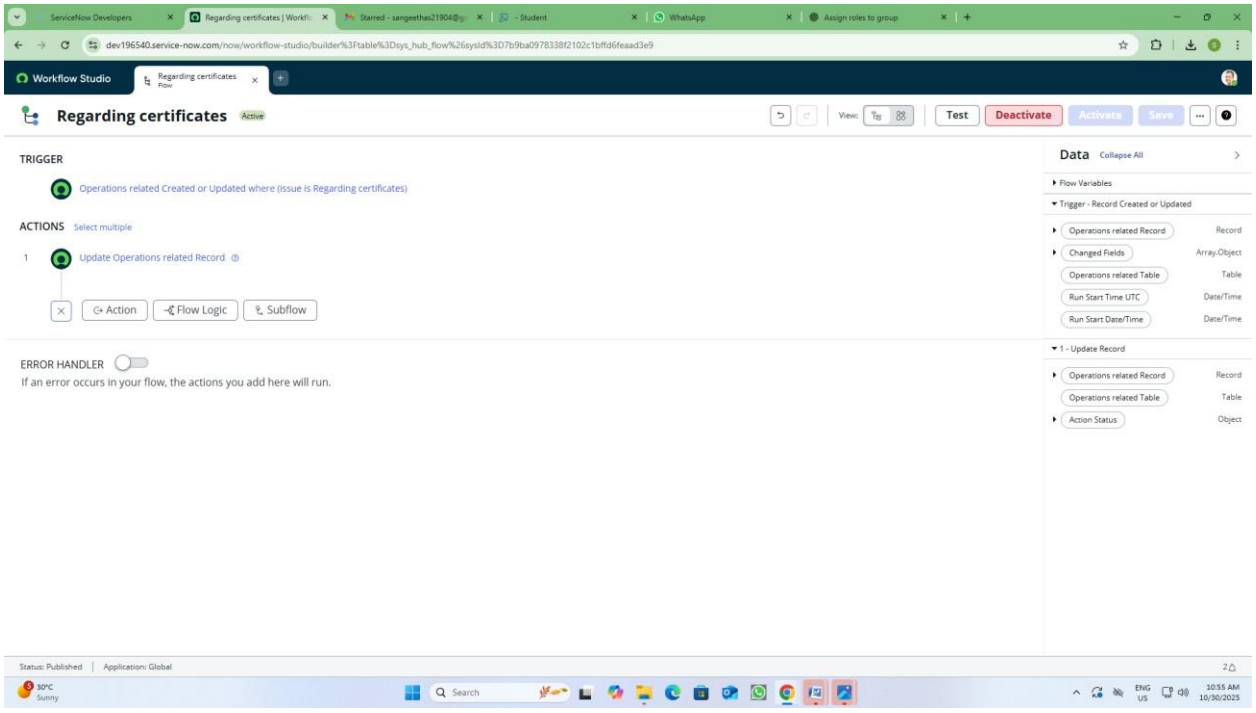
2. Deny Access: Denies access to a resource unless all conditions are met.
More Info
Requires role
Role
u_operations_related_user
u_operations_related_user
u_operations_related_user
u_operations_related_user
Insert a new row...
Security Attribute Condition
Local or Existing
Existing
Local
Security Attribute
Condition
All of these conditions must be met
-- choose field --
OR
AND
or
New Criteria
Data Condition
Condition
Not a valid table name
Add Filter Condition
Add "OR" Clause
-- choose field --
-- oper --
-- value --


Workflow Studio
Regarding certificates
Flow
Regarding certificates
Inactive
Test
Activate
Save
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 relate...
Table
Operations related [u_operation...
Fields
Assigned to group
Certificates
Add field value
Delete
Cancel
Done
Action
Flow Logic
Subflow
ERROR HANDLER
If an error occurs in your flow, the actions you add here will run.
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 certificates
Active
Test
Deactivate
Activate
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Operations related Created or Updated where (issue is Regarding certificates)
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ERROR HANDLER
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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