

## Performance and testing

Date	01 Nov 2025
Team ID	NM2025TMID06891
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4

### Streamlining Ticket Assignment for Efficient Support Operations:

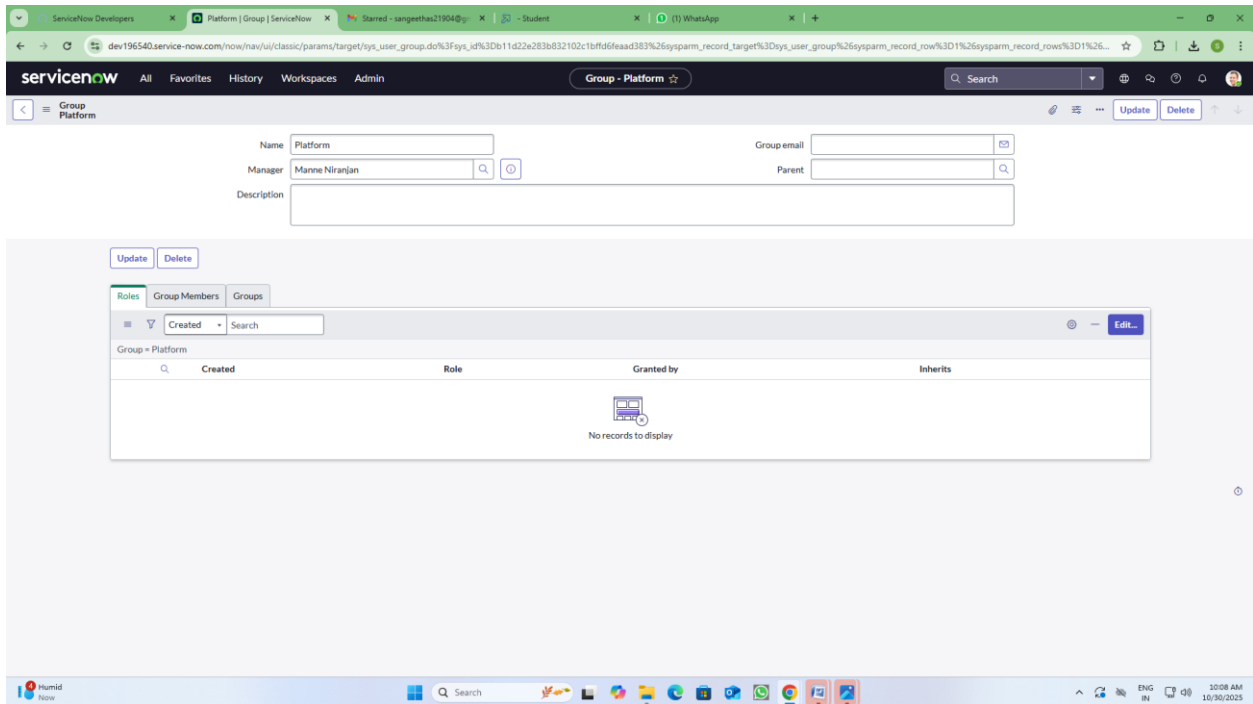
Streamlining ticket assignment is a key strategy to improve the efficiency and responsiveness of customer support operations. It involves optimizing how incoming support tickets (issues, queries, or requests) are distributed among support agents or teams. The goal is to ensure that each ticket reaches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

### CREATE USERS :

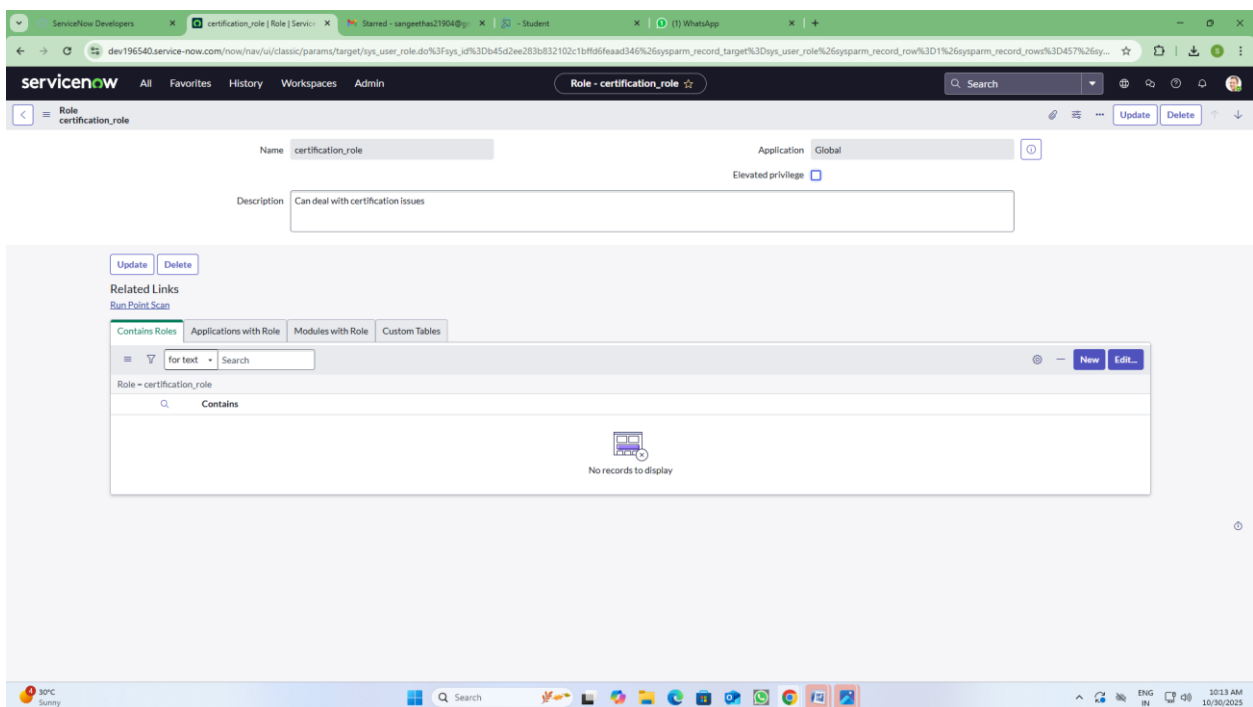
The screenshot displays the ServiceNow 'User Management' interface. The main form is for creating or editing a user. The user's name is 'Marne Niranjan'. The email address is 'niranjanreddymanne2507@gmail.com'. The user is set to be 'Active'. Below the main form, there are tabs for 'Entitled Custom Tables', 'Roles', 'Groups', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The 'Entitled Custom Tables' tab is selected, showing a table with columns for 'User', 'Table', 'Application', and 'Role'. The table is currently empty, with a message 'No records to display'.

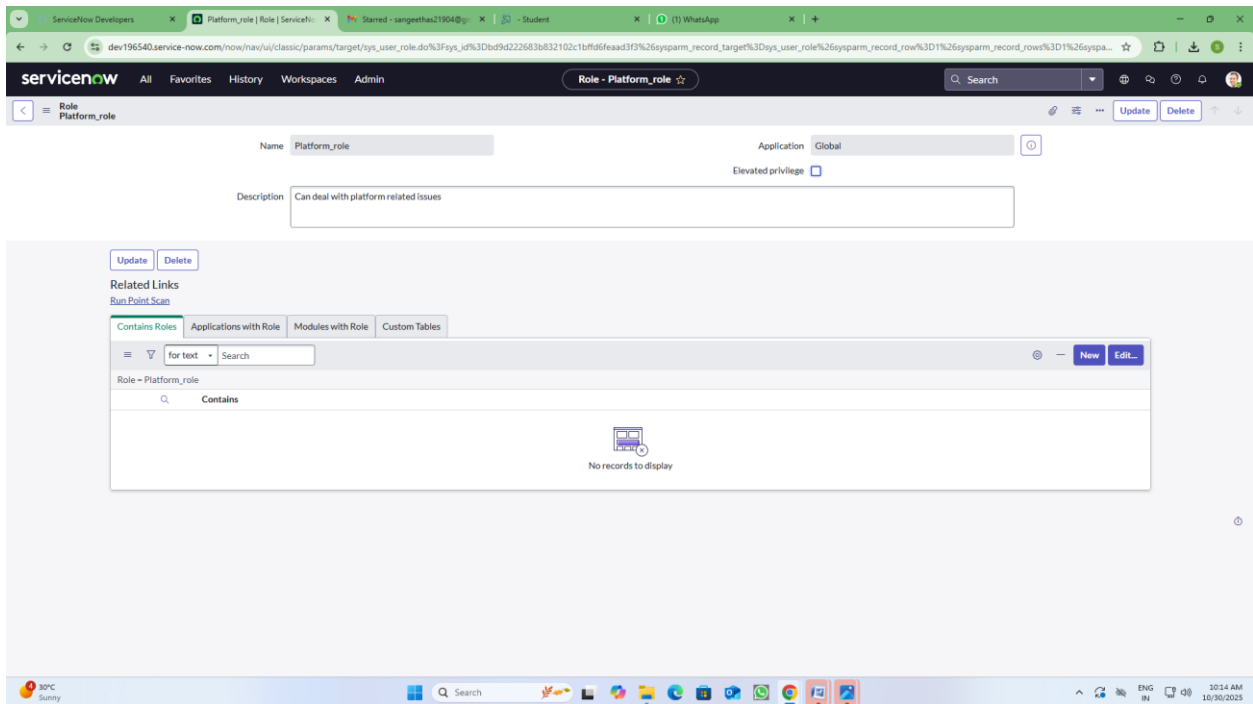
User	Table	Application	Role
No records to display			



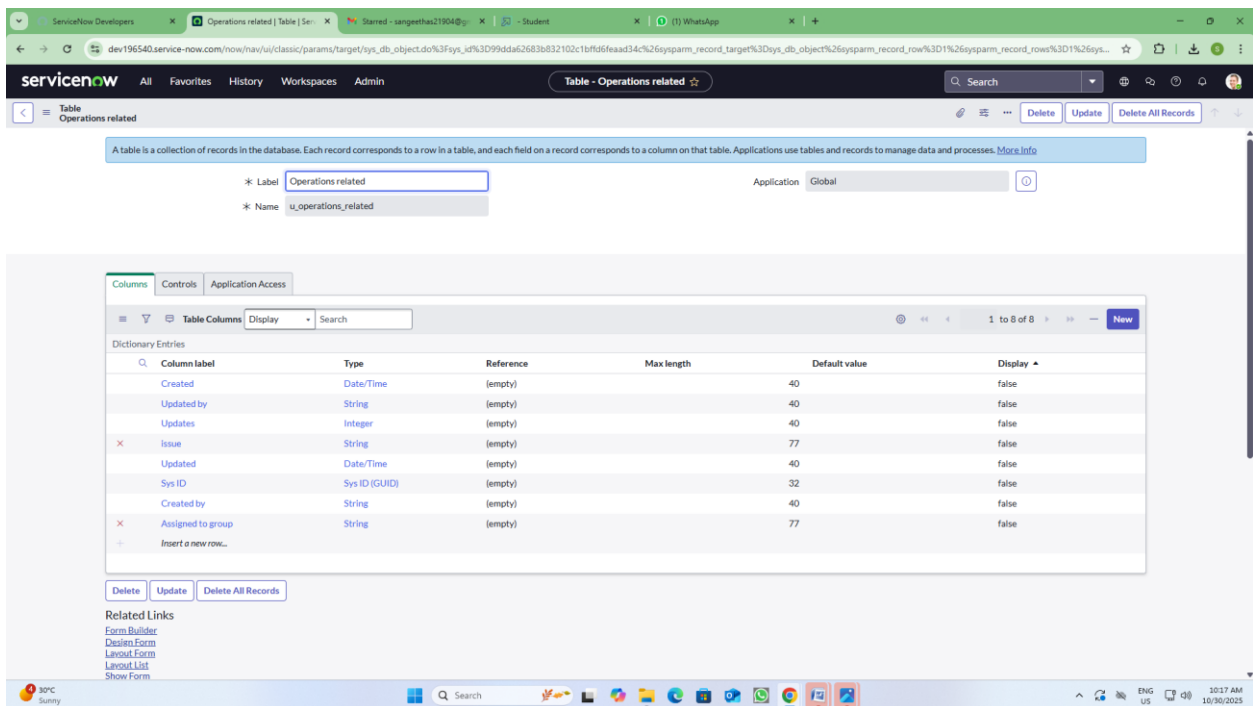


## CREATE ROLES :





## CREATE TABLES :



## ASSIGN ROLE TO TABLE:

The screenshot shows the ServiceNow Access Control interface for the table 'u\_operations\_related'. The top navigation bar includes 'ServiceNow Developers', 'u\_operations\_related | Access Control', and a search bar. The main content area is titled 'Access Control - u\_operations\_related'. It features a 'Conditions' section with a blue header and a list of roles: 'Platform\_role', 'u\_operations\_related\_user', and 'certification\_role'. Below this is a 'Security Attribute Condition' section with a 'Condition' dropdown set to 'All of these conditions must be met'. The 'Data Condition' section is also visible. The bottom status bar shows '30°C Sunny' and the time '10:39 AM 10/30/2025'.

## CREATE ACL :

The screenshot shows the ServiceNow Access Control interface for the table 'Operations related'. The top navigation bar includes 'ServiceNow Developers', 'Operations related | Access Control', and a search bar. The main content area is titled 'Access Control - Operations related'. It features a 'Conditions' section with a blue header and a list of roles: 'Platform\_role', 'u\_operations\_related\_user', and 'certification\_role'. Below this is a 'Security Attribute Condition' section with a 'Condition' dropdown set to 'All of these conditions must be met'. The 'Data Condition' section is also visible. The bottom status bar shows '30°C Sunny' and the time '10:39 AM 10/30/2025'.

ServiceNow Developers | Operations related | Access Control

dev196540.service-now.com/now/nav/ui/classic/params/target/sys\_security\_ac.do%3Fsys\_id%3D7c75e3aac0a01665a5cd4018e7ac44%26sysparm\_record\_target%3Dsys\_security\_ac%26sysparm\_record\_row%3D1%26sysparm\_record\_row%3D3%26...

### Access Control - Operations related

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: ☐ Existing ☐ Local

Security Attribute:

Condition: All of these conditions must be met

-- choose field --

Data Condition

Condition:

-- choose field --  -- oper --  -- value --

ServiceNow Developers | Regarding certificates | Workflow Studio

dev196540.service-now.com/now/workflow-studio/builder/%3Ftable%3Dsys\_hub\_flow%26sysid%3D7b9ba0978338f2102c1bfdf6eaad3e9

### 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 relate...

\* Table: Operations related [u\_operation...]

\* Fields: Assigned to group Certificates

+ Add field value

ERROR HANDLER

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

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

ServiceNow Developers

Regarding certificates | Workflo...

Starred - sangenhas21904@j...

- Student

WhatsApp

Assign roles to group

+

dev196540.service-now.com/now/workflow-studio/builder/%3Ftable%3Dsys\_hub\_flow%26sysid%3D7b9ba09783382102c1bfdf6eaad3e9

Workflow Studio

Regarding certificates

Active

View: Tg

Test

Deactivate

Activate

Save

...

?

TRIGGER

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

ACTIONS Select multiple

1 

Update Operations related Record

X

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

Status: Published | Application: Global

2/3

30°C Sunny

Search

ENG US

10:55 AM 10/30/2025