

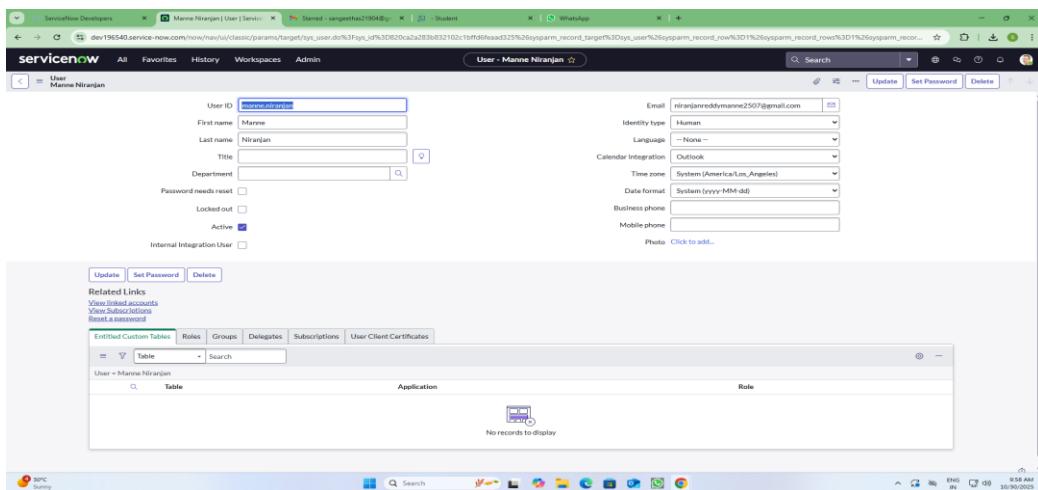
## Performance and testing

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 :**



ServiceNow Developers | Katherine.pierce | ServiceNow | Starred - sangethas21904@gmail.com | Student | WhatsApp | +

User - Katherine.pierce

User ID	Katherine.Pierce
First name	Katherine
Last name	pierce
Title	
Department	
Password needs reset	<input type="checkbox"/>
Locked out	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>
Internal Integration User	<input type="checkbox"/>
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

User = Katherine.pierce

Table	Application	Role
		No records to display

Gold -0.96% 10:06 AM 10/30/2025 ENG IN

## CREATE GROUPS :

ServiceNow Developers | certificates | Group | ServiceNow | Starred - sangethas21904@gmail.com | Student | WhatsApp | +

Group - certificates

Name	certificates
Manager	Katherine.pierce
Description	
Group email	
Parent	

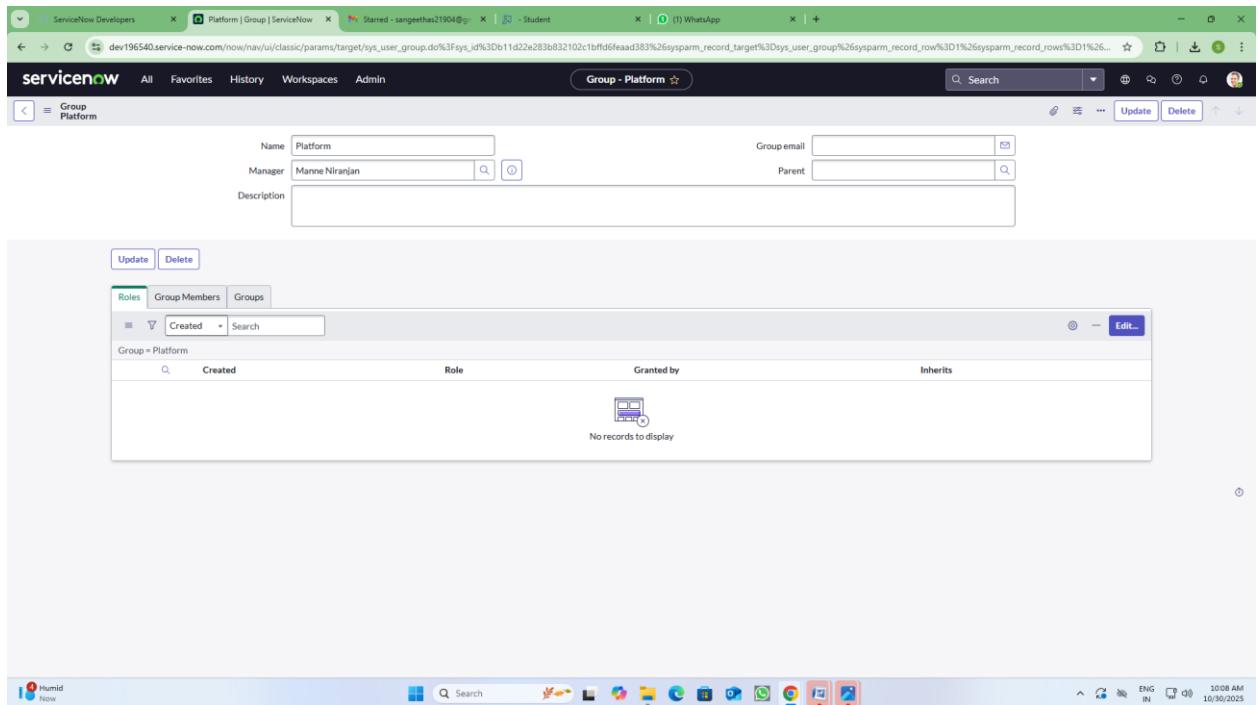
Update Delete

Roles Group Members Groups

Created Search Edit...

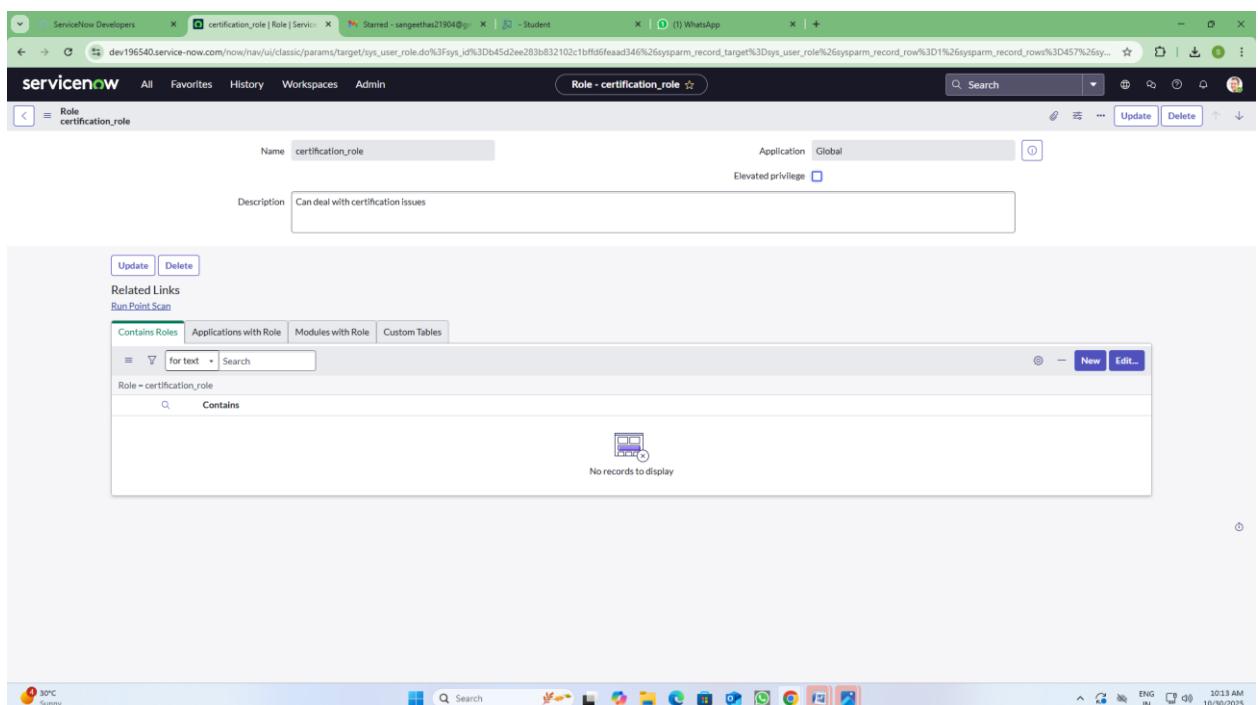
Created	Role	Granted by	Inherits
			No records to display

Air Moderate Sunday 10:08 AM 10/30/2025 ENG IN

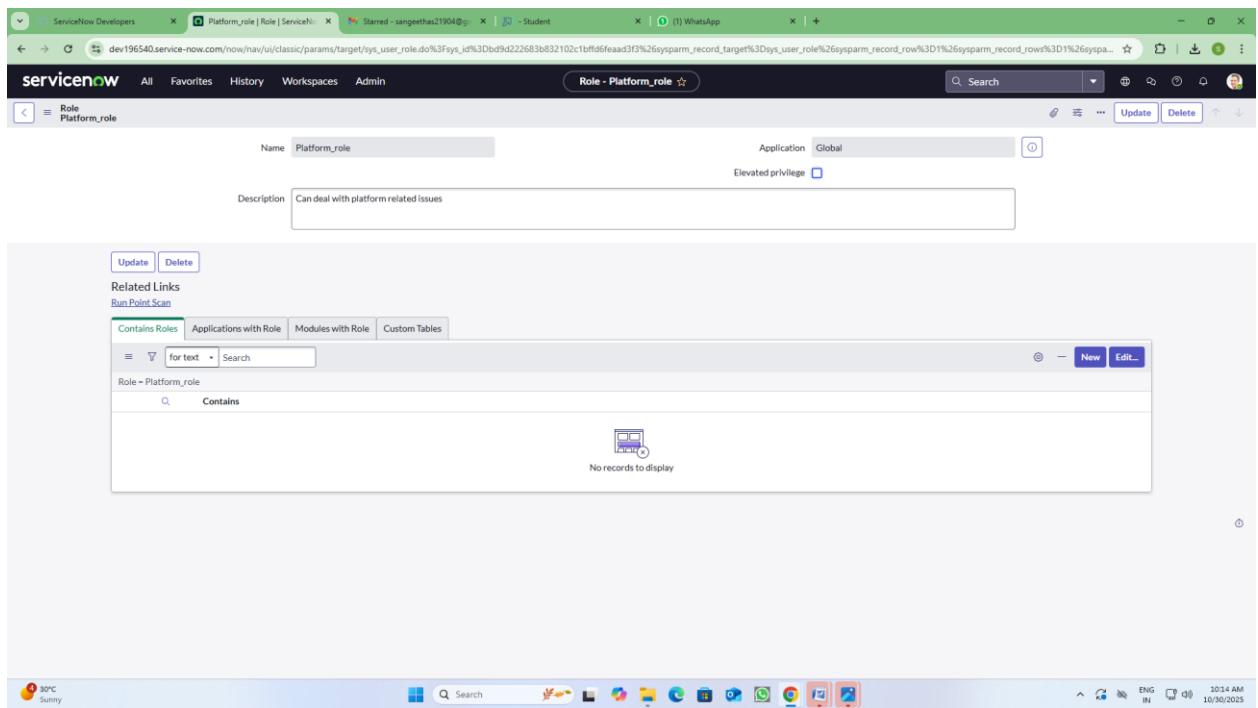


The screenshot shows the 'Group - Platform' creation page in ServiceNow. The 'Name' field is set to 'Platform'. The 'Manager' field is populated with 'Manne Niranjan'. There is a 'Description' field which is empty. Below the form, there are 'Update' and 'Delete' buttons. A tab navigation bar at the bottom shows 'Roles' (which is selected), 'Group Members', and 'Groups'. Under the 'Roles' tab, a search bar is present with the text 'Created'. A table below lists roles, showing one entry: 'Created' with 'Granted by' set to 'System'. A message 'No records to display' is shown. At the bottom right of the page, there is a note: 'Group > Platform'.

## CREATE ROLES :

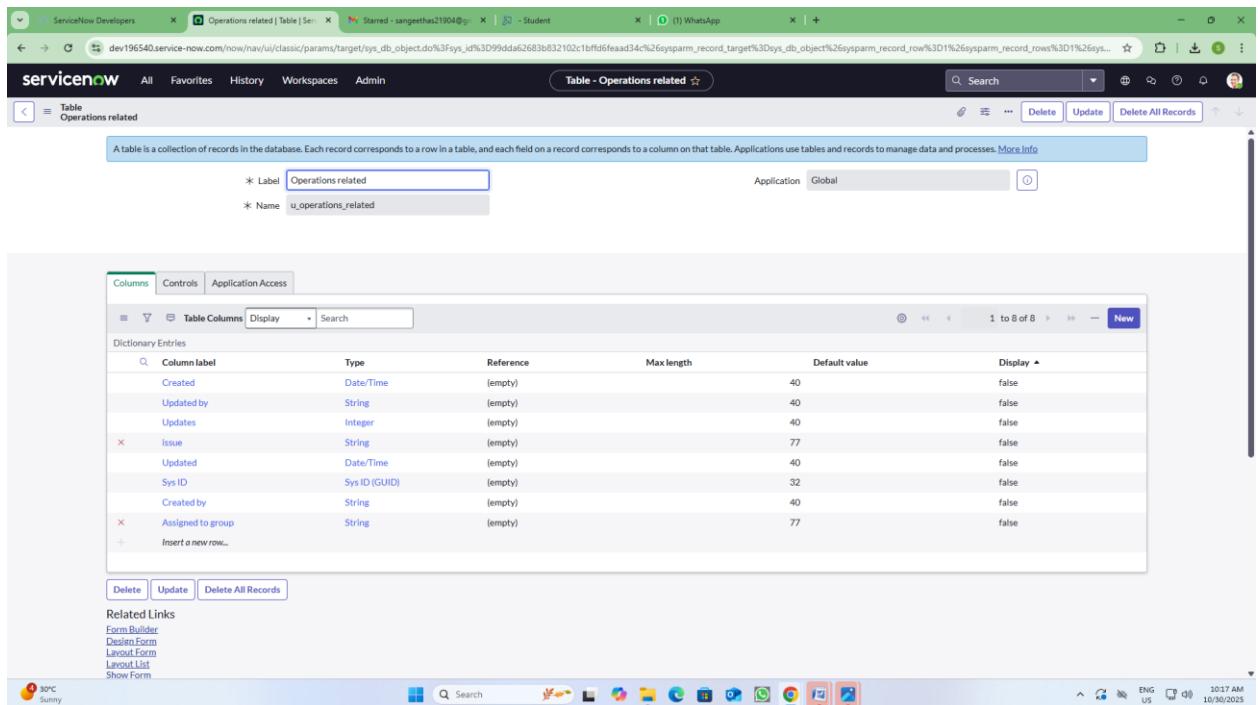


The screenshot shows the 'Role - certification\_role' creation page in ServiceNow. The 'Name' field is set to 'certification\_role'. The 'Application' dropdown is set to 'Global'. The 'Elevated privilege' checkbox is unchecked. The 'Description' field contains the text 'Can deal with certification issues'. Below the form, there are 'Update' and 'Delete' buttons. A 'Related Links' section includes a 'Run Point Scan' button. A tab navigation bar at the bottom shows 'Contains Roles' (selected), 'Applications with Role', 'Modules with Role', and 'Custom Tables'. Under the 'Contains Roles' tab, a search bar is present with the text 'for text'. A table below lists roles, showing one entry: 'Role - certification\_role' with 'Contains' status. A message 'No records to display' is shown. At the bottom right of the page, there is a note: 'Role > certification\_role'.



The screenshot shows the ServiceNow interface for creating a new role. The title bar says "Role - Platform\_role". The main form has fields for "Name" (Platform\_role), "Application" (Global), and "Description" (Can deal with platform related issues). A "Contains Roles" section is empty, showing "No records to display". The bottom status bar shows the date and time as 10/14 AM 10/30/2025.

## CREATE TABLES :



The screenshot shows the ServiceNow interface for creating a new table. The title bar says "Table - Operations related". The main form has fields for "\* Label" (Operations related) and "\* Name" (u\_operations\_related). The "Dictionary Entries" section lists columns with their types and properties. The bottom status bar shows the date and time as 10:17 AM 10/30/2025.

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	

## ASSIGN ROLE TO TABLE:

The screenshot shows the ServiceNow Access Control interface for the 'u\_operations\_related' table. The 'Conditions' section is expanded, displaying two decision types: 'Allow Access' (met if all conditions are met) and 'Deny Access' (denied if all conditions are met). The 'Requires role' section lists three roles: 'Platform\_role', 'u\_operations\_related\_user', and 'certification\_role'. The 'Security Attribute Condition' section is set to 'Existing' and includes a condition 'All of these conditions must be met' with a dropdown menu for selecting fields. The 'Data Condition' section shows a message 'No. of records matching the condition: 0'.

## CREATE ACL :

The screenshot shows the ServiceNow Access Control interface for the 'Operations related' table. A new ACL record is being created with the following details:  
- Type: record  
- Operation: write  
- Decision Type: Allow If  
- Admin override: checked  
- Protection policy: None  
- Name: Operations related  
- Description: To write to records on any table the following must apply:  
 user has the admin role  
 OR  
 glidemsm.default\_mode = allow which allows access to all tables in the absence of any other security rules (ACLs)  
The 'Applies To' section shows a dropdown menu for selecting a table name, with 'Not a valid table name' selected. The 'Conditions' section is expanded, listing the same three roles as the previous screenshot. The status bar at the bottom indicates '10:39 AM 10/30/2025'.

This screenshot shows the ServiceNow Access Control - Operations related page. It displays the 'Conditions' section, which states that Access Control Rules have two decision types: Allow Access (if all conditions are met) and Deny Access (unless all conditions are met). Below this, the 'Requires role' section lists several roles: u\_operations\_related\_user, u\_operations\_related\_user, u\_operations\_related\_user, and u\_operations\_related\_user. The 'Security Attribute Condition' section is set to 'Existing' and includes a condition where 'All of these conditions must be met'. The 'Data Condition' section contains a condition that is currently invalid, indicated by a tooltip: 'Not a valid table name'. The interface includes a toolbar at the top and a status bar at the bottom.

This screenshot shows the ServiceNow Workflow Studio interface for a workflow named 'Regarding certificates'. The 'TRIGGER' section shows a trigger for 'Operations related Created or Updated where (Issue is Regarding certificates)'. The 'ACTIONS' section contains one action: 'Update Operations related Record'. This action is set to 'Update Record' and involves updating the 'Certificates' field of the 'Operations related' table for the record assigned to the group. The 'Data' panel on the right provides details about the flow variables and record types involved. The 'ERROR HANDLER' section indicates that no error handling logic has been defined. The status bar at the bottom shows system information like weather and time.

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

Regarding certificates

Workflow Studio

Regarding certificates

View: Test | Deactivate | Activate | Save | ... | +

**TRIGGER**

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

**ACTIONS** Select multiple

1 Update Operations related Record

Go Action | Flow Logic | Subflow

**ERROR HANDLER** (disabled)

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

**Data** Collapsible 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

```
graph TD; Start(( )) --> Trigger[Operations related Created or Updated where (Issue is Regarding certificates)]; Trigger --> Action1[1 Update Operations related Record]; Action1 --> End(( ));
```

