

FUNCTIONAL AND PERFORMANCE TESTING

MILESTONE-9: Flow

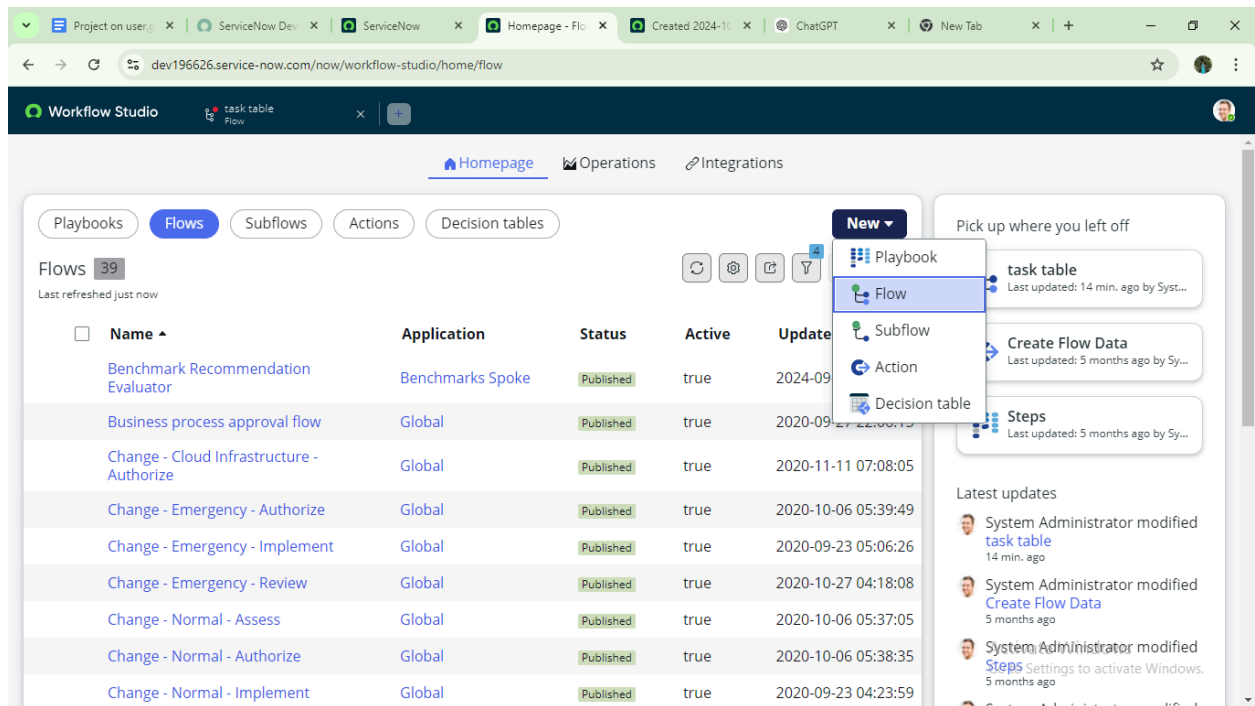
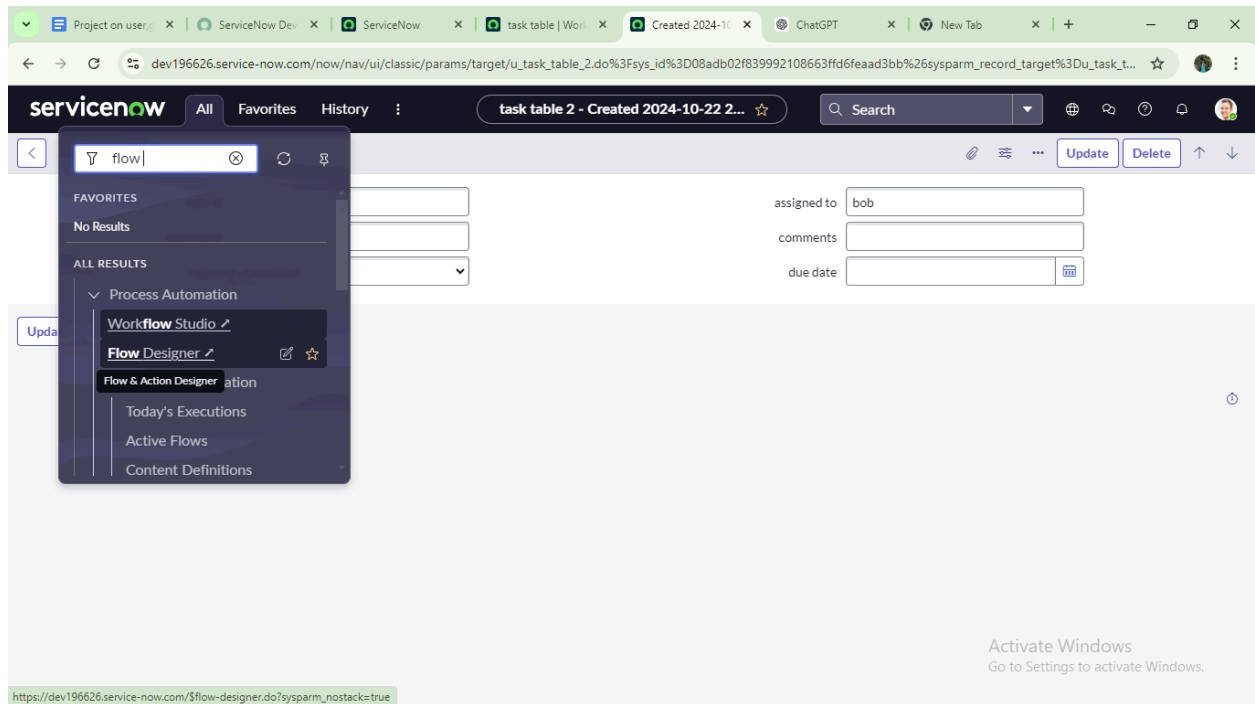
ACTIVITY : create A flow to assign operations ticket to groups

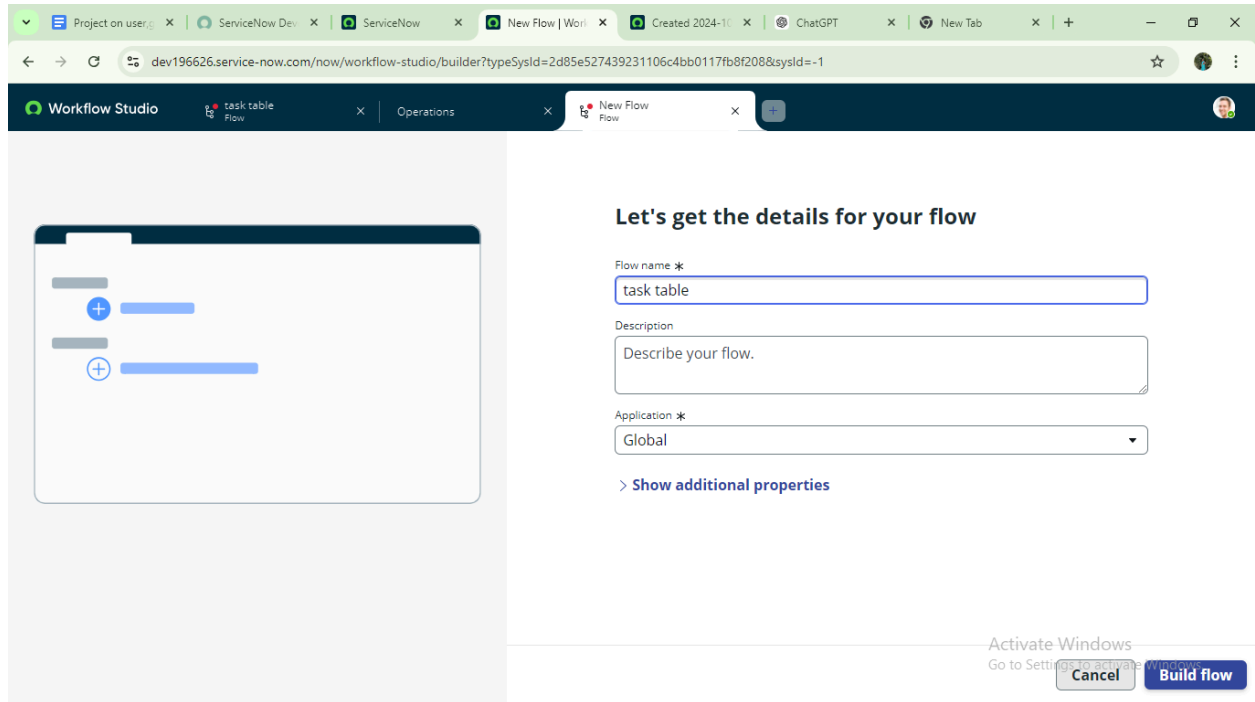
PURPOSE :Automate and streamline the process of distributing incoming tickets to the appropriate teams or individuals based on predefined criteria. This ensures efficient workload distribution, minimizes manual effort, and ultimately improves response times and overall operational efficiency.

USES :leveraging workflow automation tools. This can streamline operations, improve efficiency, and ensure tickets are handled by the appropriate teams.

STEPS :

- 1.Open service now.
- 2.Click on All >> search for Flow Designer
- 3.Click on Flow Designer under Process Automation.
- 4.After opening Flow Designer Click on new and select Flow.
- 5.Under Flow properties Give Flow Name as “ task table”.
- 6.Application should be Global.
7. Click build flow.





1.Click on Add a trigger

2.Select the trigger in that Search for “create record” and select that.

3.Give the table name as task table

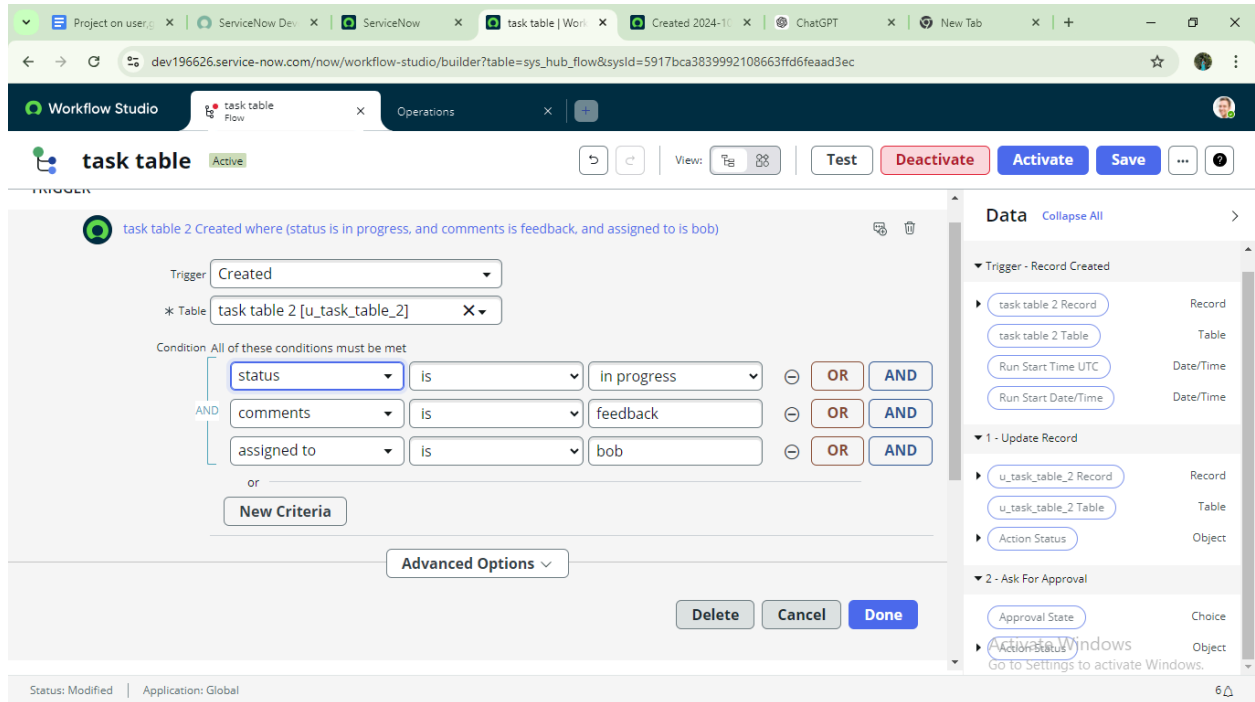
4.Give the Condition as Field : status

Operator :is Value : in progress

Field : comments Operator :is Value : feedback

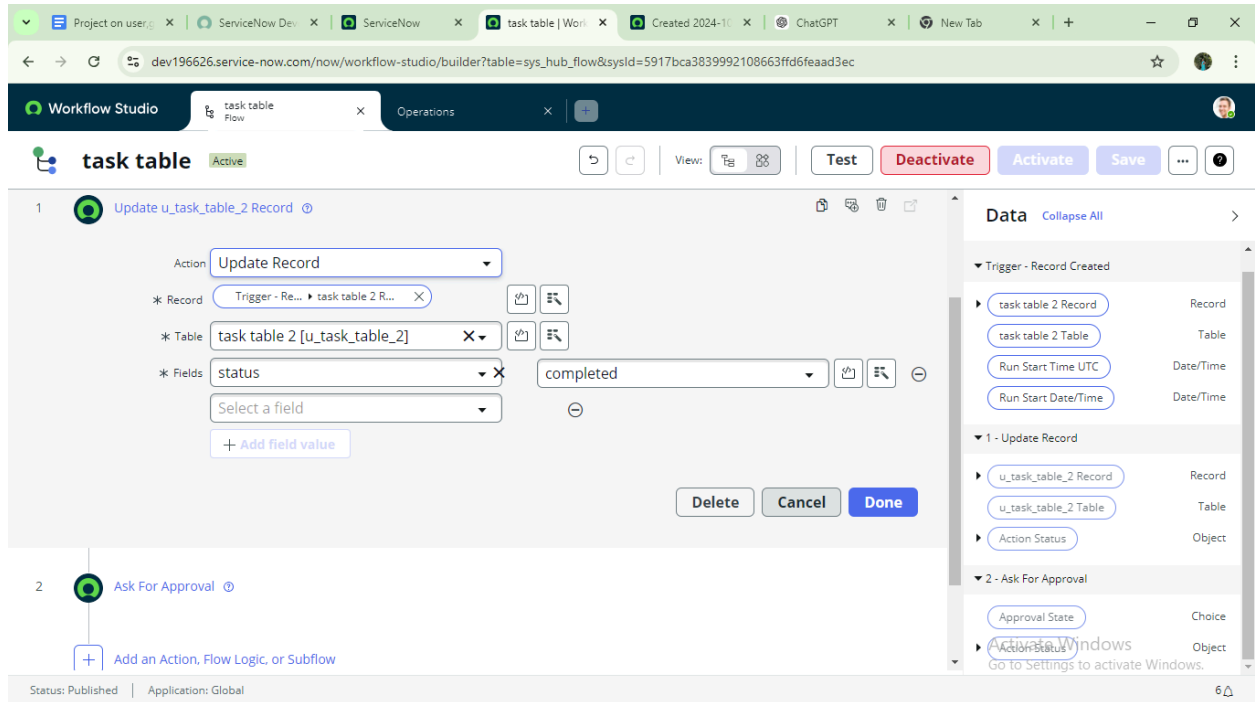
Field : assigned to Operator :is Value : bob

5.After that click on Done.



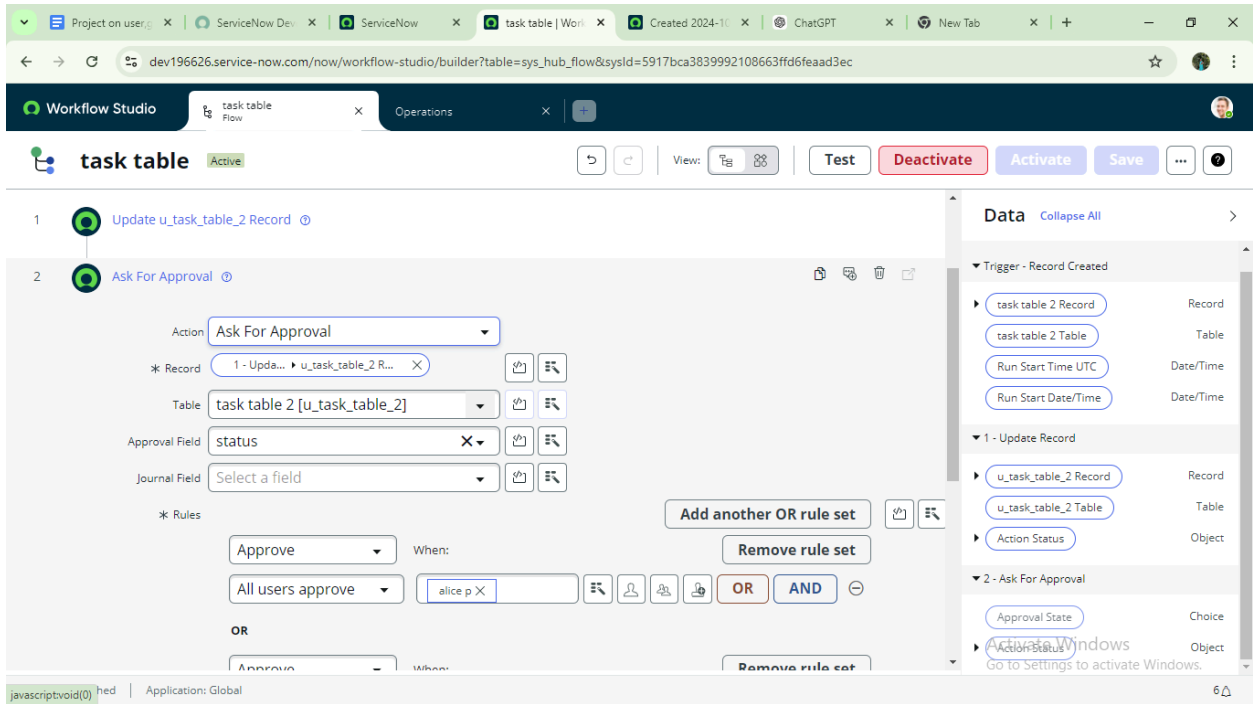
Next step:

1. Click on Add an action.
 2. Select action in that ,search for “ update records”.
 3. In Record field drag the fields from the data navigation from Right Side(Data pill)
 4. Table will be auto assigned after that
 5. Add fields as “status” and value as “completed”
- Click on Done.

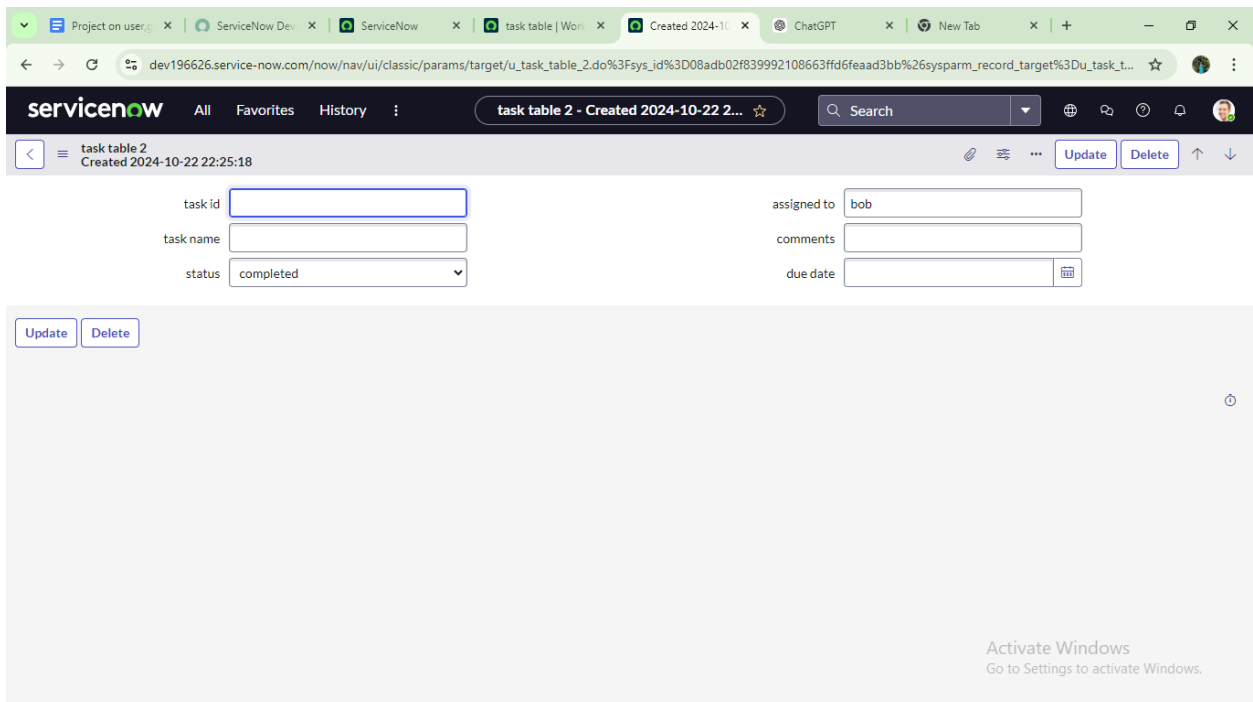


Next step:

1. Now under Actions.
2. Click on Add an action.
3. Select action in that, search for “ask for approval
4. In Record field drag the fields from the data navigation from Right side
5. Table will be auto assigned after that
6. Give the approve field as “status”
7. Give approver as alice p
8. Click on Done.



- 1.Go to application navigator search for task table.
- 2.It status field is updated to completed



- 1.Go to application navigator and search for my approval
- 2.Click on my approval under the service desk.

3. Alice p got approval request then right click on requested then select approved