

# **Streamlining Ticket Assignment Efficient Operation**

**Team ID : NM2025TMID13006**

**Team Leader : SUNUMANI M**

**Team member : SAKTHI A**

**Team member : LEYSAB DASS C**

**Team member : MADHAN V**

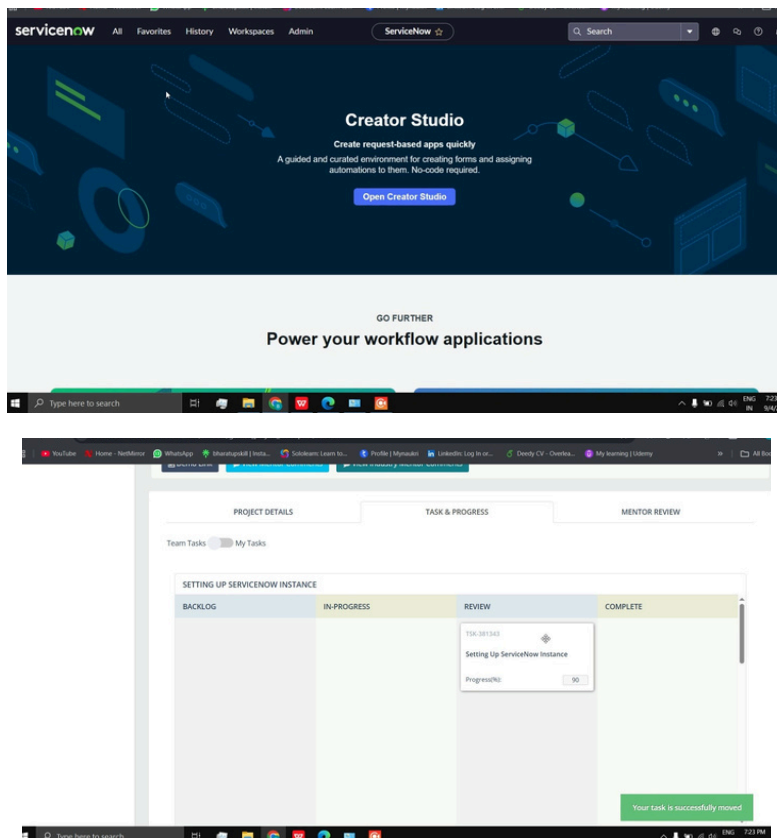
# **Table of contents**

1. Introduction
2. Setting up service now instance
3. Creation of new users
4. Creation of groups
5. Creation of Roles
6. Creation of table
7. conclusion

# **Introduction**

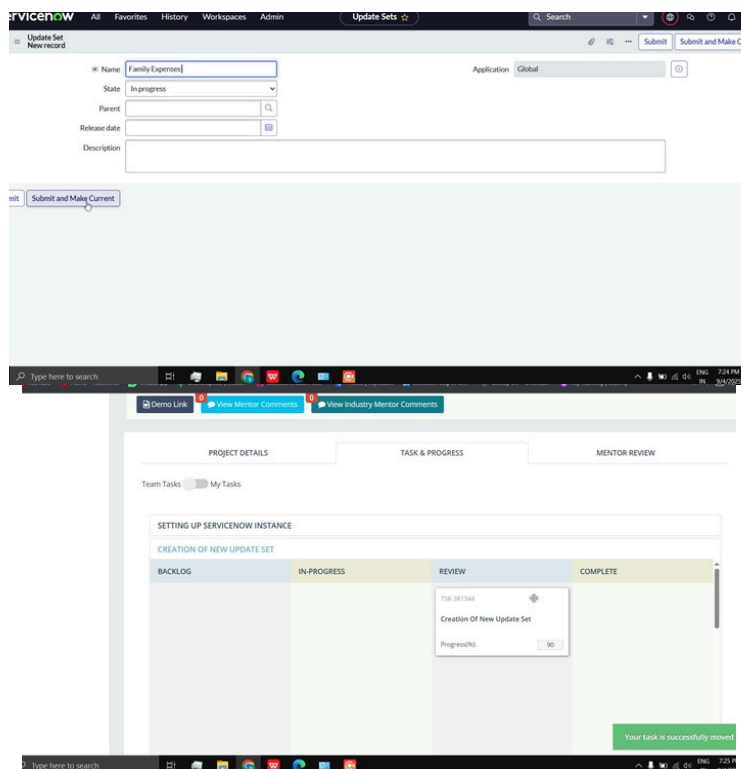
**The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.**

# Setting up service now instance



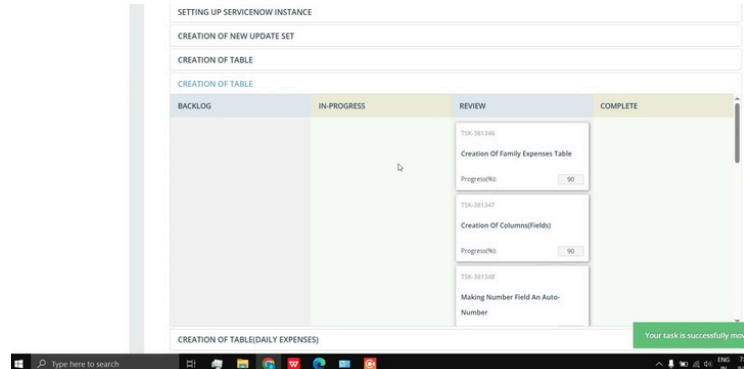
By logging to service now developer site ,a new service now instance had been requested and built.

## Creation of new user



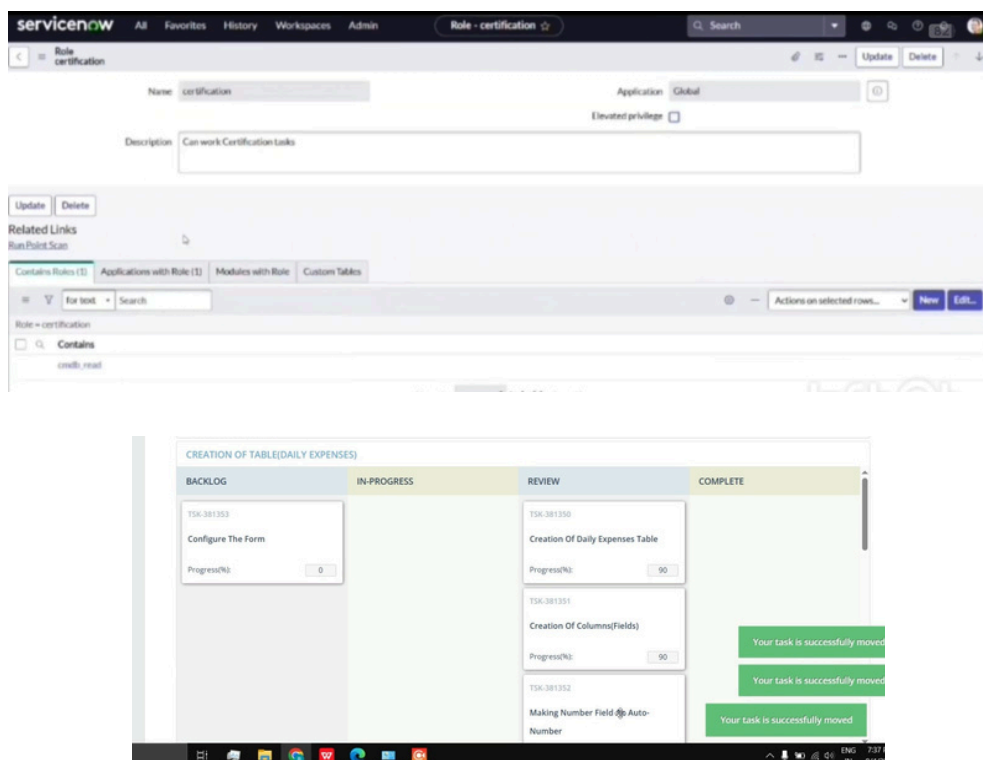
A new user has been created as “MANNE NIRANJAN “.

# Creation of Groups



A Group name is created as certification by adding fields ,making number field an auto-number and configuring it.

# Creation of Roles



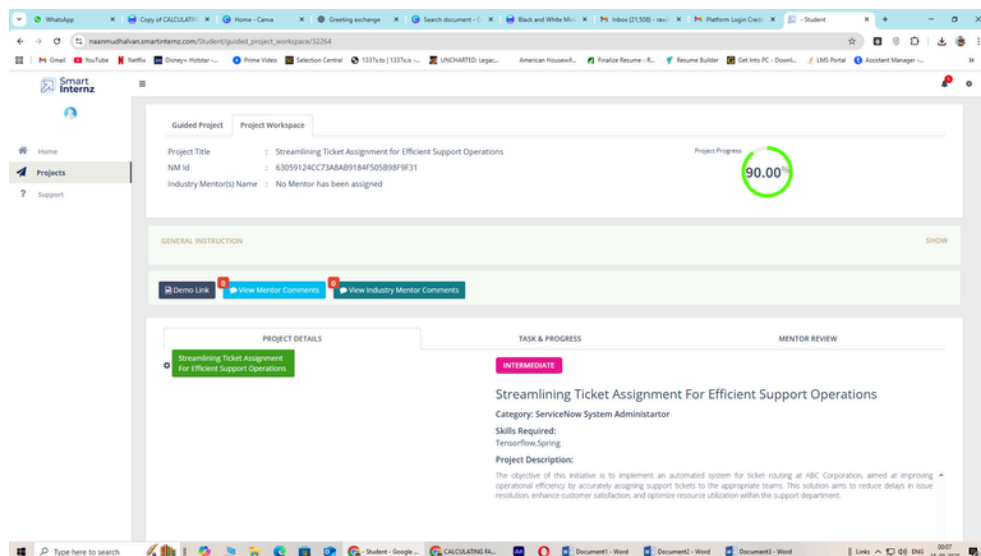
Roles is created by adding fields ,making number field an auto-number and configuring it.

## Creation of table

The screenshot shows the 'Table - New Record' interface in ServiceNow. The 'Columns' tab is selected, displaying a list of dictionary entries. The table has columns for Column label, Type, Reference, Max length, Default value, and Display. The entries are:

Column label	Type	Reference	Max length	Default value	Display
Assigned to Groups	Reference	Group			false
Assigned to users	Reference	User			false
Comment	String				false
Issue	String				false
Name	String				false
Priority	String				false
Service Request Number	String				false

## Conclusion



ServiceNow is not limited to enterprise IT workflows—it can also be adapted for everyday life scenarios such as managing family expenses. By setting up custom applications, tables, and dashboards, families can achieve a structured, automated, and insightful approach to managing their finances effectively.