

Streamlining Ticket Assignment Efficient Operation

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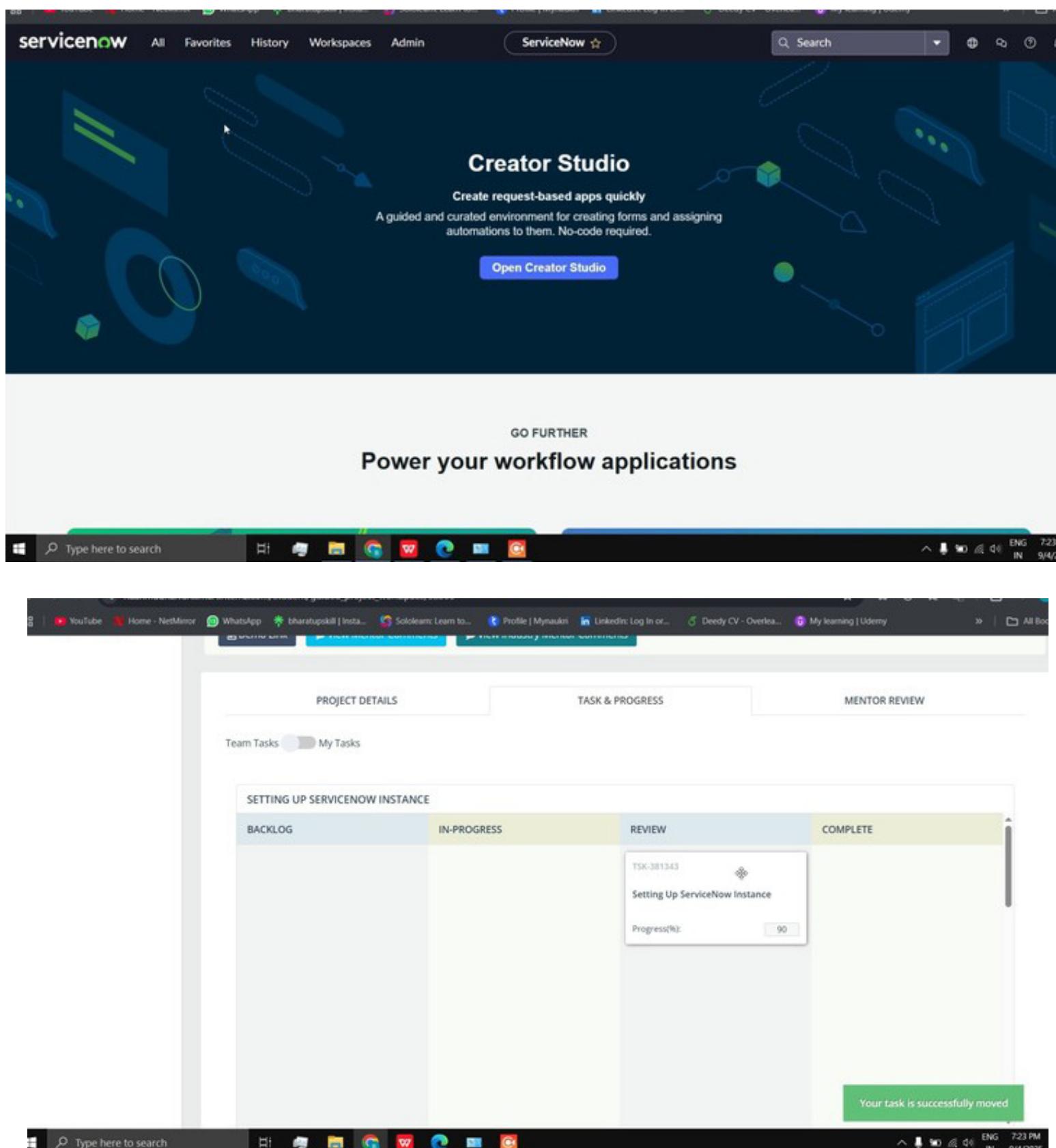
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Introduction

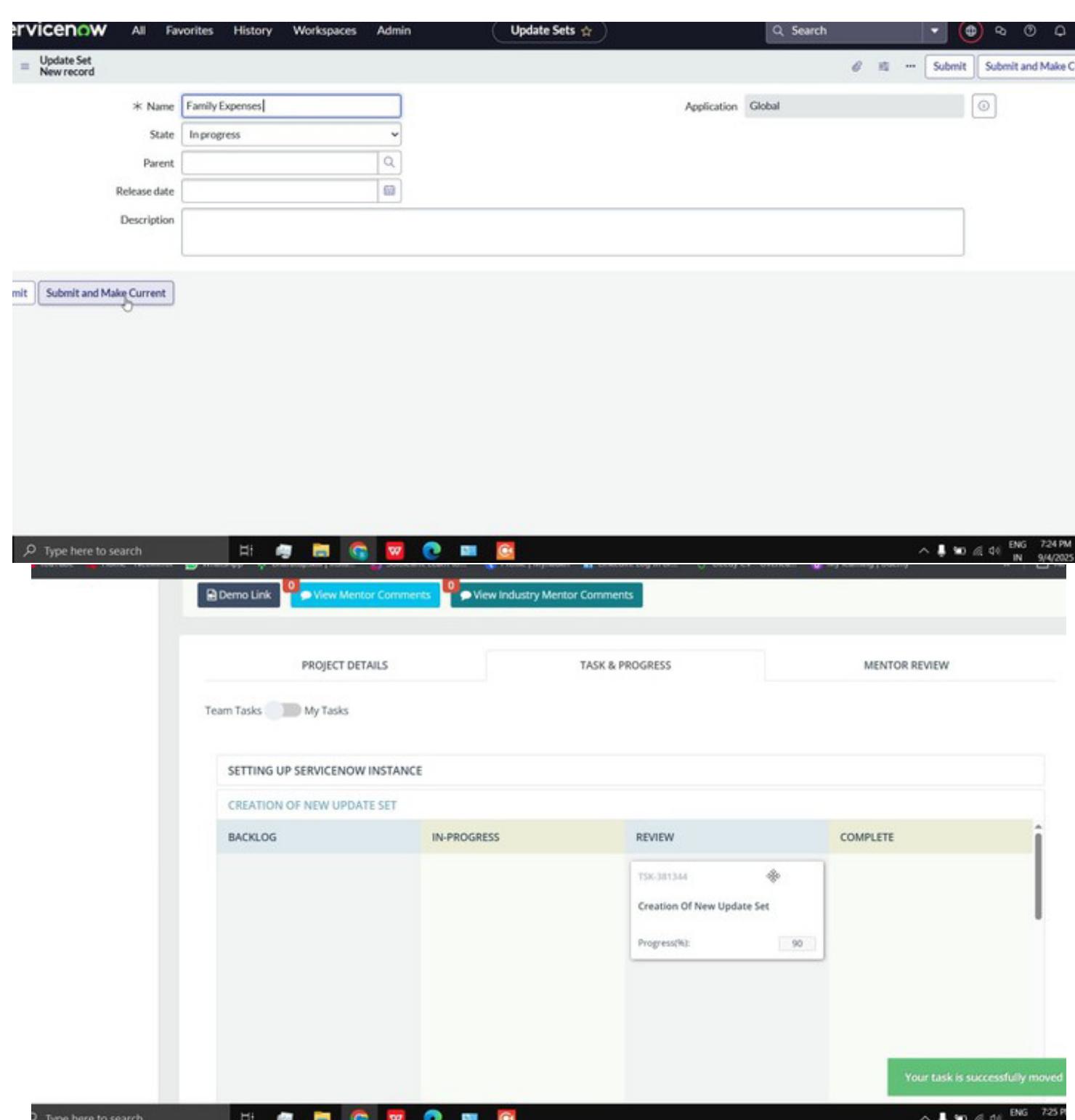
The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction,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

Setting up service now instance



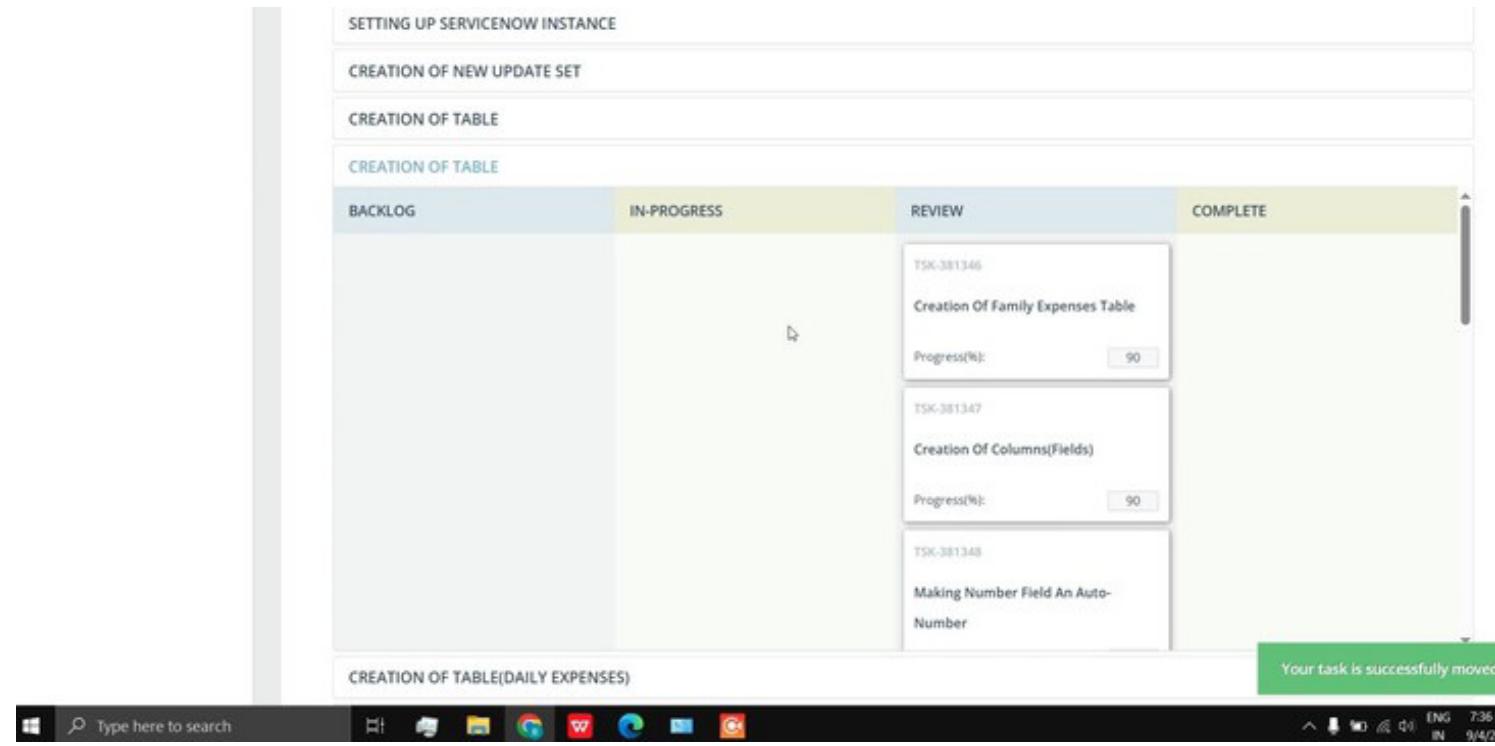
By logging to service now developer site ,a new service now instance had been requested and built.

Creation of new user



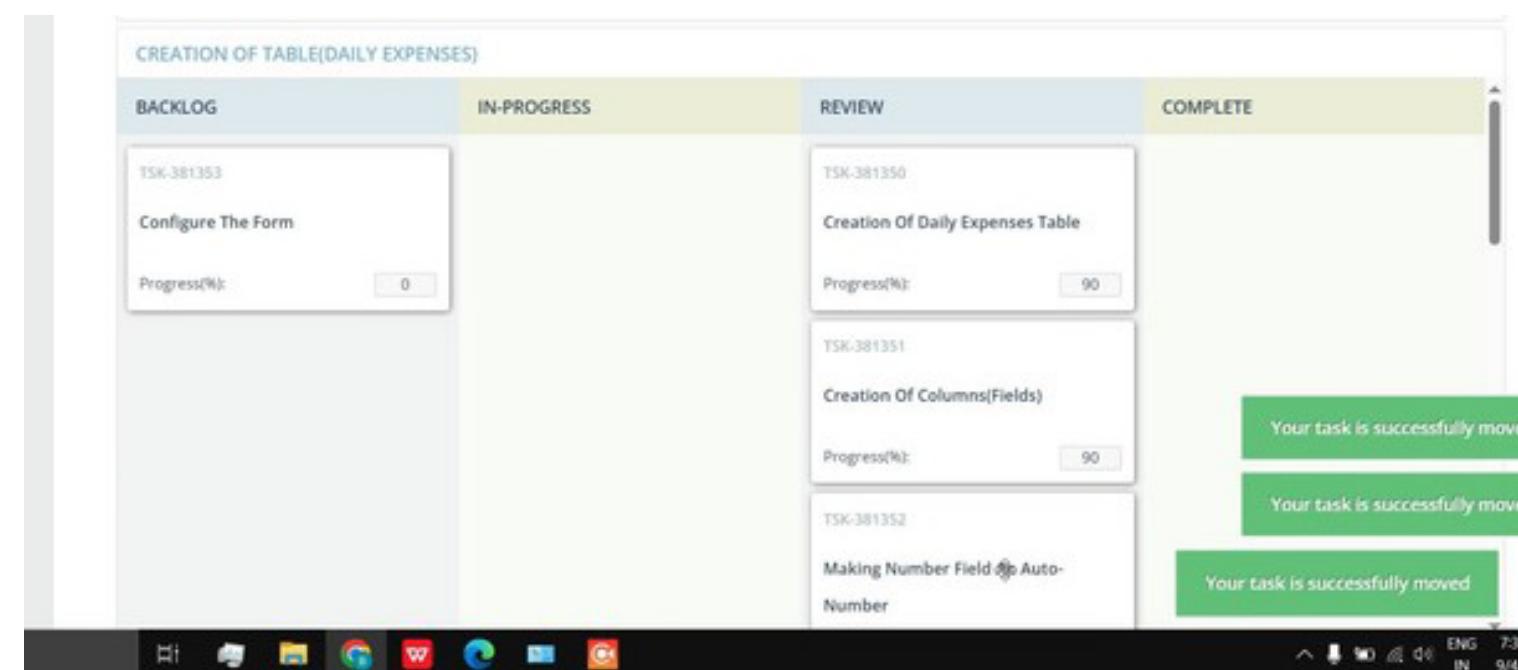
A new user has been created as "MANNE NIRANJAN".

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 ServiceNow Table - New Record interface. At the top, there are tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Table - New Record'. A status bar indicates 'Application scope: Global' and 'Update set: Default [Global]'. Below the title, it says 'Table New record'. There are buttons for 'Submit' and 'Cancel'. The interface includes sections for 'Columns', 'Controls', and 'Application Access'. The 'Table Columns' section lists various fields: Assigned to Groups (Reference, Group), Assigned to users (Reference, User), Comment (String), Issue (String), Name (String), Priority (String), and Service Request Number (String). Each field has a 'Type' dropdown, a 'Default value' column with 'false', and a 'Display' column with 'false'. There are also buttons for adding new columns and deleting existing ones.

Conclusion

The screenshot shows a web browser window with multiple tabs open. The active tab is 'naanmudhalan.smartinternz.com/Student/guided_project_workspace/32264'. The page displays a 'Guided Project' workspace for a project titled 'Streamlining Ticket Assignment for Efficient Support Operations'. The project ID is 63059124CC73A8AB91B4F505898F9F31. It notes that no mentor has been assigned. A progress bar indicates 90.00%. The workspace includes sections for 'GENERAL INSTRUCTION', 'PROJECT DETAILS' (Streamlining Ticket Assignment For Efficient Support Operations), 'TASK & PROGRESS' (INTERMEDIATE), and 'MENTOR REVIEW'. The 'PROJECT DETAILS' section provides a detailed description of the project's objective: to implement an automated system for ticket routing at ABC Corporation, aiming to improve operational efficiency by accurately assigning support tickets to the appropriate teams. The skills required are Tensorflow, Spring, and Java. The project description states that the initiative aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.

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.