**TECHNOLOGY STACK**

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| Date |  |
| Team id | NM2025TMID05625 |
| Project name | Streamlining ticket assignment for efficient support operations |

**Service now Architecture**

The image shows how data flows from a third-party system into the ServiceNow app, gets processed through import mechanisms, and ends up in the Incident Table, where it can trigger further actions or updates.

**Third Party → REST API → ServiceNow**

Data is sent from a third-party system via REST API.

**REST API → Scheduled Import**

API data is captured by a scheduled import job.

**Scheduled Import → Import Sets**

Data is loaded into temporary import tables.

**Import Sets → Transform Map**

Data is transformed to match the format of the target tables.

**Transform Map → Incident Table**

Transformed data is saved as incidents in ServiceNow.

**Incident Table → Triggered Actions**

Actions (like alerts, updates) are automatically triggered.

**Incident Table ↔ CMDB Tables**

Incidents are linked to Configuration Items (Cis) from the CMDB

