PROJECT EXECUTABLE FILES

1. Dataset

The dataset used in this project consists of ticket-related information entered by users through the ServiceNow form.

Dataset includes the following fields:

- Ticket ID

- User Name

- Issue Type (Platform / Certificate / Login Error / User Expired, etc.)

- Description

- Assigned Group

- Status (Open, In Progress, Resolved)

- Created Date

Nature of Dataset:

- Structured data stored in a ServiceNow table.

- Real-time data generated by users.

- Used for routing tickets to appropriate support groups.

Purpose of Dataset:

- To classify tickets based on issue type.

- To enable automated assignment.

- To track and monitor ticket resolution.

2. Output Screenshot

The output of the project is visible in the ServiceNow interface after ticket submission and automated processing.

Output Screens include:

- Ticket creation form

- Auto-assigned group field

- Ticket list view

- Resolved ticket status

Expected Output Behavior:

- When a user submits a ticket,
  → the system automatically assigns it to the correct group (Platform / Certificate).

- The assigned group field is updated without manual action.

- Support agents can view only relevant tickets.

Operations related
sai kuamr

Name	sai kuamr
Issue	regarding certificates
Comment	certificates issues
Assigned to group	certifications

Assigned to user	Abel Tuter
Priority	medium
Ticket raised Date	2026-02-11 06:55:30
Service request No	

Operations related
nani

Name	nani
Issue	Unable to login to platform
Comment	unable to login
Assigned to group	Platform

Assigned to user	Abel Tuter
Priority	high
Ticket raised Date	2026-02-11 07:00:27
Service request No	

3. Project Files

The project consists of configuration and workflow files within ServiceNow.

Project Files include:

- Custom Table (Operations Related)

- Form Design (Issue selection & fields)

- User and Group Configuration

- Roles and ACL Rules

- Flow Designer Workflows

    o Platform Assignment Flow

    o Certificate Assignment Flow

File Structure (Logical View):

- Tables

- Forms

- Flows

- Security Rules

- Documentation