

ROLES


Create Roles:

Date	25 June 2025
Team ID	LTVIP2025TMID29036
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 Marks

1. Open service now.
2. Click on All >> search for Roles.
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new Role.

Name	Certification_role
Requires Subscription	Unspecified 
Description	Can deal with certification issues

6. Click on submit.
Create one more role:
7. Create another role with the following details

Name	Certification_role
Requires Subscription	Unspecified 
Description	Can deal with certification issues

8. Click on submit.