

ASSIGN ROLES & USERS TO GROUPS

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

Assign Roles & Users Certificate Group:

1. Open service now.
2. Click on All >> search for tables.
3. Select tables under system definition.
4. Select the certificates group.
5. Under group members.
6. Click on edit.
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification_role and save