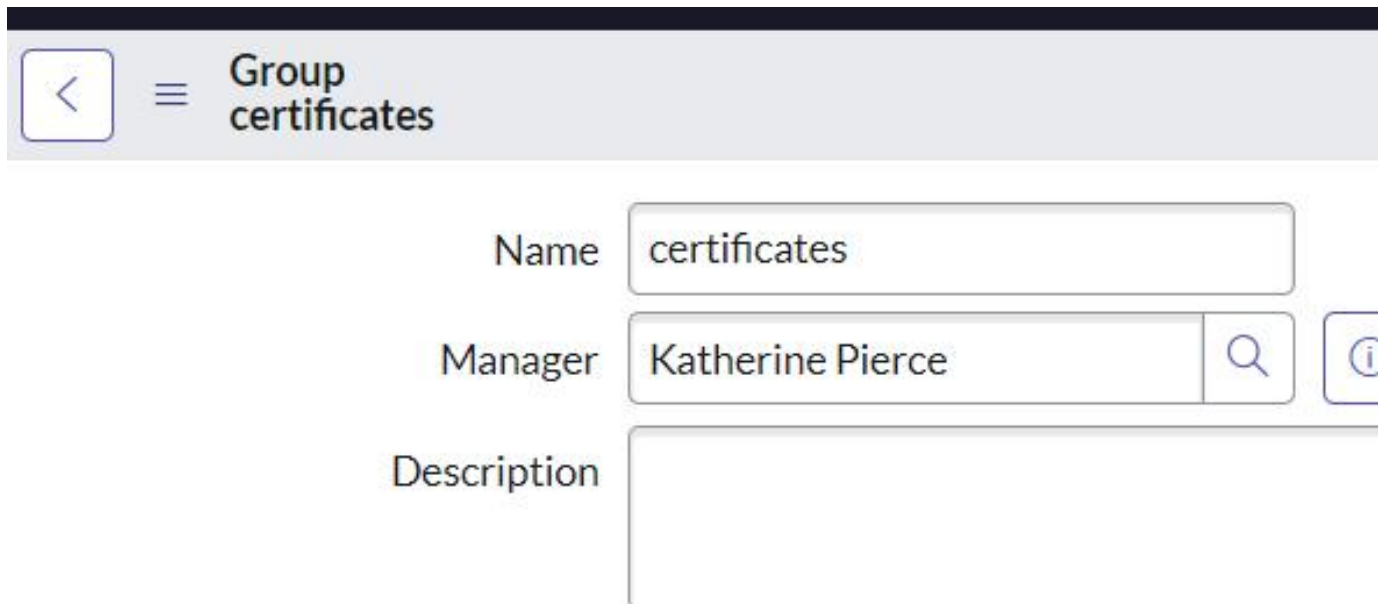




Date	25 June 2025
Team ID	LTVIP2025TMID29036
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 Marks

## GROUPS



### create Groups:

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



  **Group certificates**

Name

Manager   

Description

6. Click on Submit.
7. Create one more Group with the following details.

## Group certificates

Name

Manager



Description

8. Click on submit.