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Email: cs2301111058040@lngovernmentcollege.com
NM_ID: A0D9O496D8D6EE78C604BA8379DC8C0C

CATEGORY	: ServiceNow System Administrator
PROJECT TITLE	: Streamlining Ticket Assignment for Efficient Support Operations
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Procedure to Access the Project Workspace

Procedure to Access the Project Workspace

This video will guide the steps to access the project workspace and the procedure to update the project status.

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Streamlining Ticket Assignment For Efficient Support Operations

- Users
- Groups
- Roles
- Table

Assign Roles & Users To Groups

Assign Role To Table

- Create ACL
- Flow

Conclusion

Streamlining Ticket Assignment For Efficient Support Operations

The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.

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User

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No Results

ALL RESULTS

∨ Certificate Based Authentication
  User to Certificates Mapping
∨ Formulas
  User Functions
∨ Operations related
  Group [sys_**user**_group]s
  User [sys_user]s
∨ **User** Experience Analytics
  Authentications
  Consent Policies
  Dashboard
  Detection Policy Providers
  Properties
  Settings
∨ Change
  ∨ Administration
    | **User** Criteria
∨ Configuration
  ∨ Relationships
    CI/**User** Relation Types
  ∨ CI Lifecycle Management
    | CI State Registered **User**s
∨ Password Reset
  Blocked **User**s
∨ Service Catalog
  ∨ Catalog Definitions
    | **User** Criteria
  ∨ Catalog Administration
    | **User** Criteria Diagnostics
∨ Knowledge
  ∨ Administration
    | **User** Criteria
    | **User** Criteria Diagnostics
∨ Organization
  | **User**s

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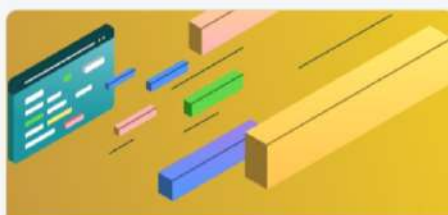**Open Creator Studio**
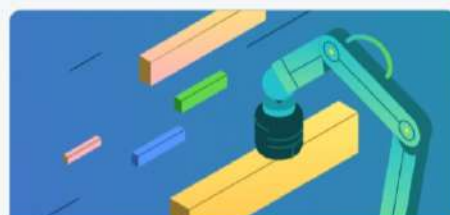
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All

☐ 🔍	User ID	Name ▲	Email	Active	Created	Updated
	Search	Search	Search	Search	Search	Search
	abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-09-02 19:21:53
	abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-09-02 19:21:54
	adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-09-02 19:21:51
	aileen.mottern	Aileen Mottern	aileen.mottern@example.com	true	2012-02-17 19:04:49	2025-09-02 19:21:53
	alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-09-02 19:21:51
	alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-09-02 19:21:54
	alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-09-02 19:21:55
	alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-09-02 19:21:51
	alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-09-02 19:21:53
	allan.schwantd	Allan Schwantd	allan.schwantd@example.com	true	2012-02-17 19:04:53	2025-09-02 19:21:55
	allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-09-02 19:21:54
	allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-09-02 19:21:51
	alva.pennigton	Alva Pennington	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-09-02 19:21:55
	alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-09-02 19:21:52
	amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-09-02 19:21:54
	amos.linnan	Amos Linnan	amos.linnan@example.com	true	2012-02-17 19:04:51	2025-09-02 19:21:53
	andrew.jackson	Andrew Jackson	andrew.jackson@example.com	true	2013-07-23 17:34:44	2025-09-02 19:21:53
	andrew.och	Andrew Och	andrew.och@example.com	true	2025-04-02 09:45:02	2025-09-02 19:21:54
	angelique.schermerhorn	Angelique Schermerhorn	angelique.schermerhorn@example.com	true	2012-02-17 19:04:53	2025-09-02 19:21:53
	angelo.ferentz	Angelo Ferentz	angelo.ferentz@example.com	true	2012-02-17 19:04:53	2025-09-02 19:21:53

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User ID		Email
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Last name		Calendar integration
Title		Time zone
Department		Date format

User ID [ ]   Email [   ] ✉
First name [   ]   Language [-- None -- ⌄]
Last name [   ]   Calendar [Outlook ⌄]
                               integration
Title [   ] 💡   Time zone [System (America/Los_Angeles) ⌄]
Department [   ] 🔍   Date format [System (yyyy-MM-dd) ⌄]

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Project Title : Streamlining Ticket Assignment for Efficient Support Operations

NM Id : A0D9D496D8D6EE78C604BA8379DC8C0C

Industry Mentor(s) Name : No Mentor has been assigned

Project Progress

90.00%

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PROJECT DETAILS | TASK & PROGRESS | MENTOR REVIEW

Streamlining Ticket Assignment For Efficient Support Operations

INTERMEDIATE

Streamlining Ticket Assignment For Efficient Support Operations

Category:
ServiceNow System Administartor

Skills Required:
Tensorflow,Spring

Project Description:

The objective of this initiative is to implement an automated system for ticket routing at ABC Corporation, aimed at improving operational efficiency by accurately assigning support tickets to the appropriate teams. This solution aims to reduce delays in issue resolution, enhance customer satisfaction, and optimize resource utilization within the support department.