

PERFORMANCE AND TESTING

Date	02 NOV 2025
TeamID	NM2025TMID01660
Project Name	Streamlining Ticket Assignment for efficient support operations
Maximum mark	4 marks

MODEL PERFORMANCE TESTING

CREATE USER

The screenshot shows the ServiceNow User - New Record interface. The top navigation bar includes links for All, Favorites, History, Workspaces, and Admin. The title bar says "User - New Record". A search bar and a "Submit" button are also present.

The main form contains the following fields:

- User ID (empty)
- Email: manneniranjan@gmail.com
- Language: -- None --
- First name: manne
- Last name: niranjan
- Title (empty)
- Calendar integration: Outlook
- Department (empty)
- Time zone: System (Etc/UTC)
- Password (empty)
- Date format: System (yyyy-MM-dd)
- Business phone (empty)
- Mobile phone (empty)
- Photo: Click to add...
- Checkboxes:
 - Password needs reset:
 - Locked out:
 - Active:
 - Web service access only:
 - Internal Integration User:

servicenow All Favorites History Workspaces Admin **User - New Record**

User New record

To set up the User's password, save the record and then click Set Password.

User ID	katherine.pierce	Email	<input type="text"/>
First name	katherine	Language	-- None --
Last name	pierce	Calendar integration	Outlook
Title	<input type="text"/>	Time zone	System (Etc/UTC)
Department	<input type="text"/>	Date format	System (yyyy-MM-dd)
Password	<input type="password"/>	Business phone	<input type="text"/>
Password needs reset	<input type="checkbox"/>	Mobile phone	<input type="text"/>
Locked out	<input type="checkbox"/>	Photo Click to add...	
Active	<input checked="" type="checkbox"/>		
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

CREATE ROLE

servicenow All Favorites History Workspaces Admin **Role - certification_role**

Role certification_role

Name	certification_role	Application	Global
Description	can deal with certification		

Elevated privilege

Related Links
[Run Point Scan](#)

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search

Role = certification_role

Contains

No records to display

CREATE TABLE

servicenow All Favorites History Workspaces Admin Table - New Record

Table New record

① ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label <input type="text" value="operations related"/>	Application <input type="text" value="Global"/>
* Name <input type="text" value="u_operations_related"/>	Create module <input checked="" type="checkbox"/>
Extends table <input type="text"/>	Create mobile module <input checked="" type="checkbox"/>
	Add module to menu <input type="text" value="-- Create new --"/>
	New menu name <input type="text" value="operations related"/>

Columns Controls Application Access

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

ASSIGN ROLE TO TABLE

servicenow All Favorites History Workspaces Admin Table - operations related

Table operations related

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label <input type="text" value="operations related"/>	Application <input type="text" value="Global"/>
* Name <input type="text" value="u_operations_related"/>	

Columns Controls Application Access

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32	false	
Created	Date/Time	(empty)	40	false	
name	String	(empty)	40	false	
priority	String	(empty)	40	false	
Updated by	String	(empty)	40	false	
Updates	Integer	(empty)	40	false	

CREATE ACL

servicenow All Favorites History Workspaces : Access Control - u_operations_related

Access Control u_operations_related

Type <input type="text" value="record"/>	Application <input type="text" value="Global"/>
Operation <input type="text" value="read"/>	Active <input checked="" type="checkbox"/>
Decision Type <input type="text" value="Allow If"/>	Advanced <input type="checkbox"/>
Admin overrides <input checked="" type="checkbox"/>	
Protection policy <input type="text" value="-- None --"/>	
Name <input type="text" value="u_operations_related"/>	
Description <input type="text" value="Default access control on u_operations_related"/>	
Applies To <input type="text" value="No. of records matching the condition: 0
(empty)"/>	

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met.
2. Deny Access: Denies access to a resource unless all conditions are met.

[More Info](#)

CREATE FLOW

1. Search for flow design

The screenshot shows the Salesforce Workflow Studio interface. At the top, there are two tabs: 'regarding certificate Flow' and 'regarding platform Flow'. The 'regarding platform Flow' tab is active and has the status 'Inactive'. The main area displays the configuration for this flow:

- Trigger:** Created or Updated
- Table:** operations related [u_operations...]
- Condition:** All of these conditions must be met (with an OR operator between two criteria groups).
 - Criteria 1: issue is unable to login to platform
 - Criteria 2: issue is regarding user expired
- Run Trigger:** For every update

On the right side, there is a sidebar titled 'Data' with sections for 'Flow Variables' and 'Trigger - Record Created or Updated'. The 'Flow Variables' section includes:

- operations related Record (Record)
- Changed Fields (Array.Object)
- operations related Table (Table)
- Run Start Time UTC (Date/Time)
- Run Start Date/Time (Date/Time)