

# PERFORMANCE AND TESTING

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TeamID	NM2025TMID04283
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 <a href="#">Click to add...</a>	
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
<a href="#">Insert a new row...</a>					

## 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	
<del>name</del>	String	(empty)	40	false	
<del>priority</del>	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&lt;br/&gt;(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)