

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

servicenow

AllFavoritesHistoryWorkspacesAdmin

User - New Record ☆

Q Search

⌕🔍🔍🔍🔍

Submit

<≡UserNew record

📧🔍⋮

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

×

User ID

First name

manne

Last name

niranjan

Title

🔍

Department

🔍

Password

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

manneniranjan@gmail.com

📧

Language

-- None --

⌵

Calendar integration

Outlook

⌵

Time zone

System (Etc/UTC)

⌵

Date format

System (yyyy-MM-dd)

⌵

Business phone

Mobile phone

Photo

Click to add...

servicenow

AllFavoritesHistoryWorkspacesAdmin

User - New Record ☆

Search

🌐🔗🕒🔔👤

<≡UserNew record

🔗🔧⋮Submit

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

User IDkatherine pierce🧠🔍

First namekatherine

Last namepierced🔍

Title📍

Department🔍

Password

Password needs reset☐

Locked out☐

Active☒

Web service access only☐

Internal Integration User☐

Email📧

Language-- None --

Calendar integrationOutlook

Time zoneSystem (Etc/UTC)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

CREATE ROLE

servicenow

AllFavoritesHistoryWorkspacesAdmin

Role - certification_role ☆

Search

🌐🔗🕒🔔👤

<≡Rolecertification_role

🔗🔧⋮UpdateDelete⬆️⬇️

Namecertification_role

ApplicationGlobal📌

Elevated privilege☐

Descriptioncan deal with certification🧠🔍

UpdateDelete

Related Links

Run Point Scan

Contains RolesApplications with RoleModules with RoleCustom Tables

≡🔍🗨️for text 🔽Search🔧—NewEdit...

Role = certification_role

🔍Contains

📄🔍No records to display

CREATE TABLE

servicenow

AllFavoritesHistoryWorkspacesAdmin

Table - New Record ☆

Search

🌐🔗🕒🔔👤

<≡TableNew record

🔗⚙️⋮SubmitCancel

📌 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](#)

* Labeloperations related

* Nameu_operations_related

Extends table

ApplicationGlobal ⓘ

Create module☒

Create mobile module☒

Add module to menu-- Create new --

New menu nameoperations related

ColumnsControlsApplication Access

≡🔍Table Columnsfor textSearch⚙️—

Dictionary Entries

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

ASSIGNROLETOTABLE

servicenow

AllFavoritesHistoryWorkspacesAdmin

Table - operations related ☆

Search

🌐🔗🕒🔔👤

<≡Tableoperations related

🔗⚙️⋮DeleteUpdateDelete All Records↑↓

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](#)

* Labeloperations related

* Nameu_operations_related

ApplicationGlobal ⓘ

ColumnsControlsApplication Access

≡🔍Table Columnsfor textSearch⚙️⏪⏩1 to 14 of 14—New

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	(empty)	40		false
×	priority	(empty)	40		false
	Updated by	(empty)	40		false
	Updates	(empty)	40		false

CREATEACL

servicenow

AllFavoritesHistoryWorkspaces

Access Control - u_operations_related ☆

Search

🌐🔗🕒🔔👤

<≡Access Controlu_operations_related

🔗⚙️⋮↑↓

Type: record

Operation: read

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

Name: u_operations_related

Description: Default access control on u_operations_related

Applies To: [No. of records matching the condition: 0](#) 🌐
(empty)

Application: Global ⓘ

Active: ☒

Advanced: ☐

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

Workflow Studio

regarding certificate Flow

regarding platform Flow

regarding platform

Inactive

View: [Icons]

Test

Activate

Save

Trigger

Created or Updated

* Table

operations related [u_operations...

Condition

All of these conditions must be met

issue

is

unable to login to platform

OR

AND

or

All of these conditions must be met

issue

is

regarding user expired

OR

AND

or

New Criteria

Run Trigger

For every update

Advanced Options

Delete

Cancel

Done

Data

Collapse All

Flow Variables

Trigger - Record Created or Updated

operations related Record

Record

Changed Fields

Array.Object

operations related Table

Table

Run Start Time UTC

DateTime

Run Start Date/Time

DateTime

ACTIONS

Select an action