

Performance and Testing

Date	13 NOVEMBER 2025
Team ID	NM2025TMID00798
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Model Performance Testing

User Creation

The screenshot shows the ServiceNow 'Users' interface for creating a new user. The user is named 'Katherine Pierce'. The form includes fields for User ID, First name, Last name, Title, Department, Password, Email, Language, Calendar integration, Time zone, Date format, Business phone, Mobile phone, and Photo. The 'Active' checkbox is checked. There are also checkboxes for 'Password needs reset', 'Locked out', 'Web service access only', and 'Internal Integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'.

User Manne Nirajan

User ID	manne.niranjan	Email	niranjanreddymanne2507@gmail.com
First name	Manne	Language	— None —
Last name	Niranjan	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password		Business phone	
Password needs reset	<input type="checkbox"/>	Mobile phone	
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"/>		
<input type="button" value="Update"/> <input type="button" value="Set Password"/> <input type="button" value="Delete"/>			
Related Links My linked accounts My Subscriptions Get a password			
Initiated Custom Tables Roles (1) Groups (1) Delegates Subscriptions User Client Certificates			

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Create Groups

The screenshot shows the ServiceNow interface for creating a new group named "Platform". The group is managed by "Manne Nirjanan" and has the role "Platform_role". The "Inherits" checkbox is checked.

Created	Role	Granted by	Inherits
2025-06-19 02:04:23	Platform_role	(empty)	true

The screenshot shows the ServiceNow interface for creating a new group named "certificate". The group is managed by "Katherine Pierce" and has the role "Certification_role". The "Inherits" checkbox is checked.

Created	Role	Granted by	Inherits
2025-06-19 02:01:28	Certification_role	(empty)	true

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior

Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.
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Create Roles

The screenshot shows the ServiceNow Groups page. A new group is being created with the following details:

- Name:** Platform
- Manager:** Manne Nirajan
- Description:** (empty)
- Group email:** (empty)
- Parent:** (empty)

Below the form, there is a table showing the history of the group's creation:

Created	Role	Granted by	Inherits
2025-06-19 02:04:23	Platform role	(empty)	true

Under the "Group Members" section, it shows:

- Role: User
- User: Manne Nirajan

At the bottom, there is a "Groups" search bar.

The screenshot shows the ServiceNow Groups page. A new group is being created with the following details:

- Name:** certificates
- Manager:** Katherine Pierce
- Description:** (empty)
- Group email:** (empty)
- Parent:** (empty)

Below the form, there is a table showing the history of the group's creation:

Created	Role	Granted by	Inherits
2025-06-19 02:01:28	Certification_role	(empty)	true

Create Table

Tables Created + Search Actions on selected rows... New

Update name is not empty

Label	Name	Extends table	Extensible	Updated	Created
(empty)	u_empty_	(empty)	false	2025-06-17 23:49:59	2025-06-17 23:49:59
Operations related	u_operations_related	(empty)	false	2025-06-17 23:50:03	2025-06-17 23:41:46
Resources	sn_sns_resources	(empty)	false	2025-05-24 18:18:21	2025-05-24 18:18:21
Request Task	sn_creatorstudio_task	Task	true	2025-05-24 18:11:44	2025-05-24 18:11:44
Request Subtask	sn_creatorstudio_child_task	Task	false	2025-05-24 18:11:44	2025-05-24 18:11:44
Request App Config	sn_creatorstudio_request_app_config	Application File	false	2025-05-24 18:11:43	2025-05-24 18:11:43
New Application Task	sn_creatorstudio_new_application_task	Task	false	2025-05-24 18:11:43	2025-05-24 18:11:43
Creator Studio Activity	sn_creatorstudio_activity	(empty)	false	2025-05-24 18:11:43	2025-05-24 18:11:43
New Application Admin Task	sn_creatorstudio_new_application_admin_task	Task	false	2025-05-24 18:11:43	2025-05-24 18:11:43
Process Variant	sys_pd_process_variant	(empty)	false	2025-05-24 18:11:42	2025-05-24 18:11:42
Activity Variant Override	sys_pd_activity_override	(empty)	false	2025-05-24 18:11:41	2025-05-24 18:11:41
Palette Configuration	sn_diagram_builder_palette_configuration	Application File	false	2025-05-24 18:11:39	2025-05-24 18:11:39
Taxonomy Details	sn_app_eng_studio_taxonomy_details	Application File	false	2025-05-24 17:32:45	2025-05-24 17:32:45
Taxonomy Editor	sn_app_eng_studio_taxonomy_editor	Application File	false	2025-05-24 17:32:44	2025-05-24 17:32:44
Taxonomy Exclusion List	sn_app_eng_studio_taxonomy_exclusion	Application File	false	2025-05-24 17:32:44	2025-05-24 17:32:44
App Details	sn_app_eng_studio_app_details	(empty)	false	2025-05-24 17:32:43	2025-05-24 17:32:43
Taxonomy	sn_app_eng_studio_taxonomy	Application File	false	2025-05-24 17:32:43	2025-05-24 17:32:43

servicenow All Favorites History Workspaces Admin Tables Search

Operations related

Column label	Type	Reference	Max length	Default value	Display
Assigned to group	Reference	Group	32	false	false
Updated	Date/Time	(empty)	40	false	false
Created by	String	(empty)	40	false	false
Issue	String	(empty)	40	false	false
Assigned to user	Reference	User	32	false	false
Created	Date/Time	(empty)	40	false	false
Tickets raised Date	Date/Time	(empty)	40	false	false
Name	String	(empty)	40	false	false
Sys ID	Sys ID (GUID)	(empty)	32	false	false
Priority	String	(empty)	40	false	false
Updated by	String	(empty)	40	false	false
Updates	Integer	(empty)	40	false	false
Service request No	String	(empty)	40	false	false
Comment	String	(empty)	40	false	false

Delete Update Delete All Records

Related Links

- primBuilder
- testForm
- assetForm
- assetList

Assign Roles & User To Group

Assign Roles & User To Certificate Group

Servicenow All Favorites History Workspaces Admin Groups

Name: certificates Manager: Katherine Pierce Description:

Group email: Parent:

Roles (1) Group Members (1) Groups

Created: 2025-06-19 02:01:28 Role: Certification_role Granted by: (empty) Inherits: true

Actions on selected rows... Edit...

Assign Roles & User To Platform Group

Servicenow All Favorites History Workspaces Admin Groups

Name: Platform Manager: Manne Nirajan Description:

Group email: Parent:

Roles (1) Created: 2025-06-19 02:04:23 Role: Platform_role Granted by: (empty) Inherits: true

Group Members (1) User: Manne Nirajan

Groups (0) for text: Actions on selected rows... New Edit...

Assign Role To Table

servicenow All Favorites History Workspaces Admin Table - Operations related

Operations related

Access Controls (12) Labels (1) Database Indexes (3) Table Subscription Configuration (1)

Updated Search Actions on selected rows...

Access Controls

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:42:10
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-06-19 09:41:05
u_operations_related.u_name	Allow If	write	record	true	admin	2025-06-19 09:40:09
u_operations_related.u_tickets_raised_date	Allow If	write	record	true	admin	2025-06-19 09:38:58
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-06-19 09:38:05
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:36:33
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:33:56
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:19:17
u_operations_related	Allow If	read	record	true	admin	2025-06-17 23:41:47
u_operations_related	Allow If	write	record	true	admin	2025-06-17 23:41:47
u_operations_related	Allow If	delete	record	true	admin	2025-06-17 23:41:47
u_operations_related	Allow If	create	record	true	admin	2025-06-17 23:41:46

1 to 12 of 12

Create Access Control (ACL)

servicenow All Favorites History Workspaces Admin Access Controls

Access Control u_operations_related

Type	record	Application	Global
Operation	read	Active	<input checked="" type="checkbox"/>
Decision Type	Allow If	Advanced	<input type="checkbox"/>
Admin overrides	<input checked="" type="checkbox"/>		
Protection policy	- None -		
Name	u_operations_related		
Description	Default access control on u_operations_related		
Applies To	(empty)		

Conditions

Requires role

Role

- Certification_role
- u_operations_related_user

Flow

1.Create a Flow To Operation Ticket To Certificate Group

Regarding Platform Active

1 Update Operations related Record (1)

Action **Update Record** ▼

* Record Trigger... → Operations related... X (1)

* Table ▼ X (1)

* Fields Select a field ▼ X (1)

Select a field ▼ X (1)

+ Add field value

Delete Cancel Done

Add an Action, Flow Logic, or Subflow + □

ERROR HANDLER (1)

Data Collapse All >

Flow Variables

Trigger - Record Created

- Operations related Record Record
- Operations related Table Table
- Run Start Time UTC Date/Time
- Run Start Date/Time Date/Time

1 - Update Record

- Operations related Record Record
- Operations related Table Table
- Action Status Object

Flow properties

* Flow name

Regarding certificates

Description

Describe your flow

Application

Global

Protection

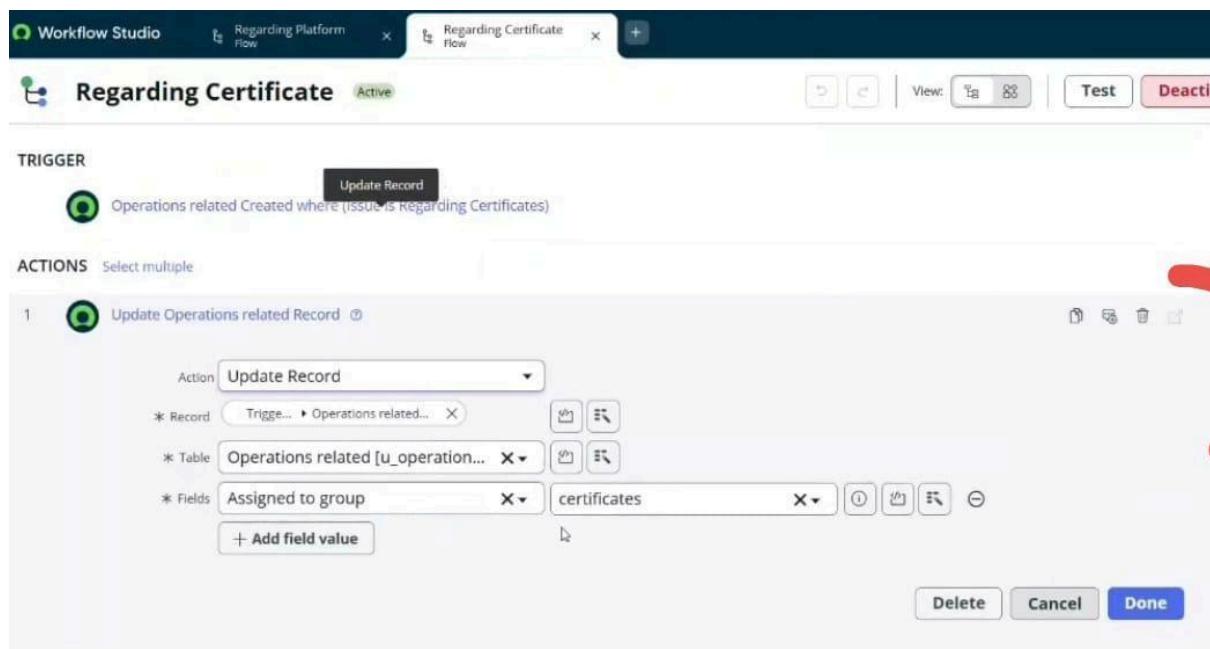
-- None --

Run As

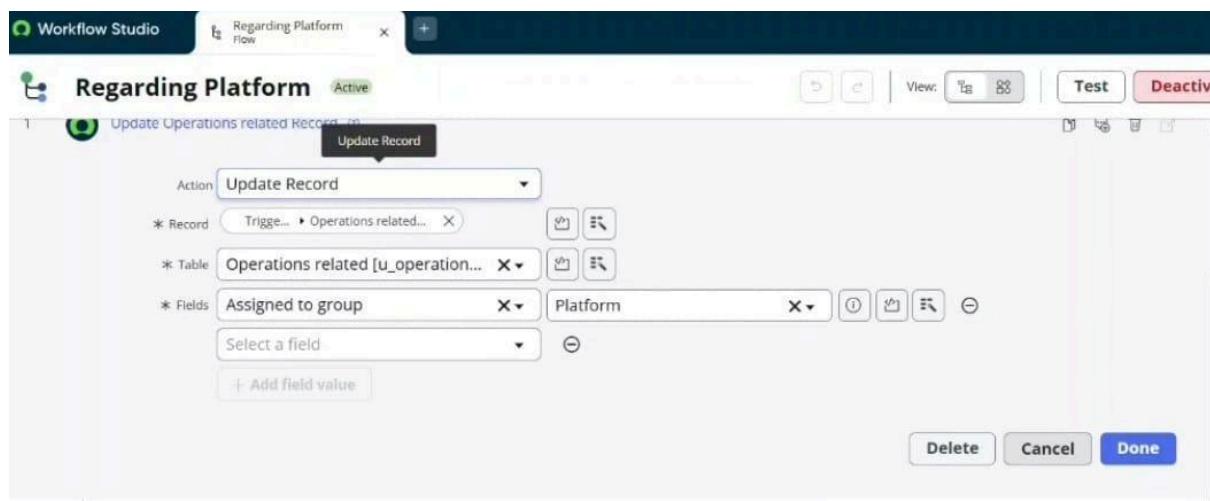
System User

Cancel

Submit



2. Create a Flow To Operation Ticket To Platform Group



Conclusion

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.

