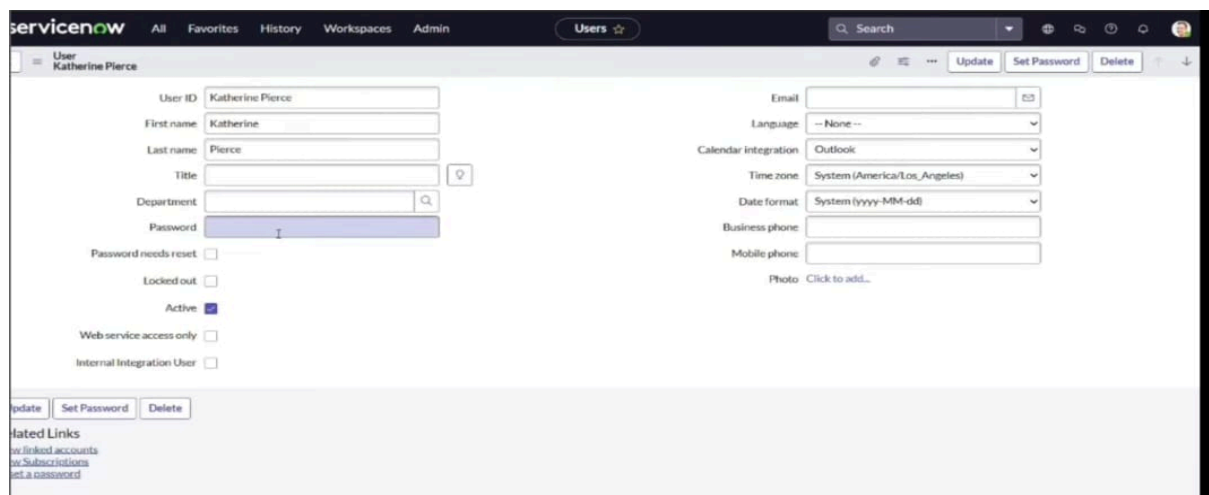


Performance and Testing

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 displays the ServiceNow 'Users' page for creating a new user. The form is titled 'User Katherine Pierce' and includes a search bar and navigation links. The form fields are organized into two columns. The left column contains fields for User ID (Katherine Pierce), First name (Katherine), Last name (Pierce), Title, Department, Password, Password needs reset, Locked out, Active (checked), Web service access only, and Internal Integration User. The right column contains fields for Email, Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and Photo (Click to add...). At the bottom of the form are buttons for 'Update', 'Set Password', and 'Delete'. Below the form, there is a section for 'Related Links' with links for 'linked accounts', 'Subscriptions', and 'set a password'.

servicenow All Favorites History Workspaces Admin Users Search

User Katherine Pierce Update Set Password Delete

User ID Katherine Pierce

First name Katherine

Last name Pierce

Title

Department

Password

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

Language --None--

Calendar integration Outlook

Time zone System (America/Los Angeles)

Date format System (yyyy-MM-dd)

Business phone

Mobile phone

Photo Click to add...

Update Set Password Delete

Related Links

linked accounts

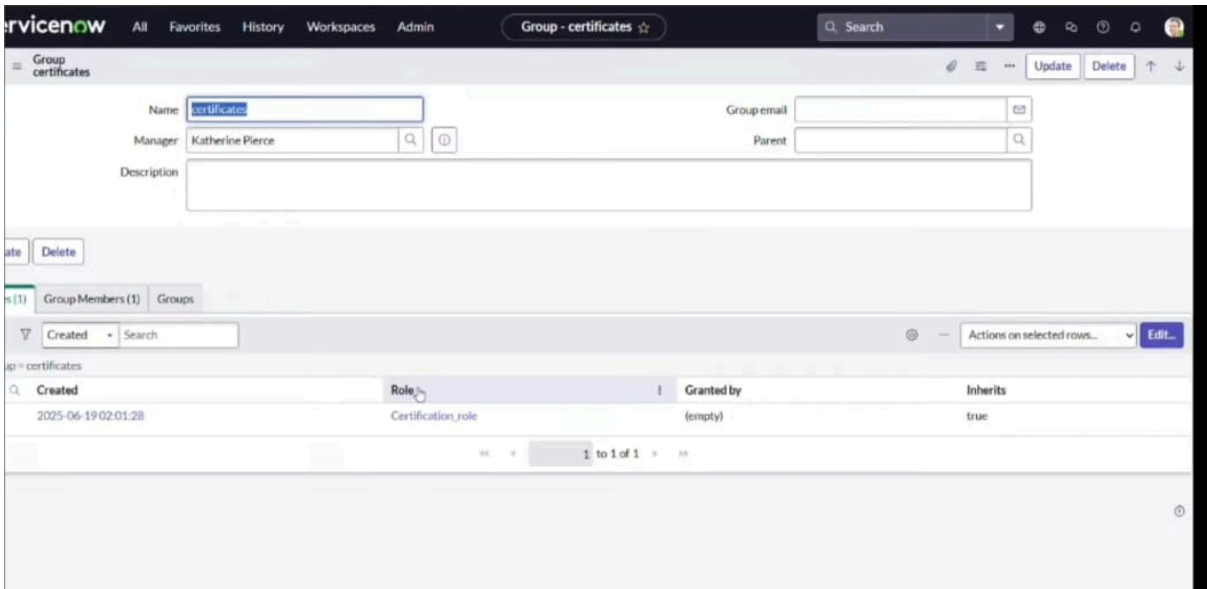
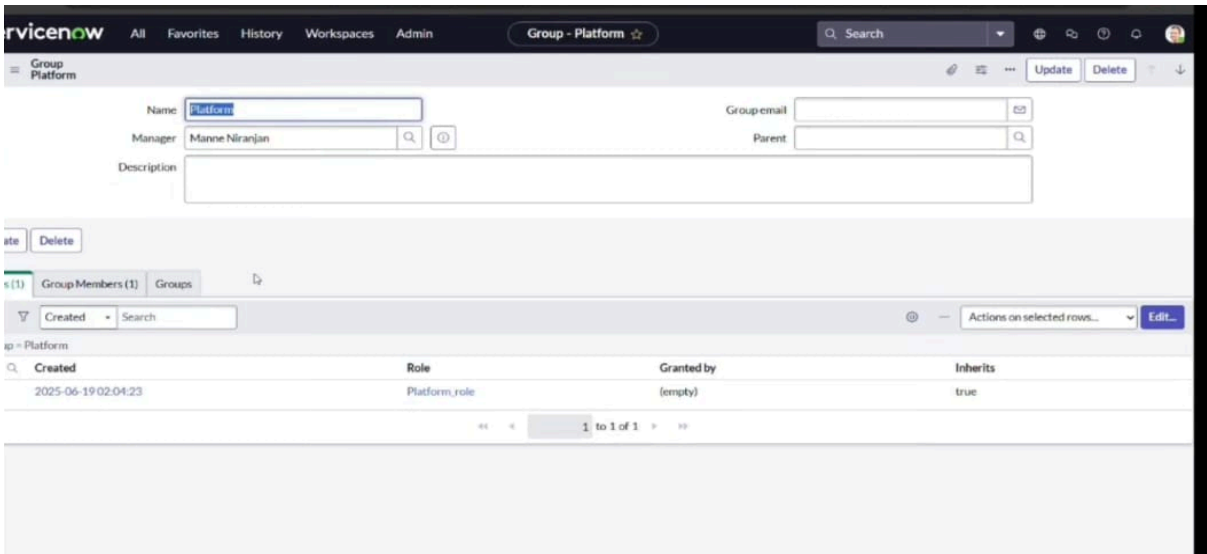
Subscriptions

set a password

The screenshot displays the ServiceNow 'User' form for a user named 'Manne Niranjan'. The form is organized into two main columns. The left column contains fields for 'User ID' (manne.niranjan), 'First name' (Manne), 'Last name' (Niranjan), 'Title' (empty), 'Department' (empty), and 'Password' (empty). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right column contains fields for 'Email' (niranjanreddymanne2507@gmail.com), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), and 'Mobile phone' (empty). At the bottom of the form are buttons for 'Update', 'Set Password', and 'Delete'. Below the form, there are links for 'Related Links' including 'View linked accounts', 'View Subscriptions', and 'Set a password'. At the very bottom, there are tabs for 'Initiated Custom Tables', 'Roles (1)', 'Groups (1)', 'Delegates', 'Subscriptions', and '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



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

servicenow

AllFavoritesHistoryWorkspacesAdmin

Groups

Search

Group Platform

NamePlatform

Group email

ManagerManne Niranjan

Parent

Description

UpdateDelete

Roles

CreatedSearch

Actions on selected rows...Edit...

Group = Platform

Created

Role

Granted by

Inherits

2025-06-19 02:04:23

Platform_role

(empty)

true

Group Members

UserSearch

Actions on selected rows...NewEdit...

Group = Platform

User

Manne Niranjan

Groups

for textSearch

Actions on selected rows...New

servicenow

AllFavoritesHistoryWorkspacesAdmin

Groups

Search

Group certificates

Namecertificates

Group email

ManagerKatherine Pierce

Parent

Description

UpdateDelete

Roles (1)

Group Members (1)

Groups

CreatedSearch

Actions on selected rows...Edit...

Group = certificates

Created

Role

Granted by

Inherits

2025-06-19 02:01:28

Certification_role

(empty)

true

Create Table

servicenow All Favorites History Workspaces Admin Groups Search

Group certificates

Name: certificates Group email: Manager: Katherine Pierce Parent: Description:

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit..

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

Assign Roles & User To Platform Group

servicenow All Favorites History Workspaces Admin Groups Search

Group Platform

Name: Platform Group email: Manager: Manne Niranjan Parent: Description:

Update Delete

Roles Created Search Actions on selected rows... Edit..

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

Group Members User Search Actions on selected rows... New Edit..

User
Manne Niranjan

Groups for text Search Actions on selected rows... New

Assign Role To Table

<div> <div>servicenow</div> <div> All Favorites History Workspaces Admin </div> <div> <div>Table - Operations related</div> <div> <div>Search</div> <div> </div> </div> <div> Delete Update Delete All Records </div> </div> </div>							
<div> <div>Table Operations related</div> <div> <div>Access Controls (12)</div> <div>Labels (1)</div> <div>Database Indexes (3)</div> <div>Table Subscription Configuration (1)</div> </div> </div>							
<div> <div>Updated</div> <div>Search</div> <div>Actions on selected rows...</div> </div>							
<div>Access Controls</div>							
<input type="checkbox"/>	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
<div>1 to 12 of 12</div>							

Create Access Control (ACL)

servicenow		All	Favorites	History	Workspaces	Admin	Access Controls	Search																									
Access Control		u_operations_related																															
Type	record	Application	Global	Active	<input checked="" type="checkbox"/>																												
Operation	read	Advanced	<input type="checkbox"/>																														
Decision Type	Allow If																																
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

View

Test

Deactivate

Activate

Save

1

Update Operations related Record

Action

Update Record

* Record

Trigge... Operations related...

* Table

* Fields

Select a field

Select a field

+ Add field value

Delete

Cancel

Done

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

Data

Collapse All

Flow Variables

Trigger - Record Created

Operations related Record

Operations related Table

Run Start Time UTC

Run Start Date/Time

1 - Update Record

Operations related Record

Operations related Table

Action Status

Flow properties

* Flow name

Regarding certificates

Description

Describe your flow

Application

Global

Protection

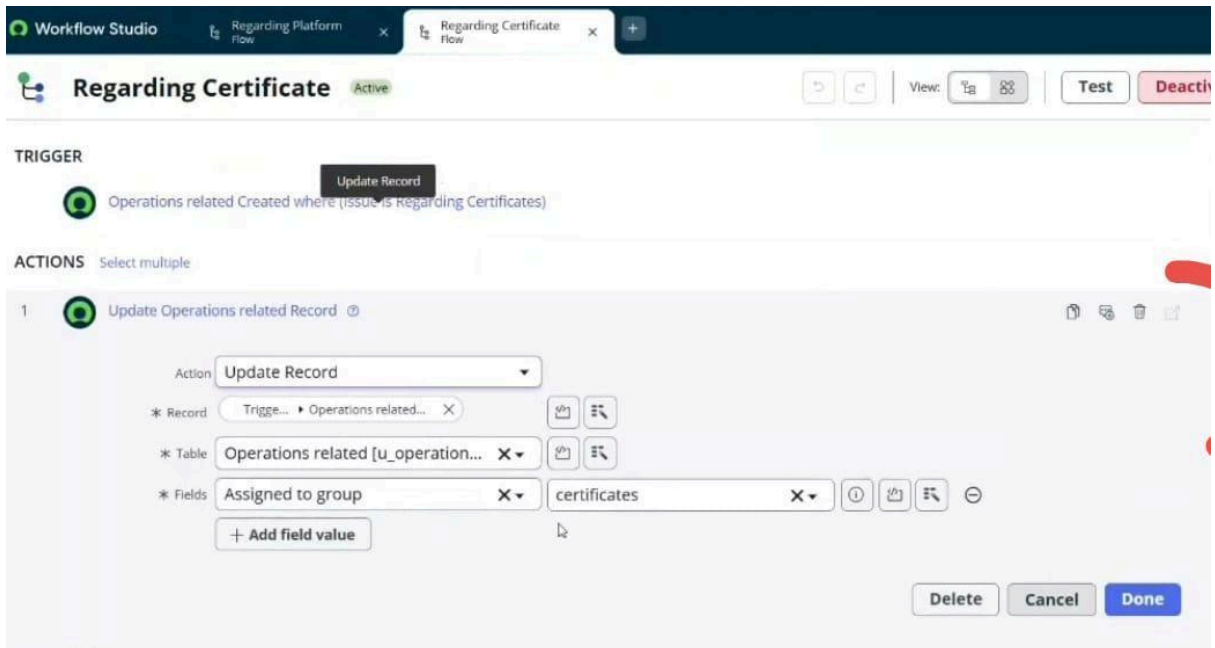
-- None --

Run As

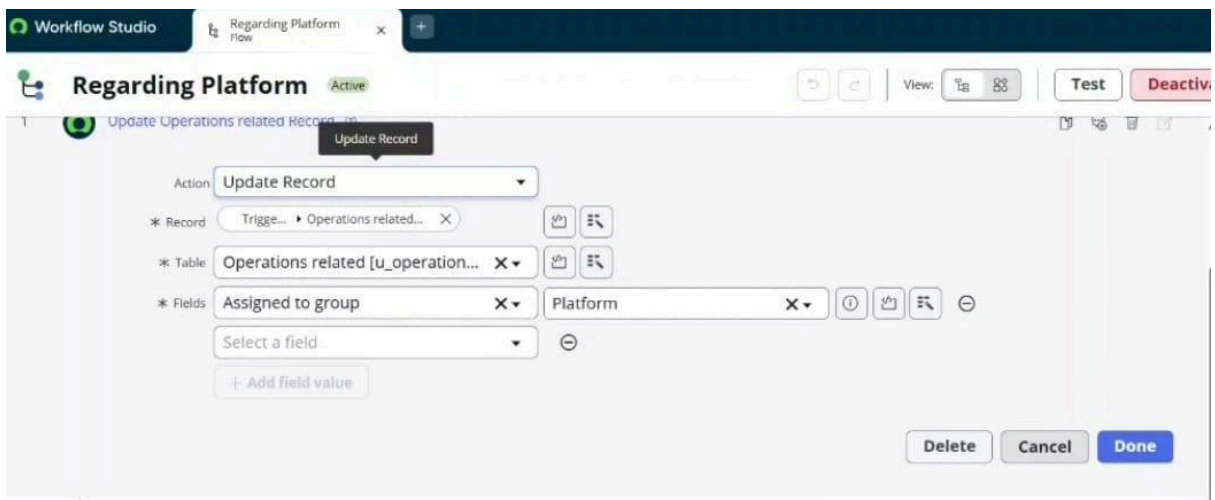
System User

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.

