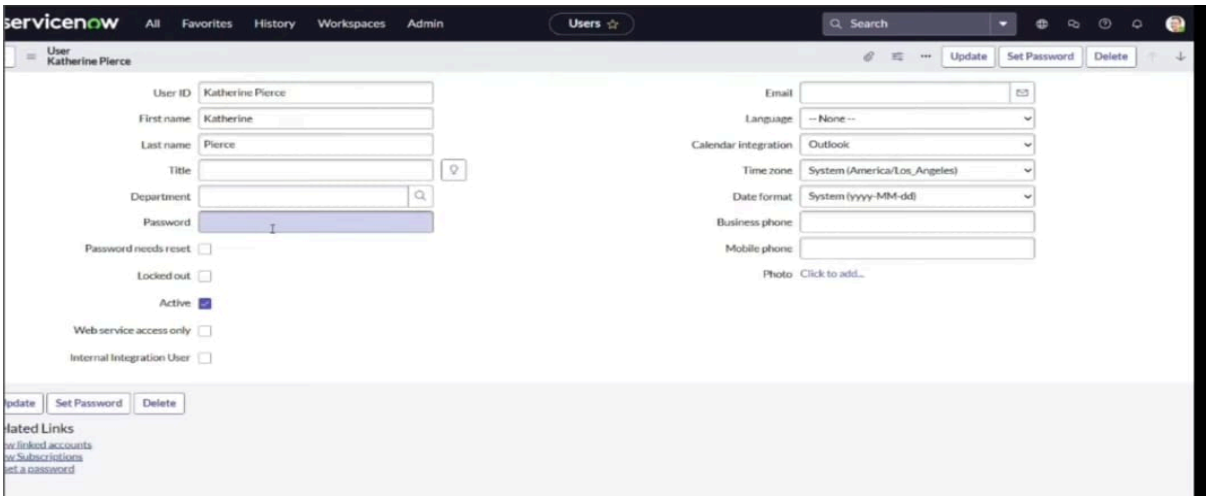
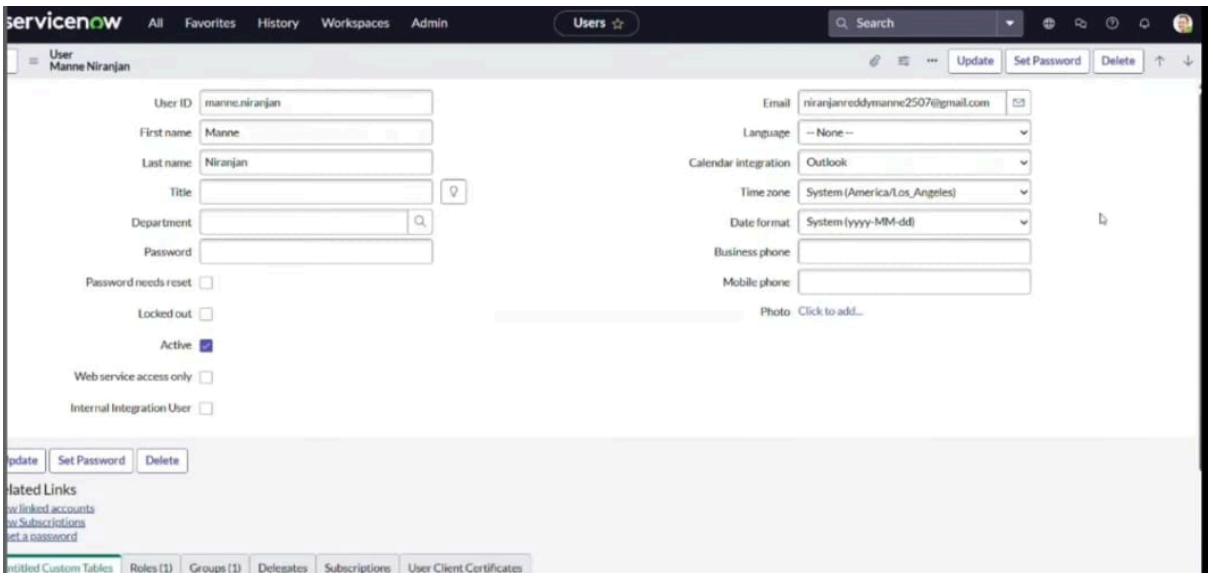
Performance and Testing

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

Model Performance Testing

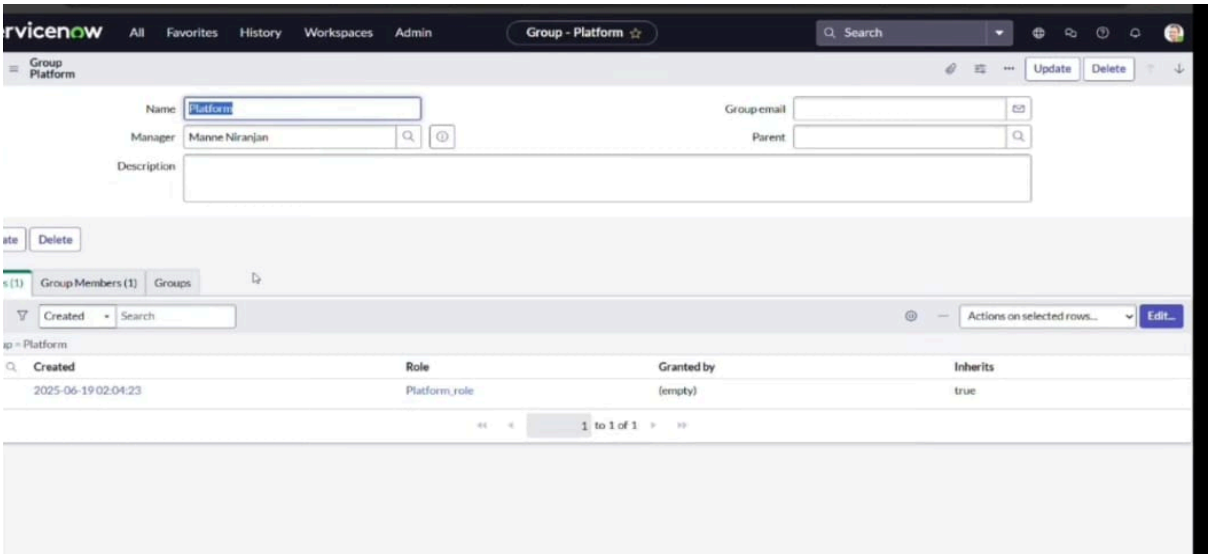
User Creation

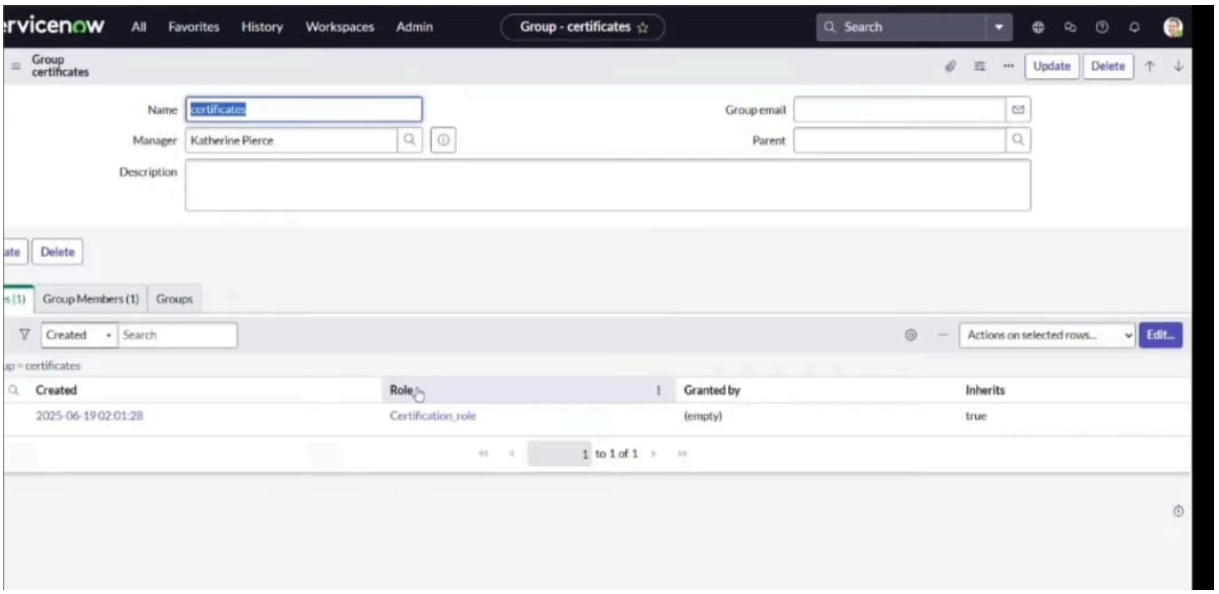




Parameter	**Values**
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution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

Create Groups





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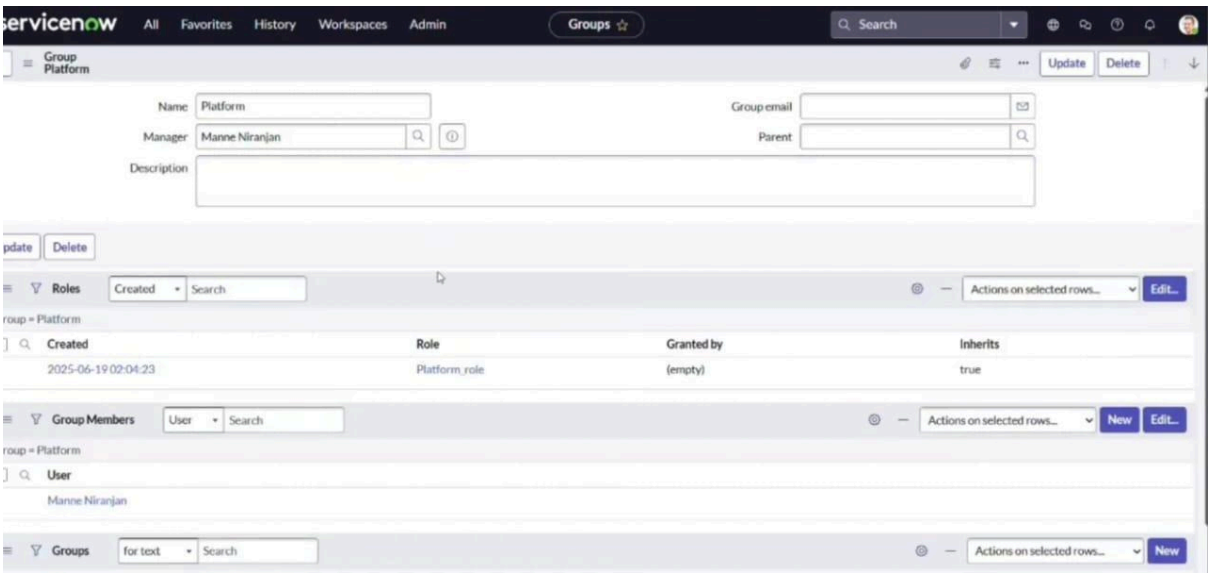
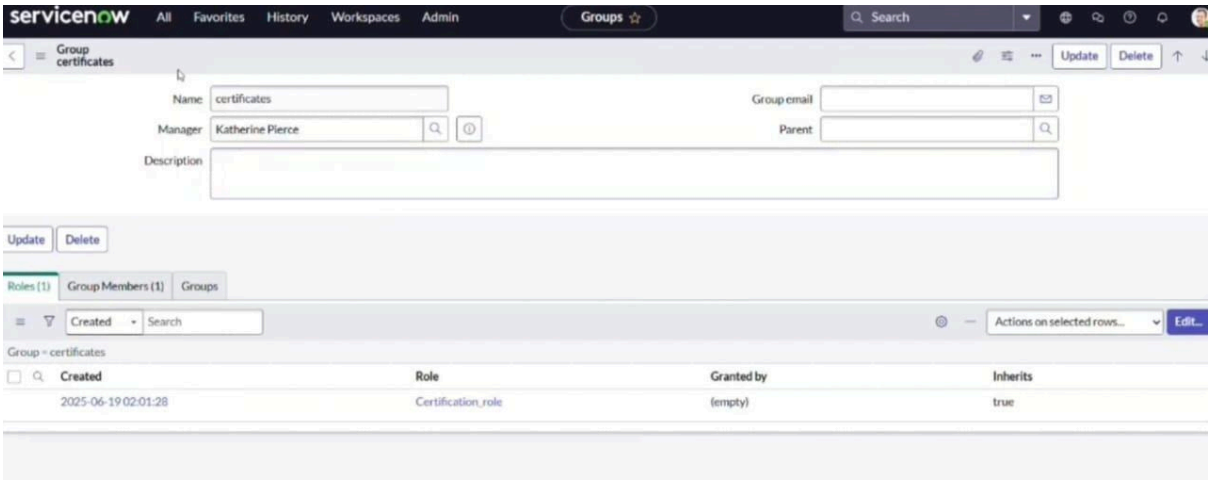
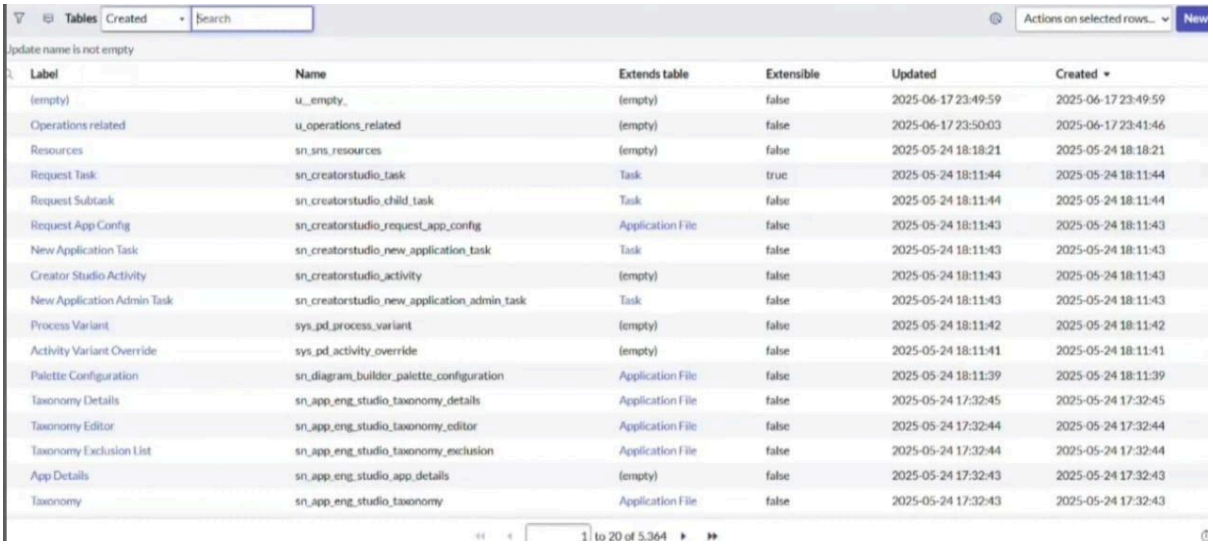
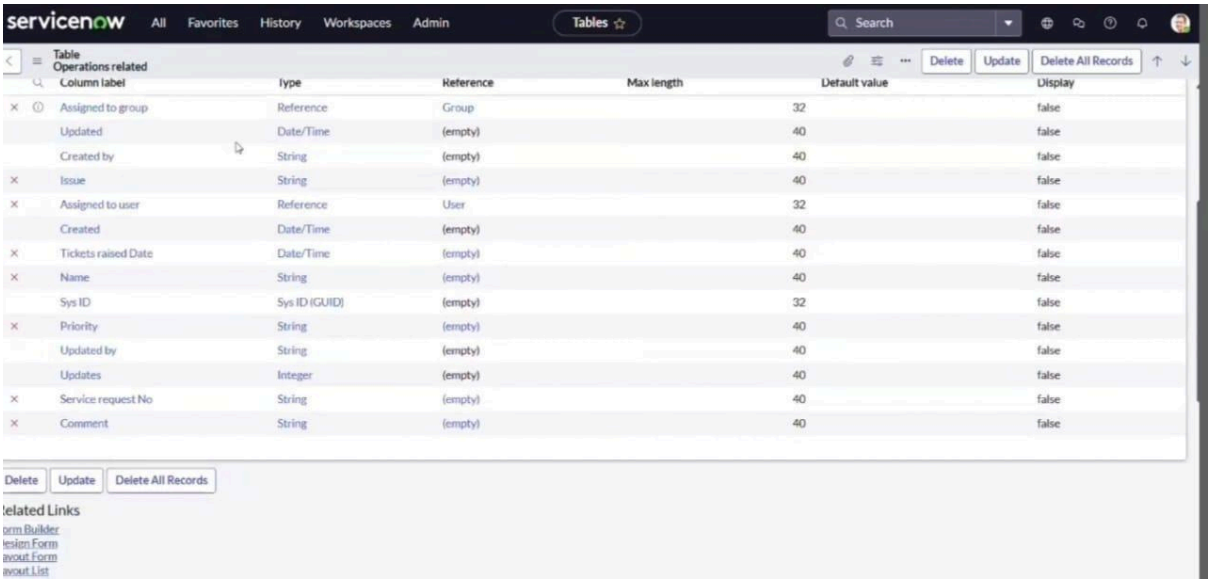
Create Roles





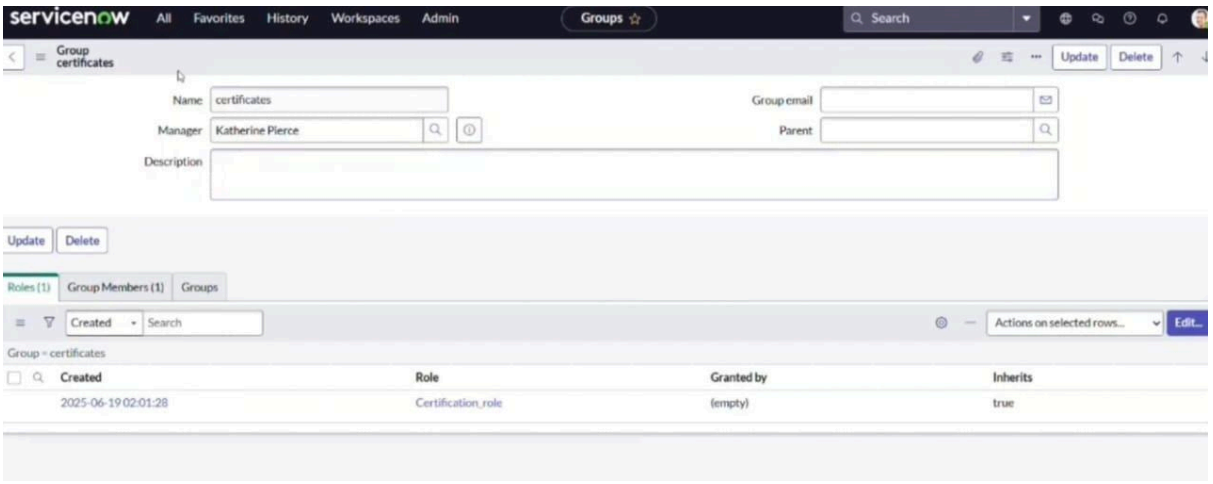
Create Table



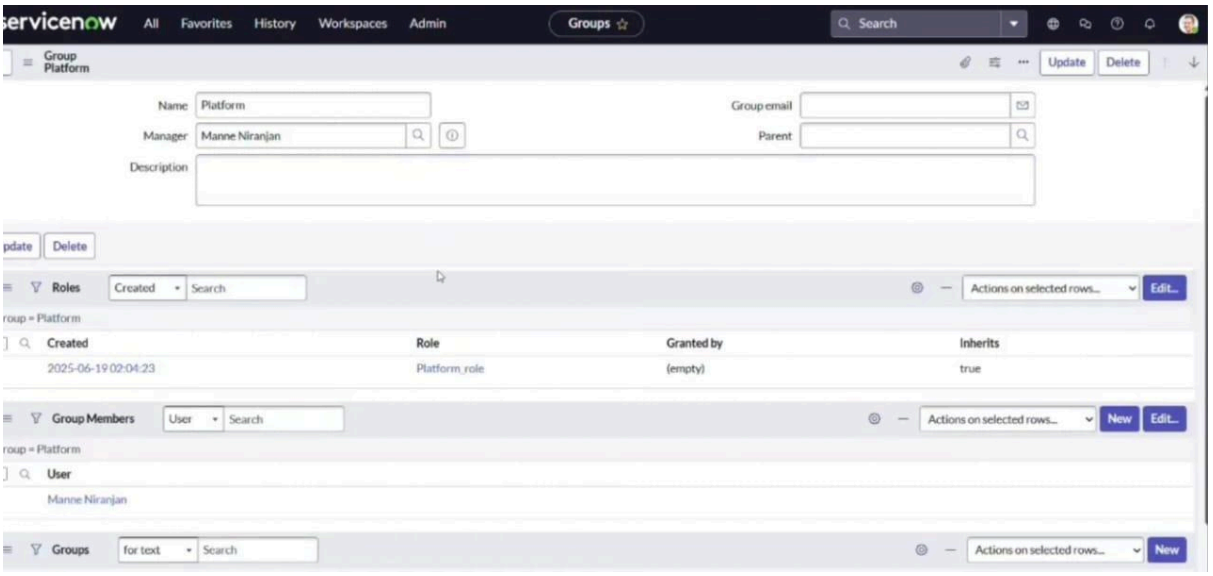


Assign Roles & User To Group

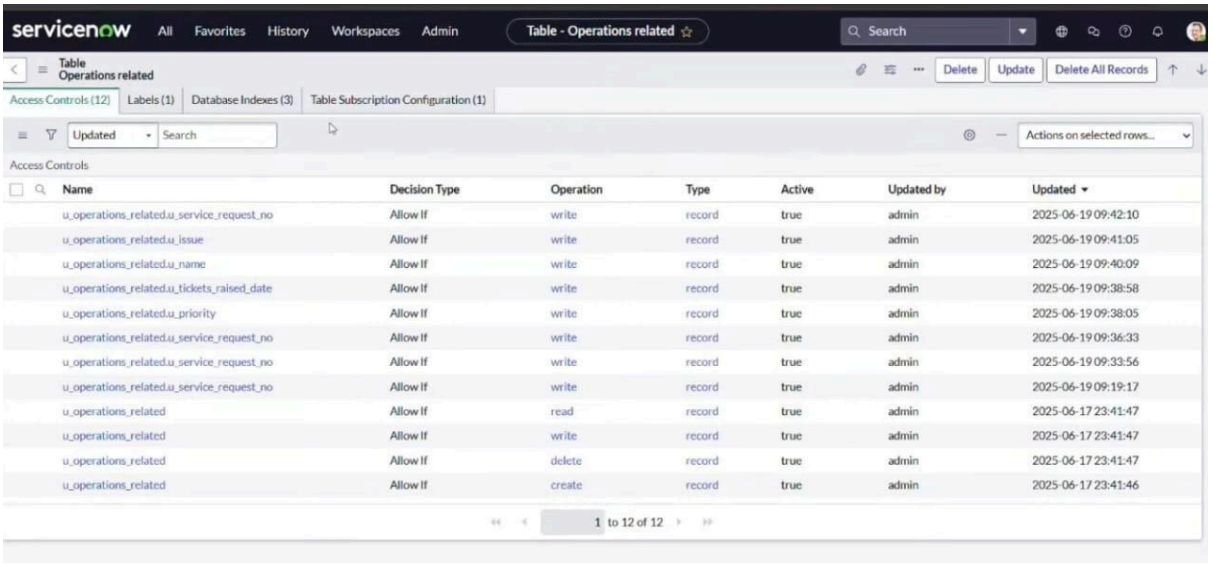
Assign Roles & User To Certificate Group



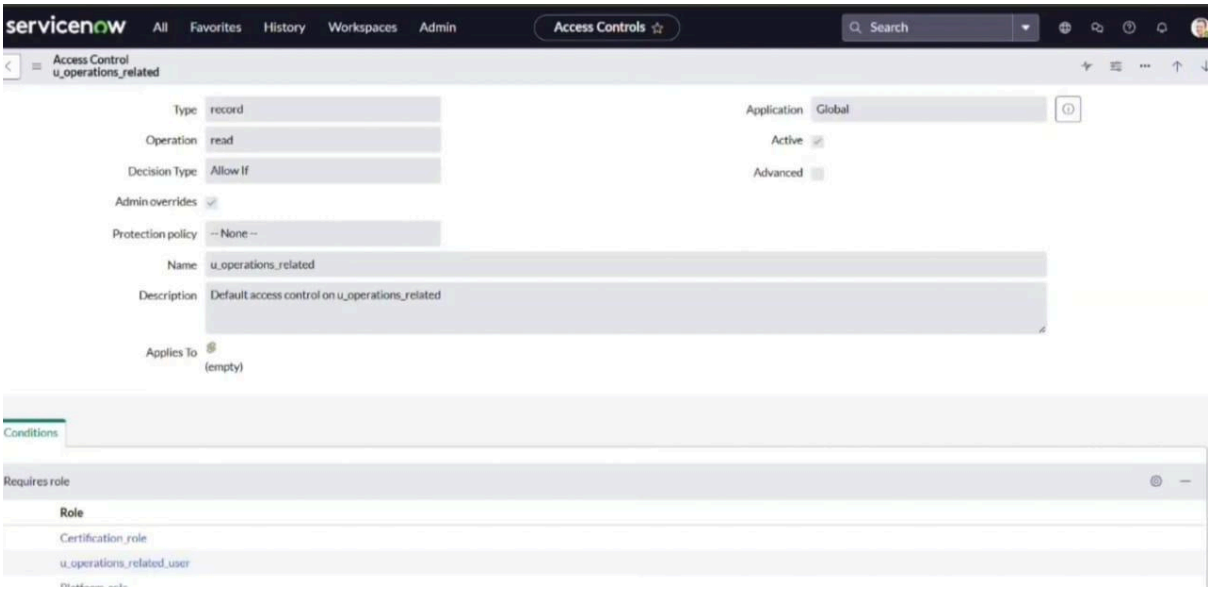
Assign Roles & User To Platform Group



Assign Role To Table

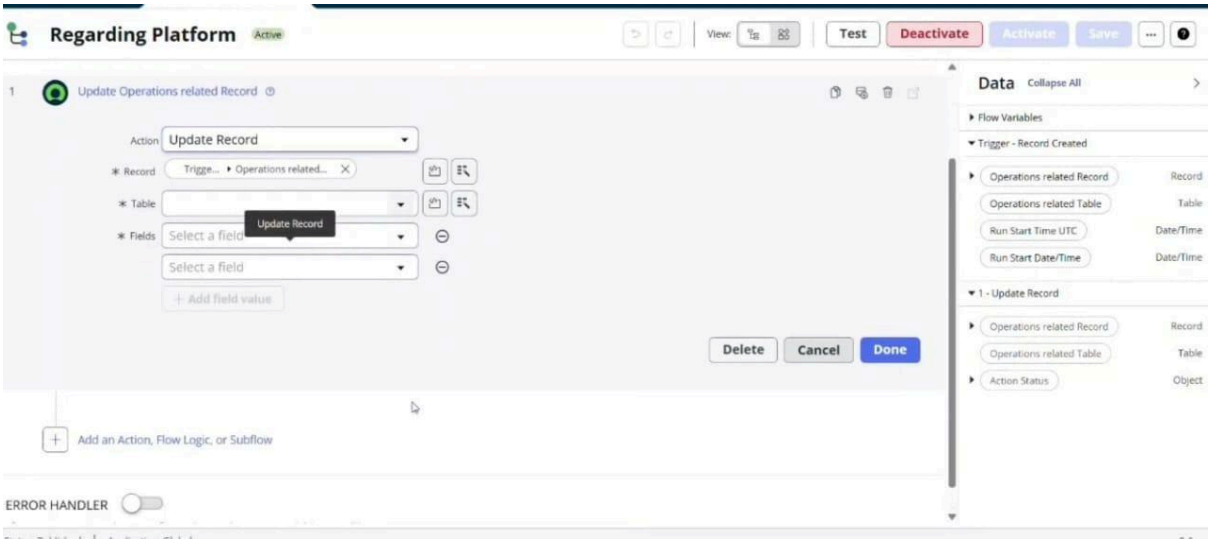


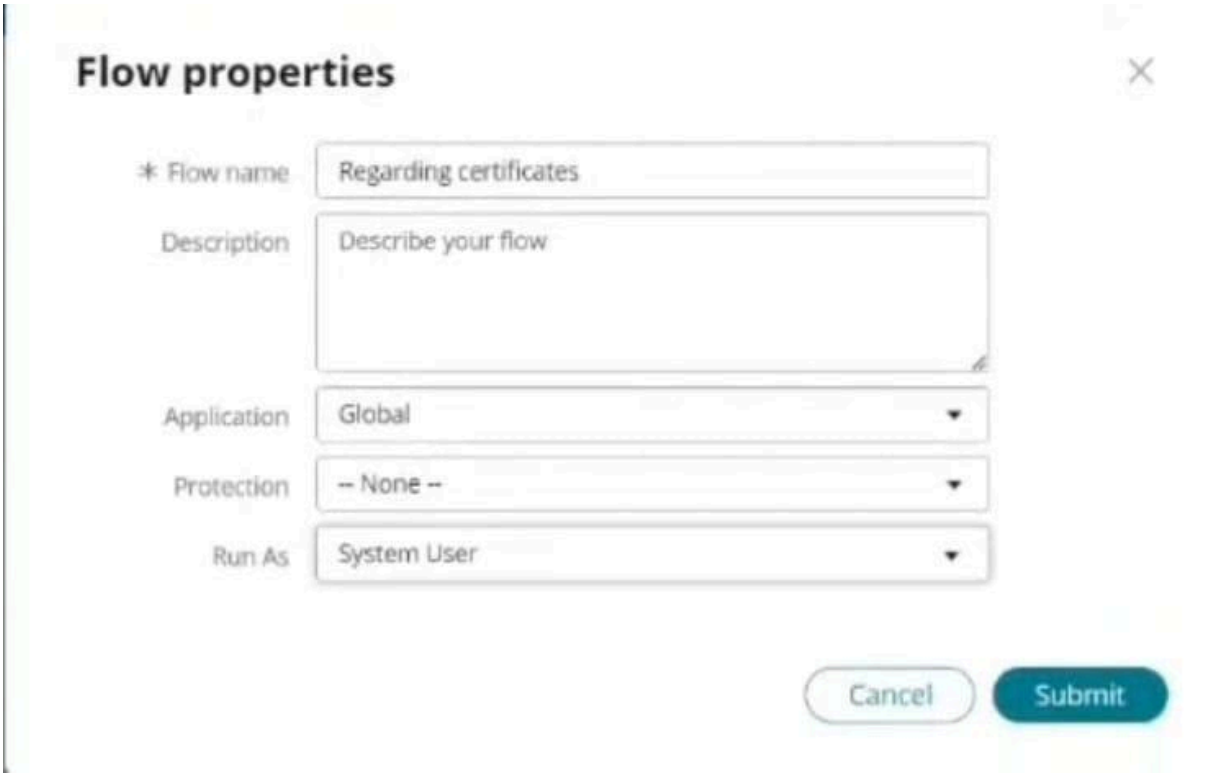
Create Access Control (ACL)

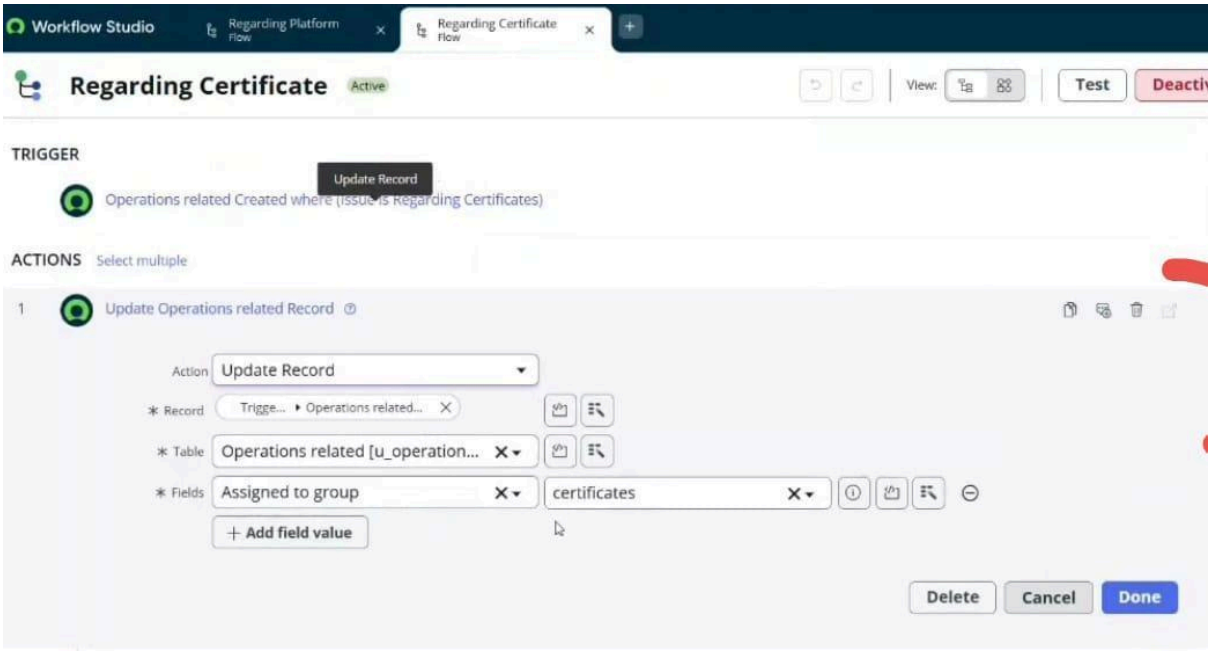


Flow

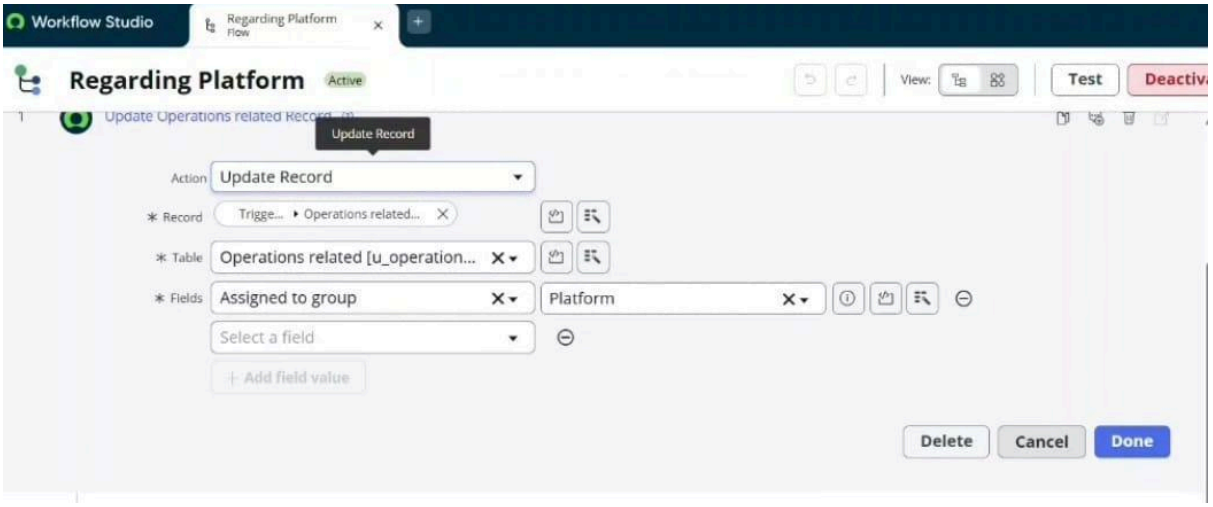
1.Create a Flow To Operation Ticket To Certificate Group


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
Update Record
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
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.