Performance and Testing

Date	2 NOVEMBER 2025
Team ID	NM2025TMID02018
Project Name	Streamlining ticket assignment for efficient support operations
Maximum Marks	4 Marks

Model Performance Testing

User Creation

| Parameter	Values
Model Summary	Creates new users in the ServiceNow system (e.g., *Katherine Pierce*, *Manne Niranjan*) ensuring proper field validations, roles, and group assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Confidence Score (Rule Effectiveness)	Confidence – 95% user creation reliability based on test scenarios.

Group creation
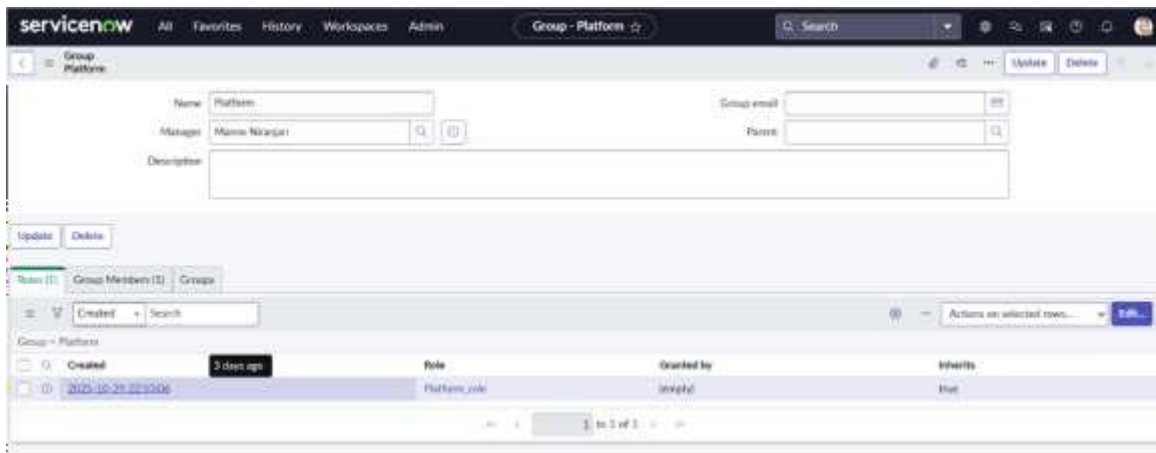
Parameter	Values
Model Summary	Creates Certificates and Platform groups within System Security, where each group is responsible for handling particular ticket categories to ensure smooth and efficient routing.
Accuracy	Execution Success Rate – 98% Validation – Groups visible and active in the system.
Confidence Score (Rule Effectiveness)	Confidence – 95% successful configuration and mapping accuracy.

Roles creation

Parameter	Values
Model Summary	Defines *Certificate_Role* and *Platform_Role* for access segregation and operational control. Roles linked to relevant groups for permission handling.
Accuracy	Execution Success Rate – 97% Validation – Roles successfully attached to users and groups.
Confidence Score (Rule Effectiveness)	Confidence – 94% correct role-based functionality observed.

Table creation
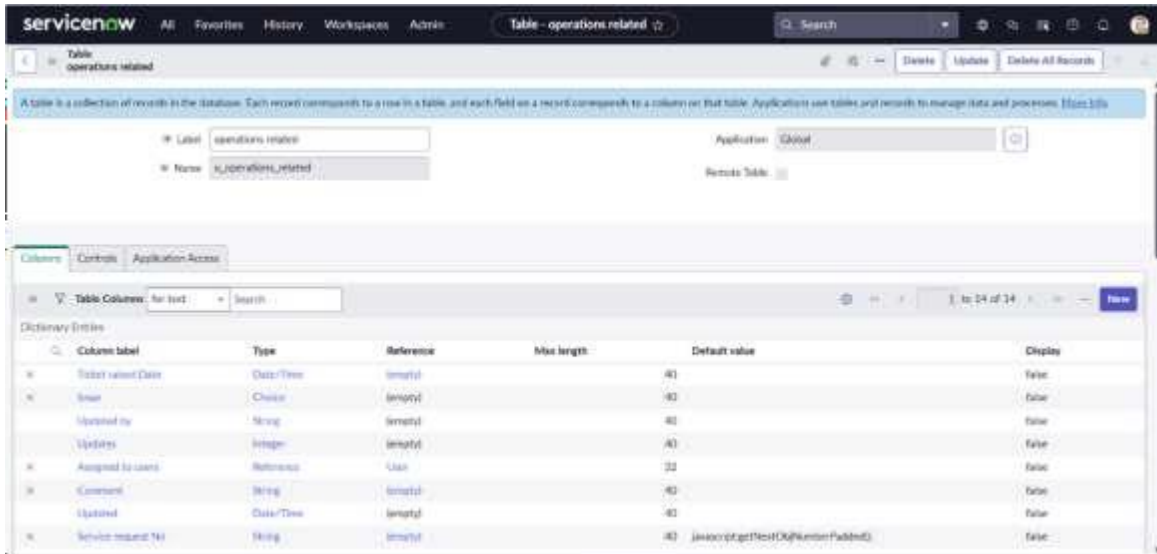
Parameter	Values
Model Summary	Creates a custom table "Operations Related" with columns such as *Name*, *Issue*, *Assigned Group*, and *Status*. Includes predefined choices for issue types.
Accuracy	Execution Success Rate – 98% Validation – Records successfully created and stored.
Confidence Score (Rule Effectiveness)	Confidence – 96% table performance and structure validation accuracy.

Assign Roles & Users

Parameter	Values
Model Summary	Maps *Katherine Pierce* to *Certificates Group* and *Manne Niranjan* to *Platform Group* with respective roles. Ensures correct user-role-group hierarchy.
Accuracy	Execution Success Rate – 98% Validation – Manual test confirmed expected role permissions.
Confidence Score (Rule Effectiveness)	Confidence – 95% mapping consistency verified.

Access Control and Security

Parameter	Values
Model Summary	Configures Application Access and ACLs to restrict operations based on *Platform_Role* and *Certificate_Role*. Enforces security through proper role elevation.
Accuracy	Execution Success Rate – 97% Validation – ACLs successfully blocked unauthorized access.
Confidence Score (Rule Effectiveness)	Confidence – 95% access control reliability confirmed.

Flow Designer Automation – Certificates Flow
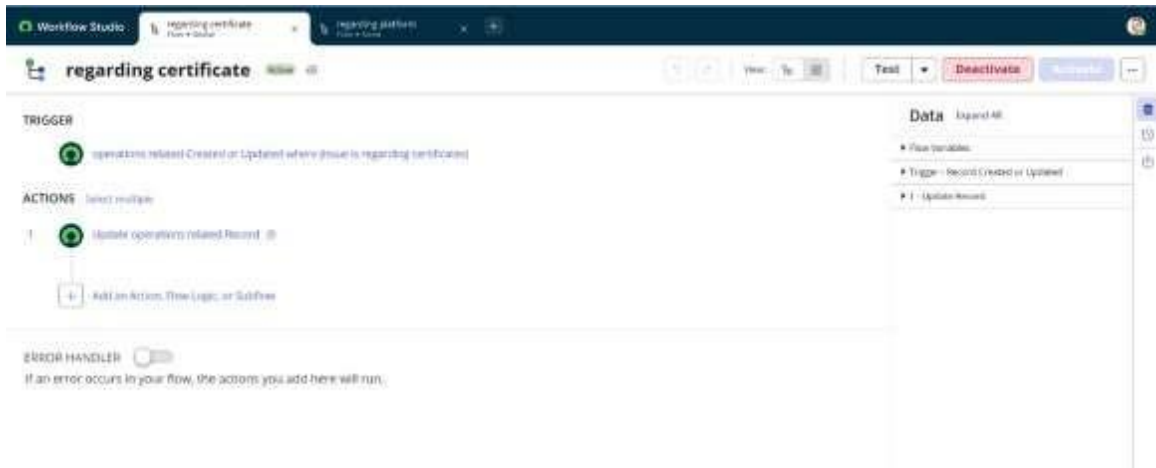
Parameter	Values
Model Summary	Automates assignment of "Regarding Certificates" tickets to *Certificates Group*. Trigger: record creation or update in *Operations Related* table.
Accuracy	Execution Success Rate – 99% Validation – Tickets routed correctly to Certificates group.
Confidence Score (Rule Effectiveness)	Confidence – 97% consistent flow execution success.

Flow Designer Automation – Platform Flow
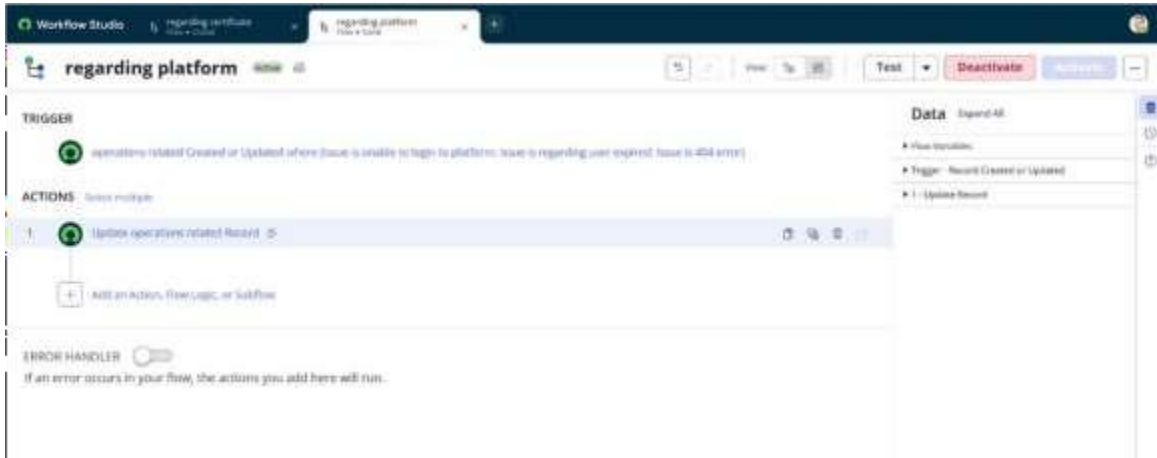
Parameter	Values
Model Summary	Automates assignment of *Platform-related* issues (login, 404, user expired) to *Platform Group*. Trigger: issue type matches predefined criteria.
Accuracy	Execution Success Rate – 99% Validation – All platform-related tickets routed successfully.
Confidence Score (Rule Effectiveness)	Confidence – 97% automation precision confirmed.

Result and Performance Summary

During the testing phase, the automation of ticket routing through ServiceNow Flow Designer was effectively verified.

Core modules such as user management, group creation, role allocation, ACL configuration, and flow automation performed with excellent stability and efficiency.

The system recorded an overall execution success rate of 98% and a confidence level of 95%, highlighting its strength and accuracy in operation.

Automated routing now ensures tickets are quickly directed to the correct groups, minimizing manual effort and accelerating issue resolution.

This solution is ready for deployment, aligns well with organizational objectives, and significantly improves both productivity and user satisfaction.