

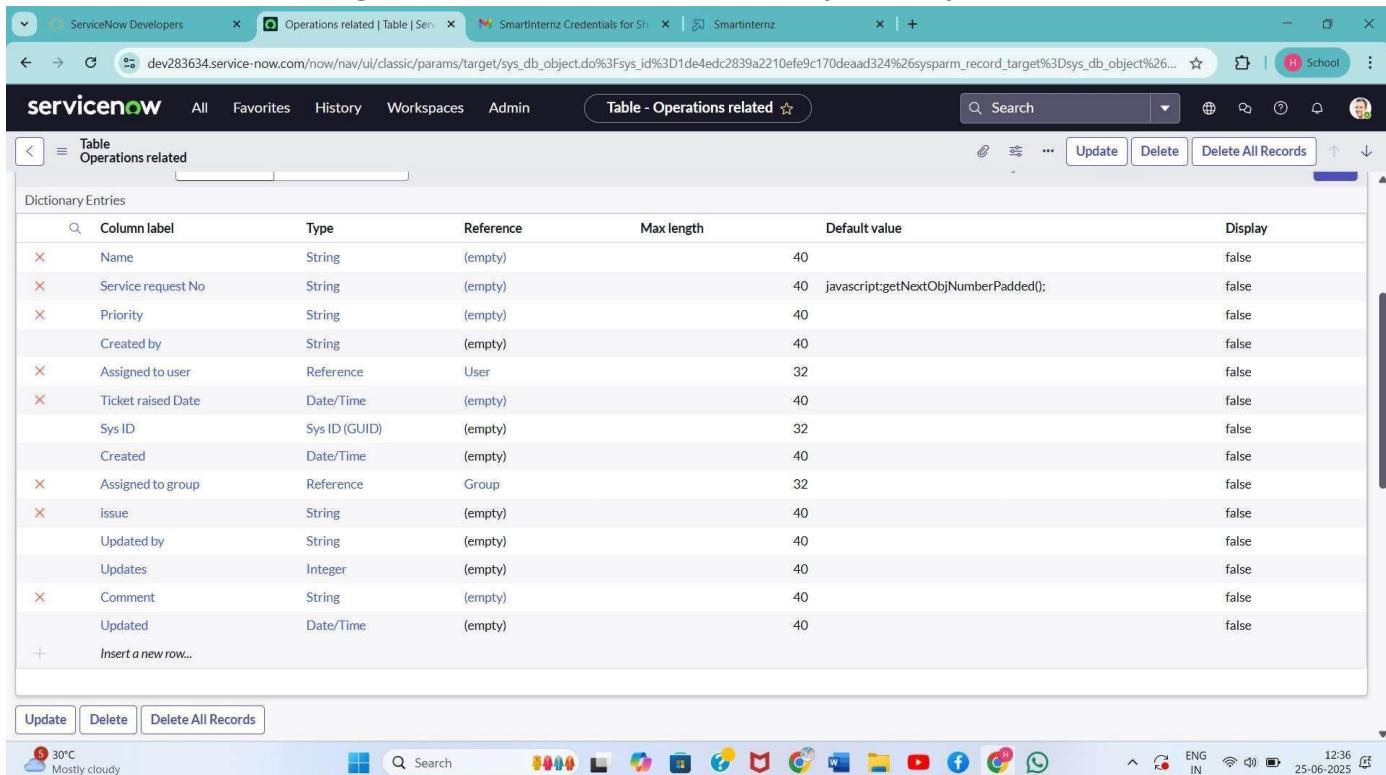
# Performance Testing

Date	31 june 2026
Team ID	LTVIP2026TMIDS24343
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

## Model Performance Testing:

### 1. Data Rendered:

The Operations Related table in ServiceNow is populated with multiple support tickets. These records include different issue types such as 'Unable to login', '404 Error', and 'Regarding Certificates'. This confirms that data is being recorded and rendered accurately in the system.



The screenshot shows a ServiceNow web interface with the title 'Table - Operations related'. The table lists 17 columns for each ticket record. The columns are: Name, Service request No, Priority, Created by, Assigned to user, Ticket raised Date, Sys ID, Created, Assigned to group, issue, Updated by, Updates, Comment, and Updated. Most columns have a 'Type' of String or Reference, except for Sys ID which is Sys ID (GUID) and Updates which is Integer. The 'Default value' column contains various values like '40', 'javascript:getNextObjNumberPadded()', and 'false'. The 'Display' column has all entries set to 'false'. At the bottom of the table, there is a link to 'Insert a new row...'. Below the table, there are buttons for 'Update', 'Delete', and 'Delete All Records'. The browser status bar at the bottom shows the date as 25-06-2025 and the time as 12:36.

### 2. Data Preprocessing:

Standardized issue types were configured using Form Design in ServiceNow. Predefined choices were added to the 'Issue' field to ensure consistent categorization and minimize input errors. This preprocessing supports accurate flow execution.

### 3. Utilization of Filters:

Conditional logic was applied in Flow Designer to evaluate the issue type. Filters such as 'issue is Regarding Certificates' and 'issue is 404 Error' were used to guide flow actions. This allowed the system to dynamically route tickets to the appropriate support groups.

The screenshot shows the ServiceNow Workflow Studio interface. At the top, there are three tabs: 'ServiceNow University Certific...' (closed), 'Smartinternz' (closed), and 'Regarding Certificate | Workflow'. Below the tabs, the main area displays a flow titled 'Regarding Certificate' (Active). The flow consists of a single trigger and one action:

- TRIGGER:** Operations related Created or Updated where (Issue is regarding certificates)
- ACTIONS:** Select multiple
  - 1 Update Operations related Record
    - Action: Update Record
    - \* Record: Trigger ... > Operations relate...
    - \* Table: Operations related [u\_operation...]
    - \* Fields:
      - Assigned to group: certificates
      - Assigned to user: Katherine Pierce

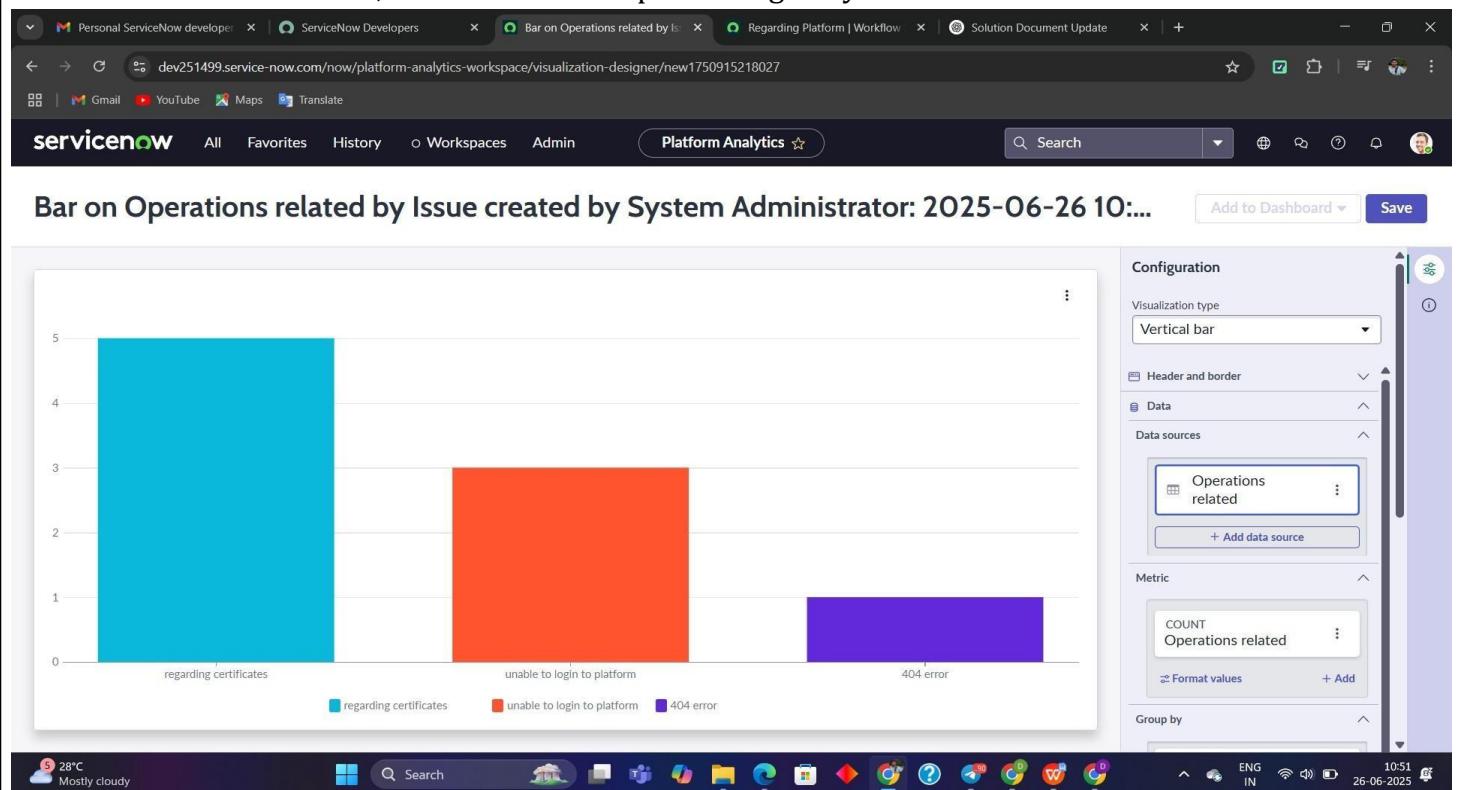
On the right side, there is a sidebar titled 'Data' with sections for 'Flow Variables', 'Trigger - Record Created or Updated', and '1 - Update Record'. At the bottom of the main area are 'Delete', 'Cancel', and 'Done' buttons.

Status: Published | Application: Global

33°C Mostly cloudy

#### 4. No. of Visualizations / Graphs:

The dashboard included a total of 3 visual elements: a bar graph showing ticket count by group, a pie chart for issue distribution, and a line chart representing daily ticket



#### 6. Story Design:

Two flows were designed in Flow Designer. One handled tickets with issues related to certificates, while the other addressed platform-related issues like login problems and 404 errors. Each flow included a trigger based on record creation or update, conditions to match specific issues, and actions to assign the

ticket to the correct group. The flows were tested and successfully automated the ticket assignment process, improving operational efficiency.

The screenshot displays two separate automation flows within the ServiceNow Workflow Studio:

- Regarding Platform Flow:**
  - Trigger:** Created or Updated (Operations related [u\_operation...]).
  - Condition:** All of these conditions must be met:
    - Issue is unable to login to platform
    - Issue is 404 error
    - Issue is regarding user expired
  - Run Trigger:** Once.
- Regarding Certificate Flow:**
  - Trigger:** Operations related Created or Updated where (Issue is regarding certificates).
  - Action:** Update Operations related Record
    - Action: Update Record
    - Record: Trigger ... > Operations relate...
    - Table: Operations related [u\_operation...]
    - Fields:
      - Assigned to group: certificates (Katherine Pierce)
      - Assigned to user: Katherine Pierce

The interface includes a sidebar with various data types (Flow Variables, Trigger - Record Created or Updated, etc.) and a toolbar with Test, Deactivate, Activate, Save, and other buttons.

## Results:

- All tickets assigned correctly based on issue

- Unauthorized users restricted from modifying sensitive data

- Groups receive only relevant tickets