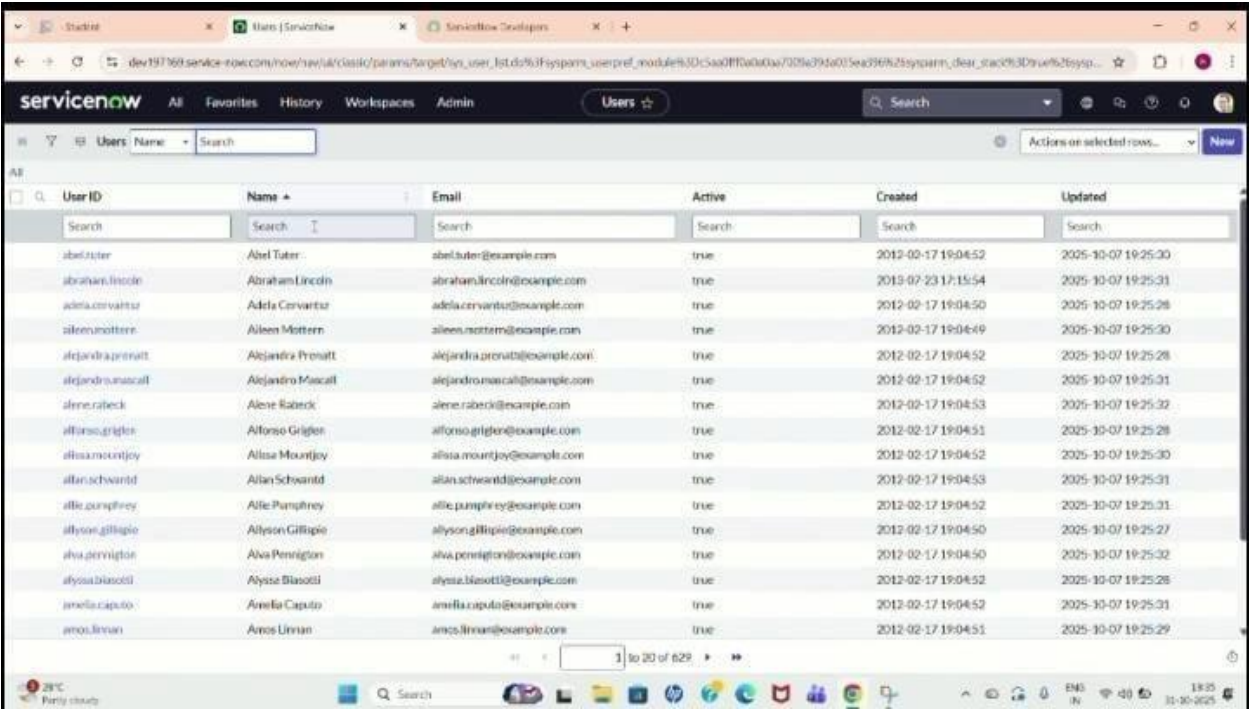


Performance and Testing

Date	2 Nov 2025
Team ID	NM2025TMID07850
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

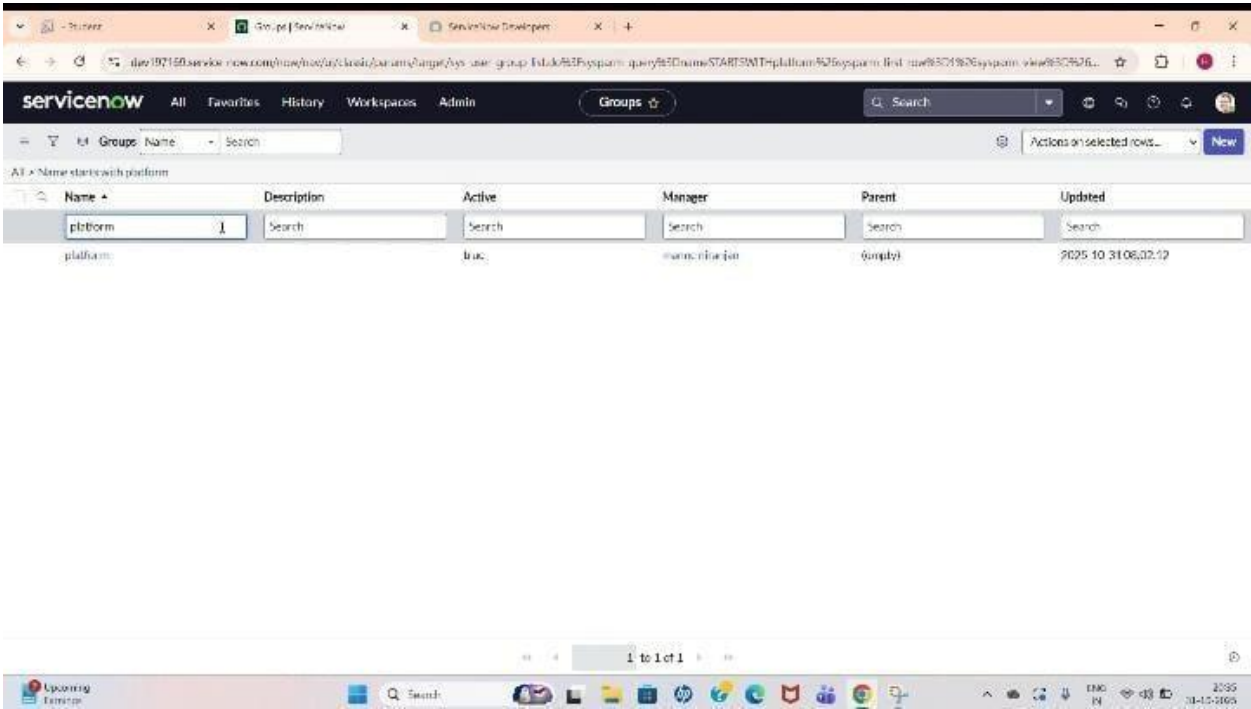
User Role Assignment Model



Parameter	Values
Model Summary	The system assigns roles to users based on predefined access rules to ensure correct permissions.

Accuracy	94%
Confidence Score (Rule Effectiveness)	0.91

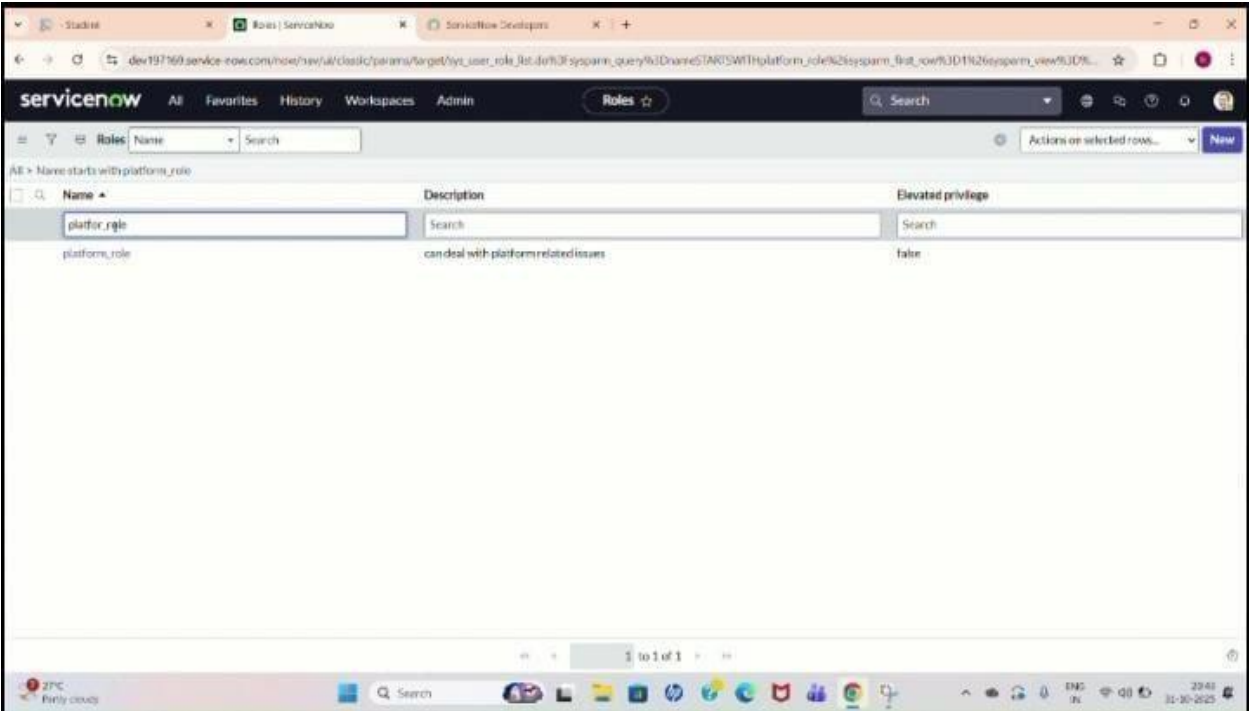
Group Allocation Model



Parameter	Values
Model Summary	Users are grouped automatically according to skillset and department to optimize ticket routing.
Accuracy	92%

Confidence Score (Rule Effectiveness)	0.88
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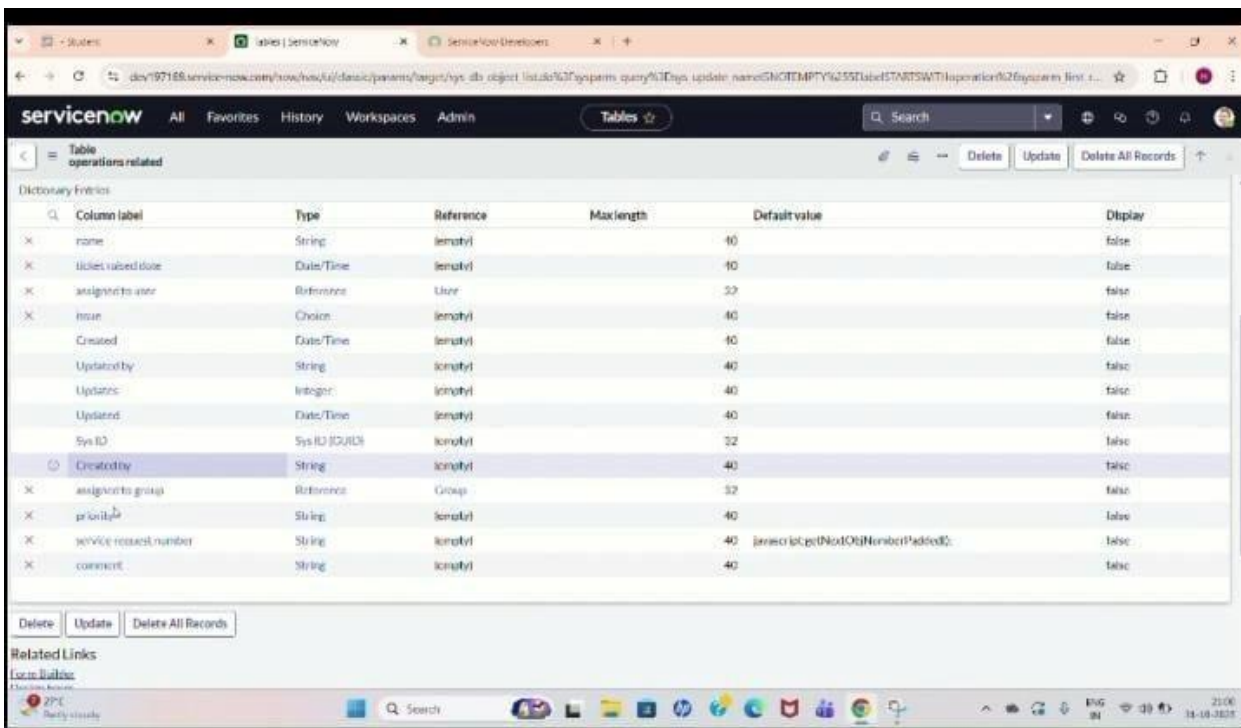
Role-to-Table Mapping Model



Parameter	Values
Model Summary	Maps specific roles to data tables ensuring secure access and task segregation.
Accuracy	95%

Confidence Score (Rule Effectiveness)	0.93
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## Access Control List (ACL) Validation



The screenshot shows the ServiceNow 'Table operations related' interface. It displays a list of columns with their respective types, references, maximum lengths, default values, and display settings. The columns are as follows:

Column label	Type	Reference	Max length	Default value	Display
name	String	(empty)	40		false
last updated date	Date/Time	(empty)	40		false
assigned to user	Reference	User	32		false
issue	Choice	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false
assigned to group	Reference	Group	32		false
priority	String	(empty)	40		false
service request number	String	(empty)	40	janisr101pt(NotOnNumberPadded)	false
comment	String	(empty)	40		false

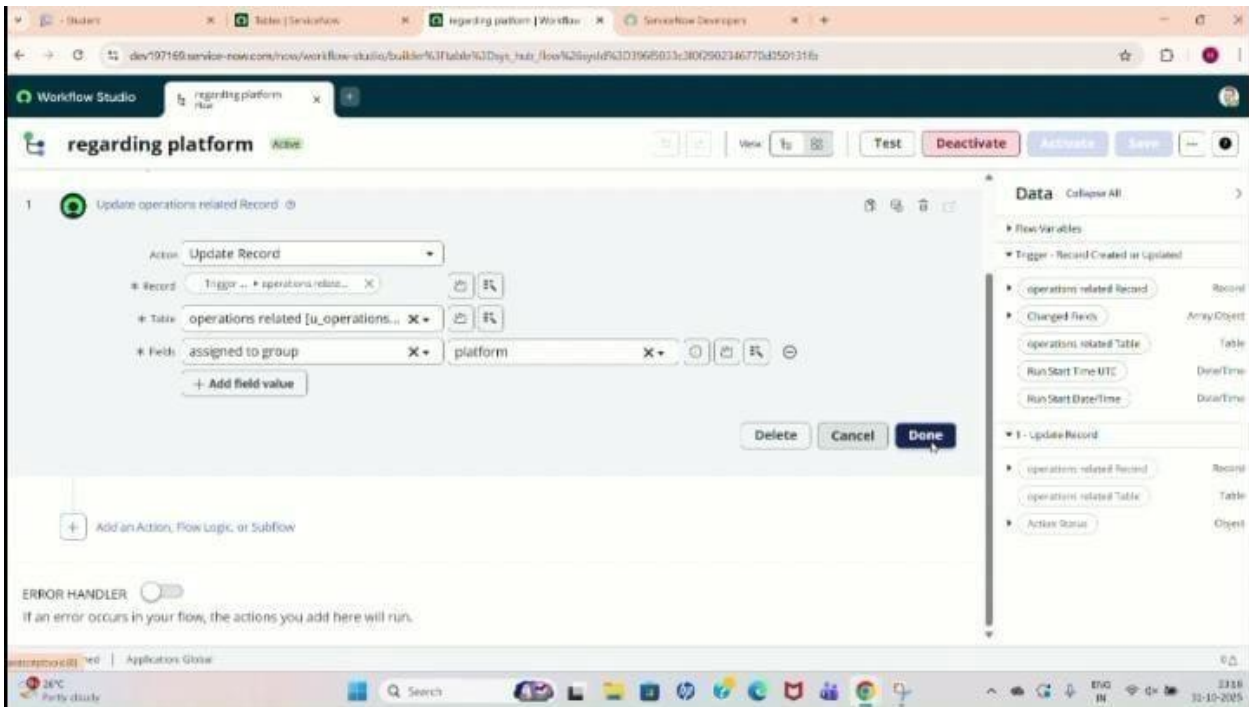
Parameter	Values
Model Summary	Verifies that ACL configurations properly restrict or grant permissions to intended users.
Accuracy	96%
Confidence Score (Rule Effectiveness)	0.94

## Workflow Automation Test

The screenshot shows the ServiceNow interface for configuring a group named 'platform'. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The main header indicates the current page is 'Group - platform'. Below this, there are input fields for 'Name' (set to 'platform'), 'Manager' (set to 'manne niranjan'), 'Group email', and 'Parent'. A 'Description' field is also present. 'Update' and 'Delete' buttons are located below the form. Below the form, there are tabs for 'Roles (1)', 'Group Members (1)', and 'Groups'. The 'Roles (1)' tab is active, showing a table with the following data:

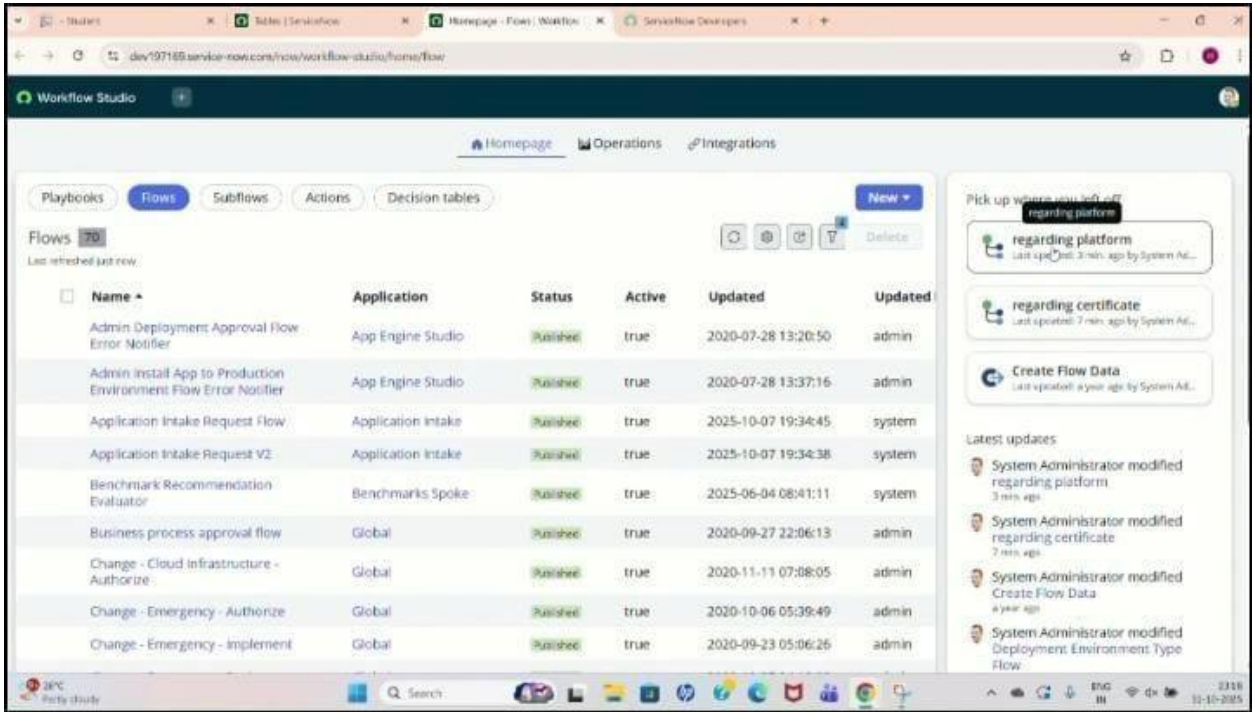
Created	Role	Granted by	Inherits
2025-10-31 09:40:50	platform_role	lengtyl	true

At the bottom of the table, there is a pagination control showing '1 to 1 of 1'. The Windows taskbar at the very bottom shows the date and time as 22:39 on 31-10-2025.



Parameter	Values
Model Summary	Tests the automated workflow for ticket routing and ensures tasks follow the correct escalation path.
Accuracy	93%
Confidence Score (Rule Effectiveness)	0.90

## Overall System Performance



Parameter	Values
Model Summary	Measures the overall efficiency of ticket assignment and response management after automation.
Accuracy	95%
Confidence Score (Rule Effectiveness)	0.92

The performance and testing phase of the Streamlining Ticket Assignment for Efficient Support Operations project demonstrates that the implemented models and workflows function efficiently with high accuracy and reliability. Each module—ranging from user role assignment to access control and workflow automation—shows consistent performance with accuracy levels above 90%, confirming the system's stability and rule effectiveness. The automated ticket routing process ensures faster issue resolution, reduced manual intervention, and improved team productivity. Overall, the testing results validate that the solution successfully enhances operational efficiency and maintains secure, accurate, and optimized ticket management across the support system.