

# PERFORMANCE AND TESTING

Team ID	NM2025TMID04990
Project Name	Streamlining Ticket Assignment for efficient support operations

## MODEL PERFORMANCE TESTING

### CREATE USER

The screenshot shows the 'User - New Record' page in ServiceNow. The top navigation bar includes links for All, Favorites, History, Workspaces, and Admin. The title bar says 'User - New Record'. A search bar and a user profile icon are also present. Below the title, a message says 'To set up the User's password, save the record and then click Set Password.' The main form contains the following fields:

User ID	manneniranjan@gmail.com
First name	manne
Last name	niranjan
Title	
Department	
Password	
Language	-- None --
Calendar integration	Outlook
Time zone	System (Etc/UTC)
Date format	System (yyyy-MM-dd)
Business phone	
Mobile phone	

Below the main form, there are several checkboxes and a checked checkbox:

- Password needs reset
- Locked out
- Active
- Web service access only
- Internal Integration User

A 'Photo' field with a 'Click to add...' link is also visible.

**servicenow** All Favorites History Workspaces Admin **User - New Record**

User New record Submit

To set up the User's password, save the record and then click Set Password.

User ID	katherine.pierce	Email	<input type="text"/>
First name	katherine	Language	-- None --
Last name	pierce	Calendar integration	Outlook
Title	<input type="text"/>	Time zone	System (Etc/UTC)
Department	<input type="text"/>	Date format	System (yyyy-MM-dd)
Password	<input type="password"/>	Business phone	<input type="text"/>
Password needs reset	<input type="checkbox"/>	Mobile phone	<input type="text"/>
Locked out	<input type="checkbox"/>	Photo	<a href="#">Click to add...</a>
Active	<input checked="" type="checkbox"/>		
Web service access only	<input type="checkbox"/>		
Internal Integration User	<input type="checkbox"/>		

## CREATEROLE

**servicenow** All Favorites History Workspaces Admin **Role - certification\_role**

Role certification\_role Update Delete

Name	certification_role	Application	Global
Description	can deal with certification	<a href="#">Edit</a>	

Elevated privilege

Related Links [Run Point Scan](#)

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search New Edit...

Role = certification\_role

Contains No records to display

## CREATETABLE

**servicenow** All Favorites History Workspaces Admin **Table - New Record**

Table New record Submit Cancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label	operations related	Application	Global
* Name	u_operations_related	Create module	<input checked="" type="checkbox"/>
Extends table	<input type="text"/>	Create mobile module	<input checked="" type="checkbox"/>
		Add module to menu	- Create new --
		New menu name	operations related

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

## ASSIGNROLETOTABLE

The screenshot shows the ServiceNow interface for managing a table named "operations related". The top navigation bar includes "servicenow", "All", "Favorites", "History", "Workspaces", and "Admin". The title bar says "Table - operations related". The main content area displays the table structure with columns: Sys ID, Created, name, priority, Updated by, and Updates. Each column has its type (Sys ID (GUID), Date/Time, String, String, String, Integer), reference (empty), max length (32, 40, 40, 40, 40, 40), default value (empty), and display setting (false). Below the table is a "Dictionary Entries" section with tabs for "Columns", "Controls", and "Application Access". A search bar and a "New" button are also present.

## CREATEACL

The screenshot shows the ServiceNow interface for creating an access control rule named "u\_operations\_related". The top navigation bar includes "servicenow", "All", "Favorites", "History", "Workspaces", and "Access Control". The title bar says "Access Control - u\_operations\_related". The main form includes fields for Type (record), Operation (read), Decision Type (Allow If), Admin overrides (checked), Protection policy (None), Name (u\_operations\_related), Description (Default access control on u\_operations\_related), and Applies To (No of records matching the condition: 0). The "Active" checkbox is checked. Below the form is a "Conditions" section with a note about decision types and a "More Info" link.

## CREATEFLOW

### 1. Search for flow design

The screenshot shows the ServiceNow Workflow Studio interface for a flow named "regarding platform". The top navigation bar includes "Workflow Studio", "Flow regarding certificate", "Flow regarding platform", and "Flow". The main editor area shows a trigger "Created or Updated" on the "operations related" table. The flow logic consists of two parallel conditions: "issue is unable to login to platform" and "issue is regarding user expired". The run trigger is set to "For every update". On the right side, there is a sidebar titled "Data" with sections for "Flow Variables" and "Trigger - Record Created or Updated", listing variables like "operations related Record", "Changed Fields", and "Run Start Time UTC". Buttons for "Delete", "Cancel", and "Done" are at the bottom right.

