

## User Acceptance Testing (UAT) Template

Date	20 February 2026
Team ID	LTVIP2026TMIDS73549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

### Project Overview

**Project Name:**

ServiceNow Operations Ticket Management System

**Project Description:**

The ServiceNow Operations Ticket Management System automates the process of raising, managing, and assigning operational support tickets to appropriate support teams (L1 and L2). The system reduces manual workload by automatically routing tickets based on issue type using ServiceNow Flow Designer.

**Project Version:**

Version 1.0

**Testing Period:**

15 February 2025 to 18 February 2025

### Testing Scope

**Features and Functionalities Tested**

- Ticket creation in Operations Related module
- Issue selection functionality
- Automated ticket assignment
- Role-based access control
- Ticket storage in database
- Flow automation execution
- Group assignment (L1 & L2 Teams)

**User Stories Tested**

- User can create operational support tickets
- System automatically assigns tickets to correct group
- Support teams can view assigned tickets
- Users can track ticket status
- Admin can manage access permissions

## Testing Environment

### URL / Location:

ServiceNow Developer Instance

### Application Module:

Operations Related

## Test Cases

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Create Operations Ticket	1. Open Operations Related 2. Click New 3. Submit record	Ticket created successfully	Ticket created	Pass
TC-002	Select Certificate Issue	Select "Regarding Certificates" issue	Ticket saved correctly	Working correctly	Pass
TC-003	Auto Assign Certificate Ticket	Submit certificate issue ticket	Assigned to L1 Support Team	Assigned automatically	Pass
TC-004	Platform Login Issue	Select "Unable to login to platform"	Ticket routed to platform team	Assigned to L2 Team	Pass
TC-005	404 Error Issue	Submit 404 error ticket	Correct routing triggered	Working correctly	Pass
TC-006	User Expired Issue	Submit expired account issue	Assigned automatically	Success	Pass
TC-007	View Ticket Records	Open Operations Related list	Records visible	Records displayed	Pass
TC-008	Update Ticket	Modify ticket details	Changes saved	Updated successfully	Pass

## Bug Tracking

Bug ID	Bug Description	Steps to Reproduce	Severity	Status	Additional Feedback
BG-	Assigned group field	1. Create ticket 2. Check form	Medium	Closed	Field added

001	missing initially	fields			later
BG-002	Flow not triggering initially	1. Submit ticket 2. Check assignment	Medium	Closed	Flow activated
BG-003	Role access restriction	Login as user without role	Low	Closed	ACL configured