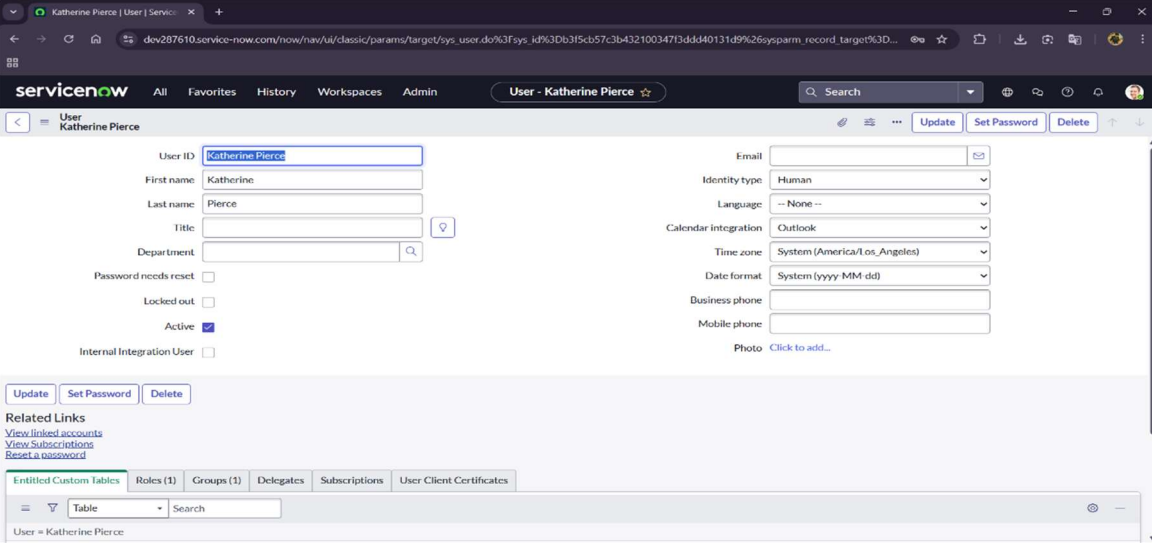


Performance and Testing

Date	01 NOVEMBER 2025
Team ID	NM2025TMID05565
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Model Performance Testing

User Creation



The screenshot shows the ServiceNow user creation interface for a user named Katherine Pierce. The form includes fields for User ID, First name, Last name, Title, Department, Email, Identity type, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for Password needs reset, Locked out, Active, and Internal Integration User. The interface includes a search bar, a table view, and a list of related links.

User ID: Katherine Pierce

First name: Katherine

Last name: Pierce

Title:

Department:

Email:

Identity type: Human

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

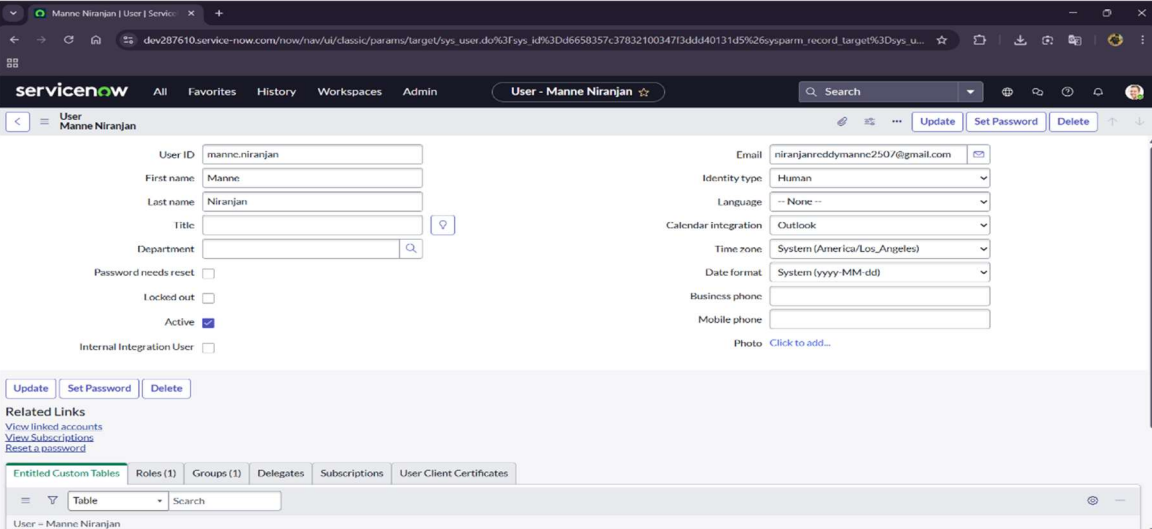
Photo: Click to add...

Related Links:

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)

Entitled Custom Tables: Roles (1) Groups (1) Delegates Subscriptions User Client Certificates

User: Katherine Pierce



The screenshot shows the ServiceNow user creation interface for a user named Manne Niranjana. The form includes fields for User ID, First name, Last name, Title, Department, Email, Identity type, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for Password needs reset, Locked out, Active, and Internal Integration User. The interface includes a search bar, a table view, and a list of related links.

User ID: manne.niranjana

First name: Manne

Last name: Niranjana

Title:

Department:

Email: niranjana.reddymanne2507@gmail.com

Identity type: Human

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Related Links:

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)

Entitled Custom Tables: Roles (1) Groups (1) Delegates Subscriptions User Client Certificates

User: Manne Niranjana

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

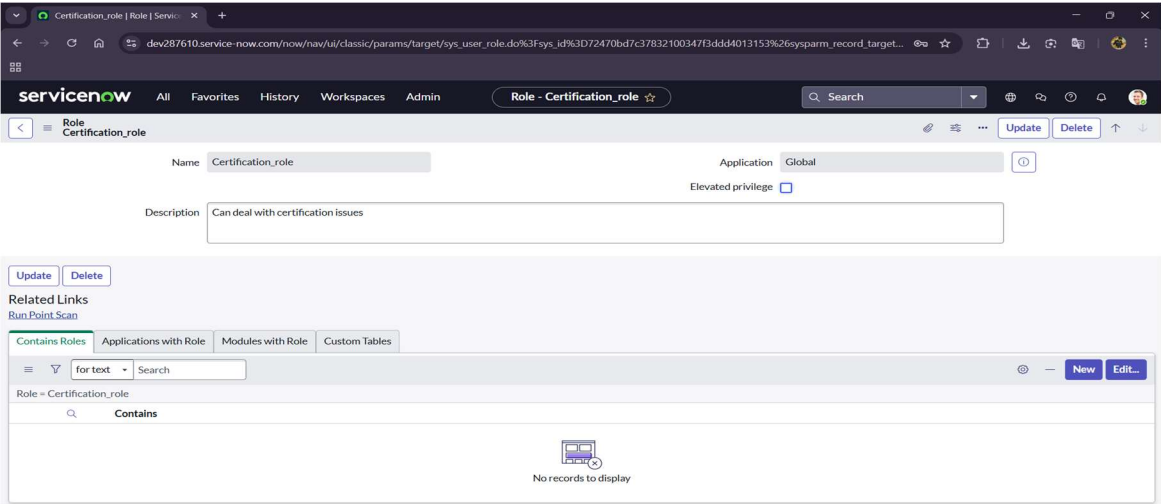
Create Groups

The screenshot displays the ServiceNow 'Create Groups' form. The form includes fields for Name (certificates), Manager (Katherine Pierce), Group email, and Parent. Below the form is a table showing the role 'Certification_role' granted to the group 'certificates'.

Created	Role	Granted by	Inherits
2025-11-01 03:07:32	Certification_role	(empty)	true

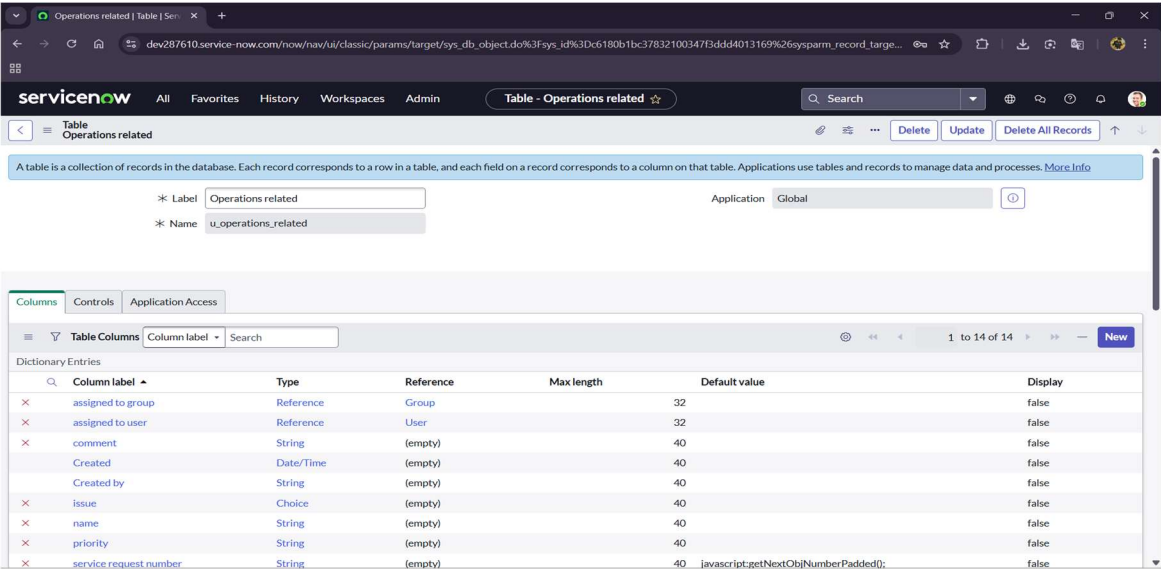
Parameter	Values
Model Summary	Creates a new groups in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Create Roles



Parameter	Values
Model Summary	Creates Roles in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Create Tables



Parameter	Values
Model Summary	Creates Tables in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

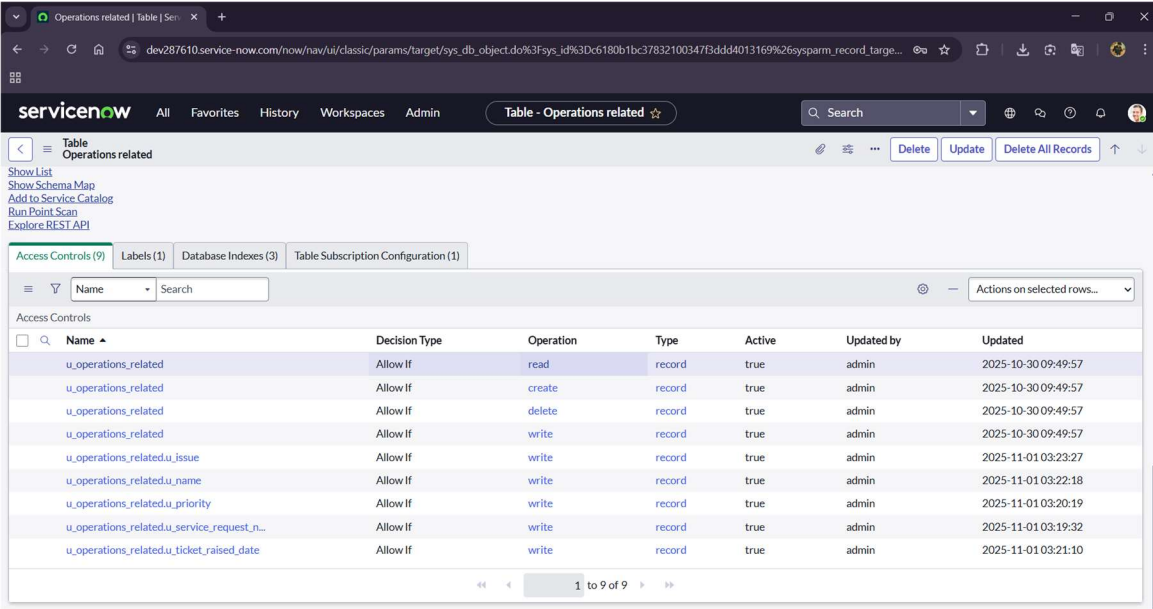
Assign roles & users to groups

The screenshot displays the ServiceNow interface for configuring a group named 'certificates'. The top section contains input fields for Name, Manager, Group email, Parent, and Description. Below this, there are tabs for 'Roles (1)', 'Group Members (1)', and 'Groups'. The 'Roles (1)' tab is selected, showing a table with one role assigned to the group. The table has columns for 'Created', 'Role', 'Granted by', and 'Inherits'. The role 'Certification_role' is listed with a creation date of '2025-11-01 03:07:32', granted by '(empty)', and inherits 'true'.

Created	Role	Granted by	Inherits
2025-11-01 03:07:32	Certification_role	(empty)	true

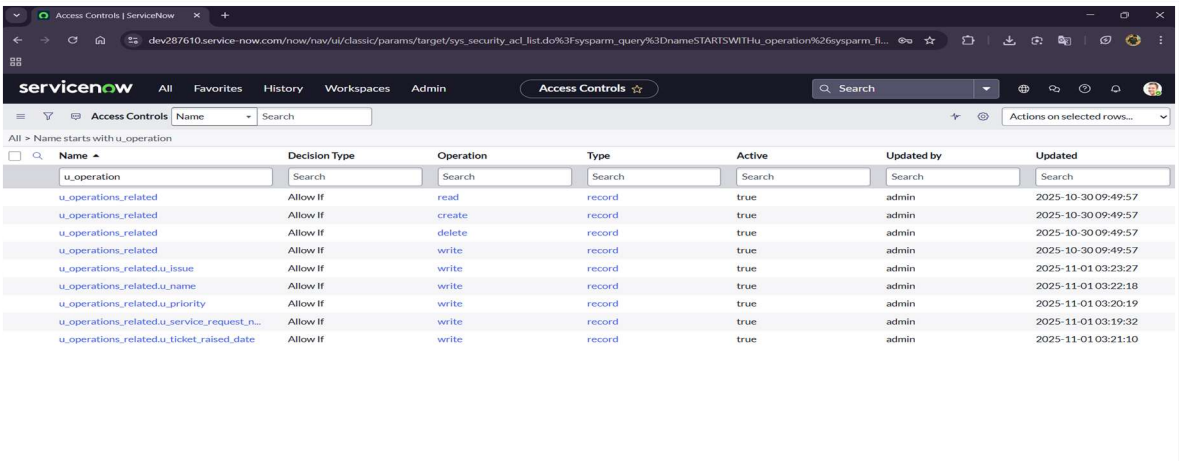
Parameter	Values
Model Summary	Tests assigning roles and users to specific groups to confirm access permissions are correctly applied and that users inherit the appropriate privileges from their assigned groups.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Assign role to table



Parameter	Values
Model Summary	Tests assigning a specific role to a table to ensure that users with that role gain the correct access permissions and that the table's security and visibility rules are properly enforced.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Create ACL



Parameter	Values
Model Summary	Creates an ACL entry to verify that the de ined conditions, roles, and scripts correctly grant or restrict access to the target table/record/ ield, ensuring only authorized users can perform the allowed operations
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Con idence Score (Rule Effectiveness)	Con idence – 95% rule execution reliability based on test scenarios.

Flow

The screenshot shows the Workflow Studio interface for a flow named "Regarding platform Flow". The flow is currently "Active". The interface includes a top navigation bar with the "Workflow Studio" logo and a tab for the current flow. Below the navigation bar, there are buttons for "Test", "Deactivate", "Activate", and "Save".

The main workspace is divided into three sections:

- TRIGGER:** A single trigger is configured: "Operations related Created or Updated where (issue is unable to login to platform; issue is regarding user expired)".
- ACTIONS:** One action is configured: "Update Operations related Record". Below the action list is a button to "Add an Action, Flow Logic, or Subflow".
- ERROR HANDLER:** A toggle switch is turned off. The text below reads: "If an error occurs in your flow, the actions you add here will run."

On the right side, there is a "Data" panel with a "Collapse All" button. It shows the flow variables for the current step:

- Flow Variables:**
 - Trigger - Record Created or Updated:**
 - Operations related Record (Record)
 - Changed Fields (Array/Object)
 - Operations related Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)
 - 1 - Update Record:**
 - Operations related Record (Record)
 - Operations related Table (Table)
 - Action Status (Object)

The bottom status bar shows "Status: Published" and "Application: Global".

Parameter	Values
Model Summary	Creates and tests a Flow to automate actions based on specific triggers, ensuring processes run efficiently without manual effort.
Accuracy	Execution Success Rate – 97% Validation – Manual test passed with expected behaviour.
Confidence Score (Rule Effectiveness)	Confidence – 90% rule execution reliability based on test scenarios.

The performance testing phase successfully validated the core functionalities of the project, including automated ticket assignment, workload balancing, role-based access control, and low automation. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the automation logic efficiently distributes tickets to the appropriate agents, ensuring balanced workloads and faster resolutions. This testing phase confirms that the system is production-ready and fully aligned with its intended objectives, reinforcing the solution’s robustness, scalability, and operational efficiency.