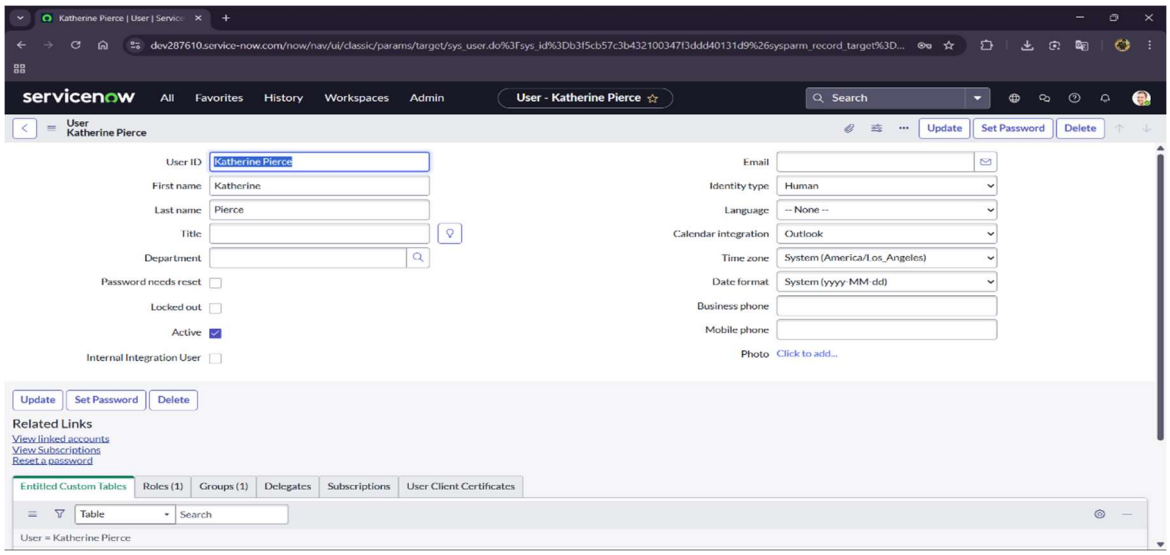
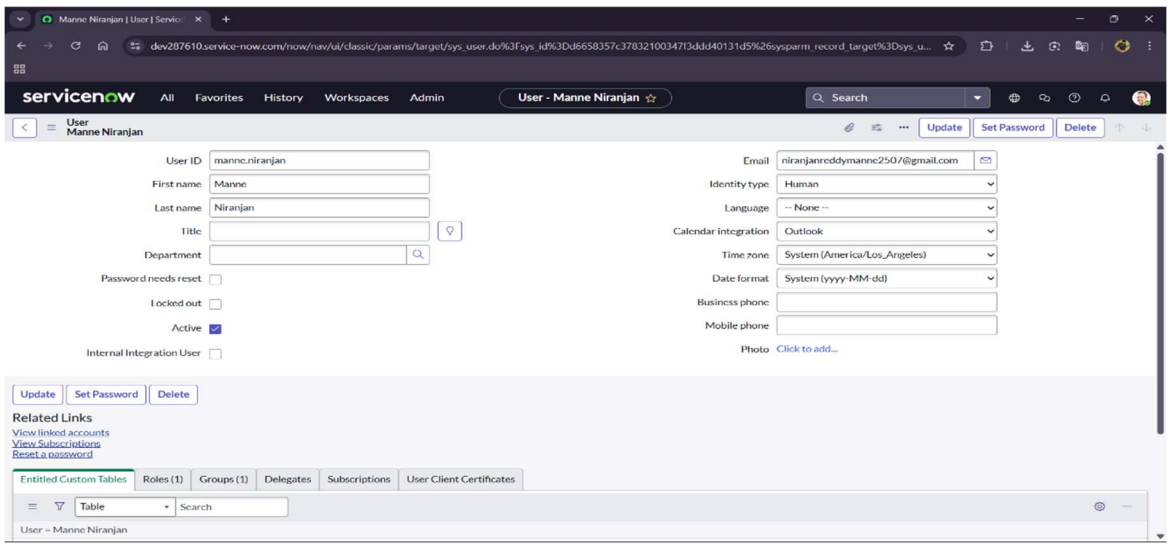
Performance and Testing

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

Model Performance Testing

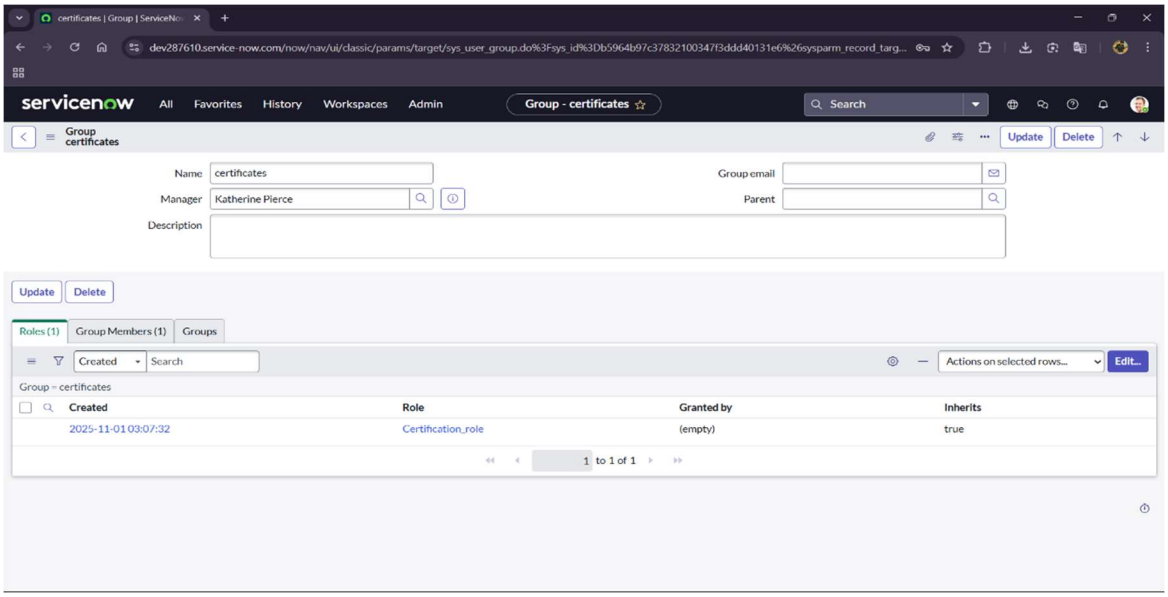
User Creation





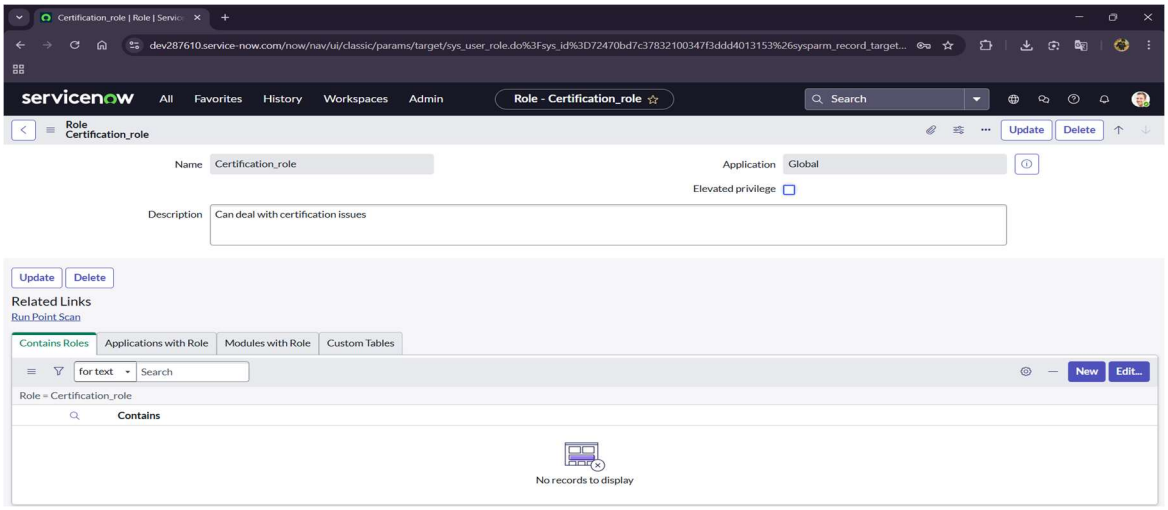
Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct ield validations, roles, and pro ile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Con idence Score (Rule Effectiveness)	Con idence – 95% rule execution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

Create Groups



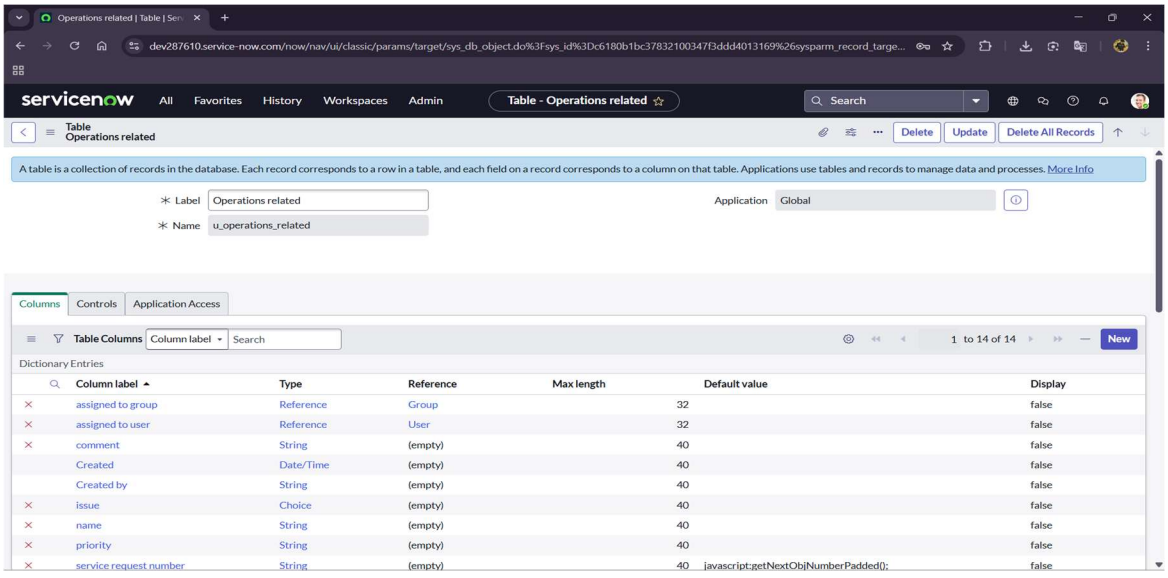
Parameter	Values
Model Summary	Creates a new groups in the ServiceNow system ensuring correct ield validations, roles, and pro ile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Con idence Score (Rule Effectiveness)	Con idence – 95% rule execution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

Create Roles



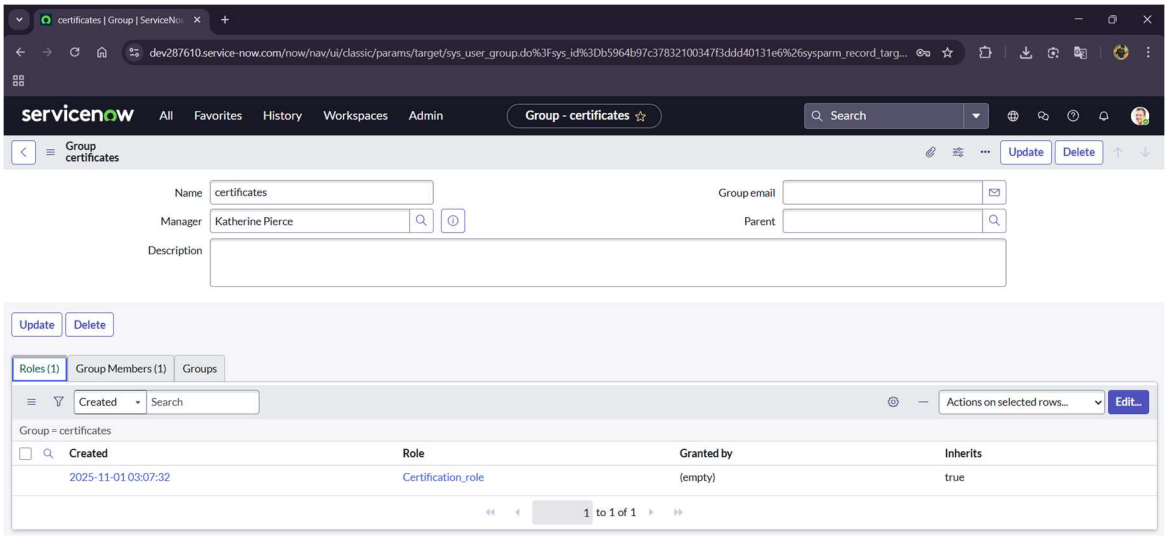
Parameter	Values
Model Summary	Creates Roles in the ServiceNow system ensuring correct ield validations, roles, and pro ile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Con idence Score (Rule Effectiveness)	Con idence – 95% rule execution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

Create Tables



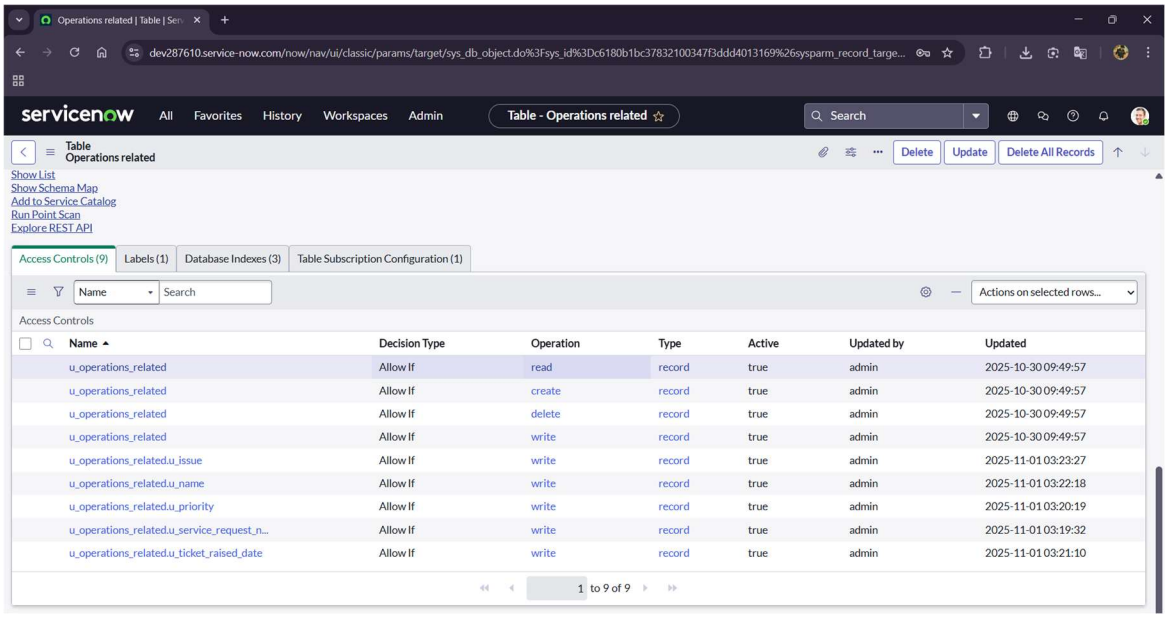
Parameter	Values
Model Summary	Creates Tables in the ServiceNow system ensuring correct ield validations, roles, and pro ile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Con idence Score (Rule Effectiveness)	Con idence – 95% rule execution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

Assign roles & users to groups



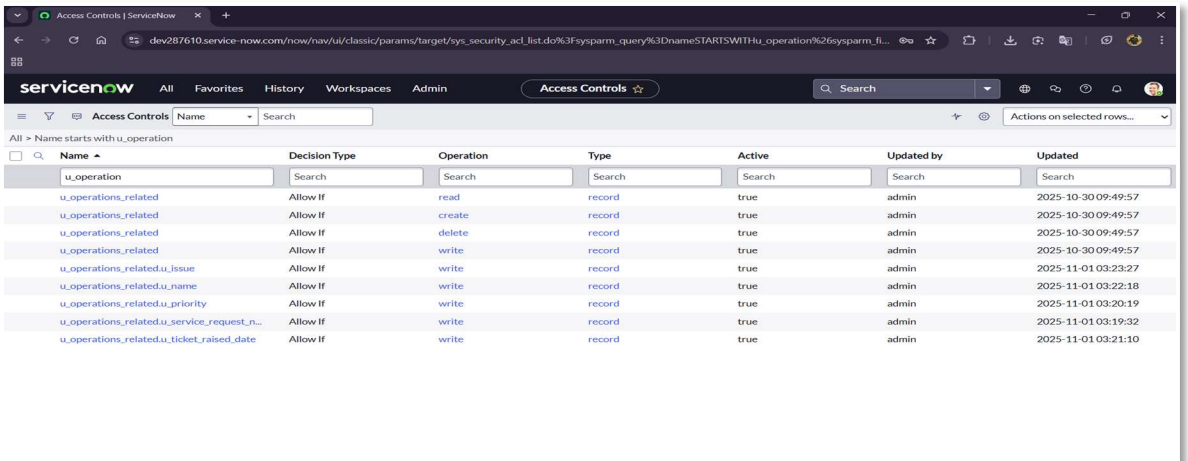
Parameter	Values
Model Summary	Tests assigning roles and users to speci ic groups to con irm access permissions are correctly applied and that users inherit the appropriate privileges from their assigned groups.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.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

Assign role to table



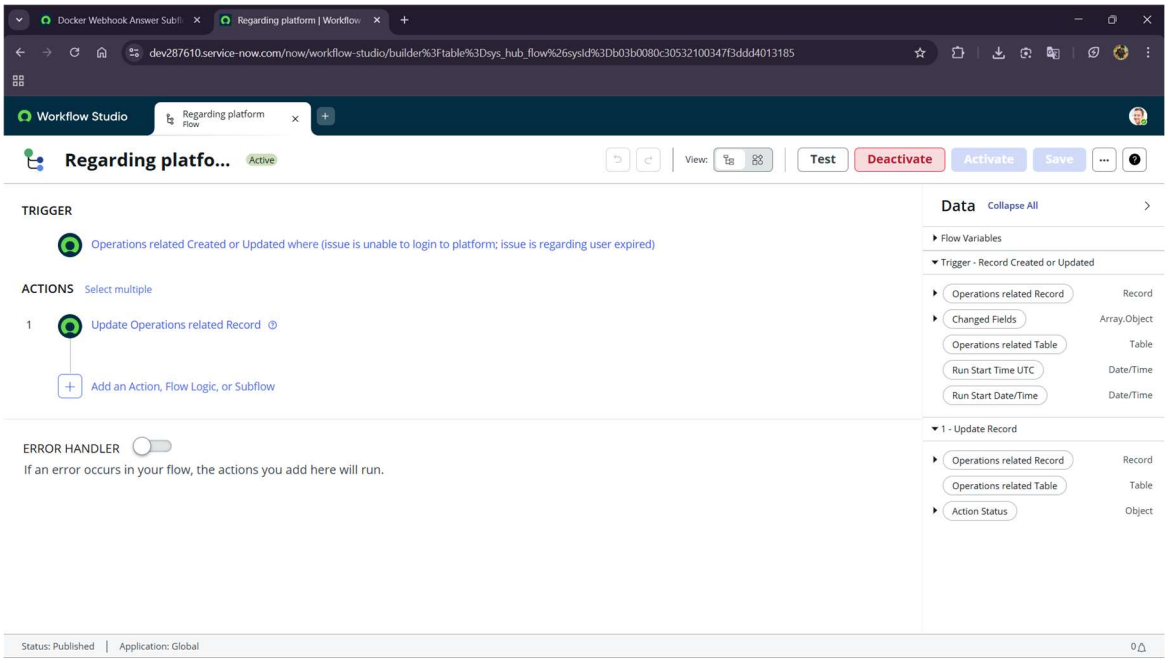
Parameter	Values
Model Summary	Tests assigning a speci ic role to a table to ensure that users with that role gain the correct access permissions and that the table's security and visibility rules are properly enforced.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behaviour.
Con idence Score (Rule Effectiveness)	Con idence – 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



Parameter	Values
Model Summary	Creates and tests a Flow to automate actions based on speci ic triggers, ensuring processes run ef iciently without manual effort.
Accuracy	Execution Success Rate – 97% Validation – Manual test passed with expected behaviour.
Con idence Score (Rule Effectiveness)	Con idence – 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. Con idence scores con irm that the automation logic ef iciently distributes tickets to the appropriate agents, ensuring balanced workloads and faster resolutions. This testing phase con irms that the system is production-ready and fully aligned with its intended objectives, reinforcing the solution's robustness, scalability, and operational ef iciency.