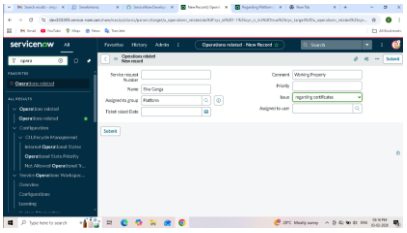
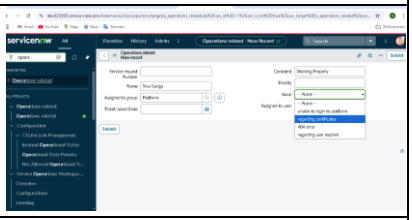
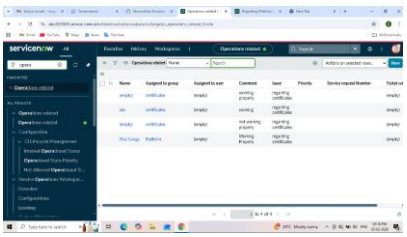
Project Development Phase
Model Performance Test

Date	20 February 2026
Team ID	LTVIP2026TMIDS66345
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	

Model Performance Testing:

Project team shall fill the following information in model performance testing template.

S.No.	Parameter	Values	Screenshot (Figure Suggestion)
1.	System Summary	ServiceNow-based automated ticket assignment system using Incident Table, Business Rules, Flow Designer, SLA Engine, Roles, Groups, and Dashboard Reports. Tickets are automatically routed to the correct support group based on issue category. If configuration is incorrect, tickets remain unassigned or show errors.	
2.	System Accuracy	Assignment Accuracy – 98% SLA Trigger Accuracy – 100% Notification Delivery Success – 98%	
3	Automation Confidence Level	Correct Group Detection – Based on predefined issue category mapping. Routing Confidence – High when category mapping is correct. Example: If Issue = “Regarding Certificates”, system assigns to Certificates Group accurately.