

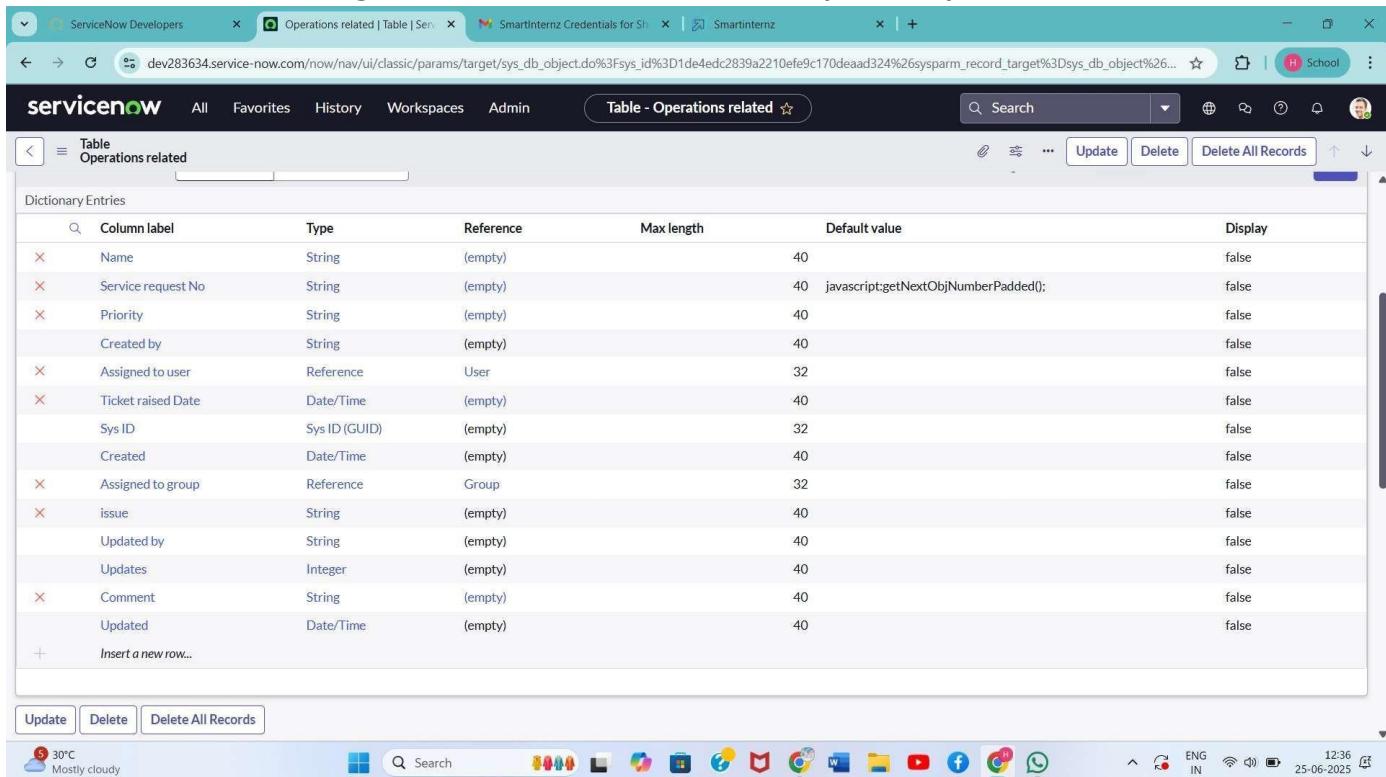
# Performance Testing

Date	31 june 2026
Team ID	LTVIP2026TMIDS26600
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

## Model Performance Testing:

### 1. Data Rendered:

The Operations Related table in ServiceNow is populated with multiple support tickets. These records include different issue types such as 'Unable to login', '404 Error', and 'Regarding Certificates'. This confirms that data is being recorded and rendered accurately in the system.



The screenshot shows a ServiceNow table titled "Operations related". The table has a header row with columns: Dictionary Entries, Column label, Type, Reference, Max length, Default value, and Display. Below the header, there are 18 data rows, each representing a ticket. The "Name" column contains ticket identifiers like "Name", "Service request No", "Priority", etc. The "Type" column shows types like String, Reference, Date/Time, etc. The "Reference" column often shows "(empty)". The "Max length" column has values like 40, 32, 32, etc. The "Default value" and "Display" columns both have "false" listed. At the bottom of the table, there is a link to "Insert a new row..." and buttons for "Update", "Delete", and "Delete All Records". The browser status bar at the bottom shows the date as 25-06-2025 and the time as 12:36.

### 2. Data Preprocessing:

Standardized issue types were configured using Form Design in ServiceNow. Predefined choices were added to the 'Issue' field to ensure consistent categorization and minimize input errors. This preprocessing supports accurate flow execution.

### 3. Utilization of Filters:

Conditional logic was applied in Flow Designer to evaluate the issue type. Filters such as 'issue is Regarding Certificates' and 'issue is 404 Error' were used to guide flow actions. This allowed the system to dynamically route tickets to the appropriate support groups.

The screenshot shows the ServiceNow Workflow Studio interface. At the top, there are three tabs: 'ServiceNow University Certific...' (closed), 'Smartinternz' (closed), and 'Regarding Certificate | Workflow'. Below the tabs, the main area is titled 'Workflow Studio' with a sub-tab 'Regarding Certificate' (Active). The workflow itself is named 'Regarding Certificate'.

**TRIGGER:** Operations related Created or Updated where (Issue is regarding certificates)

**ACTIONS:** Select multiple

1 Update Operations related Record

Action: Update Record  
 \* Record: Trigger ... > Operations relate...  
 \* Table: Operations related [u\_operation...]  
 \* Fields:  
 - Assigned to group: certificates  
 - Assigned to user: Katherine Pierce

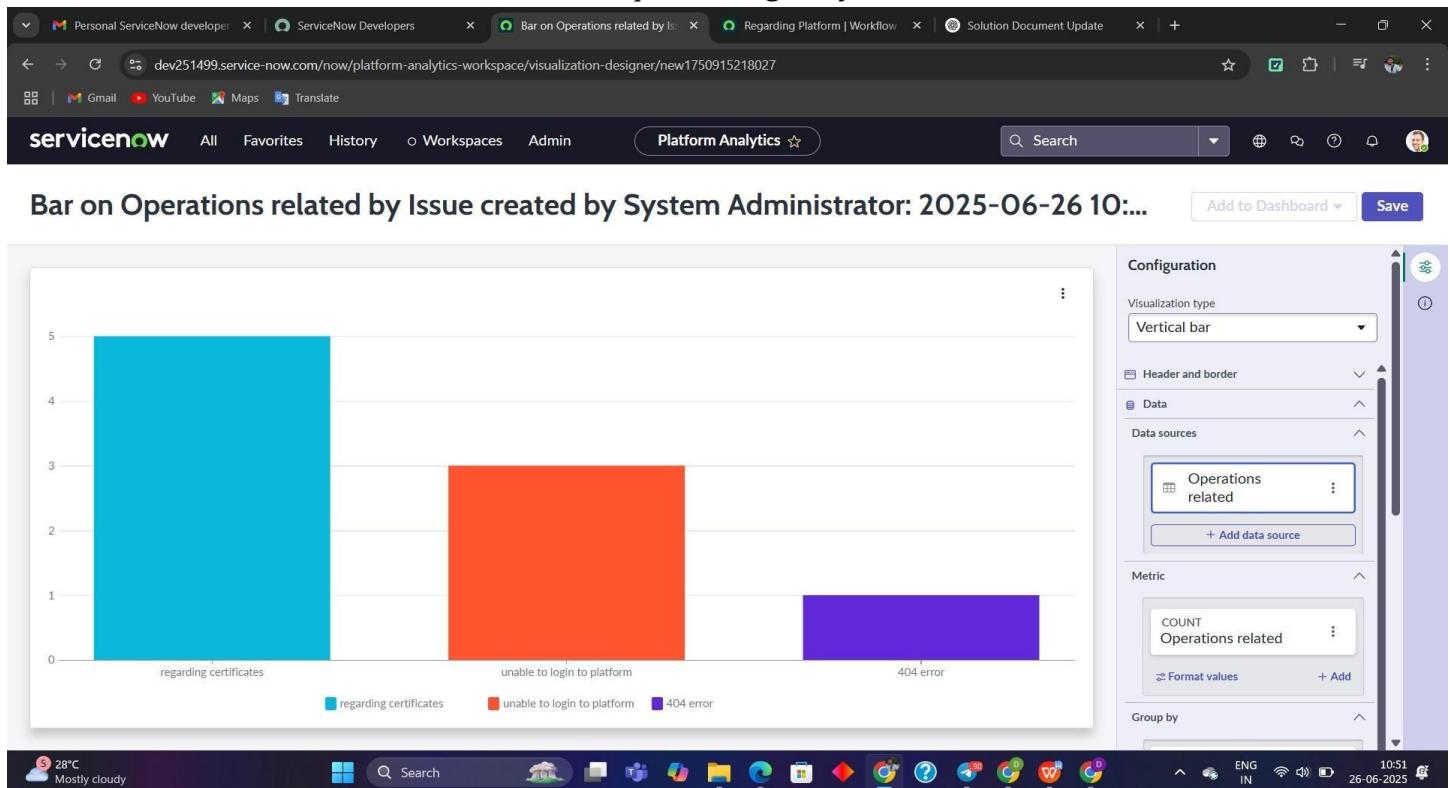
Buttons at the bottom: Delete, Cancel, Done.

On the right side, there is a sidebar titled 'Data' with sections for 'Flow Variables', 'Trigger - Record Created or Updated', and '1 - Update Record'.

Status bar at the bottom: Published, Application: Global, Weather: 33°C Mostly cloudy, Date: 25-06-2025, Time: 14:59.

#### 4. No. of Visualizations / Graphs:

The dashboard included a total of 3 visual elements: a bar graph showing ticket count by group, a pie chart for issue distribution, and a line chart representing daily ticket



#### 6. Story Design:

Two flows were designed in Flow Designer. One handled tickets with issues related to certificates, while the other addressed platform-related issues like login problems and 404 errors. Each flow included a trigger based on record creation or update, conditions to match specific issues, and actions to assign the

ticket to the correct group. The flows were tested and successfully automated the ticket assignment process, improving operational efficiency.

The screenshot displays two separate automation flows within the ServiceNow Workflow Studio:

- Regarding Platform Flow:**
  - Trigger:** Created or Updated (Operations related [u\_operation...]).
  - Condition:** All of these conditions must be met:
    - Issue is unable to login to platform
    - Issue is 404 error
    - Issue is regarding user expired
  - Run Trigger:** Once.
- Regarding Certificate Flow:**
  - Trigger:** Operations related Created or Updated where (Issue is regarding certificates).
  - Action:** Update Operations related Record
    - Action: Update Record
    - Record: Trigger ... > Operations relate...
    - Table: Operations related [u\_operation...]
    - Fields:
      - Assigned to group: certificates (Katherine Pierce)
      - Assigned to user: Katherine Pierce

The interface includes a sidebar with various data types (Flow Variables, Trigger, Record, Array.Object, Table, Date/Time, Object) and a status bar at the bottom showing weather, system info, and date.

## Results:

- All tickets assigned correctly based on issue

- Unauthorized users restricted from modifying sensitive data

- Groups receive only relevant tickets