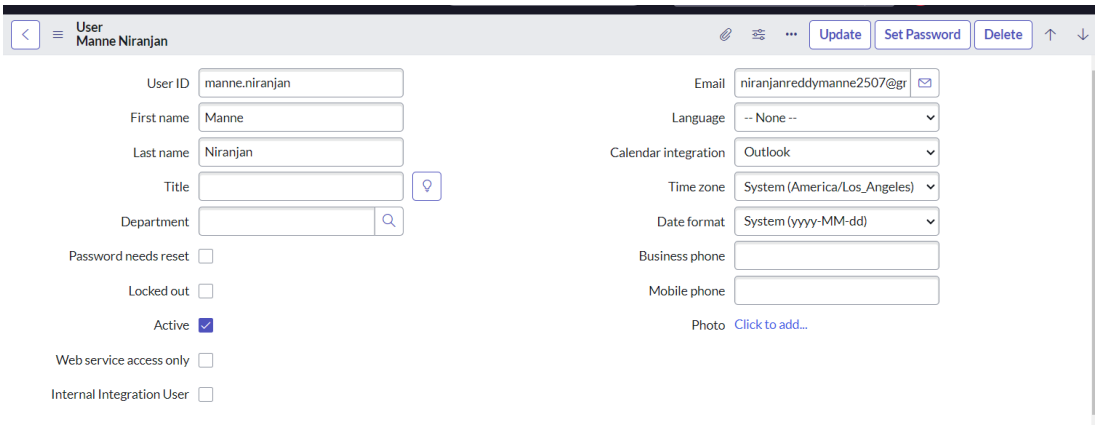
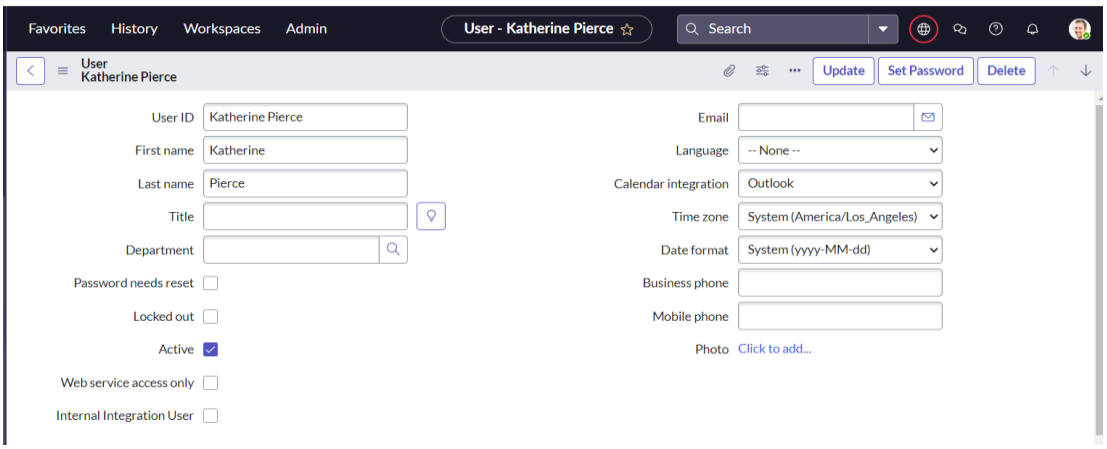
Date	30/10/2025
Time id	NM2025TMID07740
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum mark	4 marks

Model performance testing

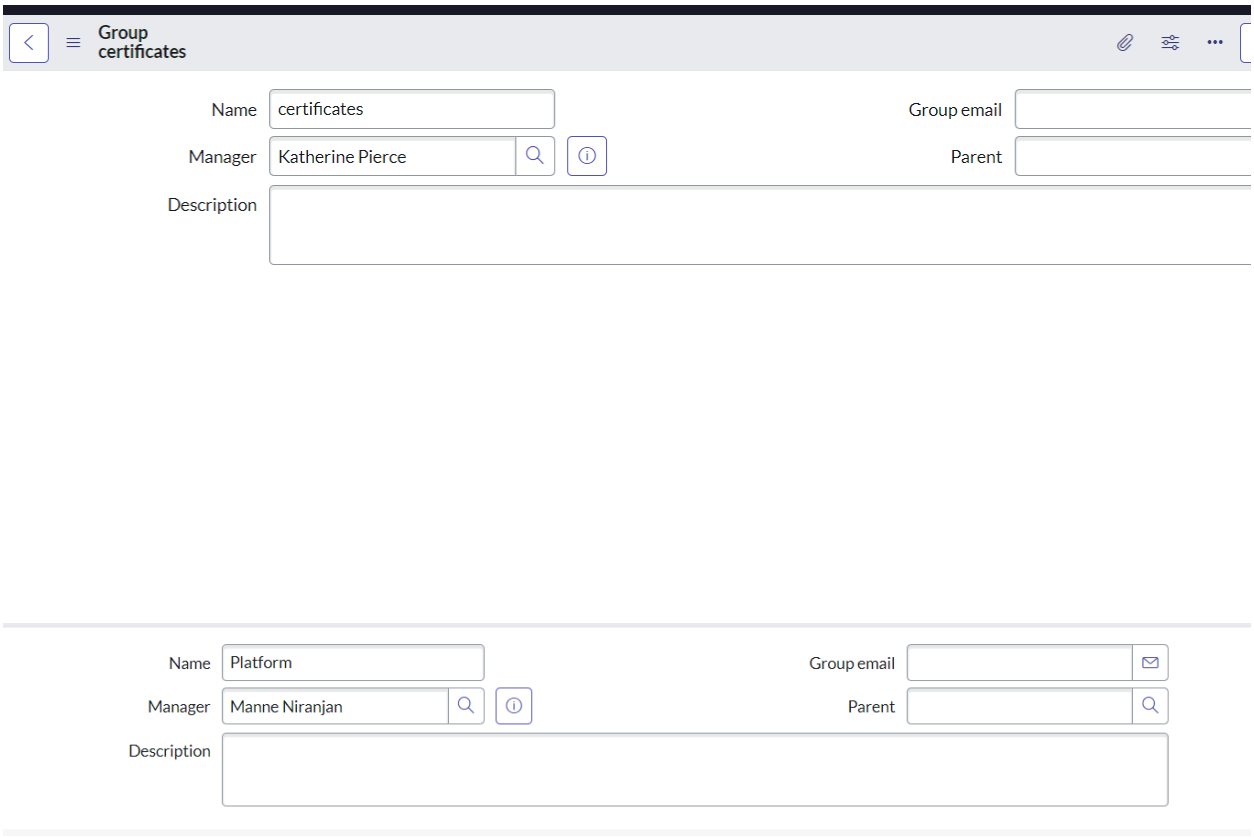
CREATE USERS





Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate - 98% Validation - Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence 95% rule execution reliability based on test scenarios.

CREATE GROUPS



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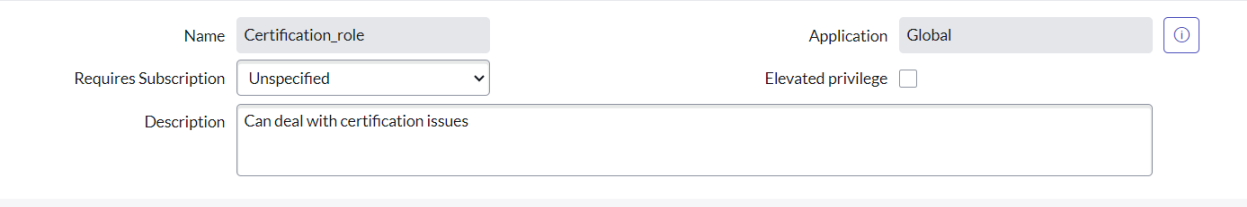
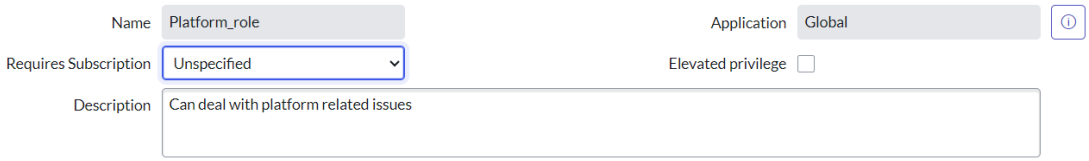
CREATE ROLES





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Create Table

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Assigned to group	Reference	Group	40		false
Assigned to user	Reference	User	32		false
Comment	String	(empty)	40		false
Issue	String	(empty)	40		false
Name	String	(empty)	40		false
Priority	String	(empty)	40		false
Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Ticket raised Date	Date/Time	(empty)	40		false
Insert a new row...					

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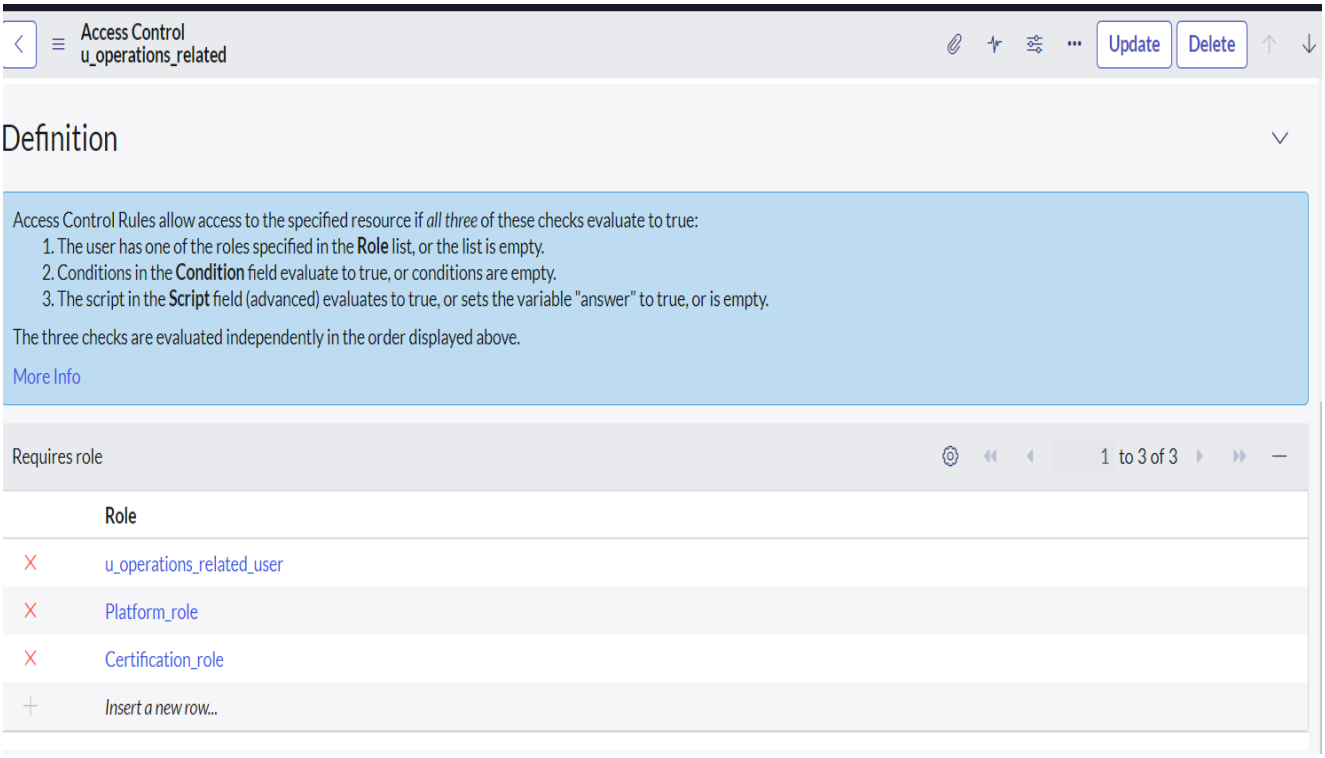
Assign role to table



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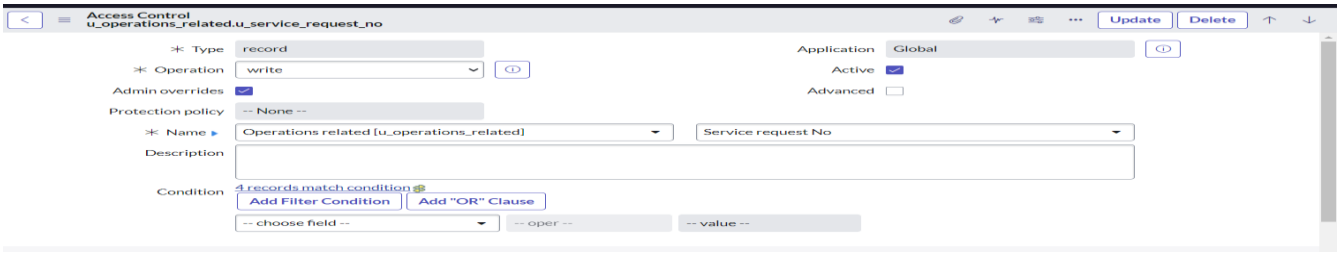
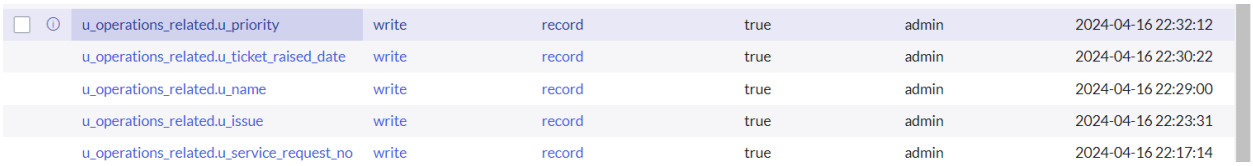
Create ACL





u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

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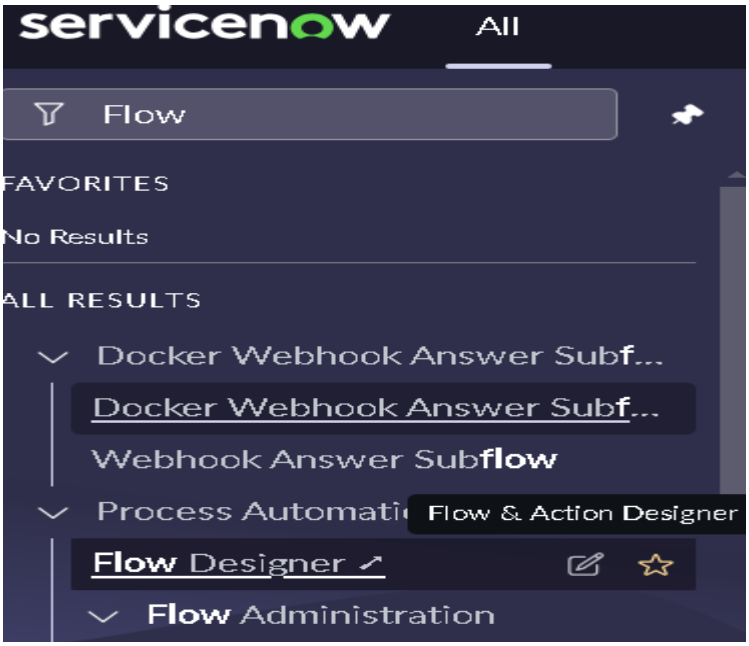
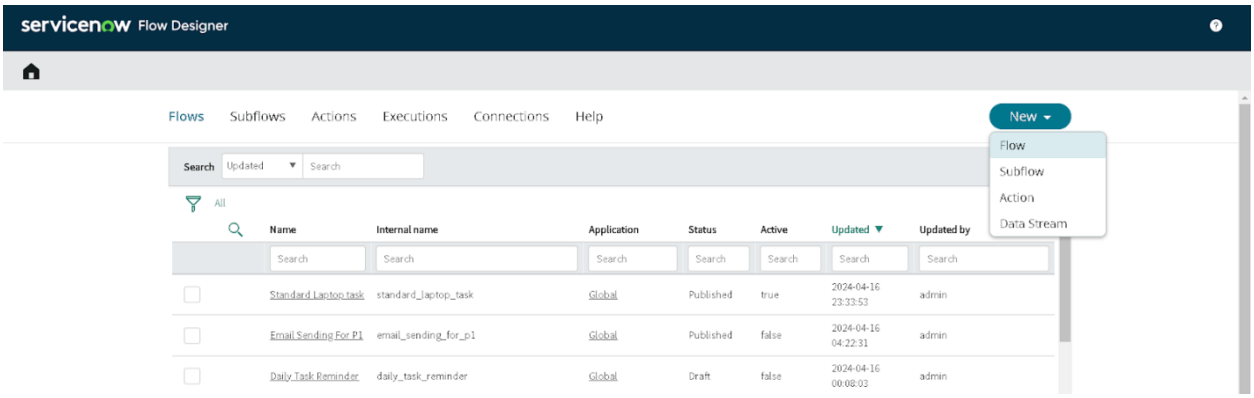
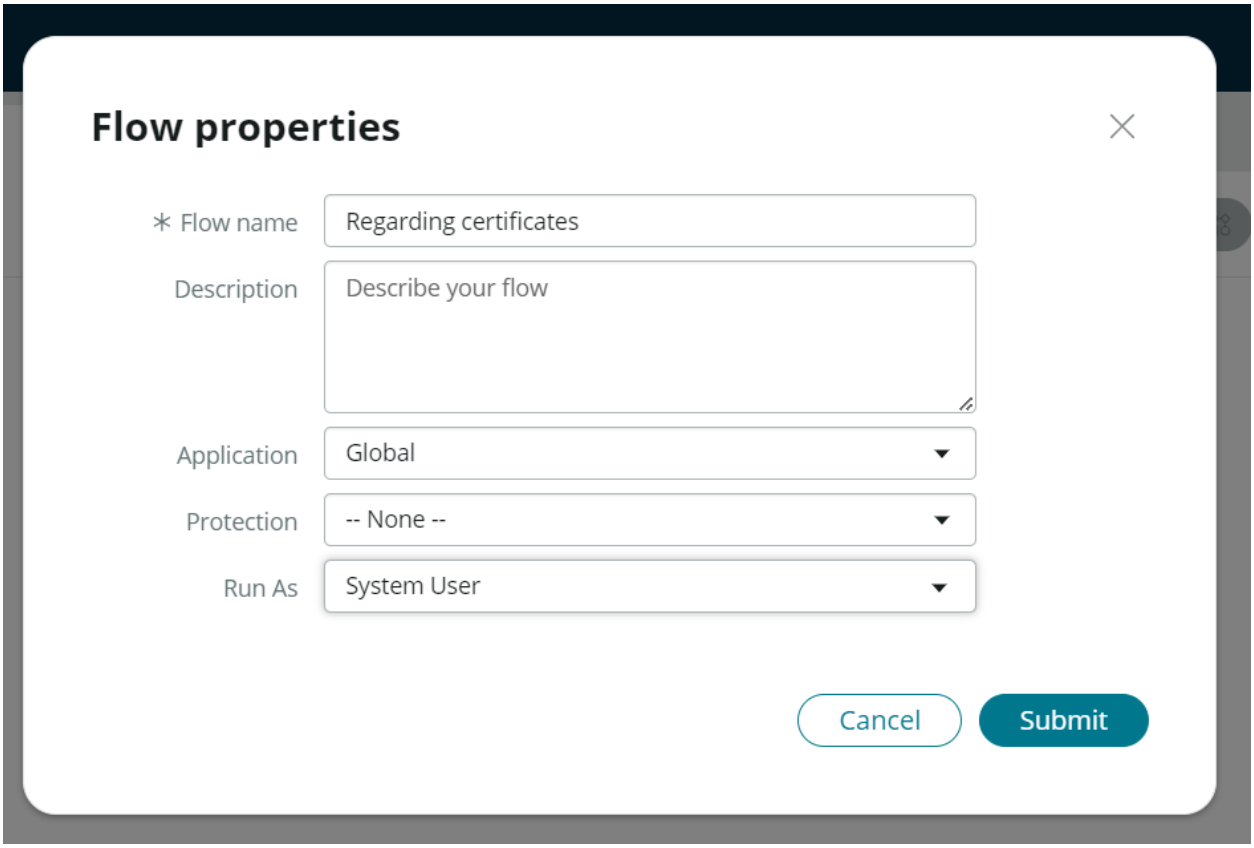
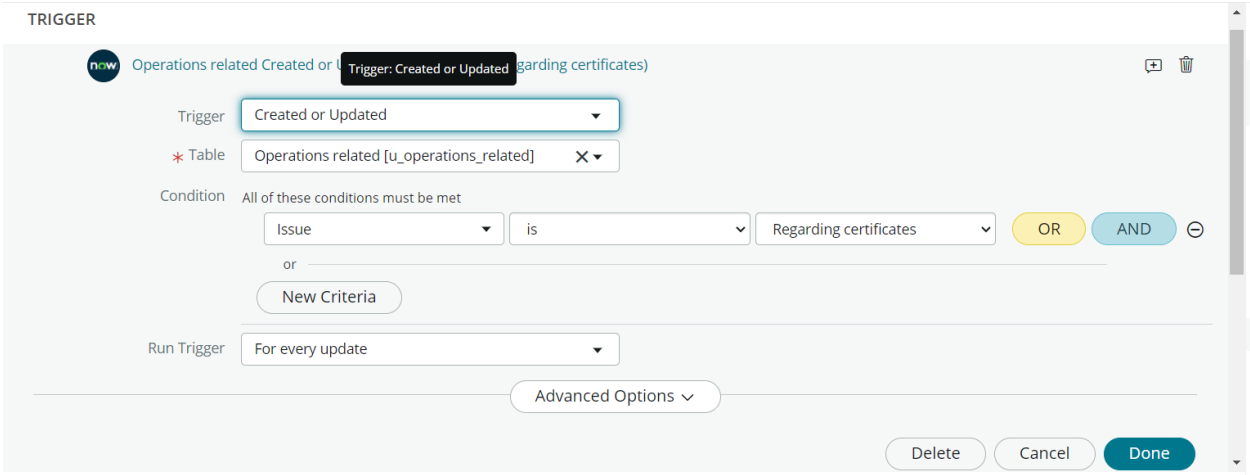
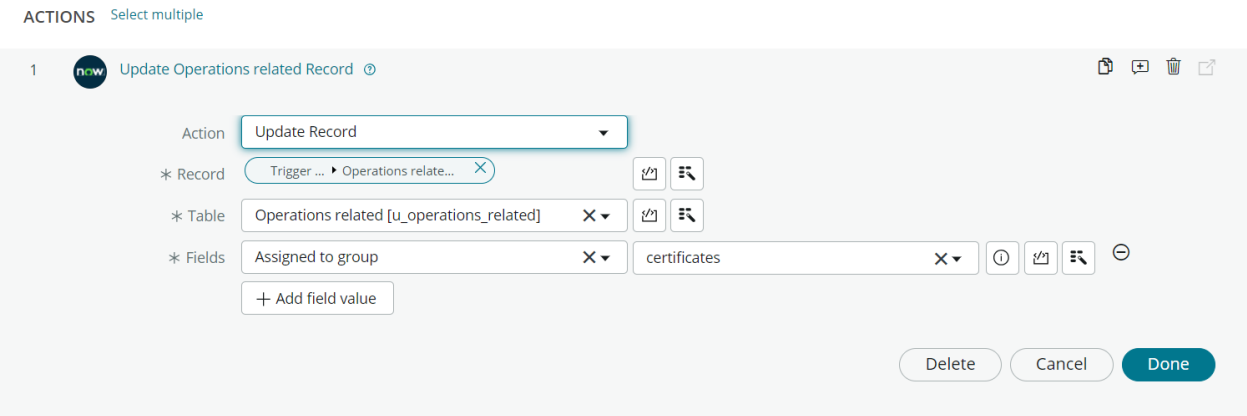
Create a Flow to Assign operations ticket to group

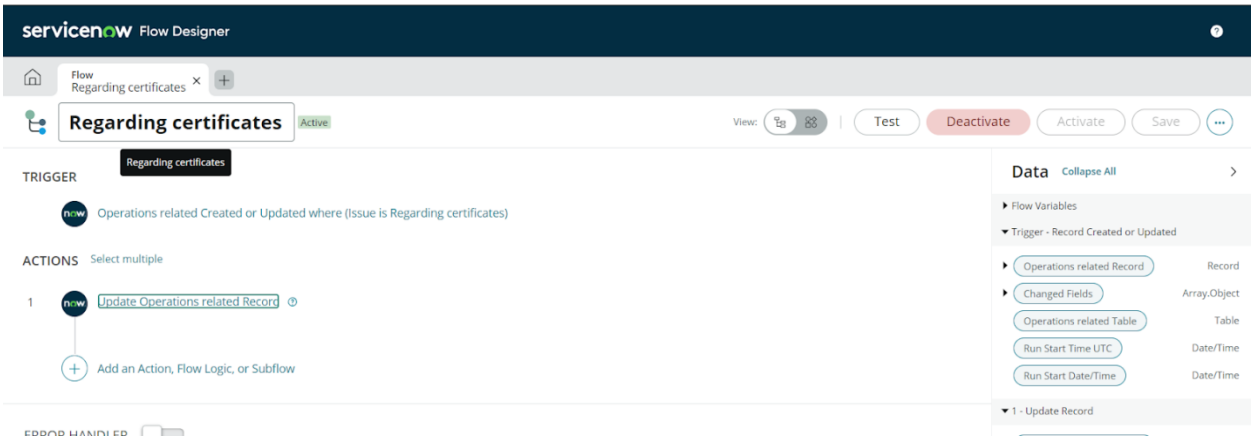





Flow properties
* Flow name
Regarding certificates
Description
Describe your flow
Application
Global
Protection
-- None --
Run As
System User
Cancel
Submit


TRIGGER
Operations related Created or U
Trigger: Created or Updated
garding certificates)
Trigger
Created or Updated
* Table
Operations related [u_operations_related]
Condition
All of these conditions must be met
Issue
is
Regarding certificates
OR
AND
or
New Criteria
Run Trigger
For every update
Advanced Options
Delete
Cancel
Done





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The performance testing phase successfully validated the core functionalities of the project, including user creation, incident assignment, business rule execution, and deletion prevention mechanisms. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the rule effectively prevents user deletion when linked to incidents, ensuring data integrity and operational consistency. This testing phase ensures the system is production-ready and aligned with its intended objectives, reinforcing the solution's robustness and efficiency