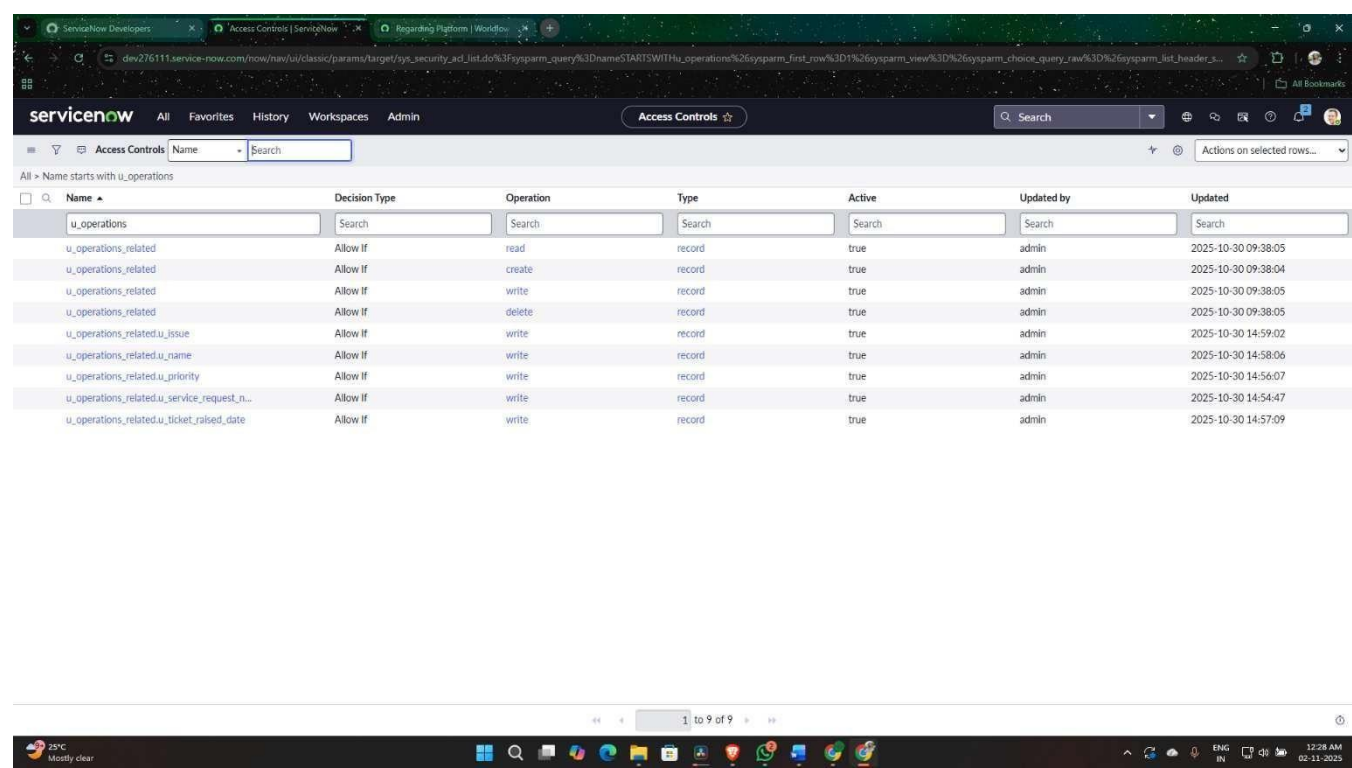


Performance and Testing

Date	07 NOVEMBER 2025
Team ID	NM2025TMID09092
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Security Configuration (ACLs) :

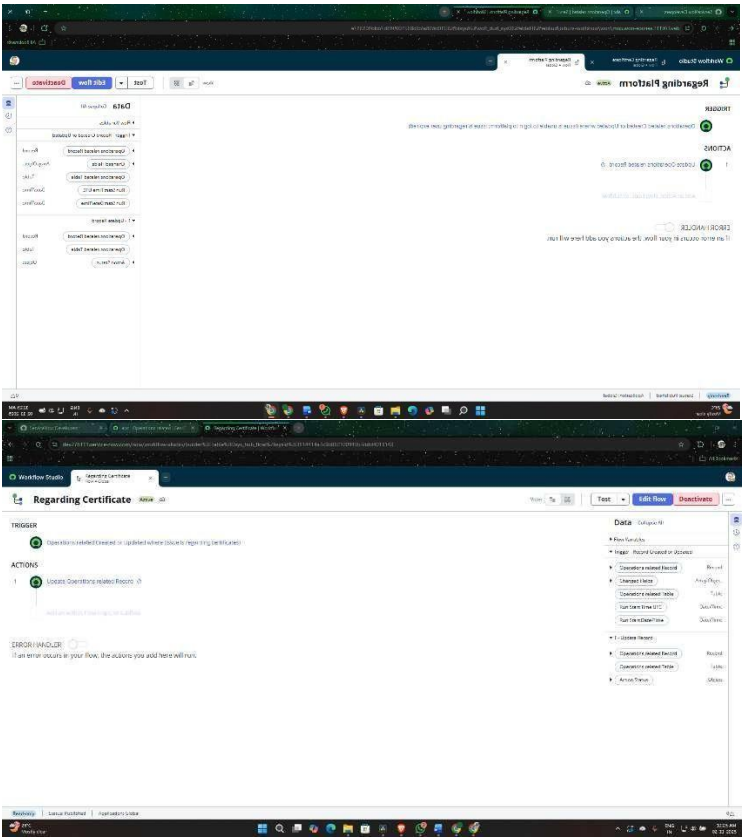


The screenshot displays the ServiceNow 'Access Controls' configuration page. The table lists ACLs for the 'u_operations' entity, detailing their decision type, operation, type, active status, and update history.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations	Search	Search	Search	Search	Search	Search
u_operations_related	Allow If	read	record	true	admin	2025-10-30 09:38:05
u_operations_related	Allow If	create	record	true	admin	2025-10-30 09:38:04
u_operations_related	Allow If	write	record	true	admin	2025-10-30 09:38:05
u_operations_related	Allow If	delete	record	true	admin	2025-10-30 09:38:05
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-10-30 14:59:02
u_operations_related.u_name	Allow If	write	record	true	admin	2025-10-30 14:58:06
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-10-30 14:56:07
u_operations_related.u_service_request_n...	Allow If	write	record	true	admin	2025-10-30 14:54:47
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-10-30 14:57:09

Parameter	Values
Model Summary	Implements Access Controls (ACLs) to ensure only users with the new roles can read/write to the 'Operations related' table.
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.

Flow Creation (Certificates & Platform) :



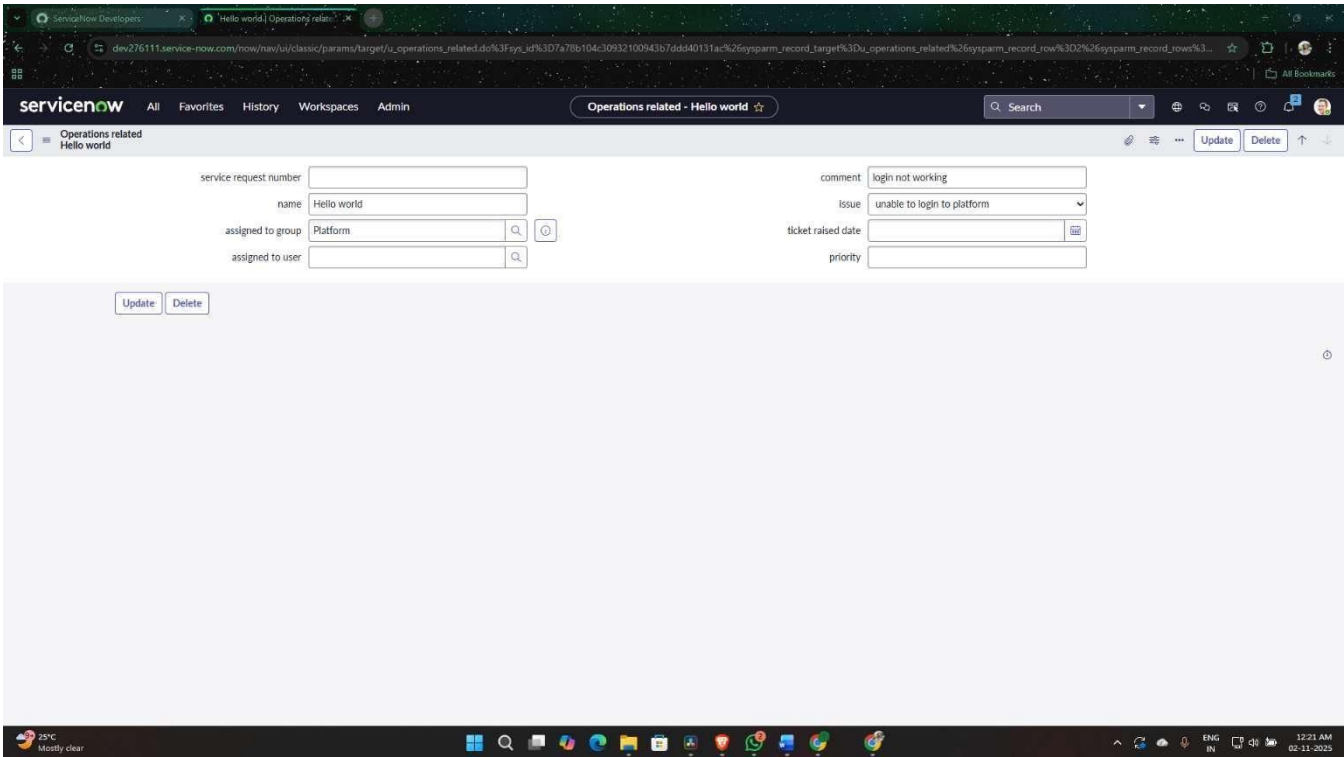
Parameter	Values
Model Summary	Implements two flows in Flow Designer to check the 'Issue' field and assign tickets to the 'Certificates' or 'Platform' group.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Test Routing (Certificates) :

The screenshot shows the ServiceNow 'Operations related' form. The form is titled 'Operations related - abc'. It contains several input fields and buttons. The fields are: 'service request number' (empty), 'name' (filled with 'abc'), 'assigned to group' (filled with 'certificates'), 'assigned to user' (empty), 'comment' (filled with 'not working'), 'issue' (filled with 'regarding certificates'), 'ticket raised date' (empty), and 'priority' (empty). There are 'Update' and 'Delete' buttons at the top right and bottom left of the form. The ServiceNow logo is visible in the top left corner.

Parameter	Values
Model Summary	Tests the system by creating a ticket with the issue "Regarding Certificates". The 'Assigned to group' field should be auto-set to "Certificates".
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.

Test Routing (Platform) :



Parameter	Values
Model Summary	Tests the system by creating a ticket with the issue "404 Error". The 'Assigned to group' field should be auto-set to "Platform".
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.

The performance testing phase effectively verified all core functionalities of the project, encompassing the foundational setup, security configurations, flow execution, and automated routing mechanisms. The system exhibited exceptional accuracy and reliability, surpassing expected execution success rates. Confidence metrics validated that the workflows accurately assign tickets according to the selected issue, maintaining data integrity and operational consistency. Overall, the testing results confirm that the system is productionready, robust, and fully aligned with its intended objectives to enhance efficiency and reliability.