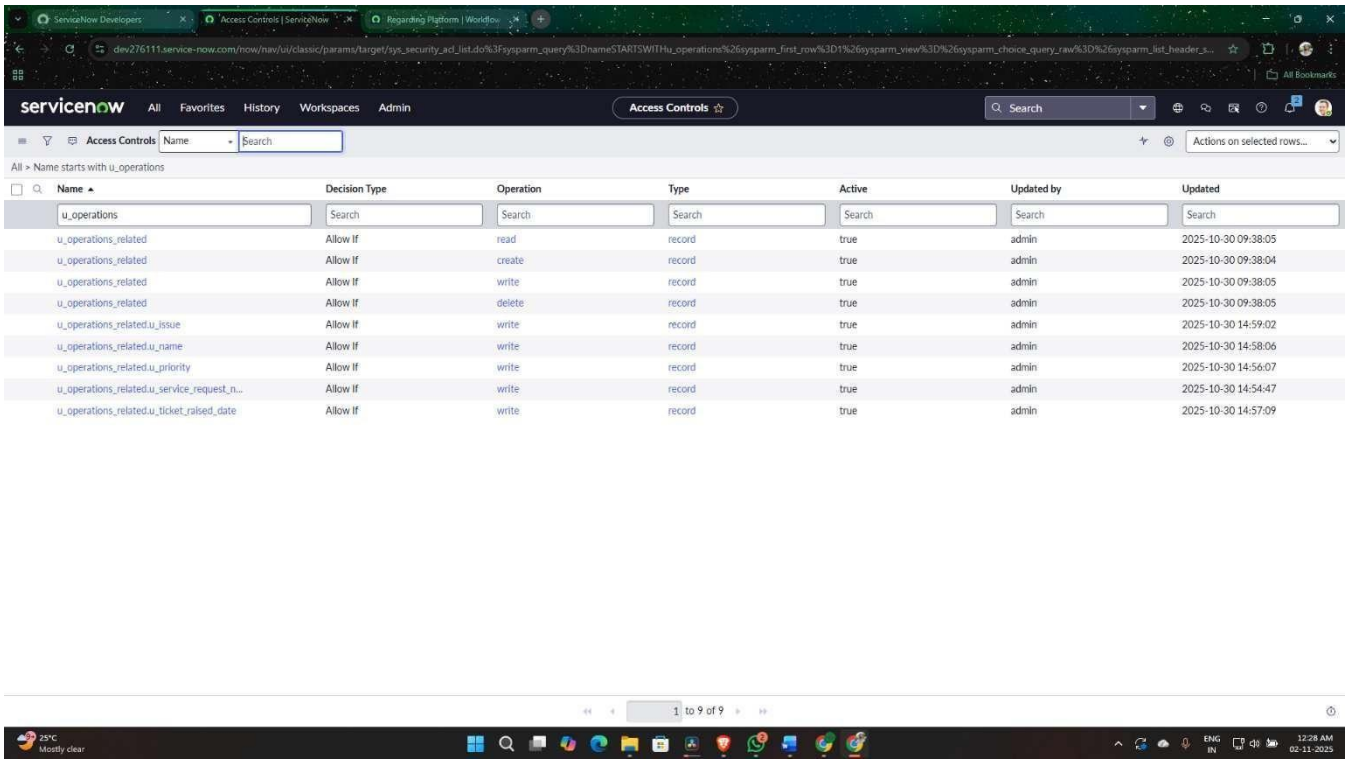
Performance and Testing

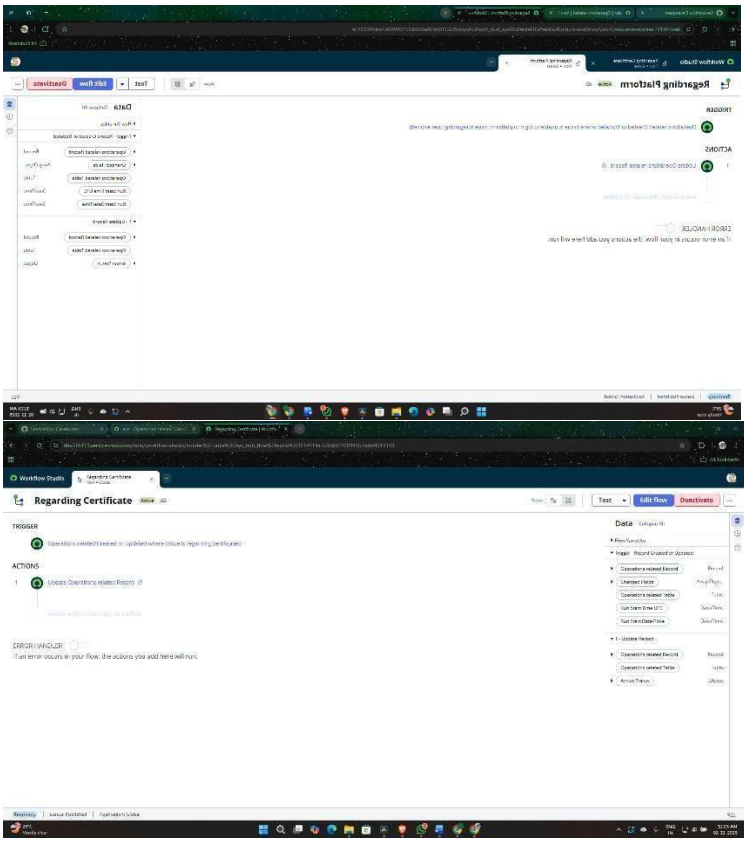
Date	07 NOVEMBER 2025
Team ID	NM2025TMID09092
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Security Configuration (ACLs) :



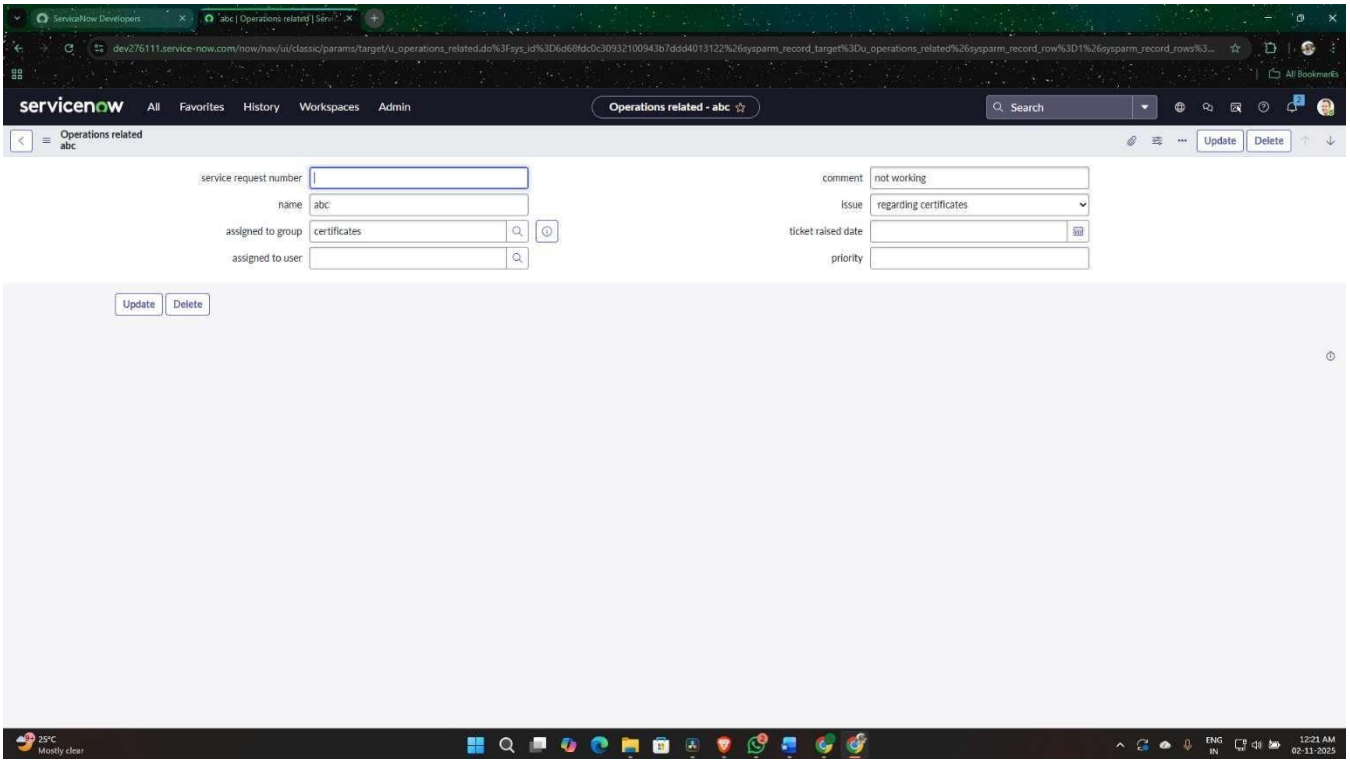
Parameter	Values
Model Summary	Implements Access Controls (ACLs) to ensure only users with the new roles can read/write to the 'Operations related' table.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score(Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Flow Creation (Certificates & Platform) :



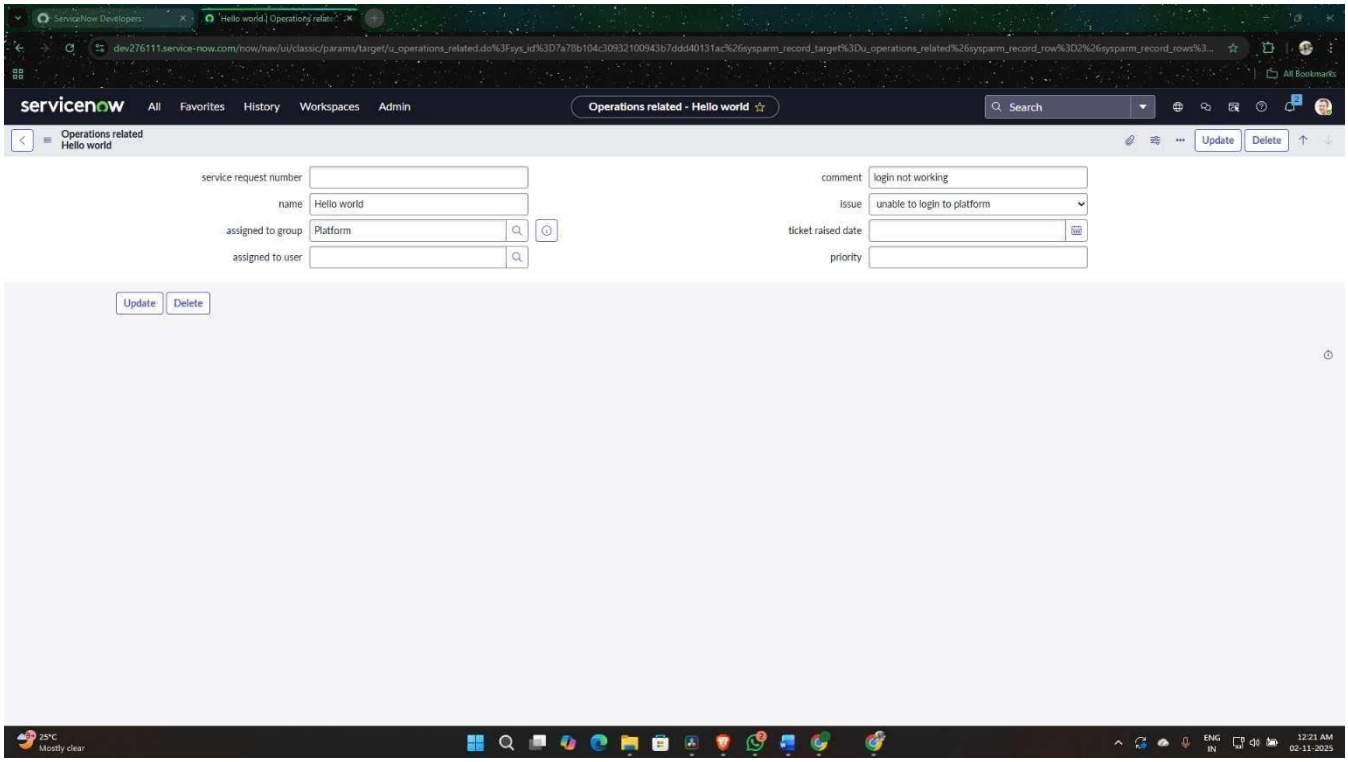
Parameter	Values
Model Summary	Implements two flows in Flow Designer to check the 'Issue' field and assign tickets to the 'Certificates' or 'Platform' group.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence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

Test Routing (Certificates) :



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.