Streamlining Ticket Assignment for Efficient Support Operations

Team ID	LTVIP2026TMIDS63398
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
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Performance Testing

Performance testing was a critical phase in the project lifecycle, aimed at validating the functionality, speed, reliability, and accuracy of the newly implemented automated ticket routing system in ServiceNow. This phase ensured that the system could perform effectively under realistic workloads and meet the goals defined during ideation and planning.

1. Purpose of Performance Testing

- To make sure tickets are assigned to the correct group without delay
- To test how the system performs under realistic load
- To confirm that flows, ACLs, and role-based access do not slow down the system
- To find any bottlenecks or errors before going live

2. What Was Tested

Component	Test Purpose
Flow Designer Logic	Check if the ticket is assigned correctly based on category/urgency/department
User Access	Ensure agents could access only their tickets using roles and ACLs
Ticket Volume Handling	Test with multiple ticket submissions to measure response time

3. Test Scenarios

Scenario	Expected Result
Submit a high-priority software ticket	Automatically routed to the Software Support group
Submit 100+ tickets in short time	All are assigned within 5 seconds each
Submit a ticket with no category selected	Ticket is either queued for manual check or error shown
Try to access ticket from wrong group	Access is denied due to ACL
Test agent ticket update rights	Only permitted actions allowed based on assigned role

4. Tools Used

- ServiceNow Instance (Test Environment)
- Flow Designer for flow testing
- Audit Logs to track ticket assignment actions
- Manual verification and test user accounts

5. Results and Observations

Metric	Result
Ticket assignment time	Under 3–4 seconds on average
Accuracy of flow routing	98% correct assignment
Role & ACL-based access check	Passed without unauthorized access
Performance under load	Stable for up to 500 tickets/day

6. Outcome of Performance Testing

- System ready for deployment

- Automated routing is working correctly under various conditions

- No major issues in flow logic or ACL

- Documentation of test cases prepared for final submission