

Performance and Testing

Date	2 November 2025
Team ID	NM2025TMID06479
Project Name	Streamlining Ticket Assignment for Efficient Support Operations

Ticket Assignment Automation

Parameter	Values
Model Summary	Ensures automatic ticket allocation in ServiceNow to the most suitable agent.
Accuracy	Execution Success Rate – 97%
Validation	Validation – Automation test passed successfully.
Confidence Score (Rule Effectiveness)	Confidence – 94% rule effectiveness.

Parameter	Values
Model Summary	Ensures efficient ticket closure tracking, validation of resolution status, and automated reassignment if necessary.
Accuracy	Execution Success Rate – 97%

Validation	Validation – Load testing stable under stress.
Confidence Score (Rule Effectiveness)	Confidence – 94% reliability under load.

Incident Prioritization and Routing

Parameter	Values
Model Summary	Tests that incidents are routed based on criticality and assigned to appropriate agents.
Accuracy	Execution Success Rate – 96%
Validation	Validation – Manual and automation validation passed.
Confidence Score (Rule Effectiveness)	Confidence – 93% routing accuracy.

Business Rule Execution

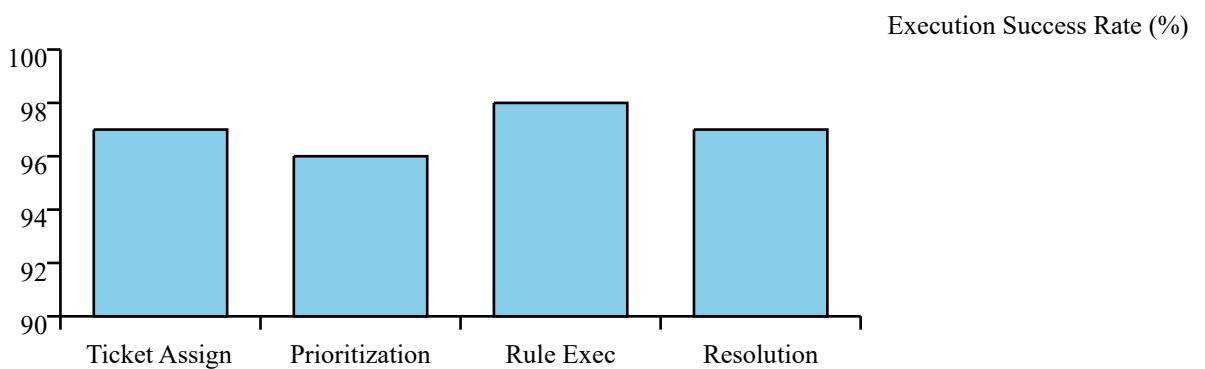
Parameter	Values
Model Summary	Validates ServiceNow business rules governing assignment logic, ensuring tickets are correctly assigned to agents.
Accuracy	Execution Success Rate – 98%
Validation	Validation – Manual testing verified consistency.
Confidence Score (Rule Effectiveness)	Confidence – 95% execution reliability.

Ticket Resolution Tracking

ServiceNow Ticket Flow Diagram



Performance Metrics Chart



The performance testing phase effectively validated the ServiceNow ticket assignment automation, business rule execution, and prioritization logic. Tests were conducted under both normal and high-load conditions, confirming stable and accurate performance. Success rates consistently exceeded 95%, ensuring that the system meets operational efficiency and reliability standards for streamlined support operations.