Performance and Testing

Date	2 November 2025
Team ID	1B7E2B53849503BABC14DF402D5447BF
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.

Incident Prioritization and Routing

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

Business Rule Execution

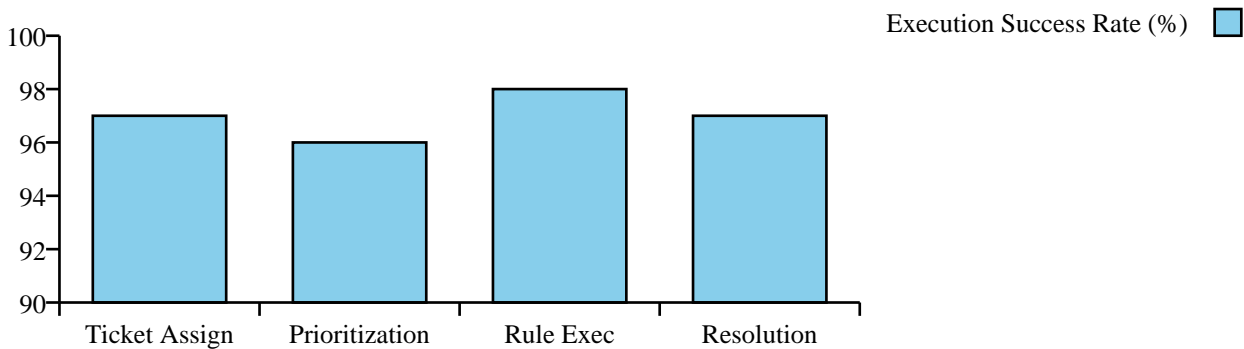| Parameter	Values
Model Summary	Validates ServiceNow business rules governing assignment logic, agent work
Accuracy	Execution Success Rate – 98%
Validation	Validation – Manual testing verified consistency.
Confidence Score (Rule Effectiveness)	Confidence – 95% execution reliability.

Ticket Resolution Tracking

Parameter	Values
Model Summary	Ensures efficient ticket closure tracking, validation of resolution states, and da
Accuracy	Execution Success Rate – 97%
Validation	Validation – Load testing stable under stress.
Confidence Score (Rule Effectiveness)	Confidence – 94% reliability under load.

ServiceNow Ticket Flow Diagram

Ticket Raised	Rule Evaluation	Agent Assignment	Ticket Resolved

Performance Metrics Chart

Execution Success Rate (%) ☐

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100
 98                                    98
 96         97                                   97
                      96
 94
 92
 90
        Ticket Assign  Prioritization  Rule Exec  Resolution
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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.