

Functional & Performance Testing Template

Model Performance Test

Date	3 Jan 2026
Team ID	
Project Name	Metro Ticket Generating System in ServiceNow
Maximum Marks	

Test Scenarios & Results

Test Case ID	Scenario (What to test)	Test Steps (How to test)	Expected Result	Actual Result	Pass/Fail
FT-01	Catalog Form Input Validation (Source, Destination, Passenger Count)	Enter valid and invalid values in the metro ticket booking catalog form	Valid inputs are accepted; invalid inputs show error messages	Form accepted valid inputs and displayed validation errors for invalid data	Pass
FT-02	Ticket Request Submission	Fill all mandatory fields and submit the metro ticket request	Request (RITM) should be created successfully	Ticket request generated successfully with unique request number	Pass
FT-03	Automated Fare Calculation	Select source, destination, journey type, and passengers	Fare should be calculated automatically and accurately	Fare calculated correctly based on selected inputs	Pass
FT-04	Workflow / Flow Designer Execution	Submit request and monitor backend flow execution	Flow should execute without manual intervention	Workflow executed successfully	Pass
PT-01	Response Time Test	Measure page load and request submission time	Response time should be under 5 seconds	Average response time observed was ~3 seconds	Pass
PT-02	Concurrent Ticket Booking Test	Simulate multiple users submitting ticket requests simultaneously	System should handle multiple requests smoothly	Multiple requests processed without performance issues	Pass

PT-03	Data Load & Stability Test	Submit multiple ticket requests continuously	System should remain stable without errors	System handled load successfully	Pass
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