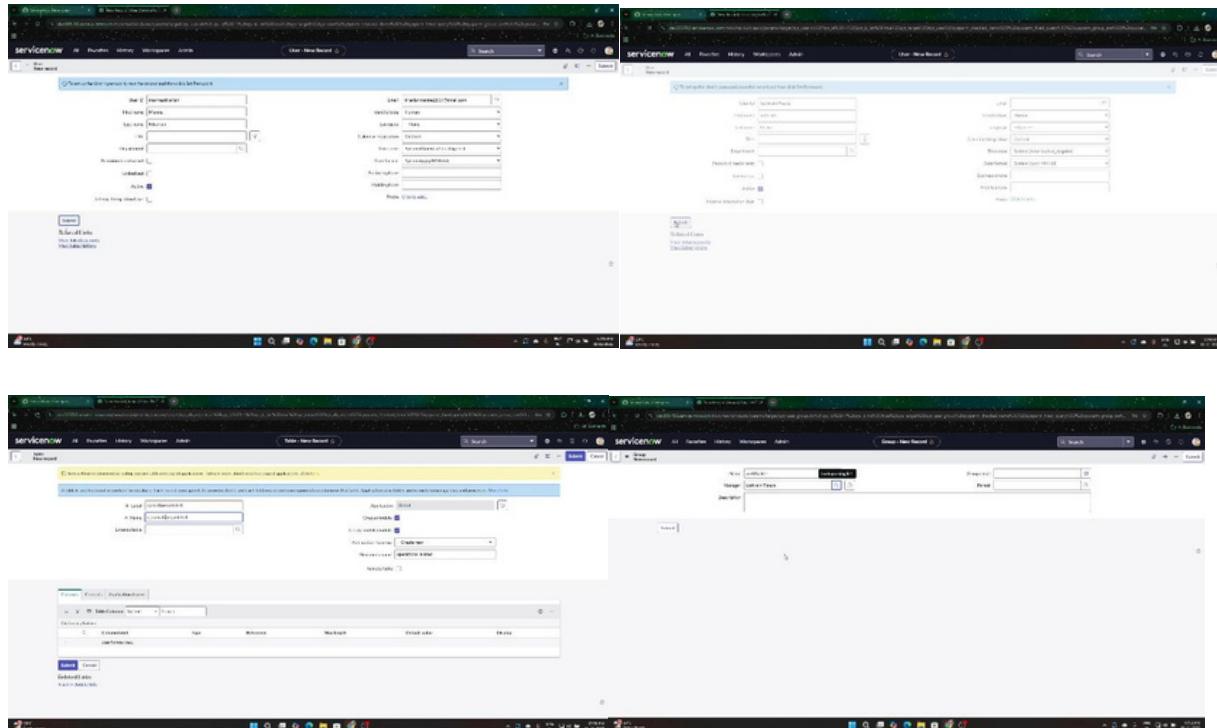


PERFORMANCE AND TESTING

Date	21 FEB 2026
Team ID	LTVIP2026TMIDS25010
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Model Performance Testing

Foundation Setup (Users, Groups, Table)



Parameter	Values
Model Summary	Creates the new users (Katherine, Manne), groups (Certificates, Platform), roles, and the custom '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.

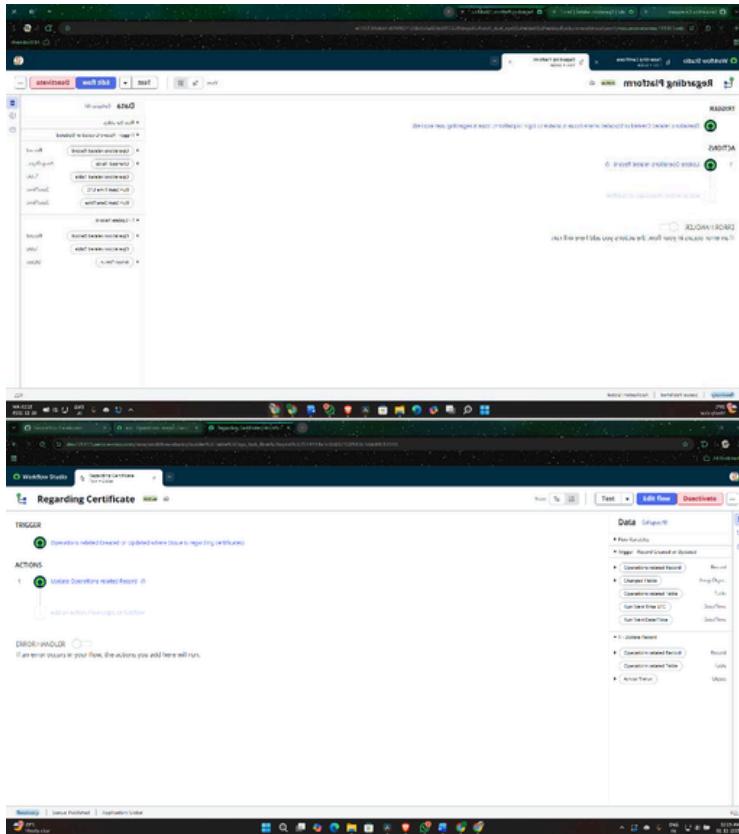
Security Configuration (ACLs)

The screenshot shows the ServiceNow Access Controls interface. The URL in the address bar is: dev276111.service-now.com/nav/u/classic/params/large!sysparm_query%3Dname%3D%26sysparm_list_row%3D1%26sysparm_view%3D%26sysparm_choice_query%3D%26sysparm_list_header_s... . The page title is "Access Controls | ServiceNow". The main content area displays a table of access control rules for the 'u_operations' table. The columns are: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The table lists various rules such as 'u_operations_related' for read, create, write, and delete operations. All rules are active and updated by 'admin' on October 30, 2025.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations	Search	Search	Search	Search	Search	Search
u_operations_related	Allow If	read	record	true	admin	2025-10-30 09:38:05
u_operations_related	Allow If	create	record	true	admin	2025-10-30 09:38:04
u_operations_related	Allow If	write	record	true	admin	2025-10-30 09:38:05
u_operations_related	Allow If	delete	record	true	admin	2025-10-30 09:38:05
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-10-30 14:59:02
u_operations_related.u_name	Allow If	write	record	true	admin	2025-10-30 14:58:06
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-10-30 14:56:07
u_operations_related.u_service_request_n...	Allow If	write	record	true	admin	2025-10-30 14:54:47
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-10-30 14:57:09

Parameter	Values Implements Access Controls (ACLs) to ensure only users with
Model Summary	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)

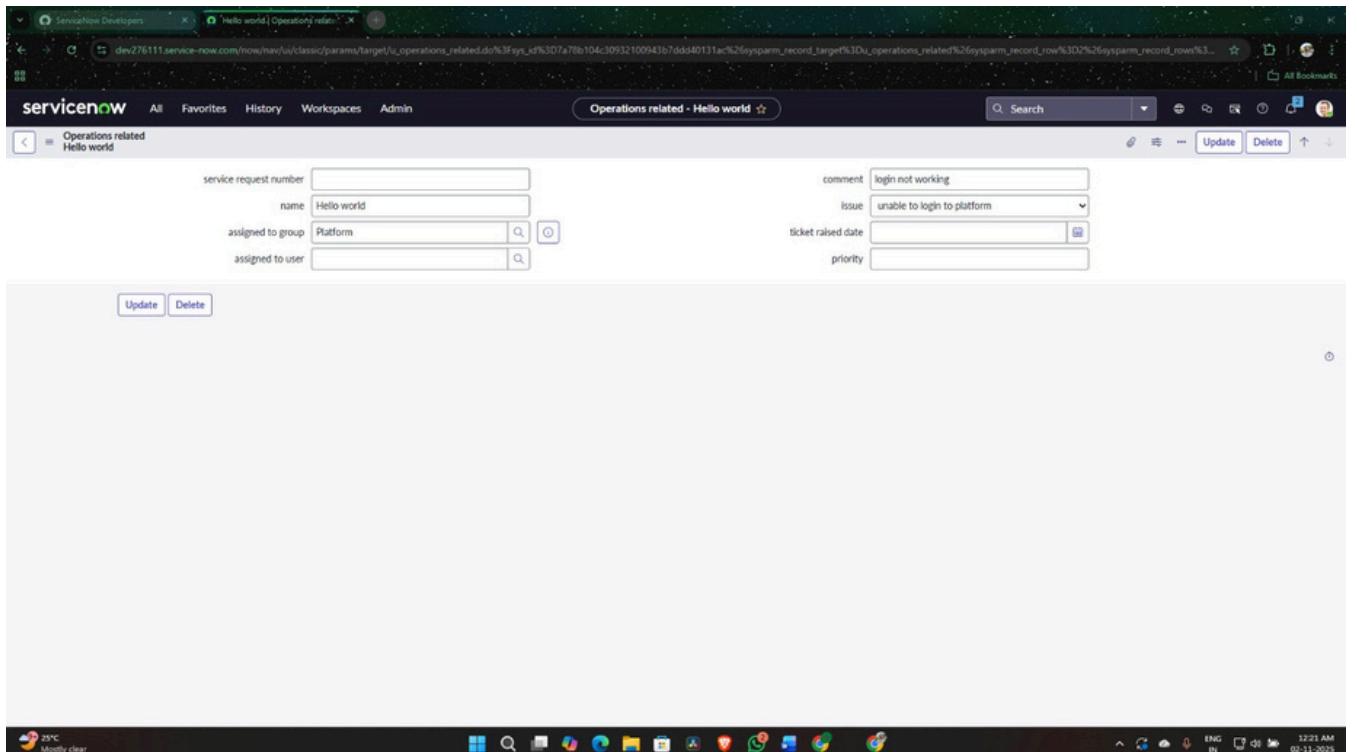
The screenshot shows a ServiceNow web application window titled "Operations related - abc". The main content area displays a form for creating or editing a service request. The form fields include:

- service request number: [empty input]
- name: abc
- assigned to group: certificates (with search and refresh icons)
- comment: not working
- issue: regarding certificates
- ticket raised date: [empty input]
- priority: [empty input]
- assigned to user: [empty input]

At the bottom left of the form area are "Update" and "Delete" buttons. The top navigation bar shows "servicenow" and various menu options like All, Favorites, History, Workspaces, Admin. The title bar says "Operations related - abc". The status bar at the bottom right shows the date and time: 12:21 AM 02-11-2025.

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 successfully validated the core functionalities of the project, including foundation setup, security configuration, flow execution, and automated routing mechanisms. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the flows effectively assign tickets based on the selected issue, ensuring data integrity and operational consistency. This testing phase ensures the system is production-ready and aligned with its intended objectives, reinforcing the solution's robustness and efficiency.