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)
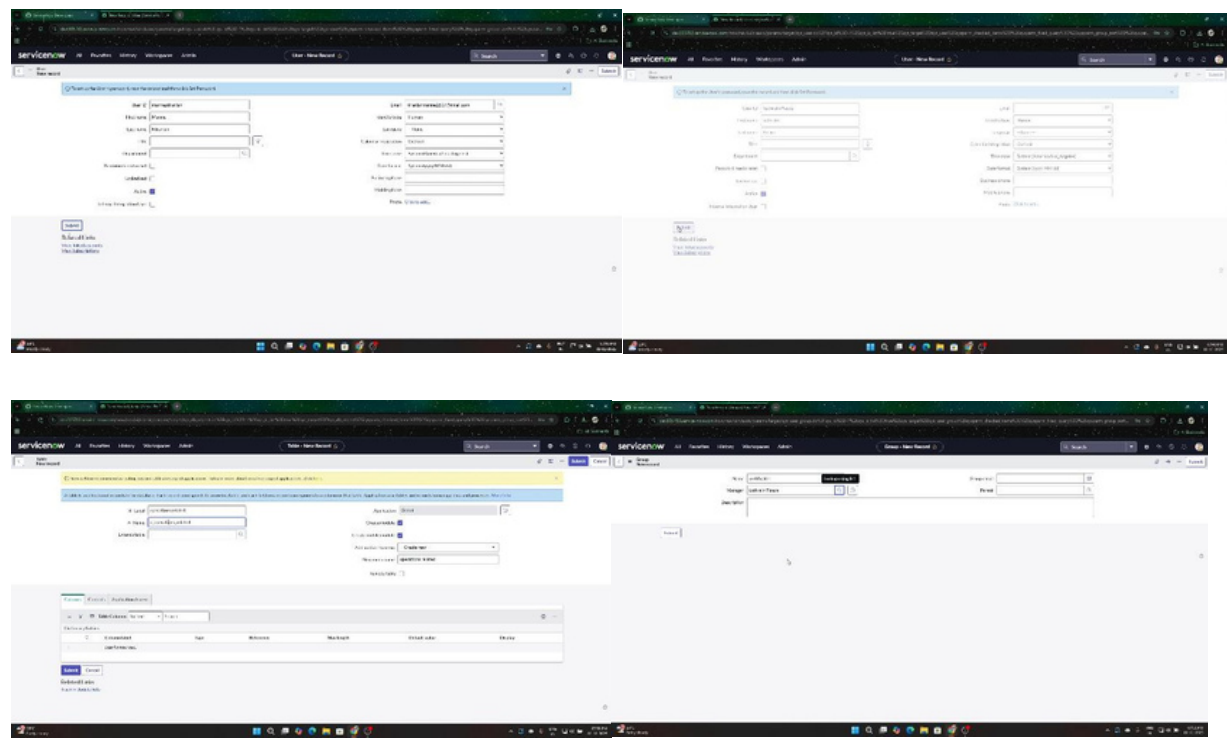
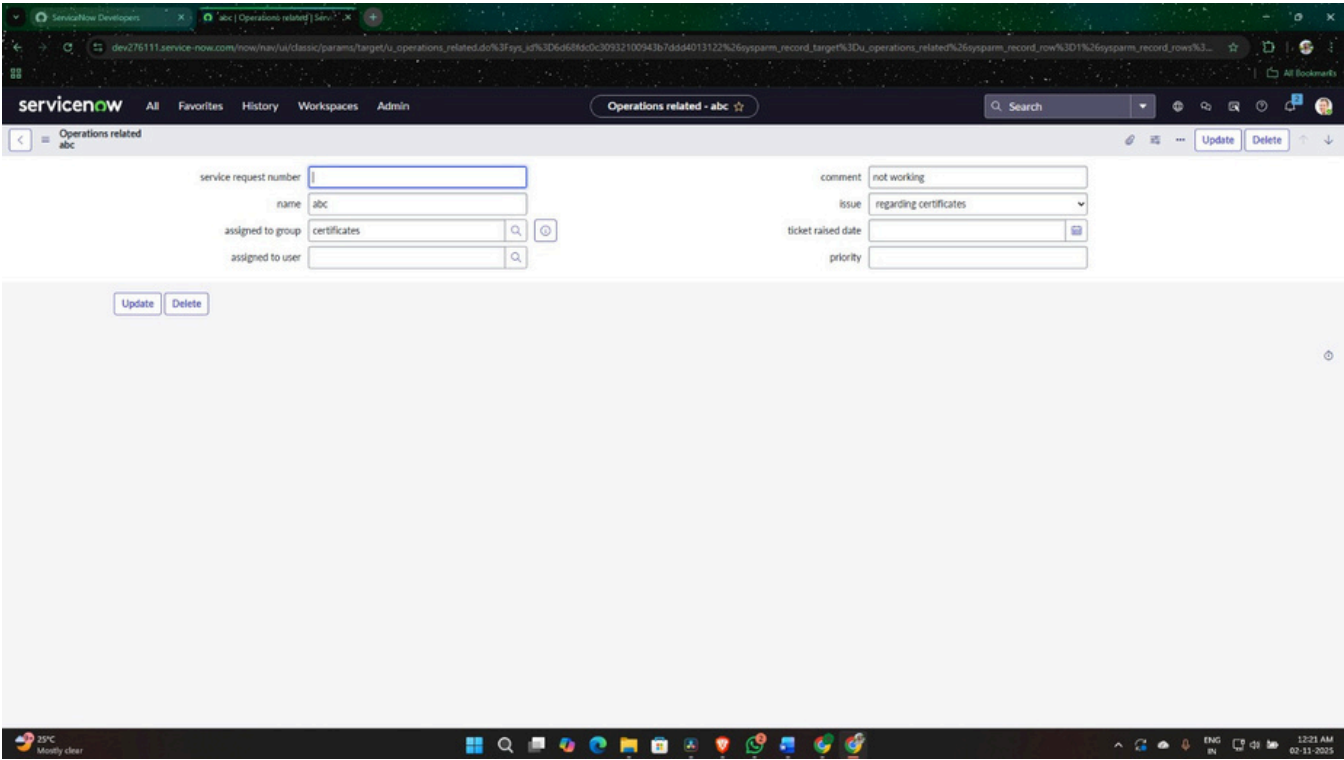| Parameter	Values
Model Summary	Creates the new users (Katherine, Manne), groups (Certificates, Platform), roles, and the custom 'Operations related' table.
Accuracy	**Execution Success Rate – 98%** Validation Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	**Confidence – 95% rule execution reliability based on test scenarios.**

Security Configuration (ACLs)
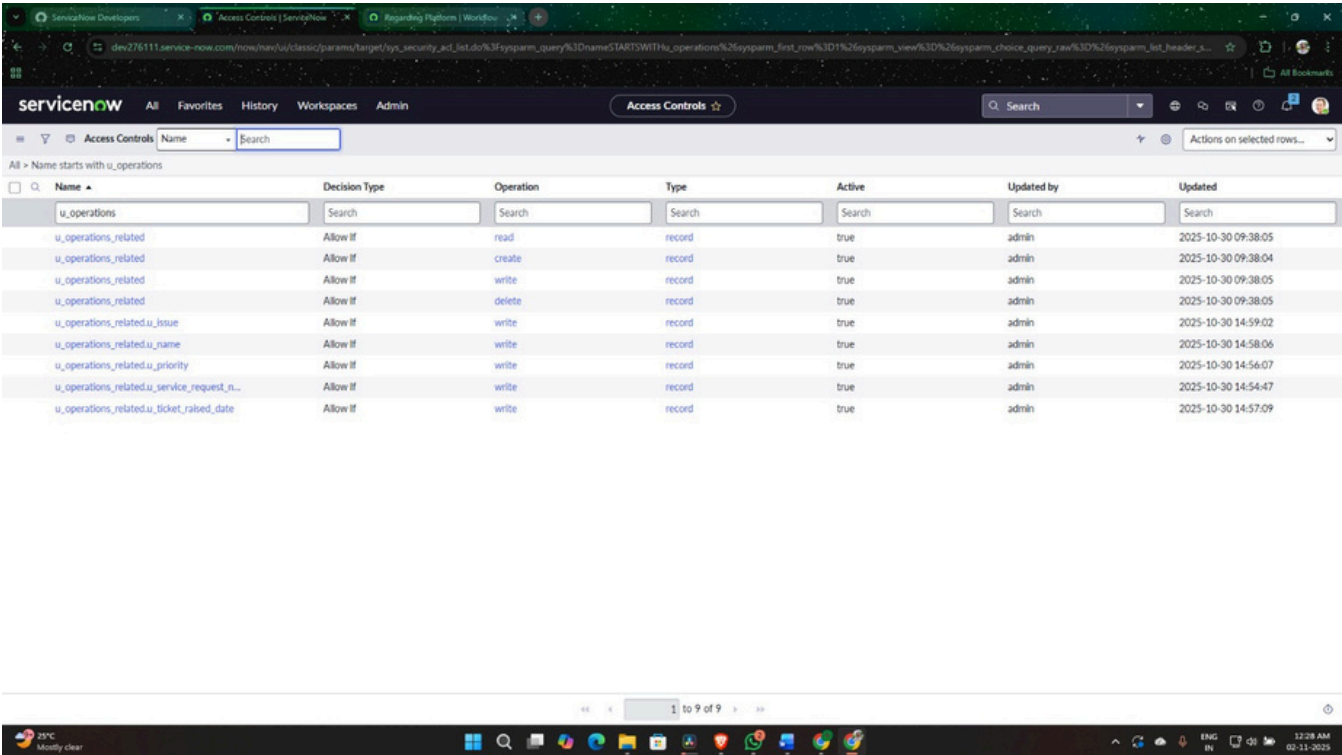
Parameter	Values Implements Access Controls (ACLs) to ensure only users with
Model Summary	the new roles can read/write to the 'Operations related' table.
Accuracy	**Execution Success Rate – 98%** Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	**Confidence – 95% rule execution reliability based on test scenarios.**

Flow Creation (Certificates & Platform)
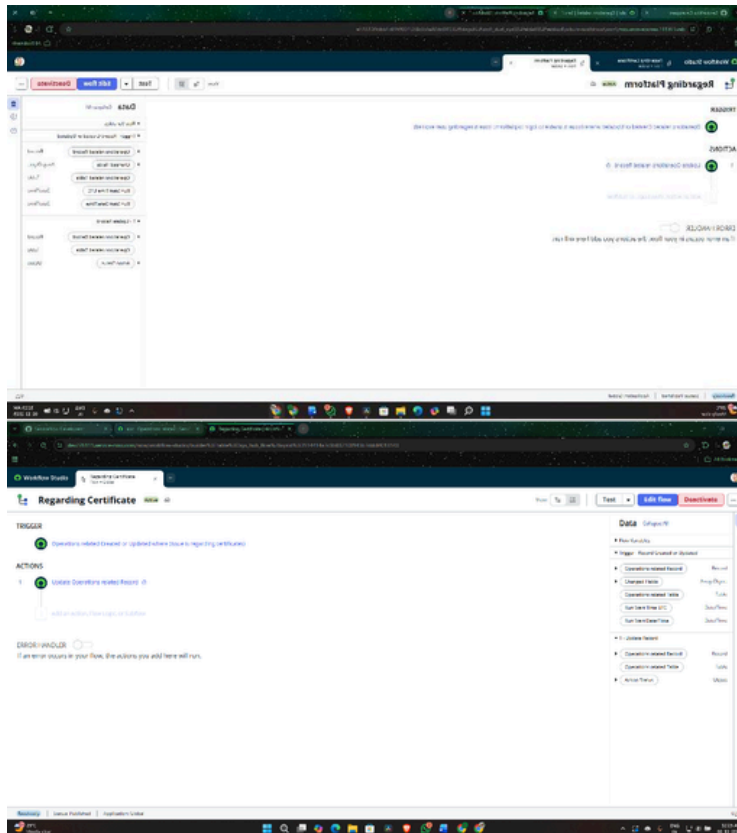
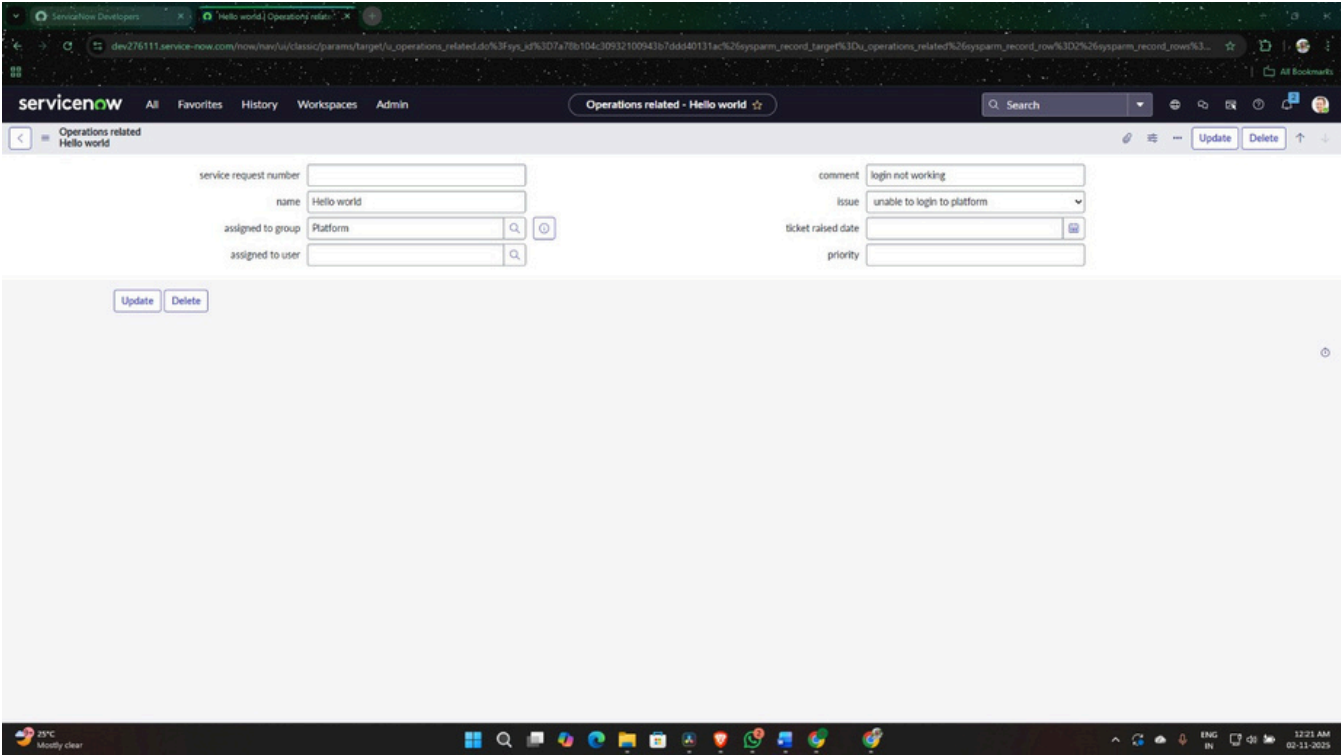| Parameter	Values
Model Summary	Implements two flows in Flow Designer to check the 'Issue' field and assign tickets to the 'Certificates' or 'Platform' group.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Test Routing (Certificates)

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,includingfoundation setup, security configuration, flow execution, and automated routing mechanisms.Themodeldemonstrated 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,ensuringdata integrity and operational consistency. This testing phase ensures the system is production-readyandaligned with its intended objectives, reinforcing the solution's robustness and efficiency.