

## PERFORMANCE AND TESTING

Date	02 NOV 2025
Team ID	NM2025TMID06943
Project Name	Streamlining Ticket Assignment for efficient support operations
Maximum mark	4 marks

## MODEL PERFORMANCE TESTING

## CREATE USER

servicenow

AllFavoritesHistoryWorkspacesAdmin

User - New Record

Search

Submit

UserNew record

ⓘ To set up the User's password, save the record and then click Set Password.

User ID

First name

manne

Last name

niranjan

Title

Department

Password

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

manneniranjan@gmail.com

Language

-- None --

Calendar integration

Outlook

Time zone

System (Etc/UTC)

Date format

System (yyyy-MM-dd)

Business phone

Mobile phone

Photo

Click to add...

servicenow

AllFavoritesHistoryWorkspacesAdmin

User - New Record ☆

Search

Submit

UserNew record

① To set up the User's password, save the record and then click Set Password.

User IDkatherine pierce

First namekatherine

Last namepierced

Title

Department

Password

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

Language-- None --

Calendar integrationOutlook

Time zoneSystem (Etc/UTC)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

CREATE ROLE

servicenow

AllFavoritesHistoryWorkspacesAdmin

Role - certification\_role

Search

UpdateDelete

Rolecertification\_role

Namecertification\_role

ApplicationGlobal

Elevated privilege

Descriptioncan deal with certification

UpdateDelete

Related Links

Run Point Scan

Contains RolesApplications with RoleModules with RoleCustom Tables

for text Search

Role = certification\_role

Contains

No records to display

CREATE TABLE

servicenow

AllFavoritesHistoryWorkspacesAdmin

Table - New Record

Search

SubmitCancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click here.

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. More Info

\* Labeloperations related

\* Nameu\_operations\_related

Extends table

ApplicationGlobal

Create module

Create mobile module

Add module to menu-- Create new --

New menu nameoperations related

ColumnsControlsApplication Access

Table Columnsfor text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

# ASSIGN ROLE TO TABLE

servicenow

AllFavoritesHistoryWorkspacesAdmin

Table - operations related

Search

🌐🔗🕒🔔👤

<≡

Table  
operations related

🔗⚙️⋮DeleteUpdateDelete All Records↑↓

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Labeloperations related

ApplicationGlobal ⓘ

\* Nameu\_operations\_related

ColumnsControlsApplication Access

Table Columnsfor textSearch⌕⏪⏩1 to 14 of 14New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Created	Date/Time	(empty)	40		false
✕ name	String	(empty)	40		false
✕ priority	String	(empty)	40		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false

# CREATE ACL

servicenow

AllFavoritesHistoryWorkspaces

Access Control - u\_operations\_related

Search

🌐🔗🕒🔔👤

<≡

Access Control  
u\_operations\_related

⚙️⋮↑↓

Typerecord

Operationread

Decision TypeAllow If

Admin overrides☒

Protection policy-- None --

Nameu\_operations\_related

DescriptionDefault access control on u\_operations\_related

Applies ToNo. of records matching the condition: 0🔗  
(empty)

ApplicationGlobal ⓘ

Active☒

Advanced☐

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.  
1. Allow Access: Allows access to a resource if all conditions are met.  
2. Deny Access: Denies access to a resource unless all conditions are met.  
[More Info](#)

# CREATE FLOW

## 1.Search for flow design

Workflow Studio

regarding certificate Flow

regarding platform Flow

regarding platform Inactive

View: [Diagram View] [Code View]

Test Activate Save ... ?

Trigger: Created or Updated

\* Table: operations related [u\_operations... X]

Condition: All of these conditions must be met

issue is unable to login to platform

OR AND

or

Condition: All of these conditions must be met

issue is regarding user expired

OR AND

or

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel Done

Data Collapse All

Flow Variables

Trigger - Record Created or Updated

operations related Record Record

Changed Fields Array.Object

operations related Table Table

Run Start Time UTC Date/Time

Run Start Date/Time Date/Time

ACTIONS