

Performance Testing

Date	15 February 2026
Team ID	LTVIP2026TMIDS89549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

Model Performance Testing:

1. Data Rendered:

The Operations Related table in ServiceNow is populated with multiple support tickets. These records include different issue types such as 'Unable to login', '404 Error', and 'Regarding Certificates'. This confirms that data is being recorded and rendered accurately in the system.

The screenshot shows the ServiceNow interface for managing table configurations. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Table - Operations related'. Below the title is a search bar and various management buttons like 'Update', 'Delete', and 'Delete All Records'. The main content area is a table titled 'Dictionary Entries' with the following columns: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. The table lists several fields for the 'Operations related' table, including 'Name' (String, empty), 'Service request No' (String, empty), 'Priority' (String, empty), 'Created by' (String, empty), 'Assigned to user' (Reference, User), 'Ticket raised Date' (Date/Time, empty), 'Sys ID' (Sys ID (GUID), empty), 'Created' (Date/Time, empty), 'Assigned to group' (Reference, Group), 'issue' (String, empty), 'Updated by' (String, empty), 'Updates' (Integer, empty), 'Comment' (String, empty), and 'Updated' (Date/Time, empty). Most fields have a 'Max length' of 40, except for 'Assigned to user' which is 32, and 'Updates' which is 40. The 'Default value' column contains some JavaScript code for 'Service request No' and 'Sys ID'. The 'Display' column for all fields is set to 'false'. At the bottom of the table, there is a link 'Insert a new row...' and standard table management buttons: 'Update', 'Delete', and 'Delete All Records'.

2. Data Preprocessing:

Standardized issue types were configured using Form Design in ServiceNow. Predefined choices were added to the 'Issue' field to ensure consistent categorization and minimize input errors. This preprocessing supports accurate flow execution.

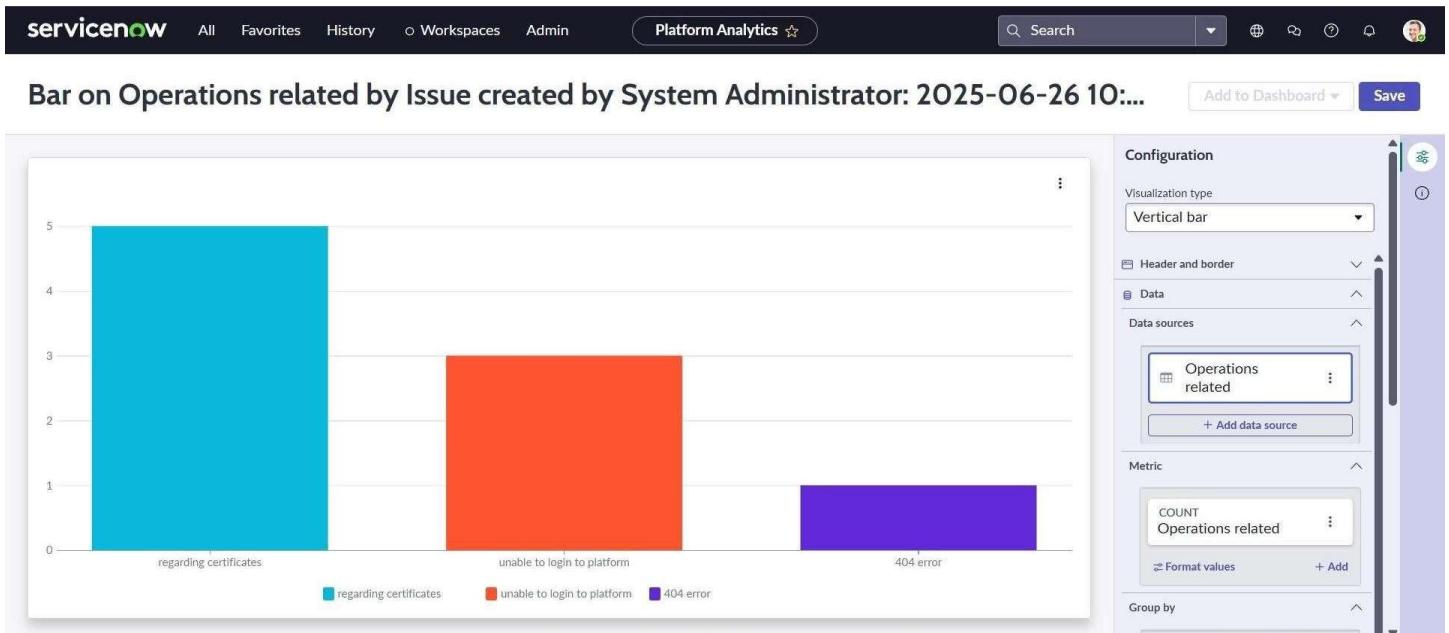
3. Utilization of Filters:

Conditional logic was applied in Flow Designer to evaluate the issue type. Filters such as 'issue is Regarding Certificates' and 'issue is 404 Error' were used to guide flow actions. This allowed the system to dynamically route tickets to the appropriate support groups.

The screenshot shows the ServiceNow Workflow Studio interface. A flow named 'Regarding Certificate' is active. The trigger is 'Operations related Created or Updated where (Issue is regarding certificates)'. The action is 'Update Operations related Record', which updates the 'certificates' field to 'Katherine Pierce'. The right sidebar shows various data types and their descriptions.

4. No. of Visualizations / Graphs:

The dashboard included a total of 3 visual elements: a bar graph showing ticket count by group, a pie chart for issue distribution, and a line chart representing daily ticket



6. Story Design:

Two flows were designed in Flow Designer. One handled tickets with issues related to certificates, while the other addressed platform-related issues like login problems and 404 errors. Each flow included a trigger based on record creation or update, conditions to match specific issues, and actions to assign the ticket to the correct group. The flows were tested and successfully automated the ticket assignment process, improving operational efficiency.

The screenshot shows the 'Regarding Platform' flow in Workflow Studio. The flow has the following configuration:

- Trigger:** Created or Updated
- Table:** Operations related [u_operation...]
- Condition:** All of these conditions must be met
 - Issue is unable to login to platform
 - Issue is 404 error
 - Issue is regarding user expired
- Run Trigger:** Once

The sidebar on the right lists various data types and their descriptions, such as Flow Variables, Trigger - Record Created or Updated, and 1 - Update Record.

The screenshot shows the 'Regarding Certificate' flow in Workflow Studio. The flow has the following configuration:

- TRIGGER:** Operations related Created or Updated where (Issue is regarding certificates)
- ACTIONS:** Select multiple
 - 1. Update Operations related Record
 - Action: Update Record
 - Record: Trigger ... > Operations relate...
 - Table: Operations related [u_operation...]
 - Fields:
 - Assigned to group: certificates (Katherine Pierce)
 - Assigned to user: Katherine Pierce

The sidebar on the right lists various data types and their descriptions, such as Flow Variables, Trigger - Record Created or Updated, and 1 - Update Record.

Results:

- All tickets assigned correctly based on issue
- Unauthorized users restricted from modifying sensitive data
- Groups receive only relevant tickets