

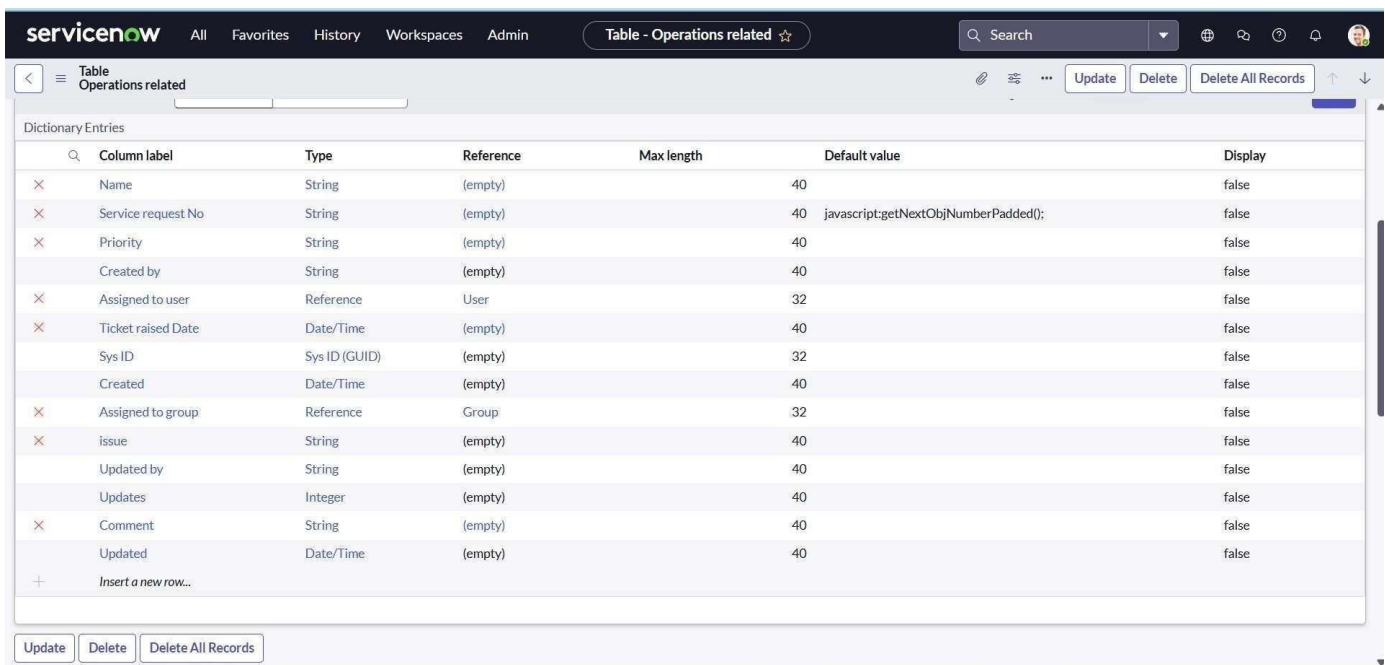
## Performance Testing

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 displays the ServiceNow interface for the 'Table - Operations related'. It shows a list of dictionary entries with columns for Column label, Type, Reference, Max length, Default value, and Display. The entries include fields like Name, Service request No, Priority, Created by, Assigned to user, Ticket raised Date, Sys ID, Created, Assigned to group, issue, Updated by, Updates, Comment, and Updated. Each entry has a corresponding 'X' icon in the first column and a 'false' value in the 'Display' column.

Column label	Type	Reference	Max length	Default value	Display
Name	String	(empty)	40		false
Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Priority	String	(empty)	40		false
Created by	String	(empty)	40		false
Assigned to user	Reference	User	32		false
Ticket raised Date	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created	Date/Time	(empty)	40		false
Assigned to group	Reference	Group	32		false
issue	String	(empty)	40		false
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Comment	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false

#### 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.

Workflow Studio

Regarding Certificate Flow

Regarding Certificate Active

Test Deactivate Activate Save

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 Assigned to user Katherine Pierce

+ Add field value

Delete Cancel Done

Status: Published Application: Global

4

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

1 - Update Record

Operations related Record Record

Operations related Table Table

Action Status Object

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

servicenow

All Favorites History Workspaces Admin

Platform Analytics

Search

Bar on Operations related by Issue created by System Administrator: 2025-06-26 10:...

Add to Dashboard Save

5

4

3

2

1

0

regarding certificates

unable to login to platform

404 error

regarding certificates

unable to login to platform

404 error

Configuration

Visualization type Vertical bar

Header and border

Data

Data sources Operations related + Add data source

Metric COUNT Operations related Format values + Add

Group by

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.

Workflow Studio

Regarding Platform Flow

Regarding Platform

Active

View:

Test

Deactivate

Activate

Save

Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

Trigger: Created or Updated

\* Table: Operations related [u\_operation...]

Condition: All of these conditions must be met  
Issue is unable to login to platform  
or  
All of these conditions must be met  
Issue is 404 error  
or  
All of these conditions must be met  
Issue is regarding user expired  
New Criteria

Run Trigger: Once

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

1 - Update Record

Operations related Record: Record

Operations related Table: Table

Action Status: Object

Status: Published

Application: Global

0

Workflow Studio

Regarding Certificate Flow

Regarding Certificate

Active

View:

Test

Deactivate

Activate

Save

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, Assigned to user: Katherine Pierce, + Add field value

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

1 - Update Record

Operations related Record: Record

Operations related Table: Table

Action Status: Object

Status: Published

Application: Global

4

**Results:**

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