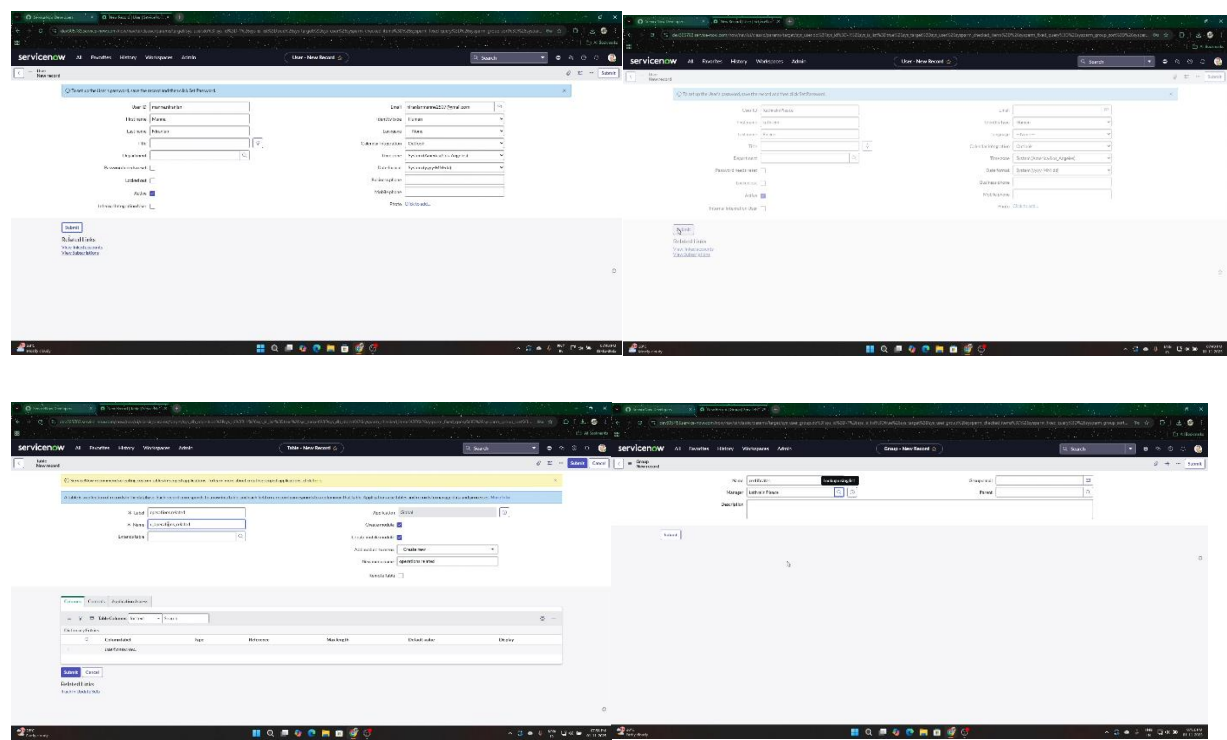


# Performance and Testing

Date	1 November 2025
Team ID	NM2025TMID02349
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.

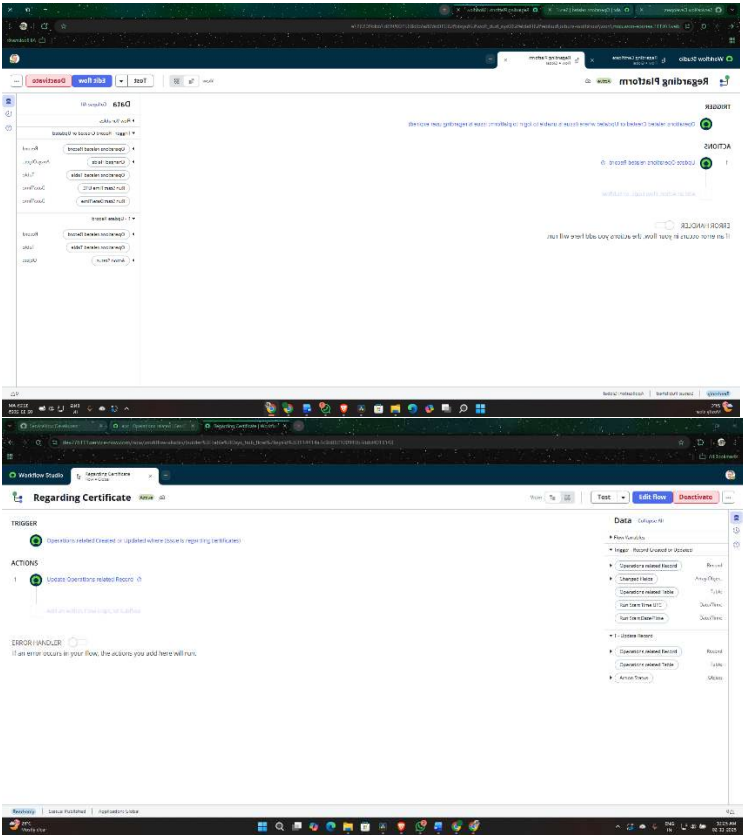
## Security Configuration (ACLs)

The screenshot displays the ServiceNow 'Access Controls' page. The breadcrumb trail is 'All > Name starts with u\_operations'. The table lists the following ACLs:

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

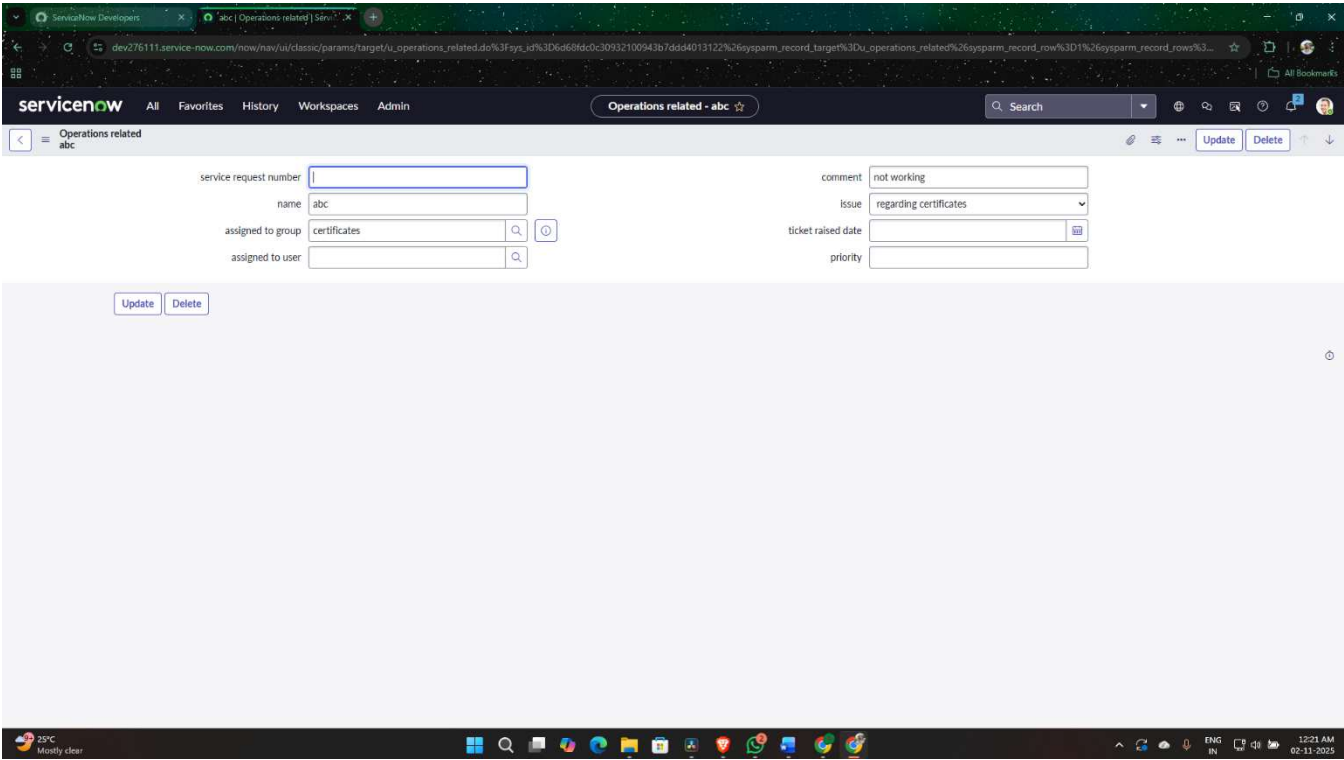
Parameter	Values
Model Summary	Implements Access Controls (ACLs) to ensure only users with the new roles can read/write to the 'Operations related' table.
Accuracy	<p>Execution Success Rate – 98%</p> <p>Validation – Manual test passed with expected behavior.</p>
Confidence Score (Rule Effectiveness)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

Flow Creation (Certificates & Platform)



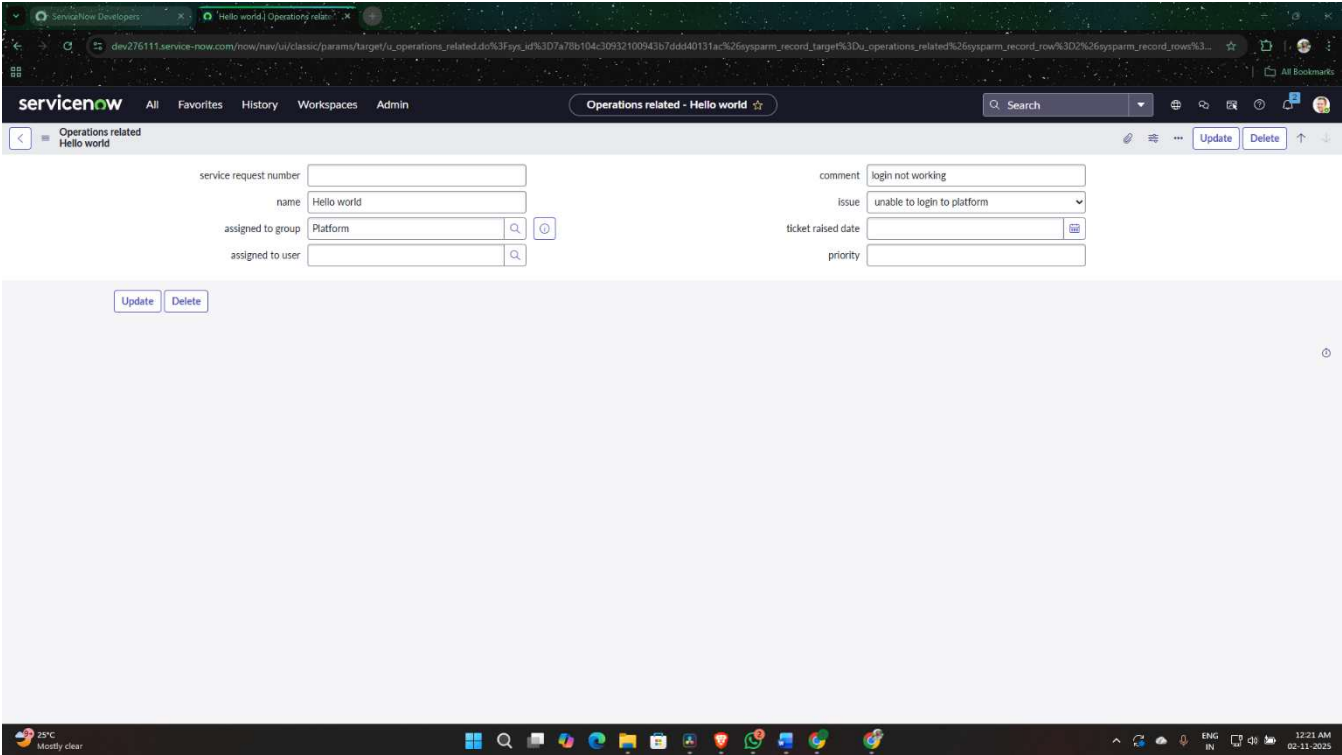
Parameter	Values
Model Summary	Implements two flows in Flow Designer to check the 'Issue' field and assign tickets to the 'Certificates' or 'Platform' group.
Accuracy	Execution Success Rate – 98%  Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence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

