

## Project Development Phase

### Model Performance Test

Date	13 February 2026
Team ID	LTVIP2026TMIDS79197
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

#### 1. Purpose of Document

The purpose of this document is to describe the User Acceptance Testing (UAT) conducted for the *Streamlining Ticket Assignment for Efficient Support Operations* system.

This UAT validates that the ticket management system works as expected for creating, assigning, and managing support tickets efficiently. It ensures the system meets business requirements before deployment.

#### 2. Defect Analysis

Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Total
Fixed	4	5	3	2	14
By Design	1	2	1	1	5
Duplicate	0	1	1	0	2
Not Reproduced	0	1	0	0	1
<b>Total</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>3</b>	<b>22</b>

#### 3. Test Case Analysis

Module	Total Cases	Pass	Fail	Not Tested
Ticket Creation	10	9	1	0
Auto Assignment Flow	12	11	1	0
Issue Field & Choices	6	6	0	0
Business Rules	5	5	0	0
Dashboard View	4	4	0	0
Performance Testing	5	4	1	0