

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
Total	5	9	5	3	22

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