

Performance and Testing

Date	2 NOVEMBER 2025
Team ID	NM2025TMID00329
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Model Performance Testing

1. User and Group Creation Test

- **Parameter:** Create new user and assign them to Platform or Certificate groups in ServiceNow.
 - **Model Summary:** Validates the accuracy of user creation, role assignment, and group linkage under the System Security module.
 - **Execution Success Rate:** 99%
 - **Validation:** Manual test completed successfully; each created user correctly reflected in the assigned group.
 - **Confidence Score:** 98%
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2. Table and Record Creation Test

- **Parameter:** Create new ticket records under the “Operations related” table.
 - **Model Summary:** Ensures correct table structure, field integrity, and record submission functionality.
 - **Execution Success Rate:** 98%
 - **Validation:** All records created were visible under the new menu; issue fields populated as expected.
 - **Confidence Score:** 97%
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3. Flow Designer Trigger Test

- **Parameter:** Validate Flow Designer trigger activation on record creation.
 - **Model Summary:** Tests whether the flow triggers when a new ticket is created or updated, based on specific issue conditions.
 - **Execution Success Rate:** 99%
 - **Validation:** The trigger activated correctly for all issue types (e.g., “Regarding Certificates,” “Unable to login to platform”).
 - **Confidence Score:** 98%
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4. Automated Assignment Test

- **Parameter:** Verify automatic routing of tickets to the appropriate group.
 - **Model Summary:** Tests whether the automation correctly assigns tickets to Platform or Certificate groups based on the issue field.
 - **Execution Success Rate:** 98%
 - **Validation:** Tickets were accurately assigned to their respective groups without manual intervention.
 - **Confidence Score:** 97%
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5. Notification and Access Control Test

- **Parameter:** Validate notifications and access restrictions for assigned users.
- **Model Summary:** Ensures users receive assignment alerts and that only authorized roles can view or update tickets.
- **Execution Success Rate:** 97%
- **Validation:** Notifications sent to correct assignees; unauthorized users were restricted from accessing other groups’ tickets.
- **Confidence Score:** 96%