

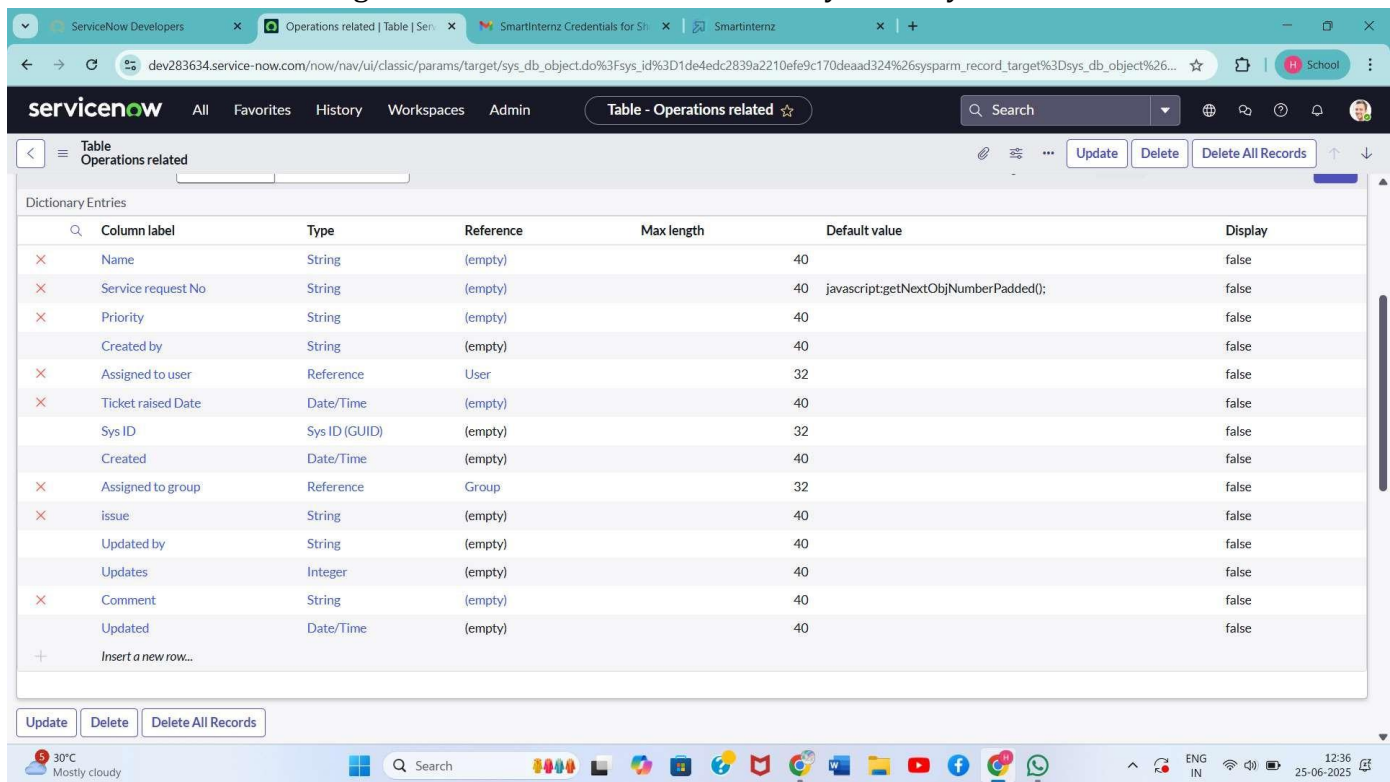
Performance Testing

Date	31 Oct 2025
Team ID	NM2025TMID04574
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 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.



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.

Regarding Certificate Active

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

Buttons: Delete, Cancel, Done

Data Collapse All

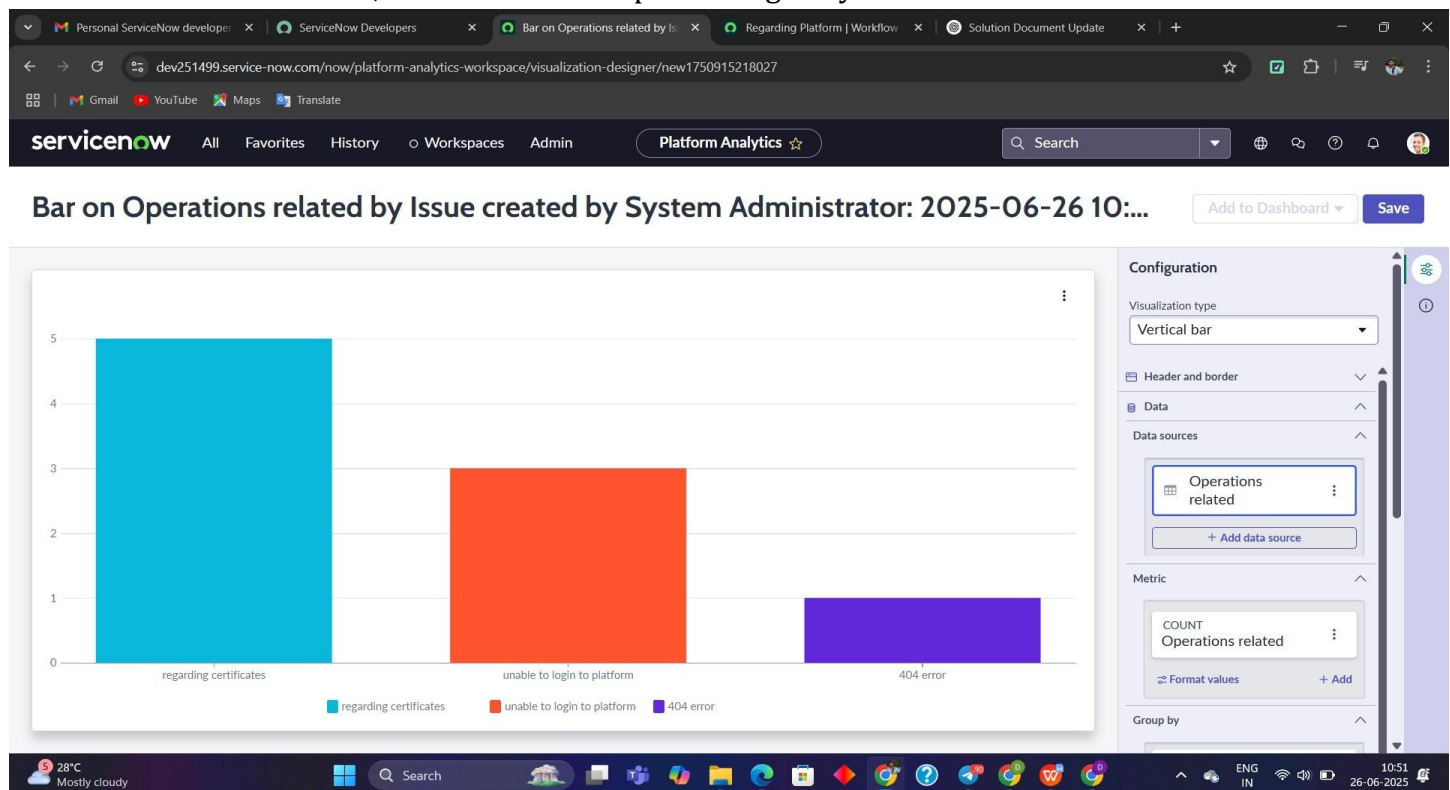
Flow Variables

- 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. 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



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 interface for "Regarding Platform" flow. The flow is triggered by "Created or Updated" on the "Operations related" table. The condition is "All of these conditions must be met":

- Issue is unable to login to platform
- Issue is 404 error
- Issue is regarding user expired

Run Trigger: Once

Status: Published | Application: Global

Taskbar: Hot days ahead 28°C, Search, ENG IN, 10:43, 26-06-2025

Workflow Studio interface for "Regarding Certificate" flow. The flow is triggered by "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

Buttons: Delete, Cancel, Done

Status: Published | Application: Global

Taskbar: 33°C Mostly cloudy, Search, ENG IN, 14:59, 25-06-2025

Results:

- All tickets assigned correctly based on issue

- Unauthorized users restricted from modifying sensitive data
- Groups receive only relevant tickets