

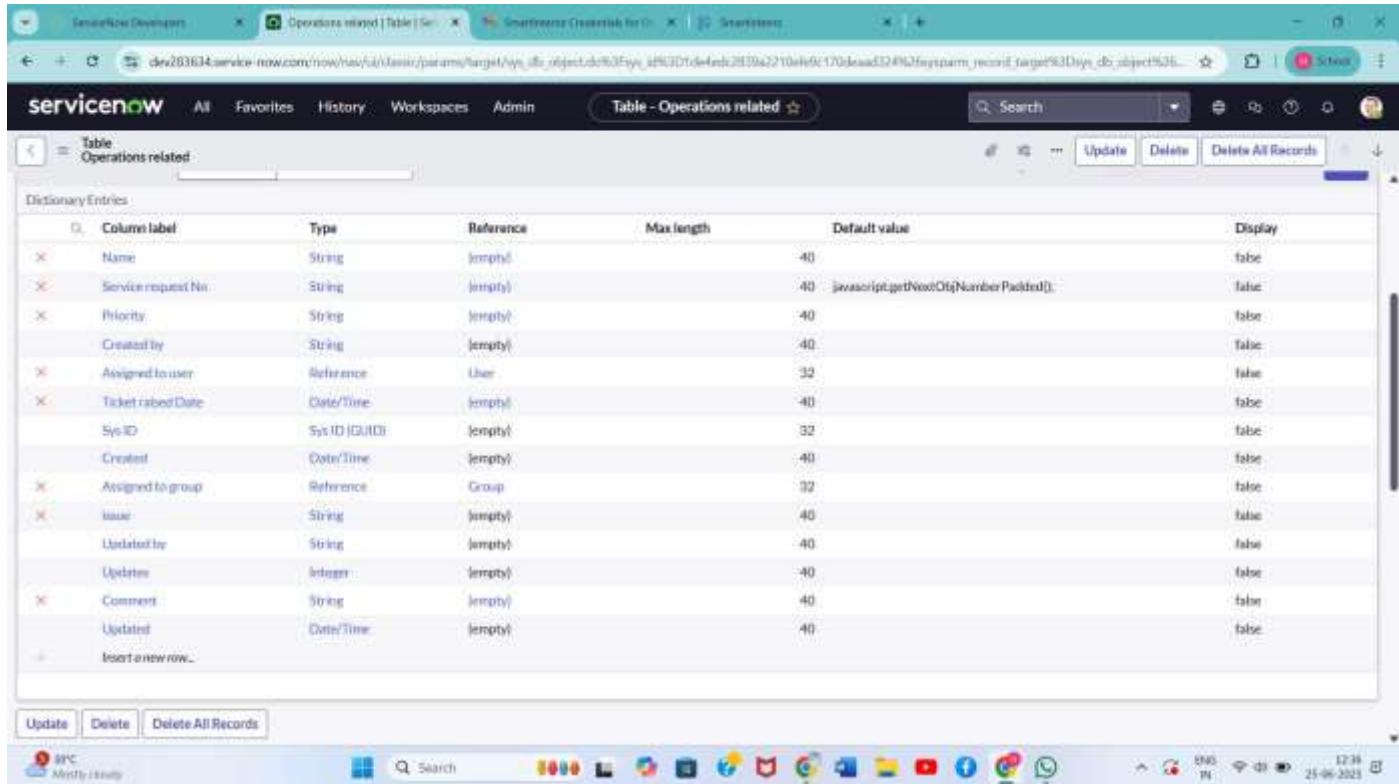
Performance Testing

Date	4 November 2025
Team ID	F70F258581C0B9EB7CA4B198A7C73807
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 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.



The screenshot shows the ServiceNow web interface with the URL https://dev283634.service-now.com/now/nav/u/classic/params/target?ui_type=object&obj_id=321cd4ed2103a2210&ref_id=170deadd32496f9¶m_recnum=1&target%3Dsys_db_object%3D. The page title is "Table - Operations related". The main content area displays the "Dictionary Entries" for the "Operations related" table. It lists various columns with their labels, types, references, maximum lengths, default values, and display settings. The columns include Name, Service request No., Priority, Created by, Assigned to user, Ticket raised Date, Sys ID, Created, Assigned to group, Issue, Updated by, Updates, Comment, and Updated. The "Display" column shows values like false, true, or javascript getNextOrjNumberPadded(). The bottom of the screen shows the Windows taskbar with icons for Start, Search, Task View, File Explorer, Edge, Google Chrome, and others, along with the date and time (25-06-2023, 17:38).

Column label	Type	Reference	Max length	Default value	Display
Name	String	[empty]	40		false
Service request No.	String	[empty]	40	javascript.getNextOrjNumberPadded();	false
Priority	String	[empty]	40		false
Created by	String	[empty]	40		true
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
Insert new row...					

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.

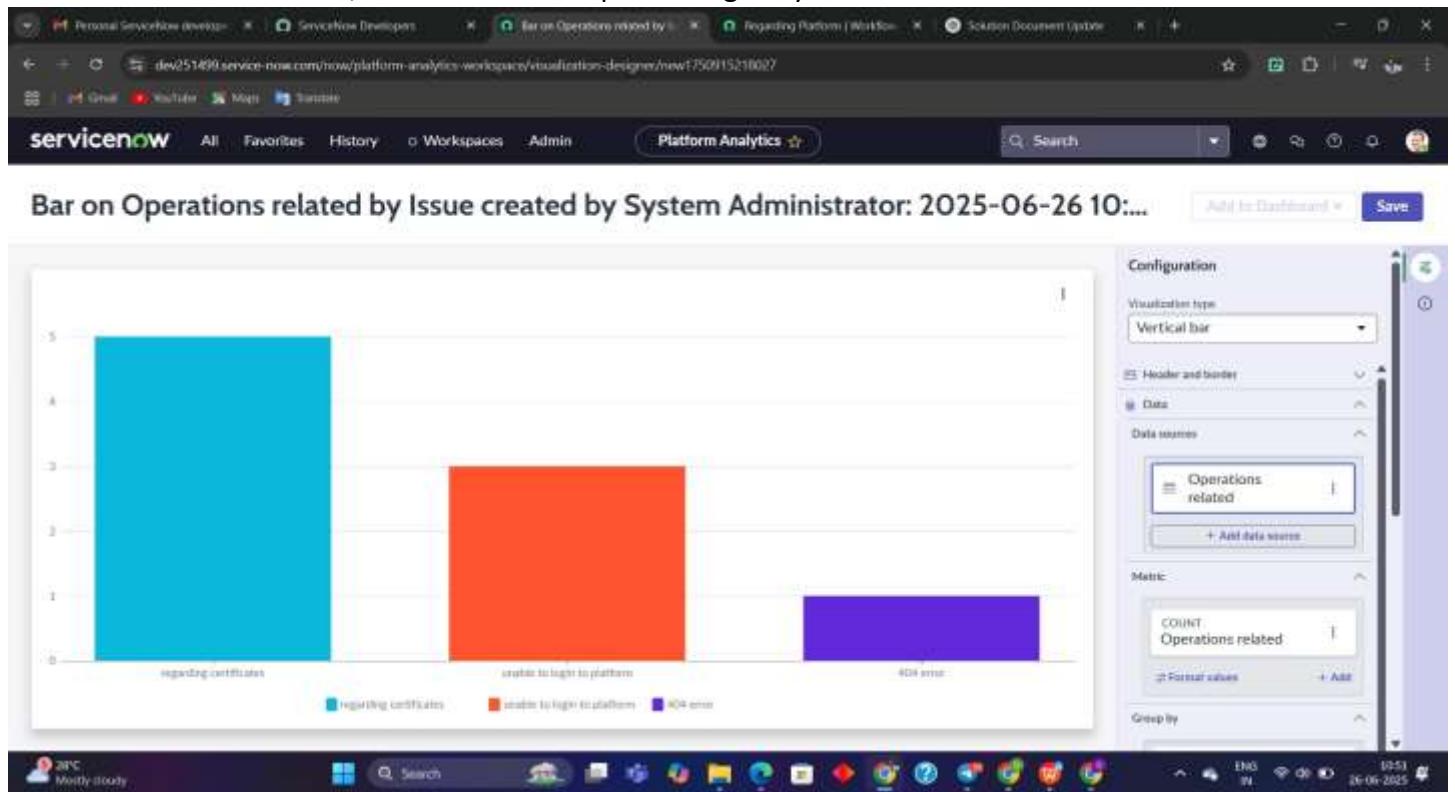
3. Utilization of Filters:

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.

The screenshot shows the ServiceNow Workflow Studio interface. A flow named "Regarding Certificate" is open. The "TRIGGER" section shows a condition: "Operations-related Created or Updated where [Issue is regarding certificates]". The "ACTIONS" section contains one step: "Update Operations-related Record". The "Action" dropdown is set to "Update Record". The "Record" field is set to "Trigger -> Operations-related...". The "Table" field is set to "Operations-related [u_operation...]" and the "Fields" are "Assigned to group" (set to "certificates") and "Assigned to user" (set to "Katherine Pierce"). On the right side, there is a sidebar with various data types and their descriptions.

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.

The screenshot displays two automation flows in the ServiceNow Workflow Studio:

- Regarding Platform** (Flow ID: 00559e0e316210fa2b34e401314a):
 - Trigger:** Created or Updated (Operations related Table)
 - Conditions:**
 - All of these conditions must be met:
 - Issue is unable to login to platform
 - All of these conditions must be met:
 - Issue is 404 error
 - All of these conditions must be met:
 - Issue is regarding user expired
 - Action:** Run Trigger Once
- Regarding Certificate** (Flow ID: 00559e0e316210fa2b34e401314b):
 - Trigger:** Operations-related Created or Updated (where Issue is regarding certificates)
 - Action:** Update Operations-related Record
 - Record:** Trigger ... > Operations-related Table
 - Table:** Operations-related Table
 - Fields:**
 - Assigned to group: certificates
 - Assigned to user: Katherine Pierce

Results:

- All tickets assigned correctly based on issue

- Unauthorized users restricted from modifying sensitive data

- Groups receive only relevant tickets