

# Performance and Testing

Date	02 November 2025
Team ID	NM2025TMID03357
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

## Model Performance Testing

### Users Creation

The screenshot shows a user creation form for 'User Manne Nirajan'. The fields include:

- User ID: manne.niranjan
- First name: Manne
- Last name: Niranjan
- Title: (empty)
- Department: (empty)
- Email: nirajanreddymanne2507@gmail.com
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los\_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...
- Active:
- Password needs reset:
- Locked out:
- Web service access only:
- Internal Integration User:

### Groups Creation

The screenshot shows a group creation form for 'Group certificates'. The fields include:

- Name: certificates
- Manager: Katherine Pierce
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

# Roles Creation

A screenshot of a software interface for creating a new role. The top section shows the role's name as "Certification\_role", its application as "Global", and its status as "Unspecified". A note below states "Can deal with certification issues". There is also a checkbox for "Elevated privilege" which is unchecked.

# Table Creation

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Assigned to group	Reference	Group	40		false
Assigned to user	Reference	User	32		false
Comment	String	(empty)	40		false
Issue	String	(empty)	40		false
Name	String	(empty)	40		false
Priority	String	(empty)	40		false
Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
Ticket raised Date	Date/Time	(empty)	40		false
Insert a new row...					

# Assign role to table

A screenshot of a software interface for defining access control rules. The title bar says "Access Control u\_operations\_related". The main area is titled "Definition" and contains a note about access control rules: "Access Control Rules allow access to the specified resource if all three of these checks evaluate to true: 1. The user has one of the roles specified in the Role list, or the list is empty. 2. Conditions in the Condition field evaluate to true, or conditions are empty. 3. The script in the Script field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty. The three checks are evaluated independently in the order displayed above." Below this is a "More Info" link.

The "Requires role" section lists the roles assigned to this rule: "u\_operations\_related\_user", "Platform\_role", and "Certification\_role".

## Create ACL

Access Control  
u\_operations\_related.u\_service\_request\_no

\* Type: record      Application: Global

\* Operation: write      Active:

Admin overrides:       Advanced:

Protection policy: -- None --

\* Name: Operations related [u\_operations\_related]      Service request No

Description:

Condition: 4 records match condition

Add Filter Condition    Add "OR" Clause

-- choose field --    -- oper --    -- value --

Update    Delete    Advanced

## Create a Flow to Assign operations ticket to group

TRIGGER

Operations related Created or Trigger: Created or Updated (arding certificates)

Trigger: Created or Updated

Table: Operations related [u\_operations\_related]

Condition: All of these conditions must be met

Issue is Regarding certificates OR AND

Run Trigger: For every update

Advanced Options

Delete    Cancel    Done

## Performance Parameters and Values

S. N. o	Parameter	Description	Expected Value / Range
1	Number of Users Created	Total users created during test	100, 500, 1000

2	User Creation Response Time	Time to create each user	≤ 3 seconds
3	Group Creation Time	Time to create new group	≤ 2 seconds
4	Role Creation Time	Time to create and assign role	≤ 2 seconds
5	Table Creation Time	Time to create a new custom table	≤ 5 seconds
6	Role Assignment Time	Time to assign roles to a table or user	≤ 2 seconds
7	ACL Creation Time	Time to define access control for a table	≤ 4 seconds
8	Flow Creation Time	Time to design and activate flow for ticket assignment	≤ 6 seconds
9	Ticket Assignment Time	Time taken to automatically assign a ticket to group	≤ 3 seconds
10	API Latency	Delay in server response during process	≤ 1 second
11	CPU Utilization	CPU usage during load	≤ 60%
12	Memory Usage	RAM consumed during operation	≤ 600 MB
13	Throughput	Requests handled per second	≥ 10 requests/sec
14	Error Rate	Failed operations percentage	0%
15	Status Code	Server response code	200 (Success)

## Test Result

Test Case ID	Module	Test Description	Expected Output	Actual Output	Status
TC_01	User Creation	Create 50 users simultaneously	All users created successfully	Success	✓ Passed
TC_02	Group Creation	Create 5 user groups	All groups created without delay	Success	✓ Passed
TC_03	Role Creation	Add roles to users/groups	Roles created & visible in list	Success	✓ Passed
TC_04	Table Creation	Create “Support_Ticket” table	Table created in <5 sec	Success	✓ Passed
TC_05	Assign Role to Table	Link roles to access tables	Role applied successfully	Success	✓ Passed

TC_06	Create ACL	Define access rules for "Support_Ticket"	Rules enforced correctly	Succes s	<input checked="" type="checkbox"/> Passed
TC_07	Create Flow	Auto-assign operations tickets	Tickets assigned correctly	Succes s	<input checked="" type="checkbox"/> Passed