

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

User Manne Niranjan

UpdateSet PasswordDelete

User IDmanne.niranjan

First nameManne

Last nameNiranjan

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Emailniranjanreddymanne2507@gr

Language-- None --

Calendar integrationOutlook

Time zoneSystem (America/Los_Angeles)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

Groups Creation

Group certificates

Namecertificates

ManagerKatherine Pierce

Description

Group email

Parent

Roles Creation

Name

Certification_role

Requires Subscription

Unspecified

Description

Can deal with certification issues

Application

Global

Elevated privilege

☐

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

Access Control

u_operations_related

UpdateDelete

Definition

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.
[More Info](#)

Requires role

1 to 3 of 3

Role

✗

u_operations_related_user

✗

Platform_role

✗

Certification_role

+

Insert a new row...

Create ACL

The screenshot shows the 'Access Control' configuration window for the record 'u_operations_related.u_service_request_no'. The configuration includes:

- Type:** record
- Operation:** write
- Application:** Global
- Active:** ☒
- Admin overrides:** ☒
- Advanced:** ☐
- Protection policy:** -- None --
- Name:** Operations related [u_operations_related] (Service request No)
- Description:** (Empty text box)
- Condition:** 1 records match condition. Buttons: Add Filter Condition, Add "OR" Clause. Fields: -- choose field --, -- oper --, -- value --.

Create a Flow to Assign operations ticket to group

The screenshot shows the 'TRIGGER' configuration window for the event 'Operations related Created or Updated (Trigger: Created or Updated regarding certificates)'. The configuration includes:

- Trigger:** Created or Updated
- Table:** Operations related [u_operations_related]
- Condition:** All of these conditions must be met. Criteria: Issue is Regarding certificates. Logical operators: OR, AND.
- Run Trigger:** For every update
- Buttons:** Delete, Cancel, Done

Performance Parameters and Values

S. No	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	Success	✓ Passed
TC_07	Create Flow	Auto-assign operations tickets	Tickets assigned correctly	Success	✓ Passed