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

Groups Creation

Roles Creation

Name	Certification_role	Application	Global
Requires Subscription	Unspecified	Elevated privilege	☐
Description	Can deal with certification issues		

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

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

Create a Flow to Assign operations ticket to group

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