

Performance and Testing

Date	13 NOVEMBER 2025
Team ID	NM2025TMID03380
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Model Performance Testing

User Creation

The image displays two screenshots of the ServiceNow user creation interface. The top screenshot shows the form for creating a user named Katherine Pierce. The bottom screenshot shows the form for creating a user named Manne Niranjan.

ServiceNow User Creation Form (Top Screenshot):

- User ID:** Katherine Pierce
- First name:** Katherine
- Last name:** Pierce
- Title:** (Empty)
- Department:** (Empty)
- Password:** (Empty)
- Password needs reset:** ☐
- Locked out:** ☐
- Active:** ☒
- Web service access only:** ☐
- Internal Integration User:** ☐
- Email:** (Empty)
- 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...

ServiceNow User Creation Form (Bottom Screenshot):

- User ID:** manne.niranjan
- First name:** Manne
- Last name:** Niranjan
- Title:** (Empty)
- Department:** (Empty)
- Password:** (Empty)
- Password needs reset:** ☐
- Locked out:** ☐
- Active:** ☒
- Web service access only:** ☐
- Internal Integration User:** ☐
- Email:** niranjanreddymanne2507@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...

Related Links:

- [View linked accounts](#)
- [View subscriptions](#)
- [Get a password](#)

Footer: Roles (1) Groups (1) Delegates Subscriptions User Client Certificates

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios

Create Group

The image displays two screenshots of the ServiceNow 'Create Group' form. The top screenshot shows the 'Platform' group configuration. The form includes fields for Name, Manager (Manne Niranjan), Groupemail, Parent, and Description. Below the form, a table shows the group's role and its inheritance status.

Created	Role	Granted by	Inherits
2025-06-19 02:04:23	Platform_role	(empty)	true

The bottom screenshot shows the 'certificates' group configuration. The form includes fields for Name, Manager (Katherine Pierce), Groupemail, Parent, and Description. Below the form, a table shows the group's role and its inheritance status.

Created	Role	Granted by	Inherits
2025-06-19 02:01:28	Certification_role	(empty)	true

Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments

Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Create Roles

servicenow

AllFavoritesHistoryWorkspacesAdmin

Groups

Search

Group Platform

NamePlatform

ManagerManne Niranjan

Group email

Parent

Description

UpdateDelete

Roles

Created

Search

Actions on selected rows...

Edit

Group Platform

Created

2025-06-19 02:04:23

RolePlatform role

Granted by(empty)

Inheritstrue

Group Members

User

Search

Actions on selected rows...

New

Edit

Group Platform

User

Manne Niranjan

Groups

for text

Search

Actions on selected rows...

New

Create Table

Tables

Created

Search

Actions on selected rows...

New

Update name is not empty

LabelNameExtends tableExtensibleUpdatedCreated

u_empty

(empty)

false

2025-06-17 23:49:59

2025-06-17 23:49:59

Operations related

u_operations_related

(empty)

false

2025-06-17 23:50:03

2025-06-17 23:41:46

Resources

sn_sms_resources

(empty)

false

2025-05-24 18:18:21

2025-05-24 18:18:21

Request Task

sn_creatorstudio_task

Task

true

2025-05-24 18:11:44

2025-05-24 18:11:44

Request Subtask

sn_creatorstudio_child_task

Task

false

2025-05-24 18:11:44

2025-05-24 18:11:44

Request App Config

sn_creatorstudio_request_app_config

Application File

false

2025-05-24 18:11:43

2025-05-24 18:11:43

New Application Task

sn_creatorstudio_new_application_task

Task

false

2025-05-24 18:11:43

2025-05-24 18:11:43

Creator Studio Activity

sn_creatorstudio_activity

(empty)

false

2025-05-24 18:11:43

2025-05-24 18:11:43

New Application Admin Task

sn_creatorstudio_new_application_admin_task

Task

false

2025-05-24 18:11:43

2025-05-24 18:11:43

Process Variant

sys_pd_process_variant

(empty)

false

2025-05-24 18:11:42

2025-05-24 18:11:42

Activity Variant Override

sys_pd_activity_override

(empty)

false

2025-05-24 18:11:41

2025-05-24 18:11:41

Palette Configuration

sn_diagram_builder_palette_configuration

Application File

false

2025-05-24 18:11:39

2025-05-24 18:11:39

Taxonomy Details

sn_app_eng_studio_taxonomy_details

Application File

false

2025-05-24 17:32:45

2025-05-24 17:32:45

Taxonomy Editor

sn_app_eng_studio_taxonomy_editor

Application File

false

2025-05-24 17:32:44

2025-05-24 17:32:44

Taxonomy Exclusion List

sn_app_eng_studio_taxonomy_exclusion

Application File

false

2025-05-24 17:32:44

2025-05-24 17:32:44

App Details

sn_app_eng_studio_app_details

(empty)

false

2025-05-24 17:32:43

2025-05-24 17:32:43

Taxonomy

sn_app_eng_studio_taxonomy

Application File

false

2025-05-24 17:32:43

2025-05-24 17:32:43

servicenow

AllFavoritesHistoryWorkspacesAdmin

Tables

Search

Table Operations related

Column labelTypeReferenceMax lengthDefault valueDisplay

Assigned to group

Reference

Group

32

false

false

Updated

Date/Time

(empty)

40

false

false

Created by

String

(empty)

40

false

false

Issue

String

(empty)

40

false

false

Assigned to user

Reference

User

32

false

false

Created

Date/Time

(empty)

40

false

false

Tickets raised Date

Date/Time

(empty)

40

false

false

Name

String

(empty)

40

false

false

Sys ID

Sys ID (GUID)

(empty)

32

false

false

Priority

String

(empty)

40

false

false

Updated by

String

(empty)

40

false

false

Updates

Integer

(empty)

40

false

false

Service request No

String

(empty)

40

false

false

Comment

String

(empty)

40

false

false

Delete

Update

Delete All Records

Related Links

Form Builder

Test Run Form

Test Run Form

Test Run List

Assign Roles & User To Group

- Assign Roles & User To Certificate Group

The screenshot shows the ServiceNow Groups page for a group named 'certificates'. The group details include: Name: certificates, Manager: Katherine Pierce, Group email: (empty), and Parent: (empty). Below the details are tabs for 'Roles (1)', 'Group Members (1)', and 'Groups'. The 'Roles (1)' tab is selected, showing a table with one role assigned to the group.

Created	Role	Granted by	Inherits
2025-06-19 02:01:28	Certification_role	(empty)	true

- Assign Roles & User To Platform Group

The screenshot shows the ServiceNow Groups page for a group named 'Platform'. The group details include: Name: Platform, Manager: Manne Niranjan, Group email: (empty), and Parent: (empty). Below the details are tabs for 'Roles', 'Group Members', and 'Groups'. The 'Roles' tab is selected, showing a table with one role assigned to the group.

Created	Role	Granted by	Inherits
2025-06-19 02:04:23	Platform_role	(empty)	true

The 'Group Members' tab is also visible, showing a table with one user assigned to the group.

User
Manne Niranjan

Assign Role To Table

The screenshot shows the ServiceNow Access Controls page for the table 'Table - Operations related'. The page displays a list of access controls with columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:42:10
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-06-19 09:41:05
u_operations_related.u_name	Allow If	write	record	true	admin	2025-06-19 09:40:09
u_operations_related.u_tickets_raised_date	Allow If	write	record	true	admin	2025-06-19 09:38:58
u_operations_related.u_priority	Allow If	write	record	true	admin	2025-06-19 09:38:05
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:36:33
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:33:56
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:19:17
u_operations_related	Allow If	read	record	true	admin	2025-06-17 23:41:47
u_operations_related	Allow If	write	record	true	admin	2025-06-17 23:41:47
u_operations_related	Allow If	delete	record	true	admin	2025-06-17 23:41:47
u_operations_related	Allow If	create	record	true	admin	2025-06-17 23:41:46

Create Access Control (ACL)

The screenshot shows the ServiceNow 'Access Controls' configuration page for the record 'u_operations_related'. The configuration includes the following fields:

- Type: record
- Operation: read
- Decision Type: Allow If
- Admin overrides: ☒
- Protection policy: -- None --
- Name: u_operations_related
- Description: Default access control on u_operations_related
- Applies To: (empty)
- Application: Global
- Active: ☒
- Advanced: ☐

Below the configuration fields, there is a 'Conditions' section and a 'Requires role' section. The 'Requires role' section lists the following roles:

- Certification_role
- u_operations_related_user

Flow

- Create a Flow To Operation Ticket To Certificate Group

The screenshot shows the ServiceNow Flow Designer interface for a flow named 'Regarding Platform'. The flow is currently in the 'Update Operations related Record' step. The configuration for this step includes:

- Action: Update Record
- * Record: Triggers... Operations related... X
- * Table: (empty)
- * Fields: Select a field, Select a field
- + Add field value

At the bottom of the flow canvas, there is a button to 'Add an Action, Flow Logic, or Subflow'. The 'ERROR HANDLER' section is currently disabled.

On the right side, the 'Data' panel shows the following variables:

- Flow Variables
 - Trigger - Record Created
 - Operations related Record (Record)
 - 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)

The screenshot shows the 'Flow properties' dialog box. The configuration includes the following fields:

- * Flow name: Regarding certificates
- Description: Describe your flow
- Application: Global
- Protection: -- None --
- Run As: System User

At the bottom of the dialog, there are 'Cancel' and 'Submit' buttons.

Workflow Studio | Regarding Platform Flow | Regarding Certificate Flow

Regarding Certificate Active

TRIGGER

- Operations related Created where (issue is Regarding Certificates) **Update Record**

ACTIONS Select multiple

- Update Operations related Record
 - Action: Update Record
 - * Record: Trigg... → Operations related...
 - * Table: Operations related [u_operation...]
 - * Fields: Assigned to group | certificates
 - + Add field value

Buttons: Delete, Cancel, Done

- **Create a Flow To Operation Ticket To Platform Group**

Workflow Studio | Regarding Platform Flow

Regarding Platform Active

- Update Operations related Record
 - Action: Update Record
 - * Record: Trigg... → Operations related...
 - * Table: Operations related [u_operation...]
 - * Fields: Assigned to group | Platform
 - Select a field
 - + Add field value

Buttons: Delete, Cancel, Done

Conclusion

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues.