

Performance and Testing

Date	13 NOVEMBER 2025
Team ID	NM2025TMID04009
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Model Performance Testing

User Creation

The screenshot shows the ServiceNow 'Users' page for creating a new user. The form is titled 'User Katherine Pierce' and includes the following fields and options:

- User ID:** Katherine Pierce
- First name:** Katherine
- Last name:** Pierce
- Title:** (empty)
- Department:** (empty)
- Password:** (password field)
- 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...

At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'. Below these buttons, there is a section for 'Related Links' with links for 'linked accounts', 'Subscriptions', and 'set a password'.

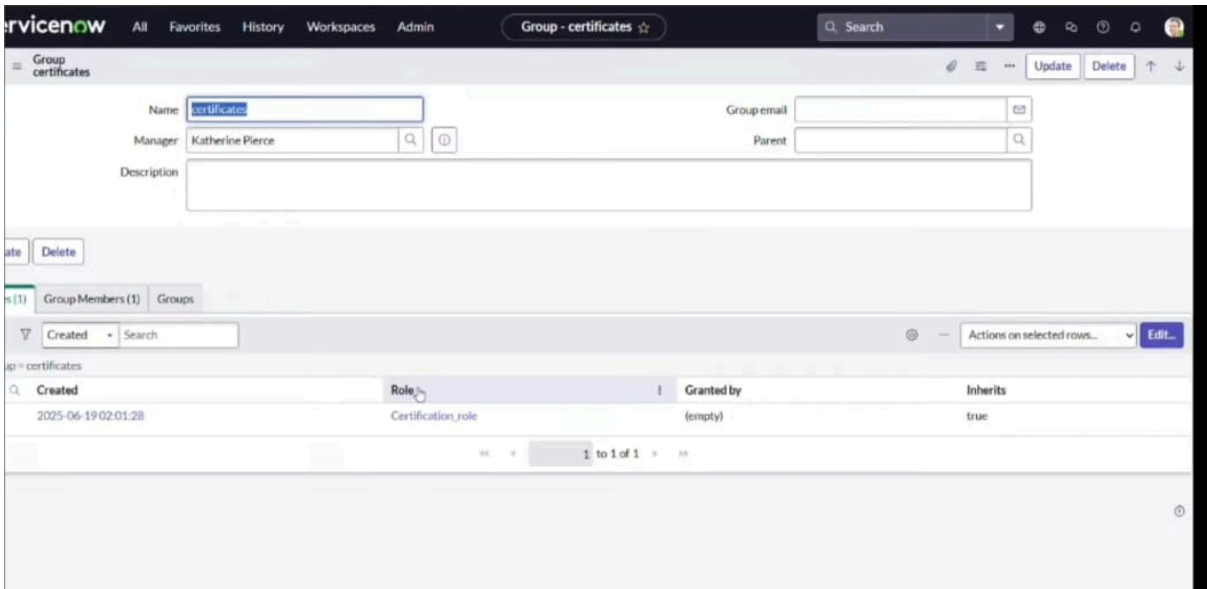
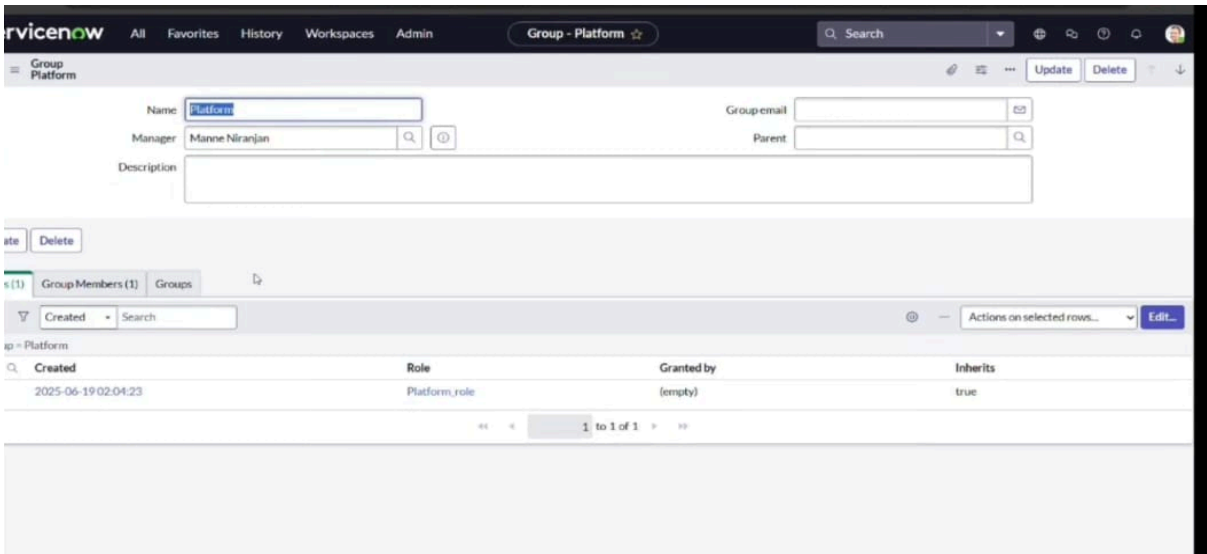
The screenshot shows the ServiceNow 'Users' page for a user named 'Manne Niranjan'. The interface includes a top navigation bar with 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar is present on the right. The user's profile is displayed with the following details:

- User ID:** manne.niranjan
- First name:** Manne
- Last name:** Niranjan
- Title:** (empty field)
- Department:** (empty field with a search icon)
- Password:** (empty field)
- 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 field)
- Mobile phone:** (empty field)
- Photo:** Click to add...

At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'. Below these are 'Related Links' for 'View linked accounts', 'View Subscriptions', and 'Set a password'. A breadcrumb trail at the very bottom shows: 'Initiated Custom Tables' > '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.

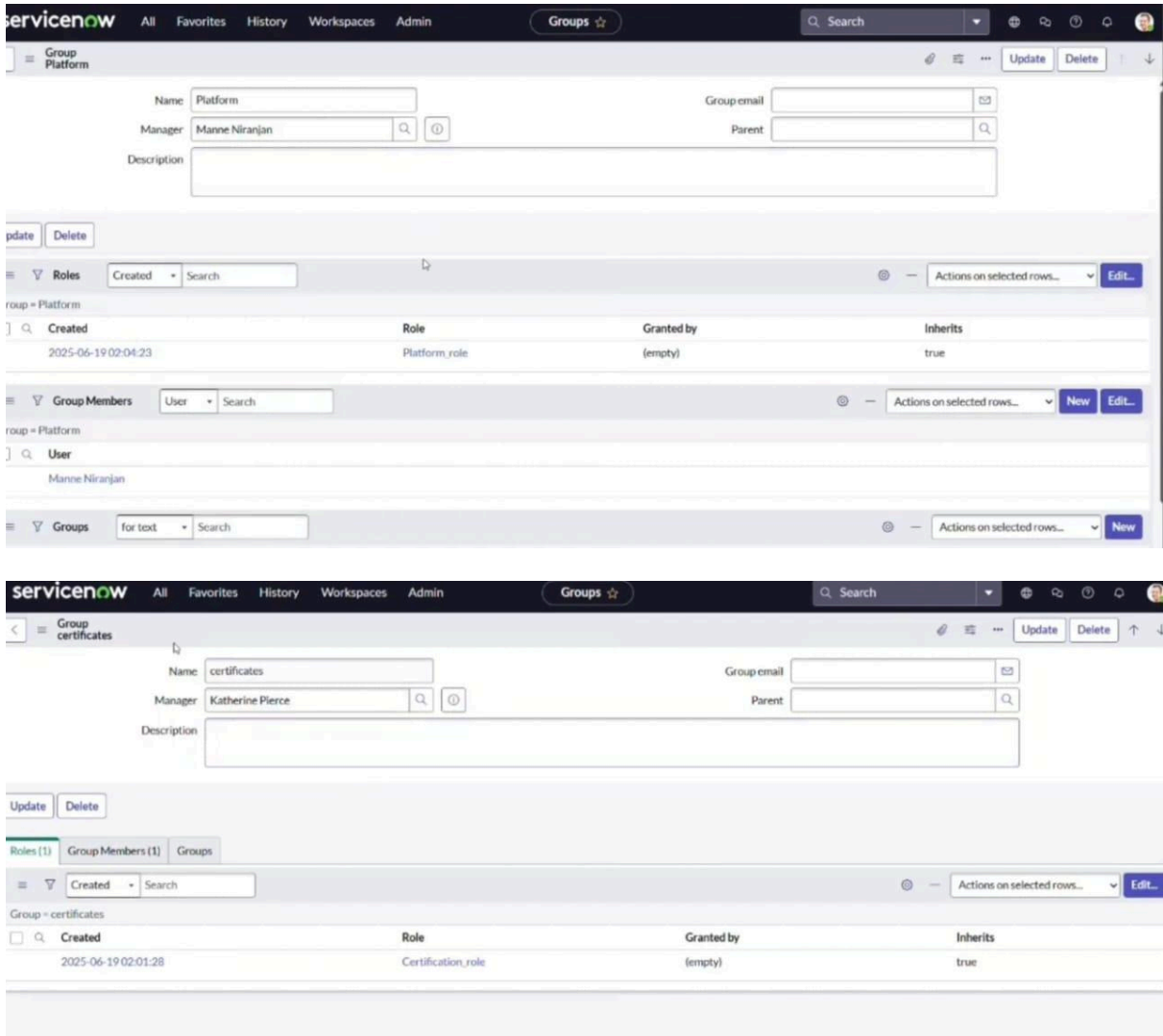
Create Groups



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.
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Create Roles



Create Table

servicenow All Favorites History Workspaces Admin Groups Search

Group certificates

Name: certificates Group email: Manager: Katherine Pierce Parent: Description:

Update Delete

Roles (1) Group Members (1) Groups

Created Search Actions on selected rows... Edit..

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

Assign Roles & User To Platform Group

servicenow All Favorites History Workspaces Admin Groups Search

Group Platform

Name: Platform Group email: Manager: Manne Niranjan Parent: Description:

Update Delete

Roles Created Search Actions on selected rows... Edit..

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

Group Members User Search Actions on selected rows... New Edit..

User
Manne Niranjan

Groups for text Search Actions on selected rows... New

Assign Role To Table

servicenow							
All Favorites History Workspaces Admin							
Table - Operations related							
Access Controls (12) Labels (1) Database Indexes (3) Table Subscription Configuration (1)							
Updated Search							
Actions on selected rows...							
Access Controls							
<input type="checkbox"/>	Name	Decision Type	Operation	Type	Active	Updated by	Updated
<input type="checkbox"/>	u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:42:10
<input type="checkbox"/>	u_operations_related.u_issue	Allow If	write	record	true	admin	2025-06-19 09:41:05
<input type="checkbox"/>	u_operations_related.u_name	Allow If	write	record	true	admin	2025-06-19 09:40:09
<input type="checkbox"/>	u_operations_related.u_tickets_raised_date	Allow If	write	record	true	admin	2025-06-19 09:38:58
<input type="checkbox"/>	u_operations_related.u_priority	Allow If	write	record	true	admin	2025-06-19 09:38:05
<input type="checkbox"/>	u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:36:33
<input type="checkbox"/>	u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:33:56
<input type="checkbox"/>	u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-06-19 09:19:17
<input type="checkbox"/>	u_operations_related	Allow If	read	record	true	admin	2025-06-17 23:41:47
<input type="checkbox"/>	u_operations_related	Allow If	write	record	true	admin	2025-06-17 23:41:47
<input type="checkbox"/>	u_operations_related	Allow If	delete	record	true	admin	2025-06-17 23:41:47
<input type="checkbox"/>	u_operations_related	Allow If	create	record	true	admin	2025-06-17 23:41:46
1 to 12 of 12							

Create Access Control (ACL)

servicenow																	
All Favorites History Workspaces Admin																	
Access Controls																	
Access Control u_operations_related																	
Type	record	Application	Global														
Operation	read	Active	<input checked="" type="checkbox"/>														
Decision Type	Allow If	Advanced	<input type="checkbox"/>														
Admin overrides	<input checked="" type="checkbox"/>																
Protection policy	-- None --																
Name	u_operations_related																
Description	Default access control on u_operations_related																
Applies To	(empty)																
Conditions																	
Requires role																	
Role																	
Certification role																	
u_operations_related_user																	

Flow

1.Create a Flow To Operation Ticket To Certificate Group

Regarding Platform

Active

View

Test

Deactivate

Activate

Save

1

Update Operations related Record

Action

Update Record

* Record

Trigge... Operations related...

* Table

* Fields

Select a field

Select a field

+ Add field value

Delete

Cancel

Done

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

Data

Collapse All

Flow Variables

Trigger - Record Created

Operations related Record

Operations related Table

Run Start Time UTC

Run Start Date/Time

1 - Update Record

Operations related Record

Operations related Table

Action Status

Flow properties

* Flow name

Regarding certificates

Description

Describe your flow

Application

Global

Protection

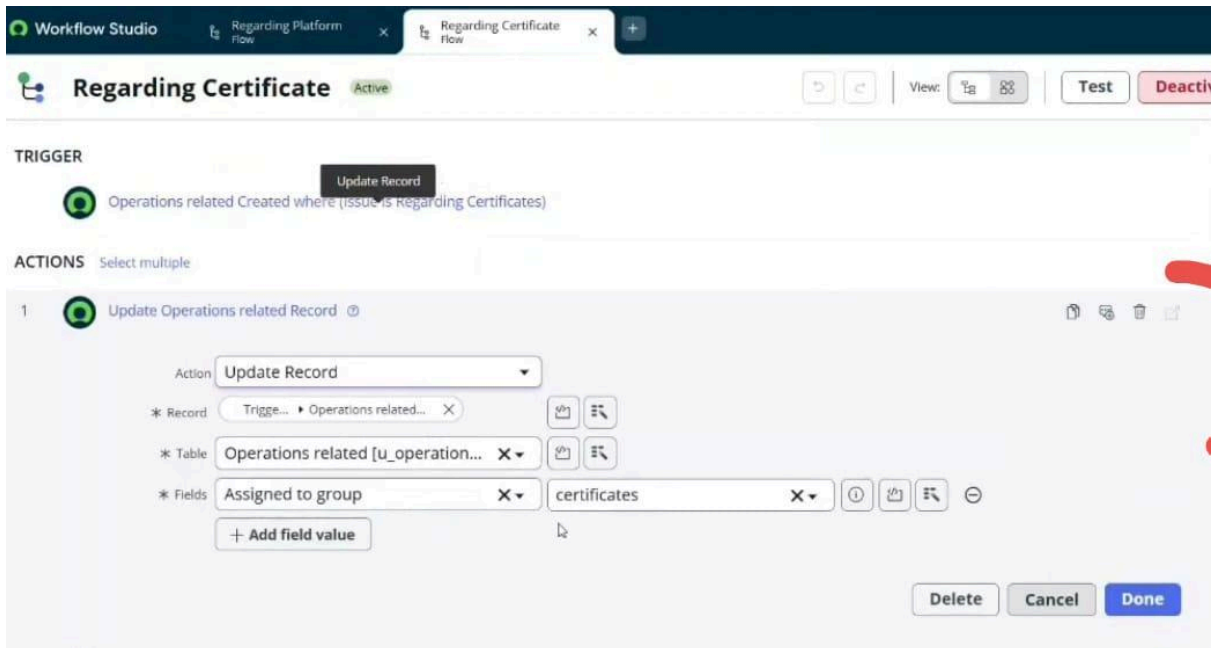
-- None --

Run As

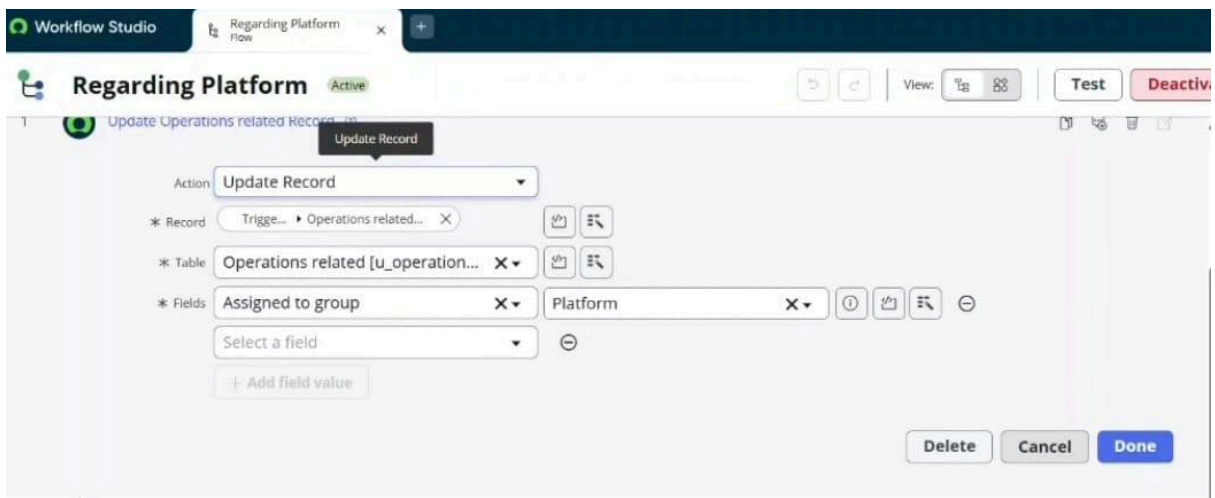
System User

Cancel

Submit



2.Create a Flow To Operation Ticket To Platform Group



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.

