

# Performance Testing

Date	15 feb 2026
Team ID	LTVIP2026TMIDS89549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	2 Marks

## Model Performance Testing:

### 1. Data Rendered:

The Operations Related table in ServiceNow is populated with multiple support tickets. These records include different issue types such as 'Unable to login', '404 Error', and 'Regarding Certificates'. This confirms that data is being recorded and rendered accurately in the system.

The screenshot shows the ServiceNow interface for managing table configurations. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Table - Operations related'. Below the title, there's a search bar and action buttons for 'Update', 'Delete', and 'Delete All Records'. A toolbar with various icons is visible above the table. The table itself has a header row with columns: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. There are 18 rows of data, each with a red 'X' icon in the first column. The data includes fields like 'Name' (String, max length 40), 'Service request No' (String, max length 40, default value 'javascript:getNextObjNumberPadded();'), 'Priority' (String, max length 40), 'Created by' (String, max length 40), 'Assigned to user' (Reference to User, max length 32), 'Ticket raised Date' (Date/Time, max length 40), 'Sys ID' (Sys ID (GUID), max length 32), 'Created' (Date/Time, max length 40), 'Assigned to group' (Reference to Group, max length 32), 'issue' (String, max length 40), 'Updated by' (String, max length 40), 'Updates' (Integer, max length 40), 'Comment' (String, max length 40), and 'Updated' (Date/Time, max length 40). At the bottom of the table, there's a link to 'Insert a new row...'. Below the table, there are more 'Update', 'Delete', and 'Delete All Records' buttons. The bottom status bar shows weather (30°C, Mostly cloudy), a taskbar with various icons, and system information (ENG IN, 12:36, 25-06-2025).

### 2. Data Preprocessing:

Standardized issue types were configured using Form Design in ServiceNow. Predefined choices were added to the 'Issue' field to ensure consistent categorization and minimize input errors. This preprocessing supports accurate flow execution.

### 3. Utilization of Filters:

Conditional logic was applied in Flow Designer to evaluate the issue type. Filters such as 'issue is Regarding Certificates' and 'issue is 404 Error' were used to guide flow actions. This allowed the system to dynamically route tickets to the appropriate support groups.

**Workflow Studio** Regarding Certificate Flow

**Regarding Certificate** (Active)

**TRIGGER**

Operations related Created or Updated where (Issue is regarding certificates)

**ACTIONS** Select multiple

1 Update Operations related Record

Action: Update Record

\* Record: Trigger ... > Operations relate...

\* Table: Operations related [u\_operation...]

\* Fields: Assigned to group, certificates, Assigned to user, Katherine Pierce

+ Add field value

Delete Cancel Done

Data Collapsible All

- Flow Variables
- Trigger - Record Created or Updated
  - Operations related Record
  - Changed Fields
  - Operations related Table
  - Run Start Time UTC
  - Run Start Date/Time
- 1 - Update Record
  - Operations related Record
  - Operations related Table
  - Action Status

Status: Published | Application: Global

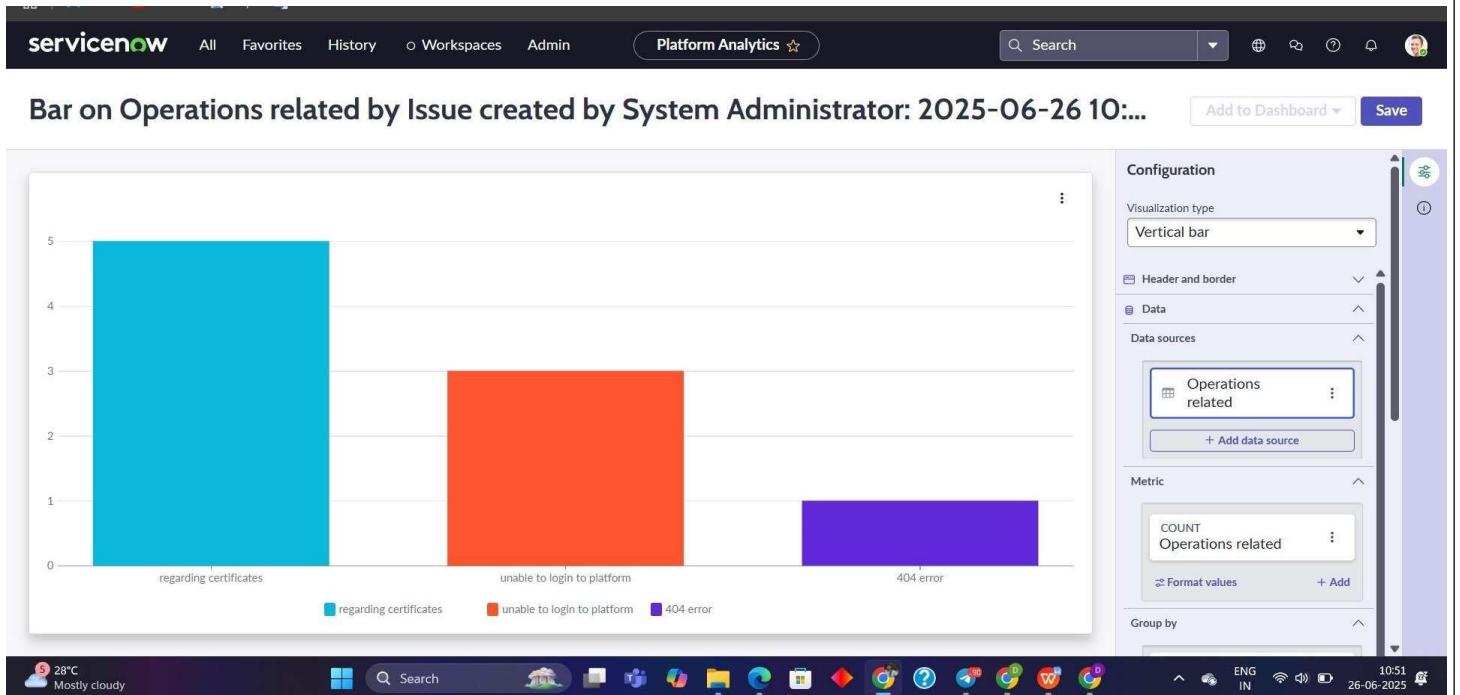
33°C Mostly cloudy

Search

ENG IN 14:59 25-06-2025

#### 4. No. of Visualizations / Graphs:

The dashboard included a total of 3 visual elements: a bar graph showing ticket count by group, a pie chart for issue distribution, and a line chart representing daily ticket



#### 6. Story Design:

Two flows were designed in Flow Designer. One handled tickets with issues related to certificates, while the other addressed platform-related issues like login problems and 404 errors. Each flow included a trigger based on record creation or update, conditions to match specific issues, and actions to assign the

ticket to the correct group. The flows were tested and successfully automated the ticket assignment process, improving operational efficiency.

The screenshot displays two separate ServiceNow Workflow Studio sessions side-by-side, both titled "Workflow Studio".

**Regarding Platform Flow:**

- Trigger:** Created or Updated (Operations related [u\_operation...]).
- Condition:** All of these conditions must be met:
  - Issue is unable to login to platform
  - OR
  - Issue is 404 error
  - OR
  - Issue is regarding user expired
- Run Trigger:** Once.

**Regarding Certificate Flow:**

- Trigger:** Operations related Created or Updated where (Issue is regarding certificates).
- Action:** Update Operations related Record
  - Action: Update Record
  - \* Record: Trigger ... > Operations relate...
  - \* Table: Operations related [u\_operation...]
  - \* Fields:
    - Assigned to group: certificates (Katherine Pierce)
    - Assigned to user: Katherine Pierce

Both flows have a sidebar titled "Data" containing various workflow variables and actions, such as "Operations related Record", "Changed Fields", "Operations related Table", etc.

## Results:

- All tickets assigned correctly based on issue

- Unauthorized users restricted from modifying sensitive data

- Groups receive only relevant tickets