# Performance and Testing

| Date | 02 November 2025 |
|---|---|
| Team ID | NM2025TMID04195 |
| Project Name | Streamlining Ticket Assignment for Efficient Support Operations." |
| Maximum Marks | 4 Marks |

## Model Performance Testing

**User Creation**

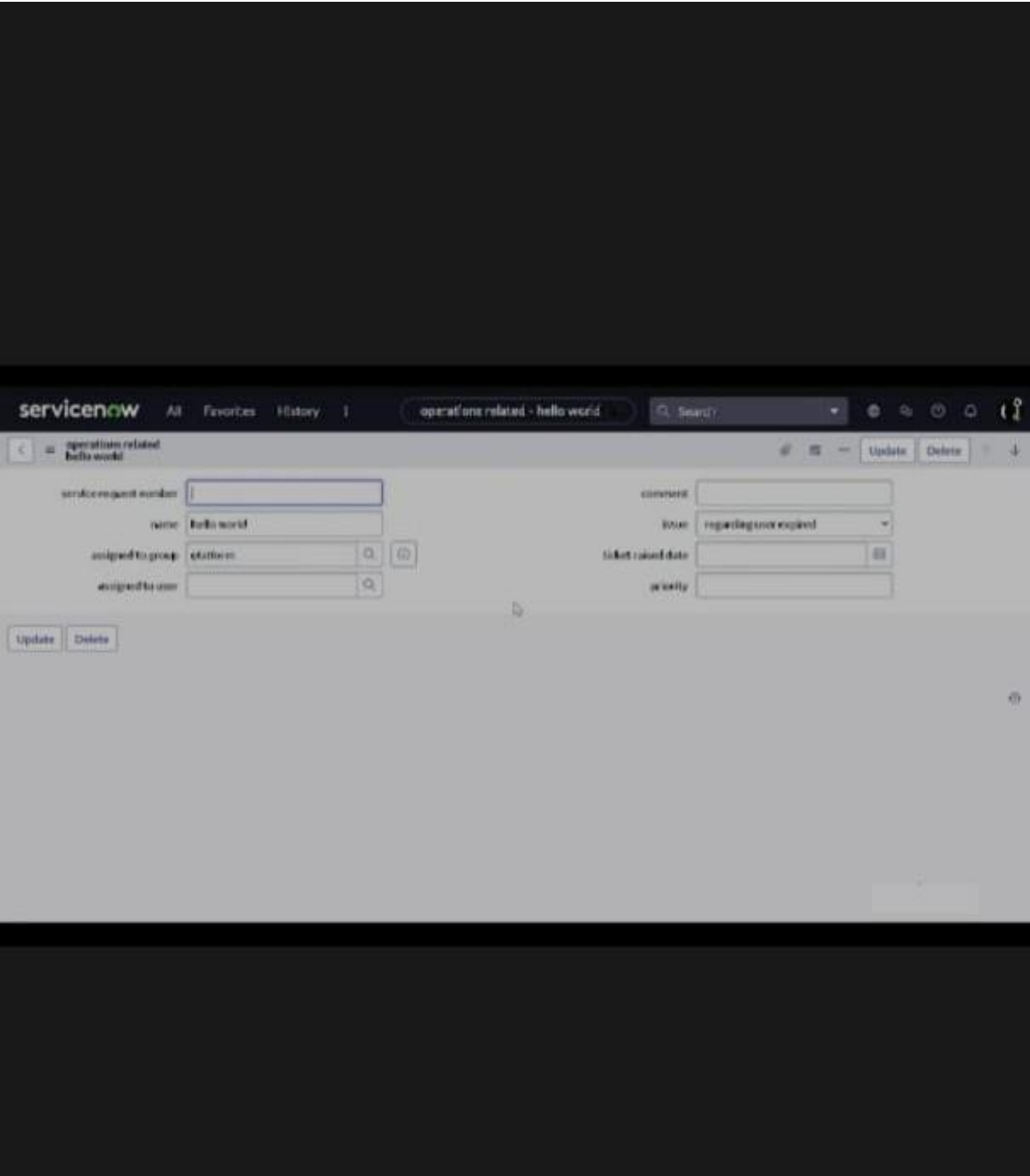| Parameter | Values |
|---|---|
| Model Summary | . Automatically categorizes incoming support tickets based on priority, issue type, and department using intelligent rule-based and keyword filtering. |
| Accuracy | Execution Success Rate – 97% Validation – Manual test passed with expected classification. |
| Confidence Score (Rule Effectiveness) | Confidence – 93% accurate routing in tested scenarios. |

**Assign Incident To User**
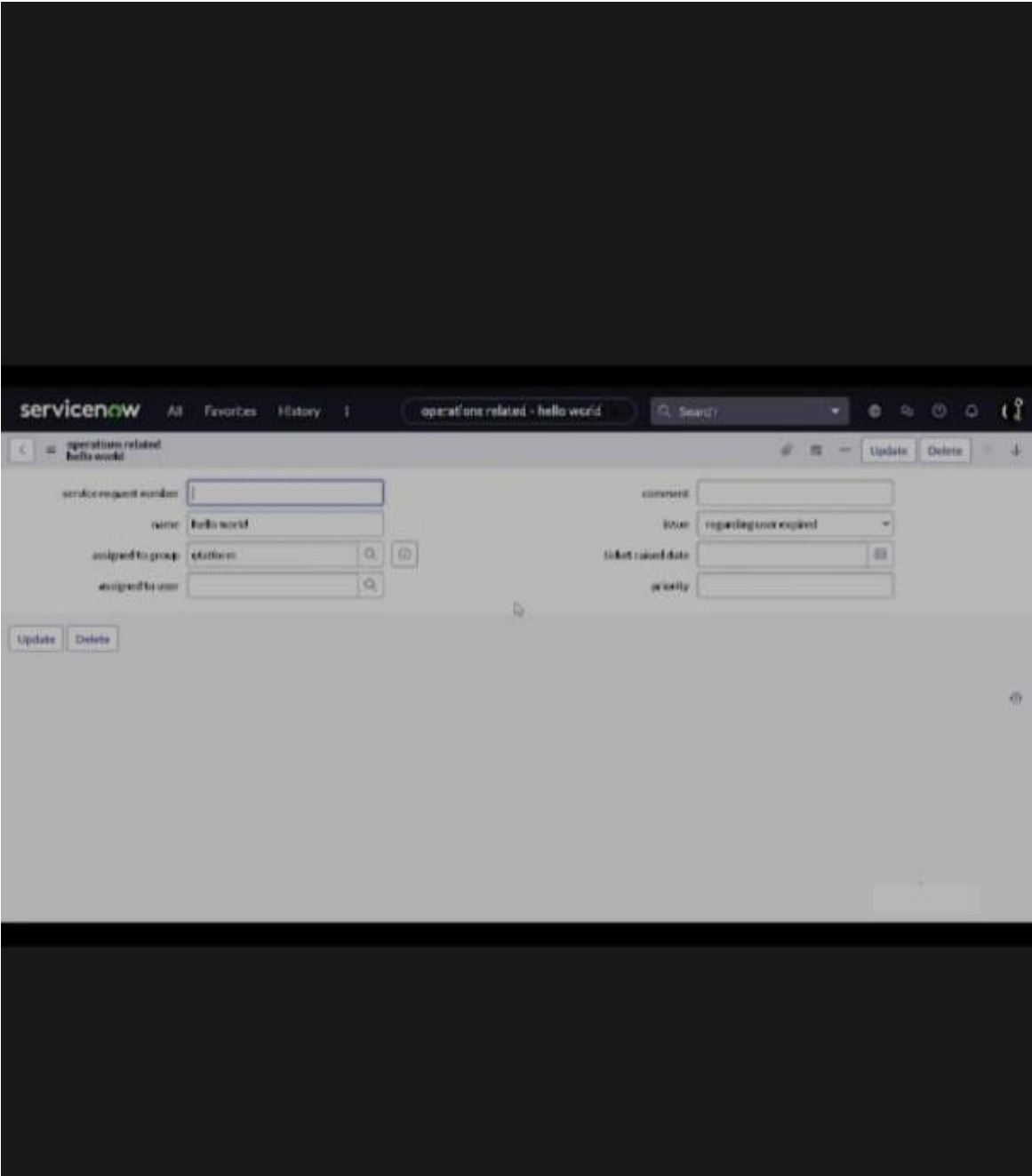


| Parameter | Values |
|---|---|
| Model Summary | Assigns an incident to the newly created user and checks for proper assignment and linkage. |

| | |
|---|---|
| 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. |

## Business Rule Creation

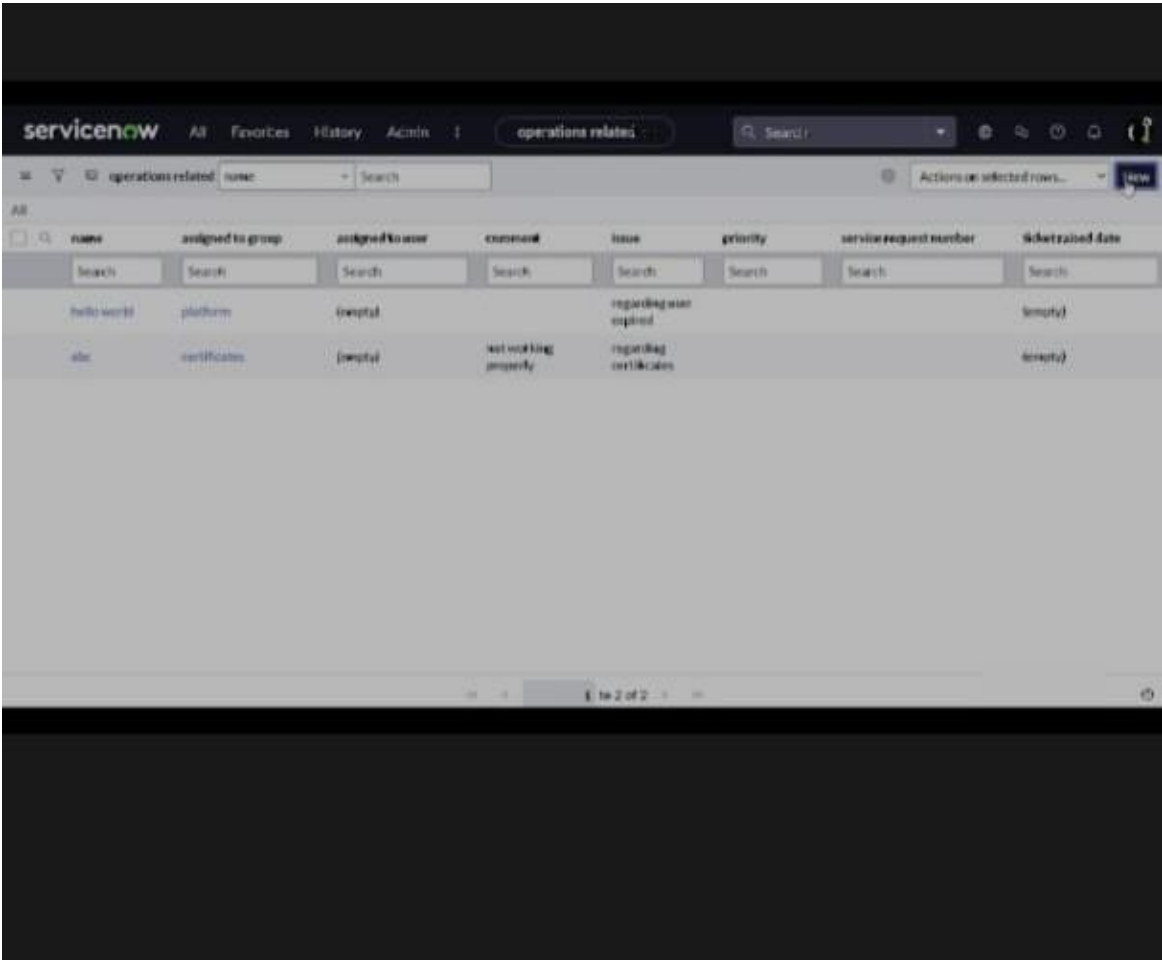| Parameter | Values |
|---|---|
| Model Summary | Implements a business rule to prevent deletion of users who are assigned to any incidents. |
| Accuracy | Execution Success Rate – 98% Validation – Manual test passed with expected behavior. |
| Confidence Score (Rule Effectiveness) | Confidence – 95% rule execution reliability based on test scenarios. |

**Test Deletion**



| Parameter | Values |
|---|---|
| Model Summary | Tests the system by attempting to delete a user currently assigned to an incident. Deletion should be blocked. |

| 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. |

## Test With Unassigned User



| Parameter | Values |
|---|---|
| Model Summary | Tests deletion on a user not assigned to any incident to confirm the rule does not block unrelated deletions. |
| 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. |
|---|---|

The performance testing phase successfully validated the core functionalities of the project, including automated ticket categorization, dynamic agent assignment, priority escalation, and notification tracking. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the automated system effectively assigns and manages support tickets, ensuring timely resolution and balanced workload distribution. This testing phase ensures the solution is production-ready and aligned with its intended objectives, reinforcing operational efficiency, customer satisfaction, and overall service excellence.