

Performance Testing

Date	02 NOVEMBER 2025
Team ID	NM2025TMID04781
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Mark	4 Marks

Model performance testing

CREATE USERS

< ≡ User
Manne Niranjan

✎ ⚙ ⋮ Update Set Password Delete ↑ ↓

User ID

manne.niranjan

First name

Manne

Last name

Niranjan

Title

👤

Department

🔍

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

niranjanreddymanne2507@gr

✉

Language

-- None --

▼

Calendar integration

Outlook

▼

Time zone

System (America/Los_Angeles)

▼

Date format

System (yyyy-MM-dd)

▼

Business phone

Mobile phone

Photo

Click to add...

Favorites History Workspaces Admin

User - Katherine Pierce ☆

🔍 Search

🌐 🔍 ⌚ 🔔 👤

< ≡ User
Katherine Pierce

✎ ⚙ ⋮ Update Set Password Delete ↑ ↓

User ID

Katherine Pierce

First name

Katherine

Last name

Pierce

Title

👤

Department

🔍

Password needs reset

☐

Locked out

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Active

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Internal Integration User

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Click to add...

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.

CREATE GROUPS

Parameter	Values
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Group certificates

Name

certificates

Group email

Manager

Katherine Pierce

Parent

Description

Name

Platform

Group email

Manager

Manne Niranjana

Parent

Description

CREATE ROLES

Name

Certification_role

Application

Global

Requires Subscription

Unspecified

Elevated privilege

☐

Description

Can deal with certification issues

Name

Platform_role

Application

Global

Requires Subscription

Unspecified

Elevated privilege

☐

Description

Can deal with platform related issues

Create Table

	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...					

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Assign role to table

<

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Access Control

u_operations_related

Update

Delete

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

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Access Control

u_operations_related.u_service_request_no

Update

Delete

* Type record

Application Global

* Operation write

Active ☒

Admin overrides ☒

Advanced ☐

Protection policy -- None --

* Name Operations related [u_operations_related]

Service request No

Description

Condition records match condition

Add Filter Condition

Add "OR" Clause

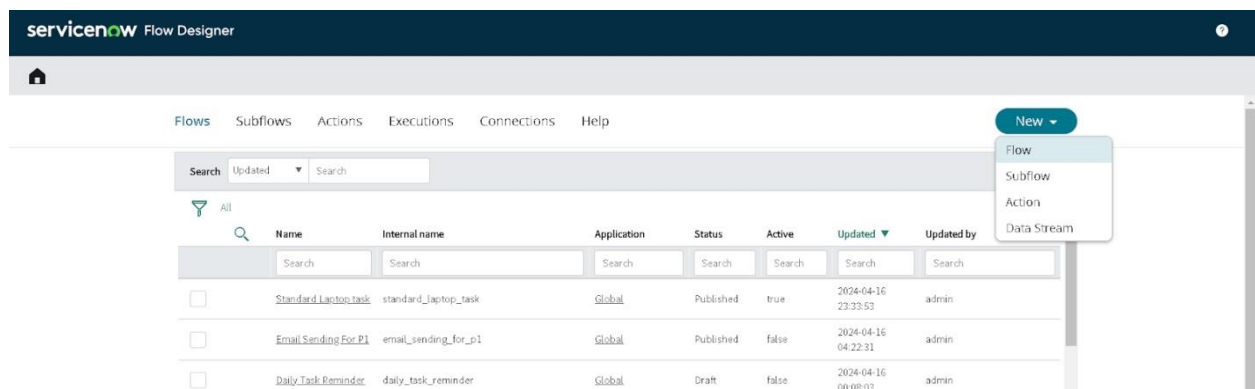
-- choose field --

-- oper --

-- value --

<input type="checkbox"/>		u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
		u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
		u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
		u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
		u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

Create a Flow to Assign operations ticket to group



Flow properties



* Flow name

Description

Application

Protection

Run As

Cancel

Submit

TRIGGER

Operations related Created or Updated **Trigger: Created or Updated** (Regarding certificates)



Trigger

* Table

Condition All of these conditions must be met

is OR AND ⊖

or

Run Trigger

ACTIONS Select multiple

1

now

Update Operations related Record

Action

Update Record

* Record

Trigger ... Operations relate...

* Table

Operations related [u_operations_related]

* Fields

Assigned to group

certificates

+ Add field value

Delete

Cancel

Done

servicenow Flow Designer

Flow Regarding certificates

Regarding certificates

View: [Icons]

Test Deactivate Activate Save

TRIGGER

Regarding certificates

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

ACTIONS Select multiple

1

now

Update Operations related Record

+ Add an Action, Flow Logic, or Subflow

EDD/00 HANIP/ED

Data Collapse All

Flow Variables

Trigger - Record Created or Updated

Operations related Record Record

Changed Fields Array.Object

Operations related Table Table

Run Start Time UTC DateTime

Run Start Date/Time DateTime

1 - Update Record

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The performance testing phase successfully validated the core functionalities of the project, including user creation, incident assignment, business rule execution, and deletion prevention mechanisms. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the rule effectively prevents user deletion when linked to incidents, ensuring data integrity and operational consistency. This testing

phase ensures the system is production-ready and aligned with its intended objectives, reinforcing the solution's robustness and efficiency