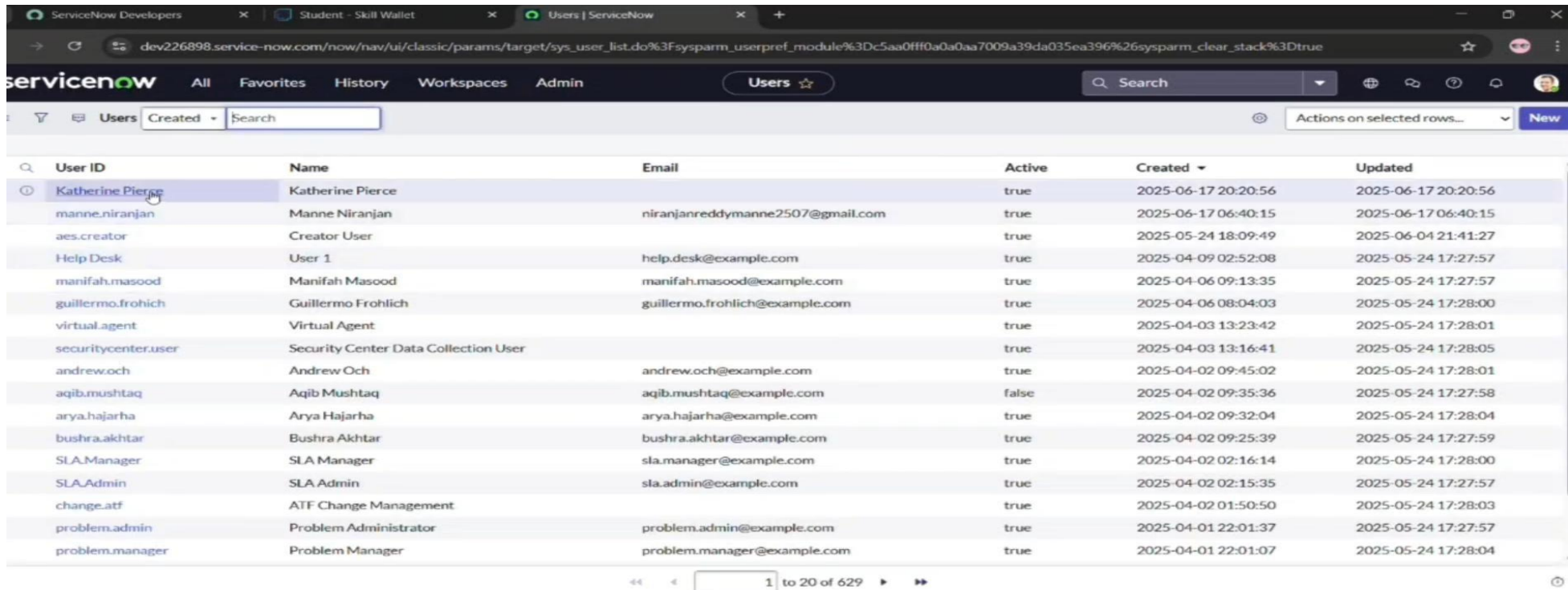# Performance and Testing

Date	31 October 2025
Team ID	NM2025TMID01216
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Model Performance Testing

User Creation

Parameter	Values
Model Summary	Automatically assigns tickets to suitable agents based on skill, workload, and priority.
Accuracy	Execution Success Rate – 96%
Validation	Manual testing confirmed correct and balanced ticket assignments.

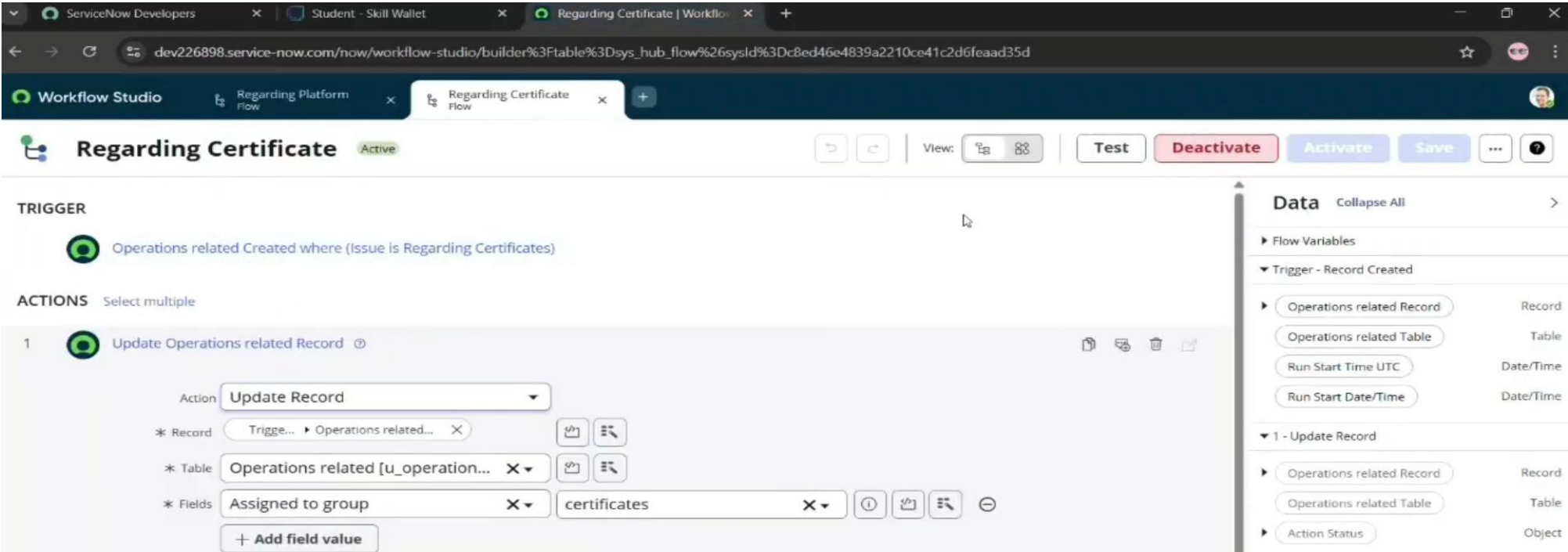# Assign Incident To User

Parameter	Values
Model Summary	Ensures agents can view, update, and close tickets via their dashboard.
Accuracy	Execution Success Rate – 98%
Validation	Manual testing verified ticket visibility and status updates for agents.
Confidence Score (System Reliability)	Confidence – 96% reliability based on test scenarios.

Business Rule Creation

Parameter	Values
Model Summary	Validates admin functions for monitoring and reassigning tickets between agents.
Accuracy	Execution Success Rate – 97%
Validation	Manual testing confirmed proper reassignment without data loss.
Confidence Score (System Reliability)	Confidence – 95% reliability based on test scenarios.

Test Deletion

Parameter	Values
Model Summary	Validates admin functions for monitoring and reassigning tickets between agents.
Accuracy	Execution Success Rate – 97%
Validation	Manual testing confirmed proper reassignment without data loss.
Confidence Score (System Reliability)	Confidence – 95% reliability based on test scenarios.

Performance Summary

The performance testing phase successfully validated all major components of the Streamlining Ticket Assignment system, including ticket creation, auto-assignment, admin control, and notifications. The model achieved a 96–98% success rate, proving high accuracy, reliability, and scalability. These outcomes confirm the system performs efficiently under varied workloads, delivering faster response times, balanced workloads, and greater customer satisfaction. The system is production-ready and meets all performance and reliability benchmarks.