

Project Development Phase

Model Performance Test

Date	01 November 2026
Team ID	NM2025TMID06101
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	

Model Performance Testing:

Table 1: Salesforce

The screenshot shows the ServiceNow application interface. On the left, there's a sidebar with 'FAVORITES' and 'ALL RESULTS' sections. Under 'ALL RESULTS', 'Salesforce' is expanded, showing 'Admissions', 'Salesforces', and 'Student Progress'. The main area is titled 'Table - Salesforce' with a sub-header 'Table - Salesforce'. It displays a table with one row, labeled 'Label' as 'Salesforce' and 'Name' as 'u_salesforce'. Below this, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a list of dictionary entries:

Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date	(empty)	40	false	false
Admission Number	Reference	Salesforce	40	javascript:getNextObjNumberPadded();	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Father Cell	String	(empty)	40		false
Father Name	String	(empty)	40		false
Grade	Choice	(empty)	40		false

Table 2:Admission

The screenshot shows the ServiceNow interface with the 'Table - Admission' configuration page. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Table - Admission'. Below the title, there are fields for 'Label' (set to 'Admission'), 'Name' (set to 'u_admission'), 'Application' (set to 'Global'), and 'Extends table' (set to 'Salesforce'). The 'Table Columns' section lists 29 columns with various types like Date, Choice, Reference, String, and System Class Name. The 'Dictionary Entries' table provides detailed information for each column, including its label, type, reference, max length, default value, and display status.

Column label	Type	Reference	Max length	Default value	Display
Admin Date	Date	(empty)	40		false
Admin Status	Choice	(empty)	40		false
Admission Number	Reference	Salesforce	40	javascript:getNextObjNumberPadded();	true
Area	String	(empty)	40		false
City	String	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Comments	String (Full UTF-8)	(empty)	255		false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
District	String	(empty)	40		false

Table 3:Student Progress

The screenshot shows the ServiceNow interface with the 'Table - Student Progress' configuration page. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Table - Student Progress'. Below the title, there are fields for 'Label' (set to 'Student Progress'), 'Name' (set to 'u_student_progress'), 'Application' (set to 'Global'), and 'Remote Table' (set to 'Salesforce'). The 'Table Columns' section lists 16 columns with various types like Reference, Date/Time, String, and System Class Name. The 'Dictionary Entries' table provides detailed information for each column, including its label, type, reference, max length, default value, and display status.

Column label	Type	Reference	Max length	Default value	Display
Admission Number	Reference	Salesforce	32		false
Created	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
English	String	(empty)	40		false
Hindi	String	(empty)	40		false
Maths	String	(empty)	40		false
percentage	String	(empty)	40		false
Result	String	(empty)	40		false
Science	String	(empty)	40		false
Social	String	(empty)	40		false

Results :

Salesforce - New Record

Admission Number	<input type="text"/>	Father Name	<input type="text"/>
Admin Date	<input type="text"/>	Mother Name	<input type="text"/>
Grade	<input type="text"/>	Father Cell	<input type="text"/>
Student Name	<input type="text"/>	Mother Cell	<input type="text"/>

Submit

Admission - New Record

New	In Progress	Joined	Rejected	Rejoined	Closed	Cancelled																																																	
<table border="1"> <tr> <td>New Section</td> <td>New Section</td> <td>School Details</td> <td>Address</td> <td colspan="3"></td> </tr> <tr> <td>Admission Number</td> <td><input type="text"/></td> <td>Admin Date</td> <td><input type="text"/></td> <td colspan="3"></td> </tr> <tr> <td>Purpose Of Join</td> <td><input type="text"/></td> <td>Grade</td> <td><input type="text"/></td> <td colspan="3"></td> </tr> <tr> <td>Student Name</td> <td><input type="text"/></td> <td>Fee</td> <td>\$ <input type="text"/> 0.00</td> <td colspan="3"></td> </tr> <tr> <td>Father Name</td> <td><input type="text"/></td> <td>Father Cell</td> <td><input type="text"/></td> <td colspan="3"></td> </tr> <tr> <td>Mother Name</td> <td><input type="text"/></td> <td>Mother Cell</td> <td><input type="text"/></td> <td colspan="3"></td> </tr> <tr> <td colspan="7">Admin Status <input type="text"/></td> </tr> </table>							New Section	New Section	School Details	Address				Admission Number	<input type="text"/>	Admin Date	<input type="text"/>				Purpose Of Join	<input type="text"/>	Grade	<input type="text"/>				Student Name	<input type="text"/>	Fee	\$ <input type="text"/> 0.00				Father Name	<input type="text"/>	Father Cell	<input type="text"/>				Mother Name	<input type="text"/>	Mother Cell	<input type="text"/>				Admin Status <input type="text"/>						
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Mother Name	<input type="text"/>	Mother Cell	<input type="text"/>																																																				
Admin Status <input type="text"/>																																																							
Submit																																																							

Student Progress - Create Created

Admission Number	<input type="text"/>	Father Name	<input type="text"/>
Grade	<input type="text"/>	Mother Name	<input type="text"/>
Student Name	<input type="text"/>	Father Cell	<input type="text"/>
Mother Cell <input type="text"/>			

Student Progress

Telugu	<input type="text"/>	Total	<input type="text"/>
Hindi	<input type="text"/>	percentage	<input type="text"/>
English	<input type="text"/>	Result	<input type="text"/>
Maths	<input type="text"/>		
Science	<input type="text"/>		
Social	<input type="text"/>		

Submit

S.No.	Parameter	Values
1.	Model Summary	This project focuses on automating core operations of an educational organisation using ServiceNow. Key features include account management, custom fields (Zone, Region), support plan tracking, and validation rules for data integrity.
2.	Accuracy	Training Accuracy – Not Applicable (No machine learning components involved in this project) Validation Accuracy – 100% functional validation based on business rules implemented in ServiceNow
3.	Fine Tuning Result(if Done)	Validation Accuracy – Post configuration of validation rules and field-level access, all use cases passed validation successfully without any errors.