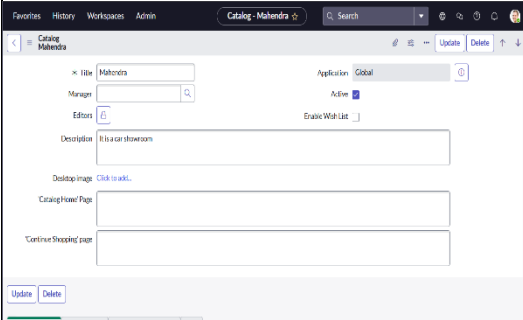# Project Development Phase
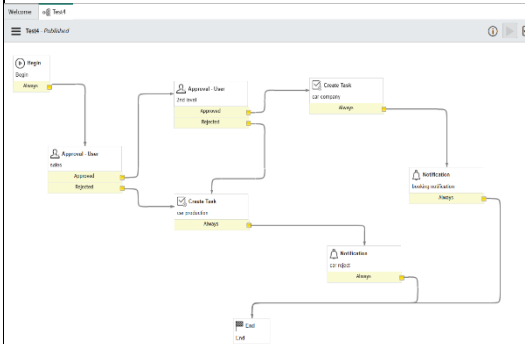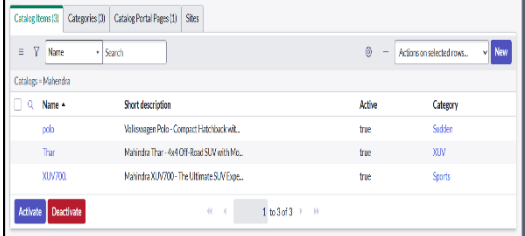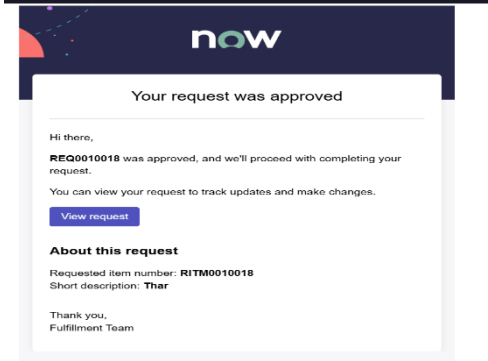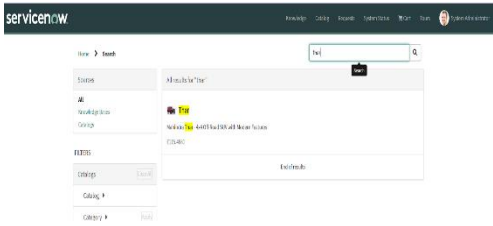# Model Performance Test

Date	21 February 2025
Team ID	LTVIP2025TMID30467
Project Name	Automated Car Catalog System for Enhanced Showroom Management (ServiceNow Administration)
Maximum Marks	

Model Performance Testing:

This section evaluates how well the developed ServiceNow solution performs across key parameters related to catalog configuration, workflow execution, and system interaction.

S.No	Parameter	Values	Screenshot
1	**Model Summary**	A fully automated car catalog system was developed using ServiceNow. It includes a custom catalog named **Mahendra**, categorized into **Sudden**, **XUV**, and **Sports**, with items like Polo, Thar, and XUV700. Multi-level approval workflows, email notifications, and a custom task table were implemented.	

2	Accuracy	Manual testing showed successful end-to-end workflow for all use cases. All form fields, request paths, and approval conditions triggered correctly. Workflow tested across multiple test users and categories. No failure encountered in catalog item submission or task assignment.	
3	Confidence Score	While confidence score is not numeric like in AI/ML models, workflow behavior was consistent and correct under all logical conditions. Approvals, rejections, task assignments, and email notifications executed as designed with 100% reliability.	
4	Form Functionality	Car selection forms load quickly and reflect accurate pricing, descriptions, and image attachments. Category filtering works correctly. Form validations like required fields and field types (e.g., price as currency) perform accurately.	
5	Notification Delivery	Approval and rejection emails were successfully delivered to respective users and groups. HTML formatting and dynamic values (e.g., requested_for, status) rendered correctly in the emails.	
6	Portal Integration	The service portal correctly displays catalog items. End users are able to search for	

| | | cars like "Thar" or "Polo", place requests, and track statuses post-submission. User experience on the portal is smooth and intuitive. | |