

# User Acceptance Testing (UAT) Template

Date	20 Feb 2026
Team ID	LTVIP2026TMIDS74504
Project Name	Streamlining Ticket Assignment for Efficient Support Operations.
Maximum Marks	

## Project Overview:

**Project Name:** Streamlining Ticket Assignment for Efficient Support Operations.

**Project Description:** This project automates ticket assignment in ServiceNow using custom tables, roles, groups, ACL, and Flow Designer. Based on the issue type selected in the form, tickets are automatically assigned to the appropriate support group.

**Project Version:** Zurich

**Testing Period:** 15 Feb 2026 – 19 Feb 2026

## Testing Scope:

- User and Group configuration
- Role assignment and access control
- Custom table functionality
- ACL security validation
- Flow Designer automation
- Automatic group assignment

## Testing Environment:

URL/Location: ServiceNow Personal Developer Instance (PDI)

Credentials (if required): Admin User (for testing)

## Test Cases:

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Pass/Fail
TC-001	Create ticket with certificate issue	Open form → Select “Regarding Certificates” → Submit	Ticket auto-assigned to Certificate group	Successfully assigned	Pass
TC-002	Create ticket with platform	Select “Unable to login” → Submit	Ticket assigned to Platform	Successfully assigned	Pass

	issue		group		
TC-003	Verify ACL security	Login as restricted user	Access should be denied	Access denied	Pass
TC-004	Verify role access	Login with proper role	Table access allowed	Access granted	Pass
TC-005	Verify flow trigger	Create new record	Flow runs automatically	Flow executed	Pass

#### Bug Tracking:

Bug ID	Bug Description	Steps to reproduce	Severity	Status	Additional feedback
BG-001	No major bugs identified	-	Low	Closed	Flow working as expected
BG-002	Minor UI alignment issue (if any)	Open form	Low	Closed	Cosmetic issue only

#### Sign-off:

Tester Name: G Chandana

Date: 19 Feb 2026

Signature: G.Chandana

#### Notes:

- All test cases were executed successfully.
- Flow automation correctly assigns tickets to groups.
- ACL ensures secure access control.
- Project is ready for deployment/demo.