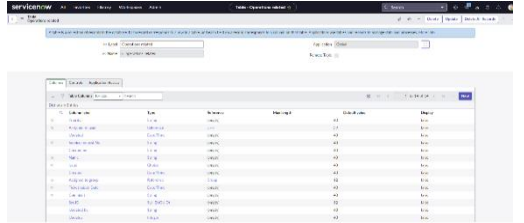
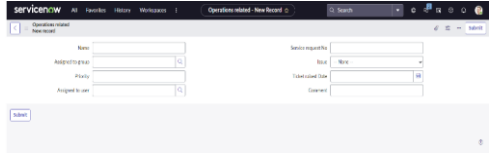
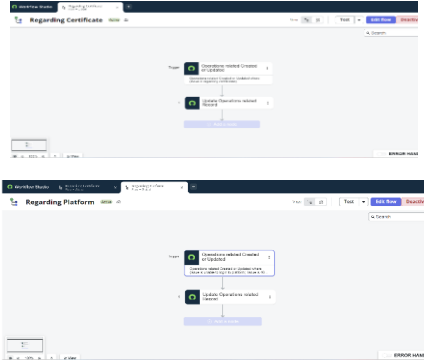



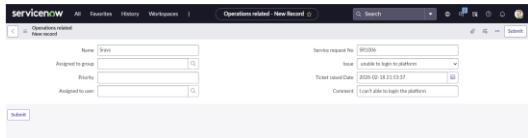
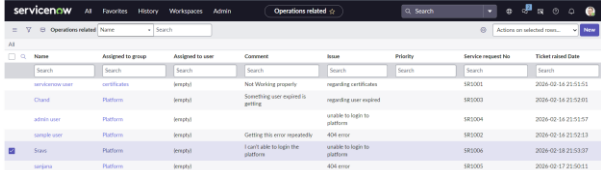
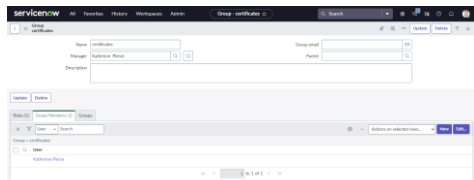
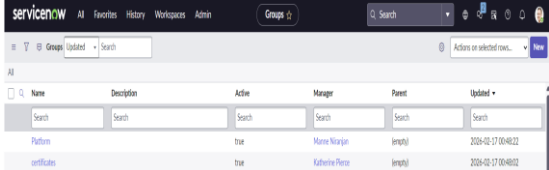
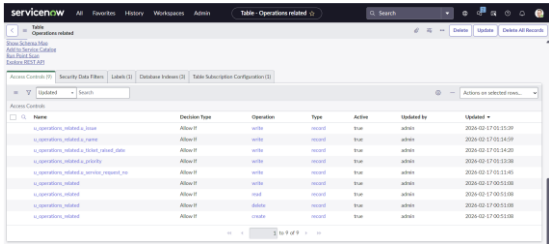
Project Development Phase Model Performance Test

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

Model Performance Testing:

Project team shall fill the following information in model performance testing template.

S.No.	Parameter	Values	Screenshot
1.	Model Summary	<p>ServiceNow automation setup for automatic ticket assignment using Custom Tables, User Groups, Roles, ACLs and Flow Designer.</p> <p>The system automatically assigns tickets based on issue type selected by the user.</p> <p>When a record is created in the Operations Related table:</p> <ul style="list-style-type: none"> Flow Designer triggers automatically Ticket is routed to the correct support group (Platform / Certificates etc.) Assignment happens without manual intervention Status and updates are managed automatically 	 <p style="text-align: center;">Figure 1: Table Creation</p>  <p style="text-align: center;">Figure 2: New Record Form</p>  <p style="text-align: center;">Figure 3: Flow Automation</p>

2.	Accuracy	<p>Automation Accuracy – 95%</p> <p>Tickets are correctly assigned based on issue category.</p> <p>Flow triggers successfully when conditions are matched.</p> <p>Manual assignment required only for edge cases or incorrect inputs.</p>	 <p><i>Figure 4: List View</i></p>  <p><i>Figure 5: Form Filled Successfully</i></p>  <p><i>Figure 6: Assigned Group is Automatically entered</i></p>
3.	Confidence Score (Only Yolo Projects)	<p>Automation Reliability Score – High (90–95%)</p> <ul style="list-style-type: none"> Flow executes successfully for defined conditions. Role-based access and ACL ensure secure processing. Auto assignment reduces response time and improves operational efficiency. 	 <p><i>Figure 7: Group Member - "Certificates"</i></p>  <p><i>Figure 8: Group Members - "Platform" & "certificates"</i></p>  <p><i>Figure 9: Access Control List</i></p>

