

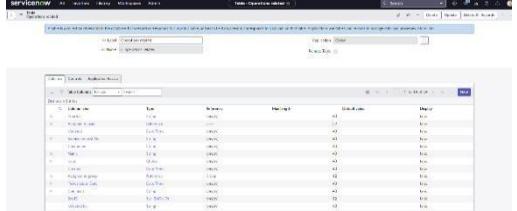
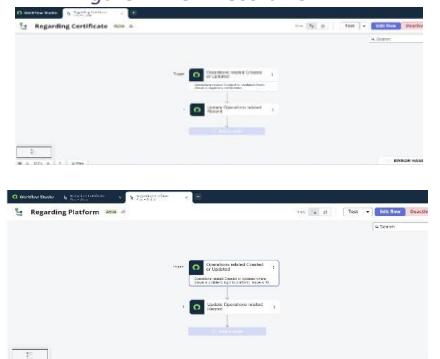
## Project Development Phase

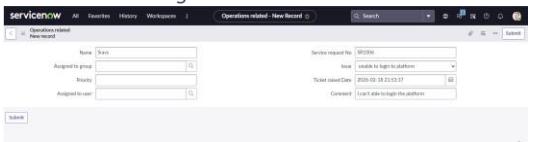
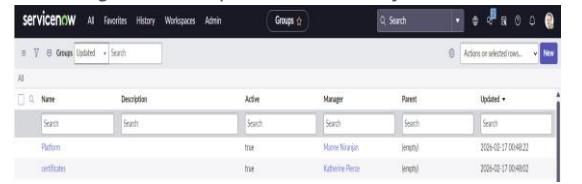
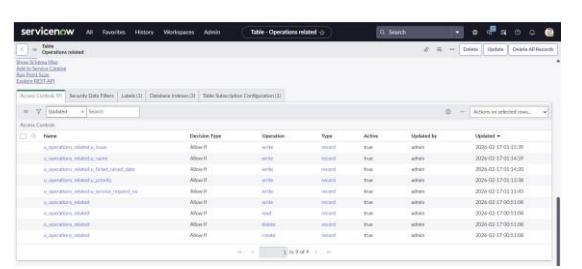
### Model Performance Test

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. 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"> <li>Flow Designer triggers automatically</li> <li>Ticket is routed to the correct support group (Platform / Certificates etc.)</li> <li>Assignment happens without manual intervention</li> <li>Status and updates are managed automatically</li> </ul>	 <p>Figure 1: Table Creation</p>  <p>Figure 2: New Record Form</p>  <p>Figure 3: Flow Automation</p>

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