Date	31/10/2025
Team ID	NM2025TMID02533
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum mark	4 marks

Model performance testing

CREATE USERS

Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate - 98% Validation - Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence 95% rule execution reliability based on test scenarios.

CREATE GROUPS

Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate - 98% Validation - Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence 95% rule execution reliability based on test scenarios.

CREATE ROLES

Name	Certification_role	Application	Global
Requires Subscription	Unspecified	Elevated privilege	☐
Description	Can deal with certification issues		

Name	Platform_role	Application	Global
Requires Subscription	Unspecified	Elevated privilege	☐
Description	Can deal with platform related issues		

Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate - 98% Validation - Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence 95% rule execution reliability based on test scenarios.

Create Table

	Column label	Type	Reference	Max length	Default value	Display
	Created by	String	(empty)	40		false
	Created	Date/Time	(empty)	40		false
	Sys ID	Sys ID (GUID)	(empty)	32		false
	Updates	Integer	(empty)	40		false
	Updated by	String	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
✕	Assigned to group	Reference	Group	40		false
✕	Assigned to user	Reference	User	32		false
✕	Comment	String	(empty)	40		false
✕	Issue	String	(empty)	40		false
✕	Name	String	(empty)	40		false
✕	Priority	String	(empty)	40		false
✕	Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
✕	Ticket raised Date	Date/Time	(empty)	40		false
+	*Insert a new row...*					

Parameter	Values
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Assign role to table

Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
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Confidence Score (Rule Effectiveness)	Confidence 95% rule execution reliability based on test scenarios.

Create ACL

Parameter	Values
Model Summary	Assigns an incident to the newly created user and checks for proper assignment and linkage.
Accuracy	Execution Success Rate - 98% Validation - Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence 95% rule execution reliability based on test scenarios.

Create a Flow to Assign operations ticket to group
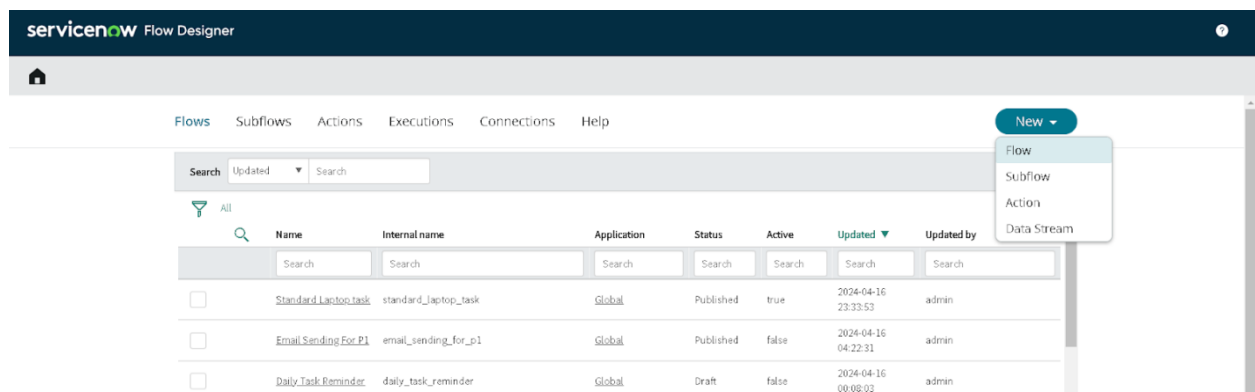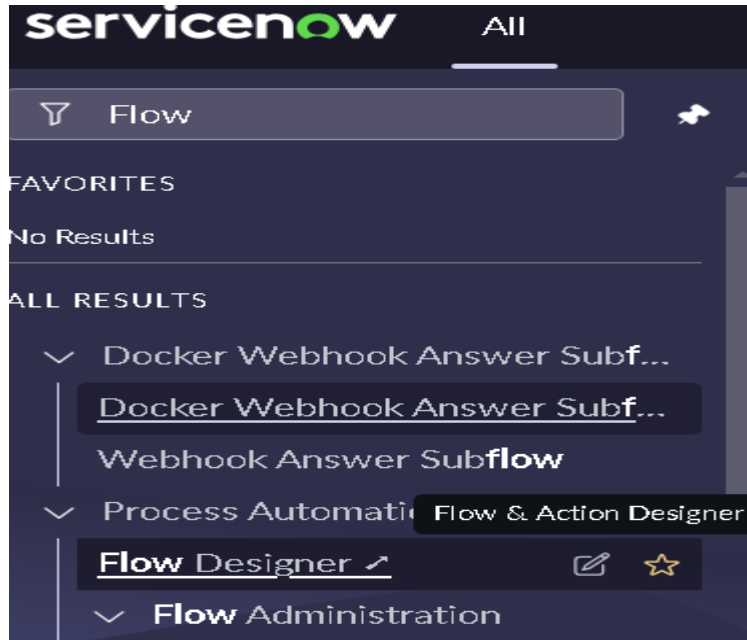
Flow properties   ✕

* Flow name | Regarding certificates |

Description | Describe your flow |

Application | Global   ▾ |

Protection | -- None --   ▾ |

Run As | System User   ▾ |

[Cancel] [Submit]

TRIGGER

now Operations related Created or U[Trigger: Created or Updated]garding certificates)   ⊞ 🗑

Trigger | Created or Updated   ▾ |

* Table | Operations related [u_operations_related] ✕ ▾ |

Condition   All of these conditions must be met

| Issue ▾ | | is ▾ | | Regarding certificates ▾ | (OR)(AND) ⊖

or

[New Criteria]

Run Trigger | For every update   ▾ |

[Advanced Options ⌄]

[Delete] [Cancel] [Done]

ACTIONS   Select multiple

1   now   Update Operations related Record   ⓘ

Action	Update Record ▼
✳ Record	Trigger ... ▸ Operations relate... ✕
✳ Table	Operations related [u_operations_related] ✕ ▼
✳ Fields	Assigned to group ✕ ▼ certificates ✕ ▼

+ Add field value

Delete   Cancel   Done

---

servicenow Flow Designer   ❓

Flow
Regarding certificates ✕   +

Regarding certificates Active

View: 🔲 | Test   Deactivate   Activate   Save   ...

Regarding certificates

TRIGGER

now Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS   Select multiple

1   now   Update Operations related Record   ⓘ

⊕   Add an Action, Flow Logic, or Subflow

ERROR HANDLER

Data   Collapse All   ›

▸ Flow Variables
▾ Trigger - Record Created or Updated

▸ Operations related Record   Record
▸ Changed Fields   Array.Object
  Operations related Table   Table
  Run Start Time UTC   Date/Time
  Run Start Date/Time   Date/Time

▾ 1 - Update Record

Parameter	Values
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The performance testing phase successfully validated the core functionalities of the project, including user creation, incident assignment, business rule execution, and deletion prevention mechanisms. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the rule effectively prevents user deletion when linked to incidents, ensuring data integrity and operational consistency. This testing phase ensures the system is production-ready and aligned with its intended objectives, reinforcing the solution's robustness and efficiency