Performance Testing
Performance And Testing

Date	03 November 2025
Team Id	NM2025TMID02009
Project Name	Streamlining ticket assignment for efficient support operations
Maximum Marks	4 Marks

Performance Testing Parameters and values Table:

Parameter	Description	Expected Value / Benchmark	Observed Value	Remarks
Response Time	Time taken to assign a ticket automatically after submission	$\leq$ 2 seconds	1.6 seconds	Within acceptable range
Throughput	Number of tickets processed per minute	$\geq$ 50 tickets/min	58 tickets/min	Efficient ticket handling
CPU Utilization	Percentage of CPU usage during load testing	$\leq$ 75%	68%	System stable under load
Memory Utilization	RAM usage by ServiceNow workflow automation	$\leq$ 80%	72%	Memory usage optimal
Error Rate	Percentage of ticket assignment failures	$\leq$ 1%	0.5%	Minimal failures observed
Ticket Assignment Accuracy	Correct assignment to the appropriate support group	$\geq$ 95%	97%	High accuracy maintained

Load Capacity	Maximum number of concurrent ticket requests handled	≥ 500 tickets	520 tickets	Stable performance at scale
Average Resolution Time	Average time to resolve assigned tickets (post-assignment)	≤ 30 minutes	26 minutes	Improvement due to faster routing

Summary:

The performance testing demonstrated that the automated ticket assignment process in ServiceNow met or exceeded all benchmark values. The system remained stable under high load conditions, showing significant improvement in response time, accuracy, and throughput compared to manual assignment processes.