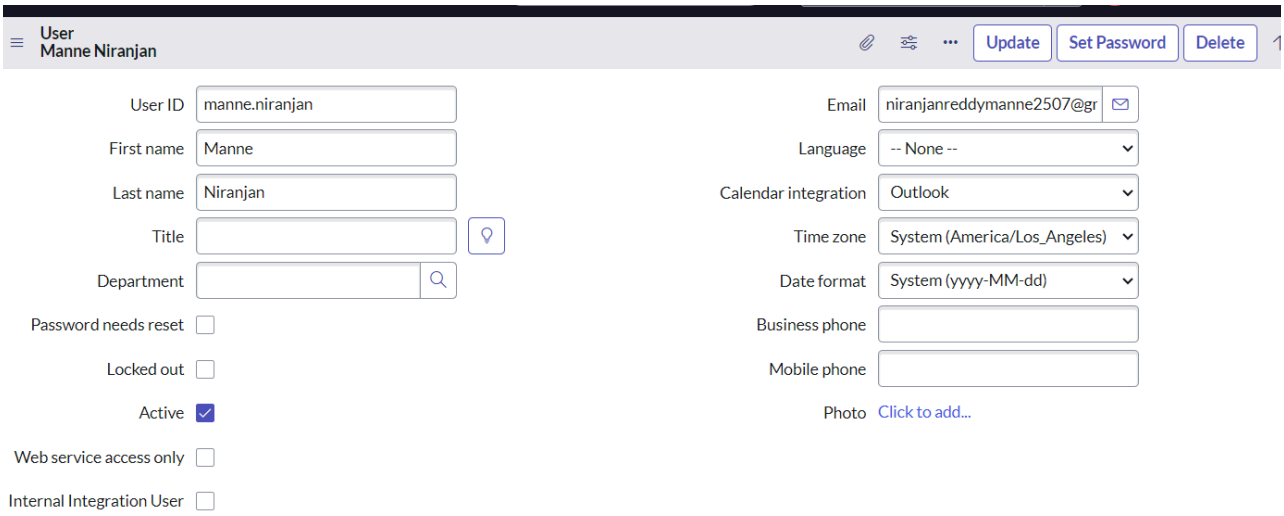
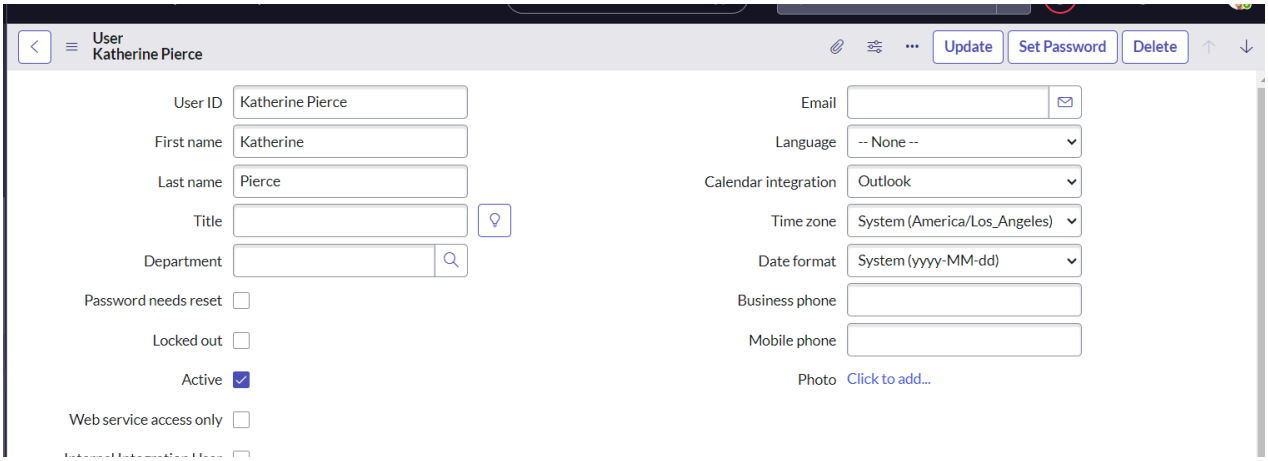
Performance and Testing

Date	1 NOVEMBER 2025
Team ID	4A9D1AB219B3048A63B4940AA2B4D0E4
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Model Performance Testing

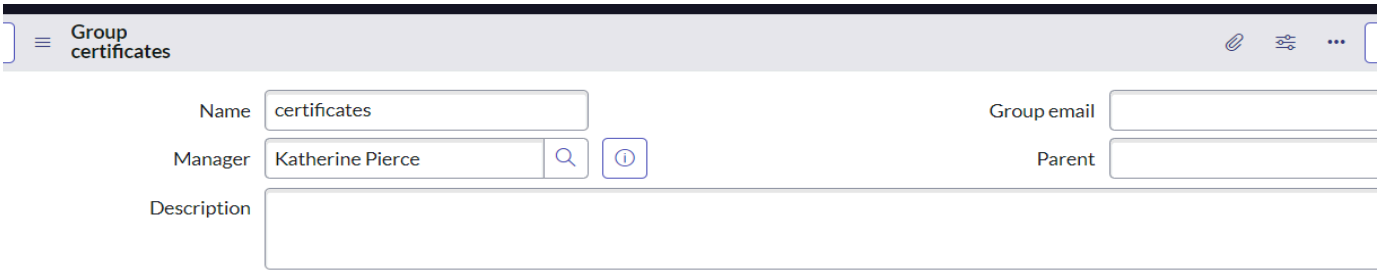
User Creation

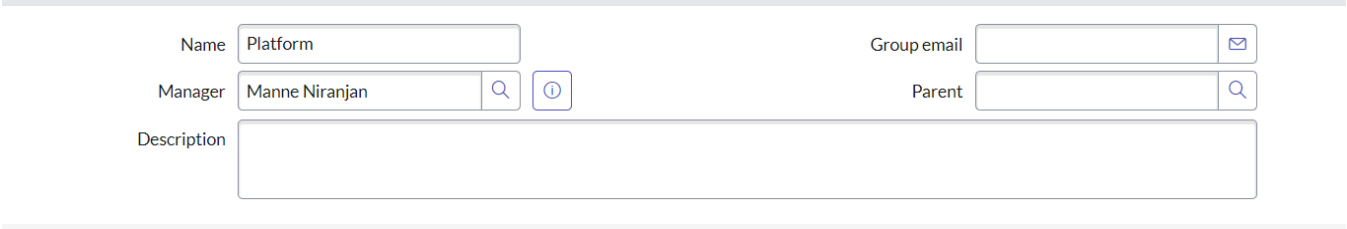




Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Group creation





Parameter	Values
Model Summary	Creates a new grup in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
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.

Role creation

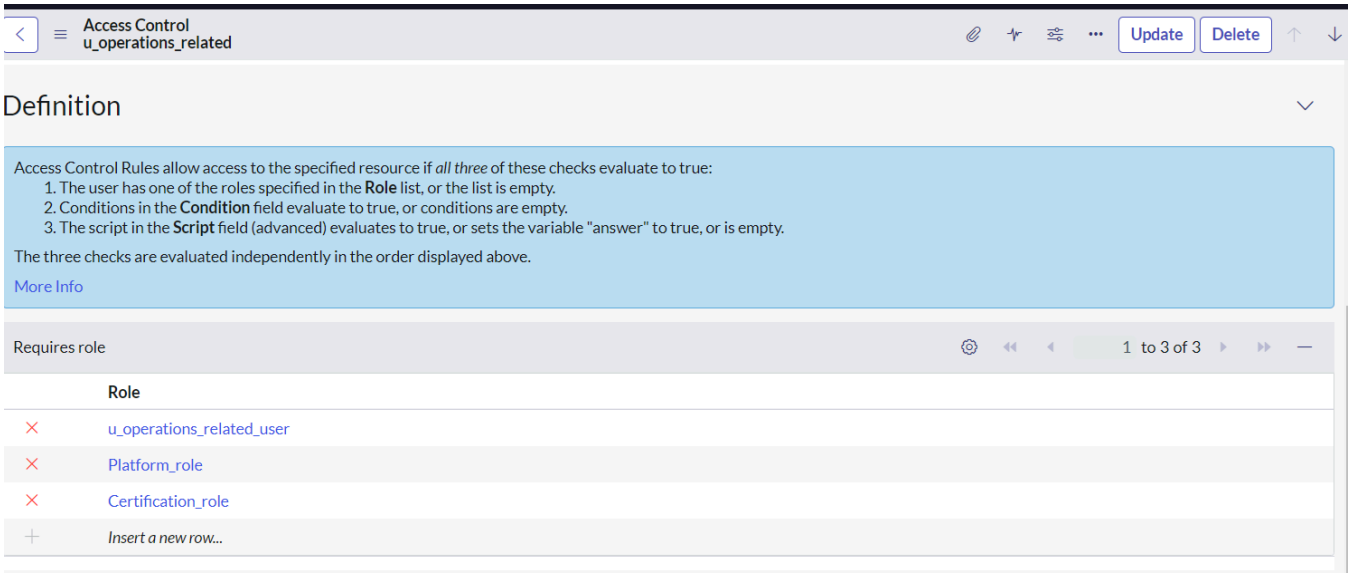
Name: Platform_role
Application: Global
Requires Subscription: Unspecified
Elevated privilege: ☐
Description: Can deal with platform related issues

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

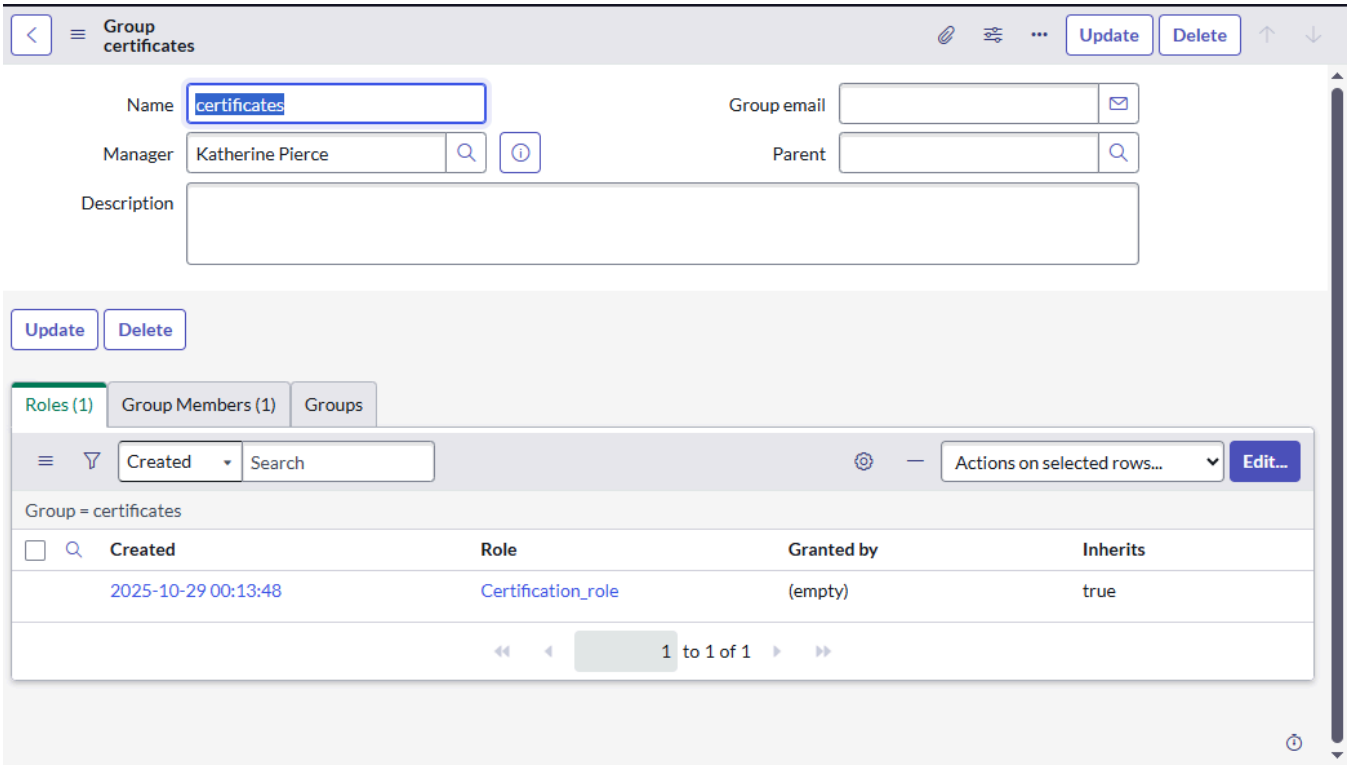
Table creation

	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...*					

Assign role to table



Parameter	Values
Model Summary	Assign role to table by the role s
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.



Favorites History Workspaces Group - Platform Search

Group Platform

Update Delete

Name: Platform

Group email:

Manager: Manne Niranjan

Parent:

Description:

Update Delete

Roles (1) | Group Members (1) | Groups

Created Search Actions on selected rows... Edit...

Group = Platform

Created	Role	Granted by	Inherits
2025-10-29 00:15:01	Platform_role	(empty)	true

1 to 1 of 1

ACL Creation :

u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

Access Control
u_operations_related.u_service_request_no

Update Delete

* Type: record

Application: Global

* Operation: write

Active: ☑

Admin overrides: ☑

Advanced: ☐

Protection policy: -- None --

* Name: Operations related [u_operations_related] | Service request No

Description:

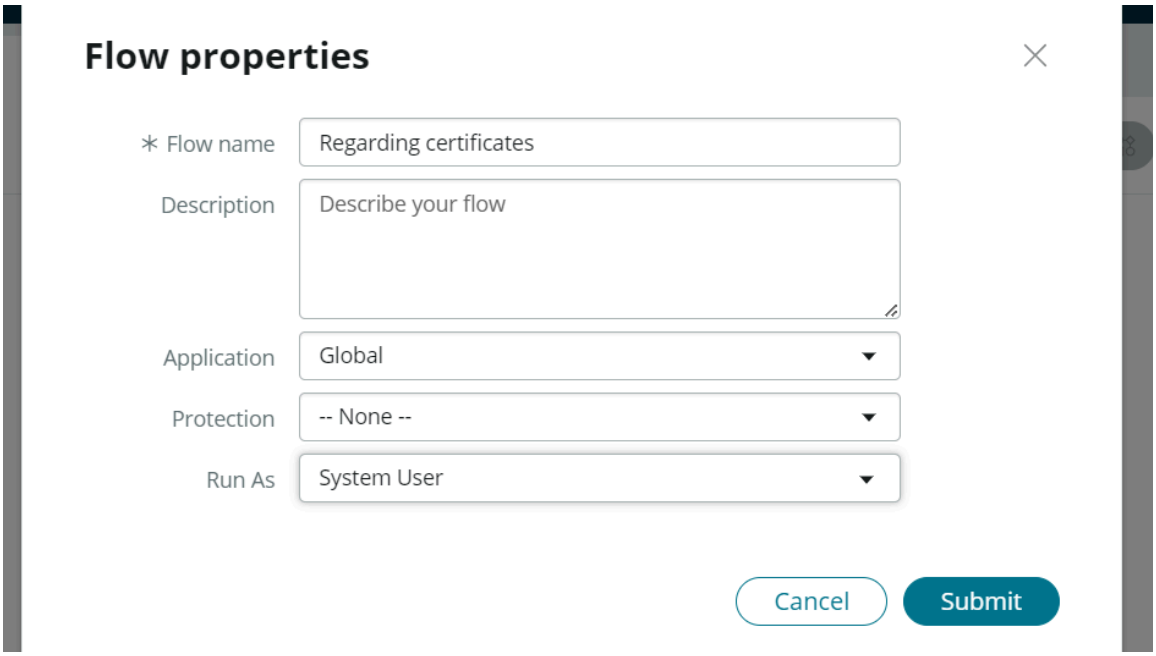
Condition: 4 records match condition

Add Filter Condition | Add "OR" Clause

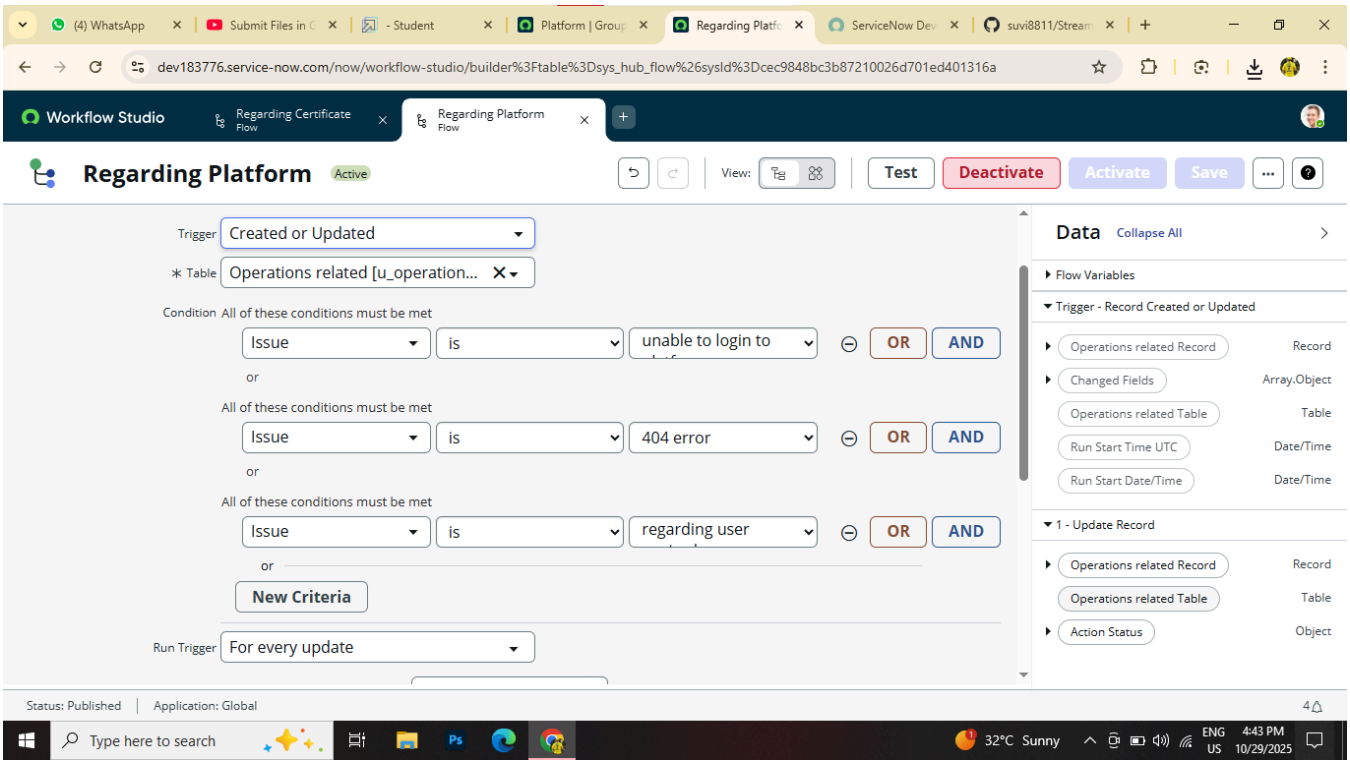
-- choose field -- | -- oper -- | -- value --

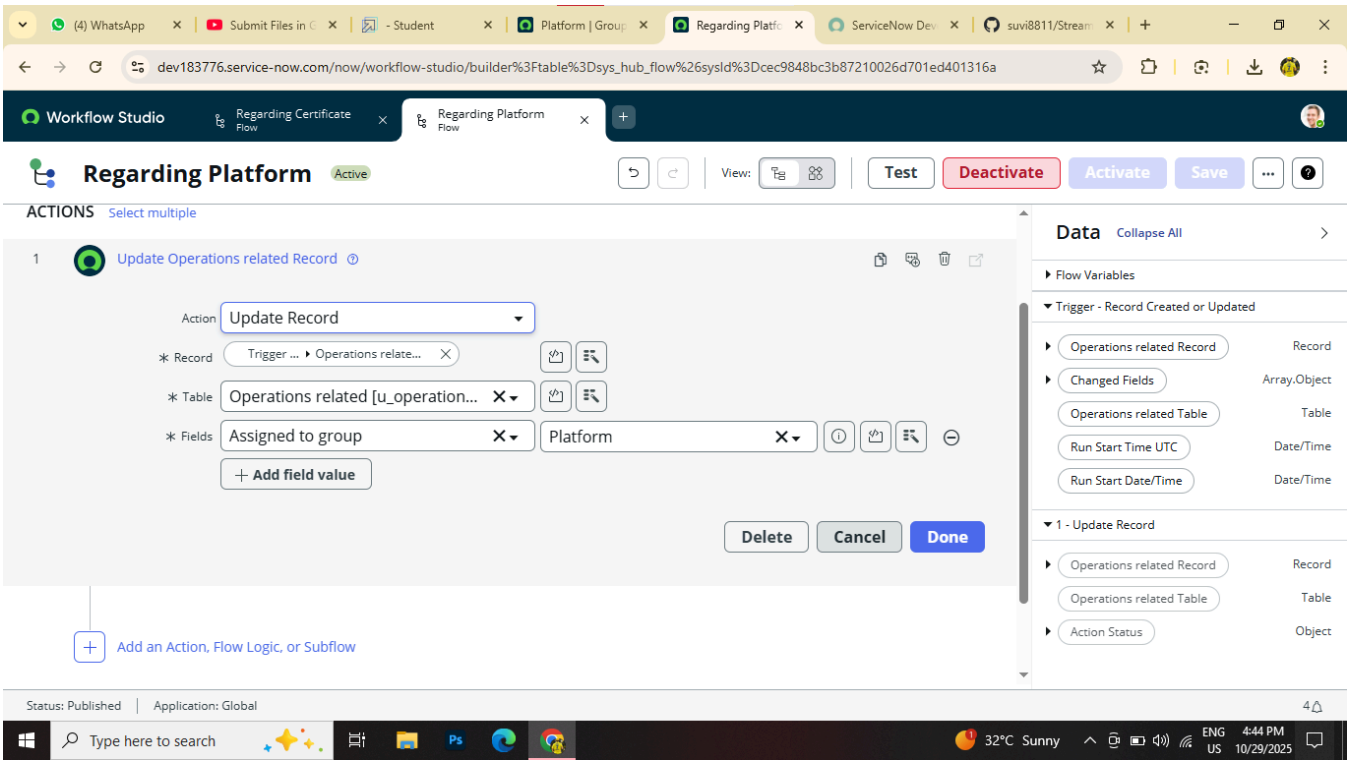
Creating flow to assign Operations Tickett to Platofrm

Parameter	Values
Model Summary	**Creating flow for the operation table**.
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.

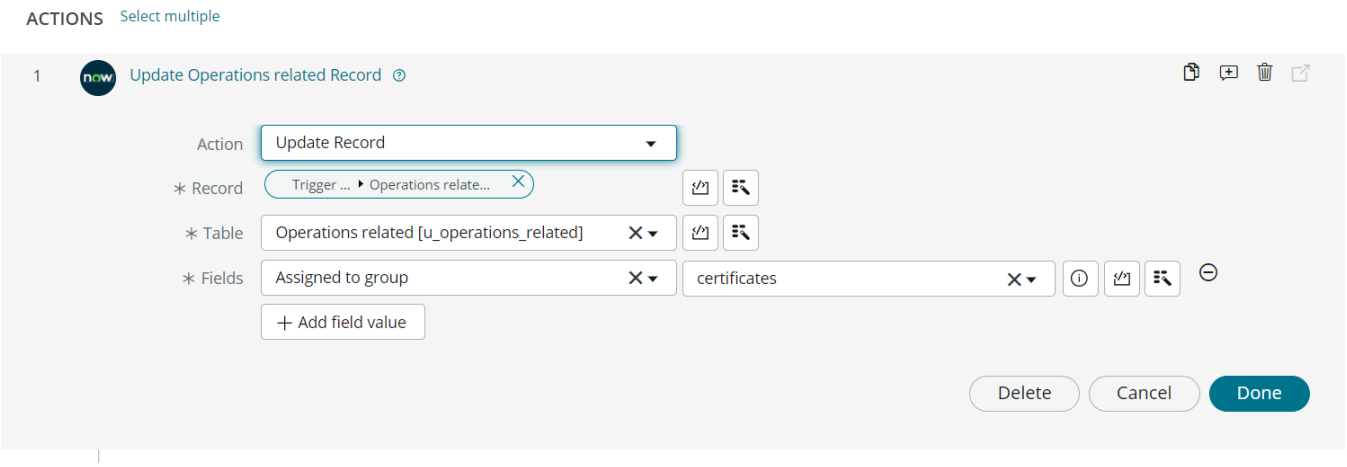


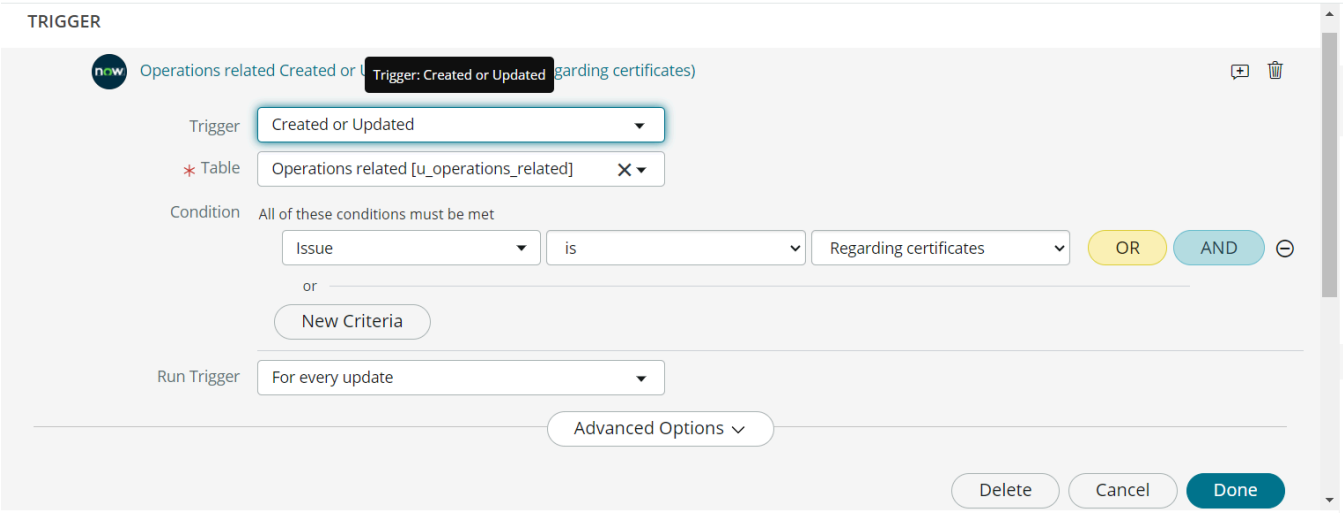
Creating flow to assign Operations Tickett to Platofrm



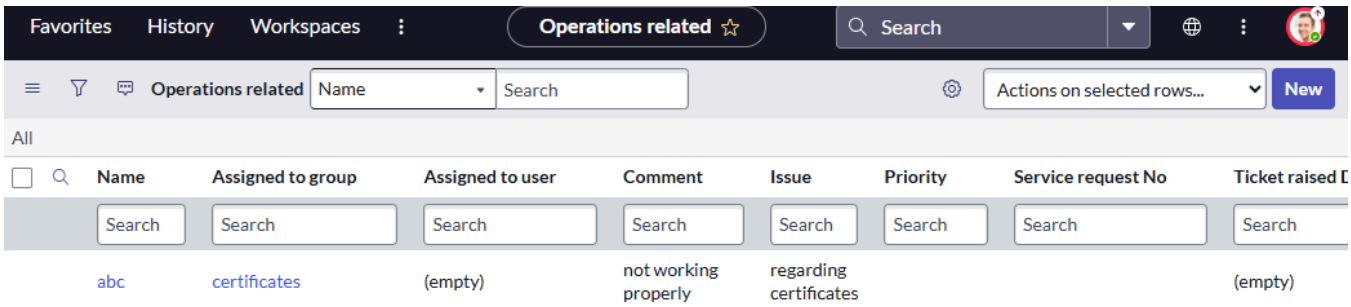


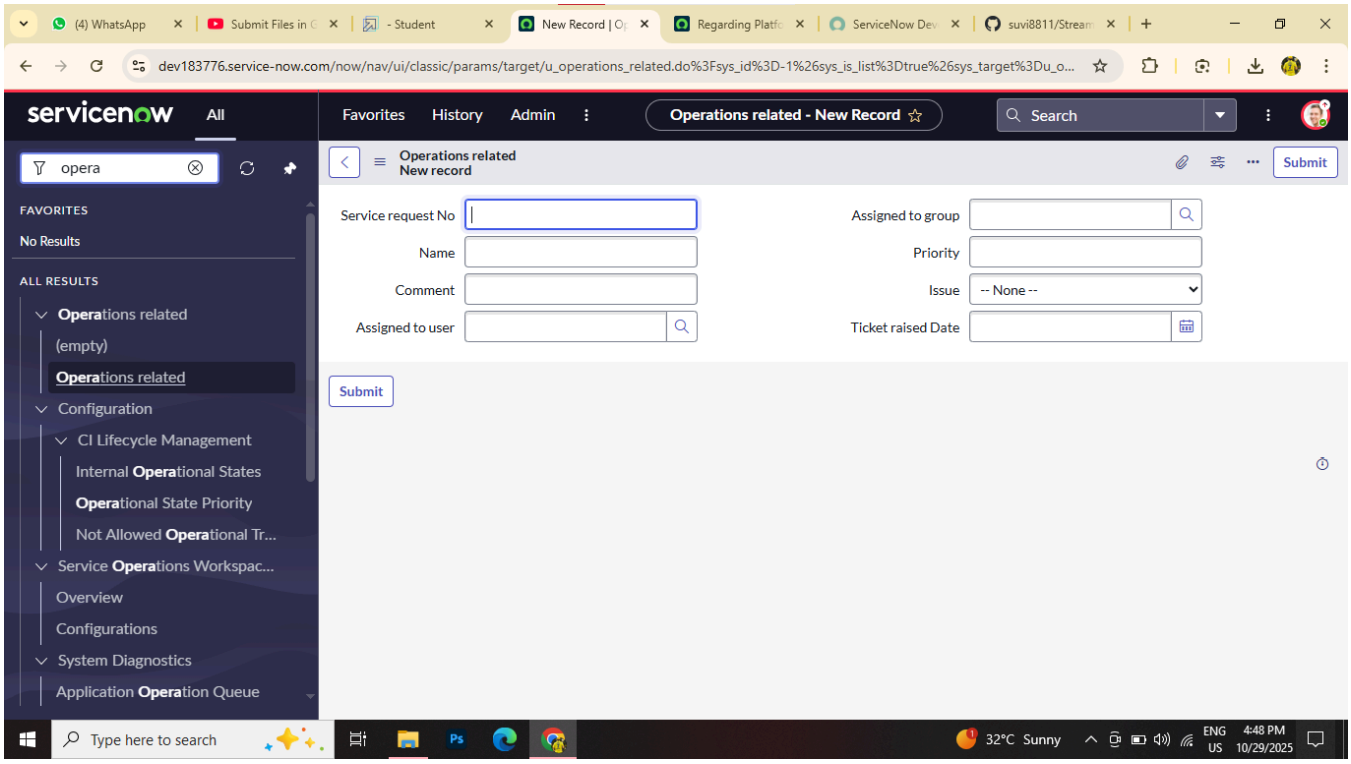
Creating flow to assign Operations Tickett to Certificates





Final results




(4) WhatsApp
Submit Files in
- Student
New Record | Op
Regarding Platfo
ServiceNow Dev
suvi8811/Stream
dev183776.service-now.com/now/nav/ui/classic/params/target/u_operations_related.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_o...
servicenow
All
Favorites
History
Admin
Operations related - New Record
Search
opera
FAVORITES
No Results
ALL RESULTS
Operations related
(empty)
Operations related
Configuration
CI Lifecycle Management
Internal Operational States
Operational State Priority
Not Allowed Operational Tr...
Service Operations Workspac...
Overview
Configurations
System Diagnostics
Application Operation Queue
Operations related
New record
Submit
Service request No
Name
Comment
Assigned to user
Assigned to group
Priority
Issue
-- None --
Ticket raised Date
Submit
Type here to search
32°C Sunny
ENG
US
4:48 PM
10/29/2025