

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

User
Manne Niranjan

User ID: manne.niranjan Email: niranjanreddymanne2507@gmail.com

First name: Manne Language: -- None --

Last name: Niranjan Calendar integration: Outlook

Title: Time zone: System (America/Los_Angeles)

Department: Date format: System (yyyy-MM-dd)

Password needs reset: Business phone:

Locked out: Mobile phone:

Active: Photo: Click to add...

Web service access only:

Internal Integration User:

User
Katherine Pierce

User ID: Katherine Pierce Email:

First name: Katherine Language: -- None --

Last name: Pierce Calendar integration: Outlook

Title: Time zone: System (America/Los_Angeles)

Department: Date format: System (yyyy-MM-dd)

Password needs reset: Business phone:

Locked out: Mobile phone:

Active: Photo: Click to add...

Web service access only:

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

The image shows two separate group creation forms in a ServiceNow interface. Both forms have a header bar with a back arrow, a title, and a toolbar with icons for edit, delete, and more.

Group certificates Form:

- Name: certificates
- Manager: Katherine Pierce
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

Platform Form:

- Name: Platform
- Manager: Manne Niranjan
- Description: (empty)
- Group email: (empty)
- Parent: (empty)

Parameter	Values
Model Summary	Creates a new group 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	(i)
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>	
Description	Can deal with platform related issues			

Name	Certification_role	Application	Global	(i)
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>	
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

Access Control u_operations_related

Definition

Access Control Rules allow access to the specified resource if *all three* of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Requires role

Role
u_operations_related_user
Platform_role
Certification_role
Insert a new row...

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.

Group certificates

Name <input type="text" value="certificates"/>	Group email <input type="text"/>
Manager <input type="text" value="Katherine Pierce"/>	Parent <input type="text"/>
Description <input type="text"/>	

[Update](#) [Delete](#)

Roles (1) Group Members (1) Groups

Created	Role	Granted by	Inherits
2025-10-29 00:13:48	Certification_role	(empty)	true

Group = certificates

Actions on selected rows... [Edit...](#)

Favorites History Workspaces :

Group - Platform ★

Search

Group Platform

Name Group email

Manager Search Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

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

Group = Platform

<input type="checkbox"/> Created	Role	Granted by	Inherits
<input type="checkbox"/> 2025-10-29 00:15:01	Platform_role	(empty)	true

1 to 1 of 1

ACL Creation :

<input type="checkbox"/> u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
<input type="checkbox"/> u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
<input type="checkbox"/> u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
<input type="checkbox"/> u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
<input type="checkbox"/> 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

* Type Application Global

* Operation (i) 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.

Flow properties

* Flow name

Description

Application

Protection

Run As

Creating flow to assign Operations Tickett to Platofrm

The screenshot shows the ServiceNow Workflow Studio interface. A flow titled "Regarding Platform" is being edited. The trigger is set to "Created or Updated" for the "Operations related" table. The condition section contains three parallel criteria: 1) "Issue is unable to login to []", 2) "Issue is 404 error", and 3) "Issue is regarding user []". The "Run Trigger" option is set to "For every update". On the right side, a sidebar displays available data and actions, such as "Update Record" and "Action Status".

The bottom part of the screenshot shows the Windows taskbar and system tray, indicating the date as 10/29/2025 and the time as 4:43 PM.

Creating flow to assign Operations Tickett to Certificates

ACTIONS Select multiple

1 Update Operations related Record ?

Action **Update Record**

* Record **Trigger ... ▶ Operations relate...** X Import Export

* Table **Operations related [u_operations_related]** X Import Export

* Fields **Assigned to group** X Certificates X Import Export ?

+ Add field value

Delete Cancel Done

TRIGGER

Operations related Created or Updated Trigger: Created or Updated regarding certificates X Import Export

Trigger **Created or Updated**

* Table **Operations related [u_operations_related]** X Import Export

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

Final results

Favorites History Workspaces ⋮ **Operations related** ☆ Search ▼ Actions on selected rows... New

All

<input type="checkbox"/>	Name	Assigned to group	Assigned to user	Comment	Issue	Priority	Service request No	Ticket raised
Search	Search	Search	Search	Search	Search	Search	Search	Search
	abc	certificates	(empty)	not working properly	regarding certificates	(empty)		

Servicenow - Operations related - New Record

Operations related - New Record

Service request No:

Assigned to group:

Name:

Priority:

Comment:

Issue: -- None --

Assigned to user:

Ticket raised Date:

Submit

Favorites History Admin : Operations related - New Record

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

Type here to search

32°C Sunny ENG US 4:48 PM 10/29/2025

The screenshot shows a ServiceNow interface for creating a new record. The main title is "Operations related - New Record". The left sidebar has a search bar with "opera" typed in. Under "FAVORITES", it says "No Results". Under "ALL RESULTS", there's a tree view: "Operations related" (selected), "(empty)", "Operations related", "Configuration" (expanded), "CI Lifecycle Management" (expanded), "Internal Operational States", "Operational State Priority", "Not Allowed Operational Tr...", "Service Operations Workspac..." (expanded), "Overview", "Configurations", "System Diagnostics" (expanded), and "Application Operation Queue". Below the sidebar is a search bar with "Type here to search" and icons for File, Home, Ps, and Chrome. At the bottom is a taskbar with system status: 32°C Sunny, ENG US, 4:48 PM, 10/29/2025.

