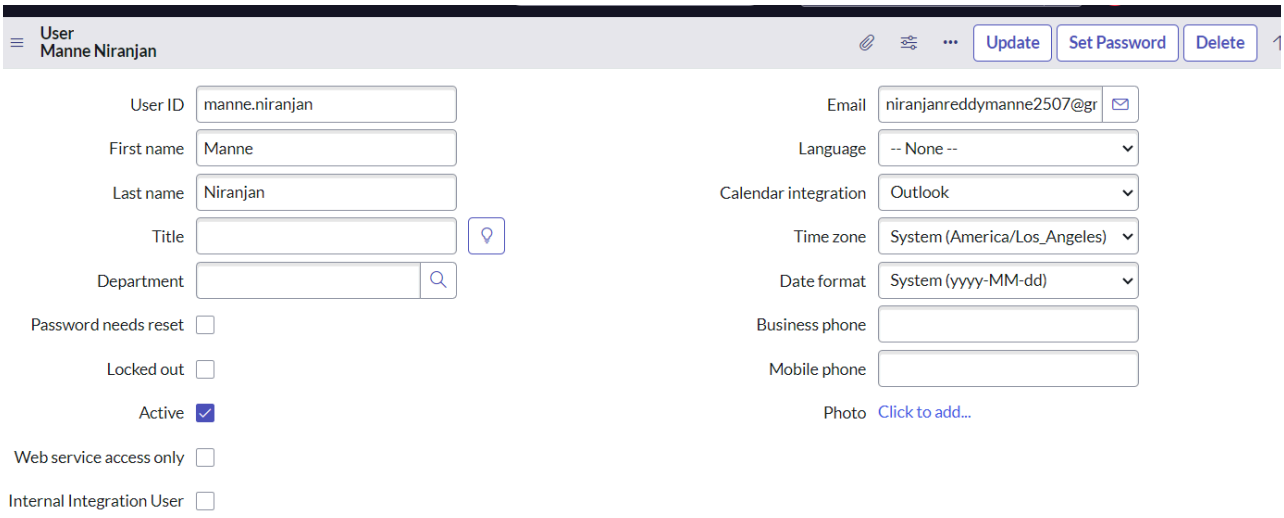
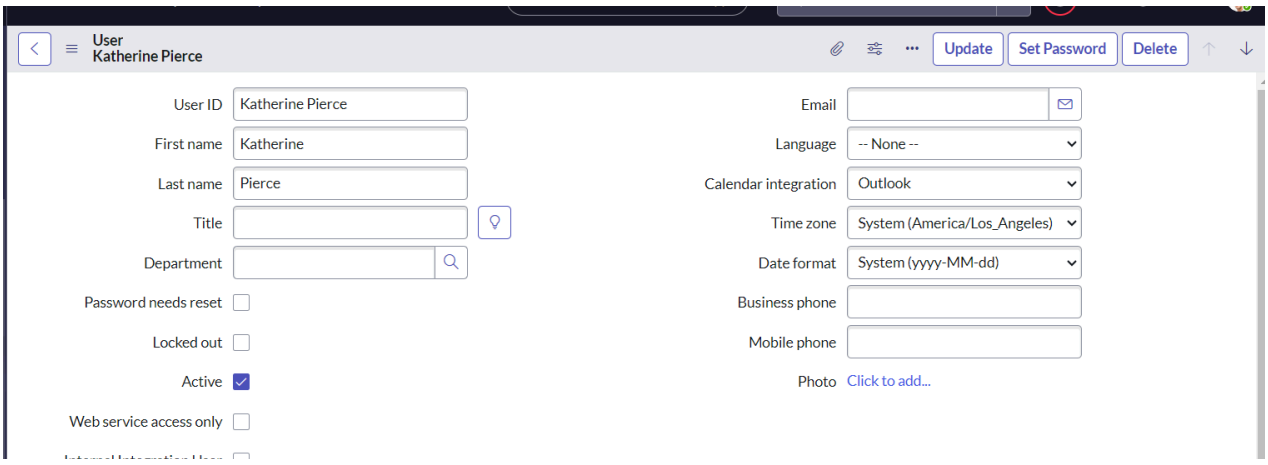
Performance and Testing

Date	1 NOVEMBER 2025
Team ID	NM2025TMID08026
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Model Performance Testing

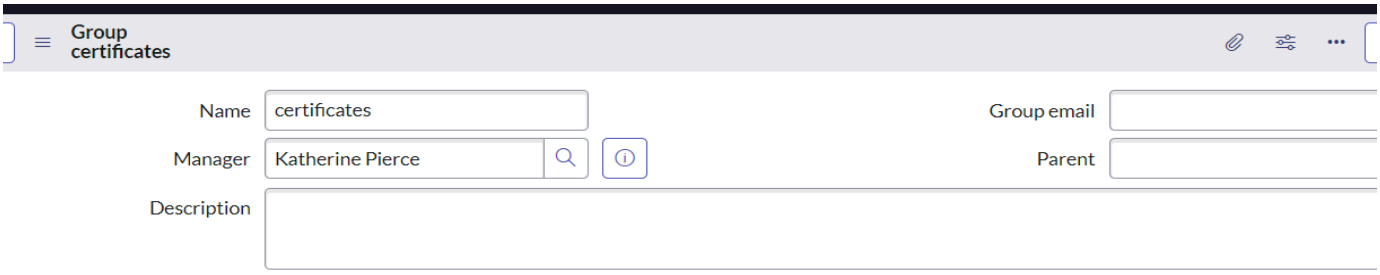
User Creation

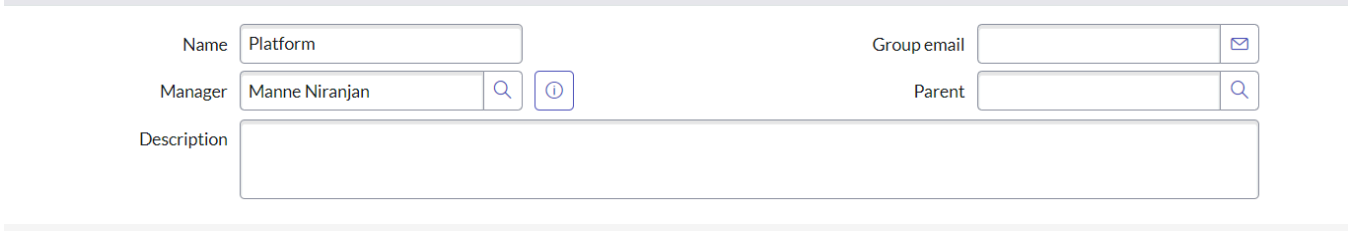




Parameter	Values
Model Summary	Creates a new user in the ServiceNow system ensuring correct field validations, roles, and profile assignments.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution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

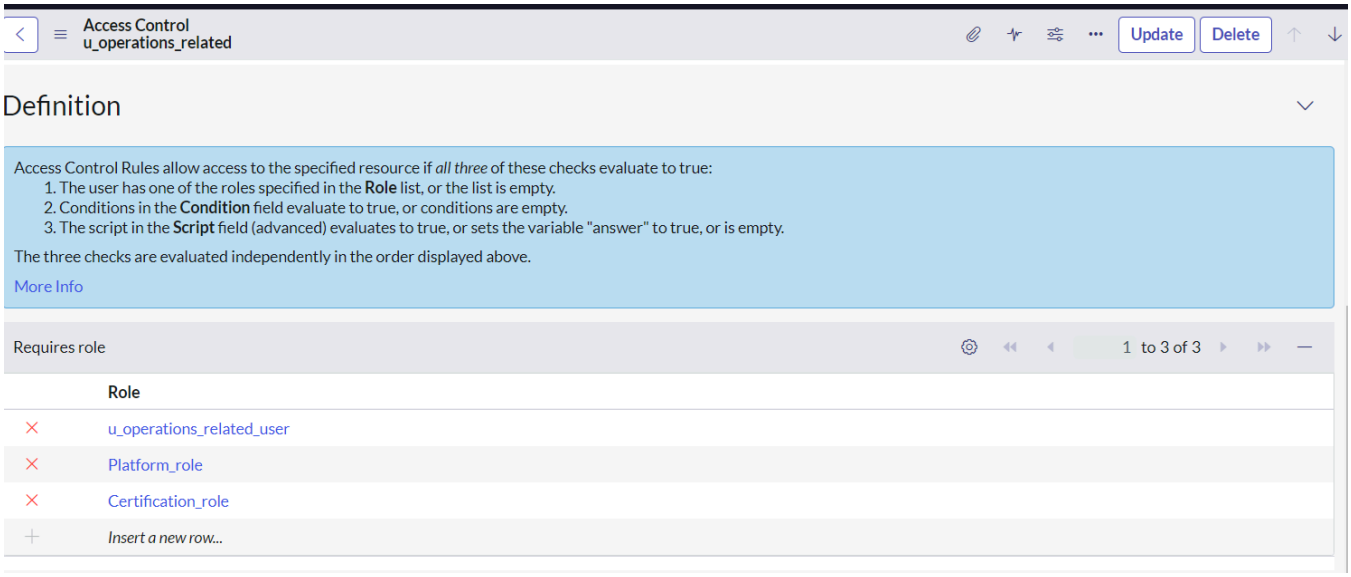
Name: Platform_role
Application: Global
Requires Subscription: Unspecified
Elevated privilege:
Description: Can deal with platform related issues

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

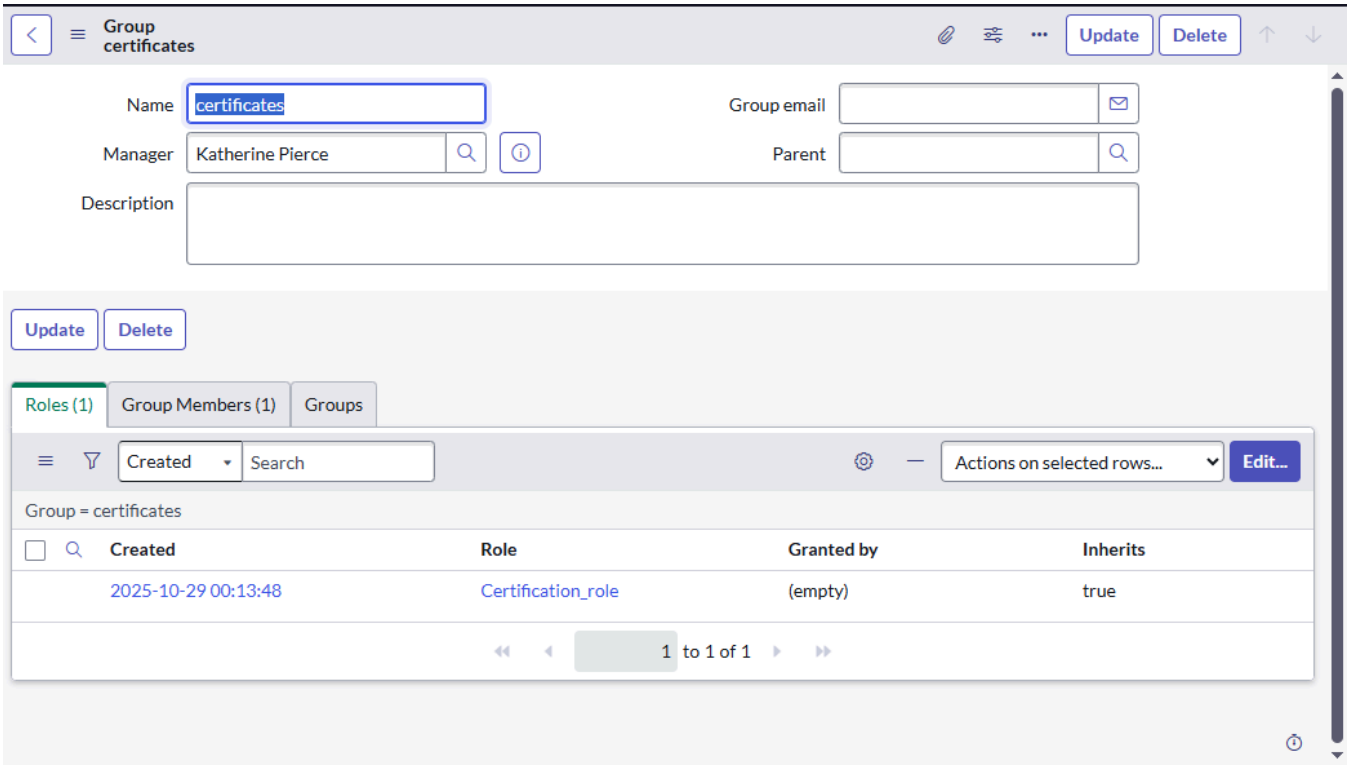
Table creation

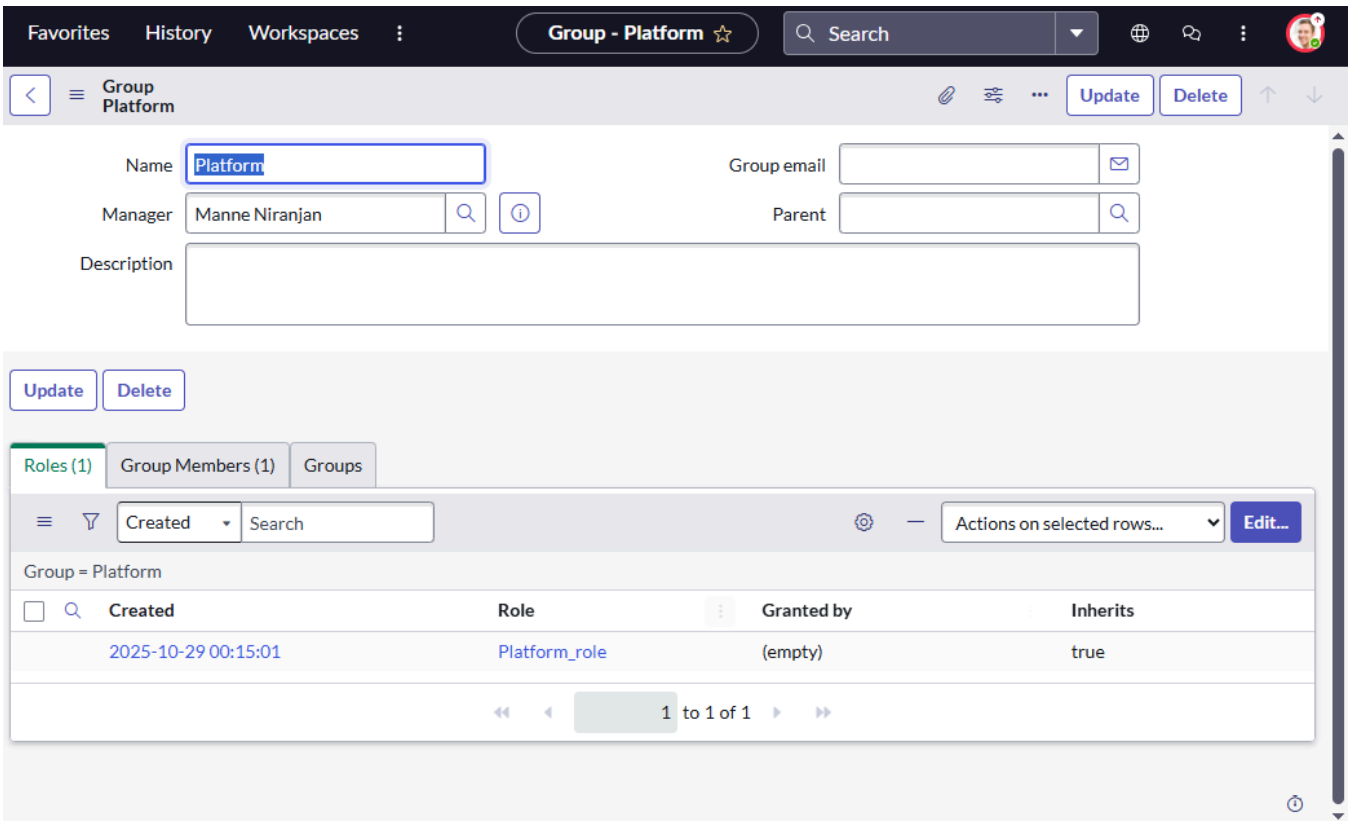
Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Assigned to group	Reference	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



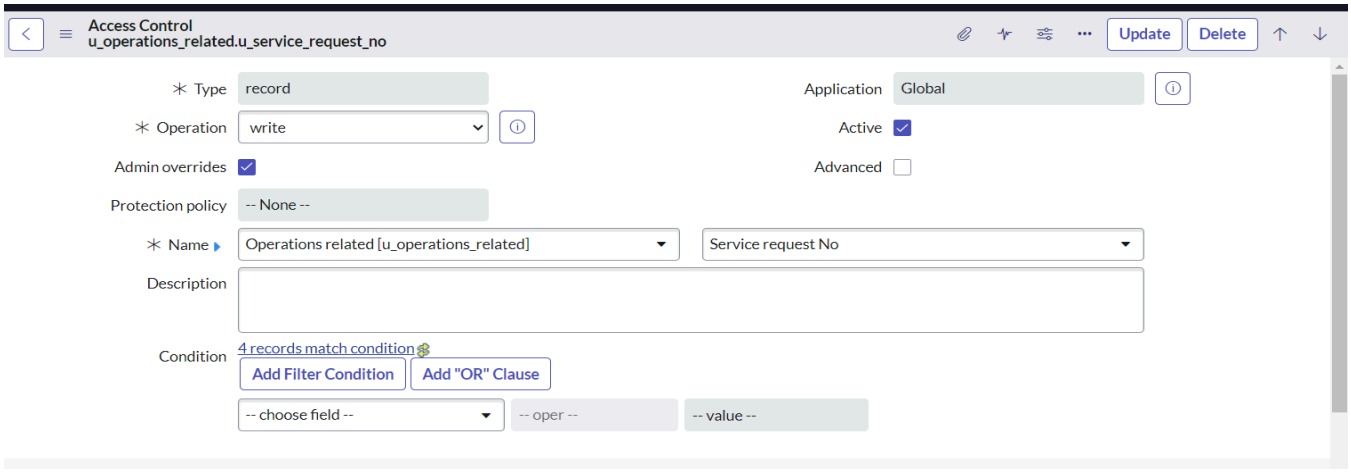
Parameter	Values
Model Summary	Assign role to table by the role s
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.





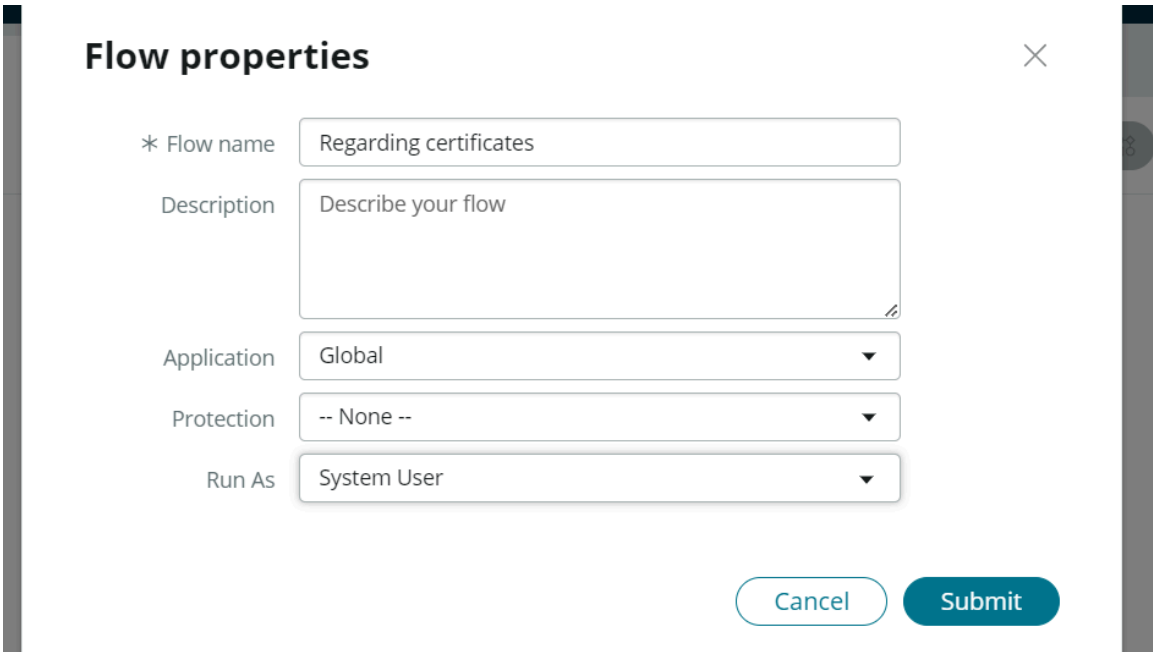
ACL Creation :

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

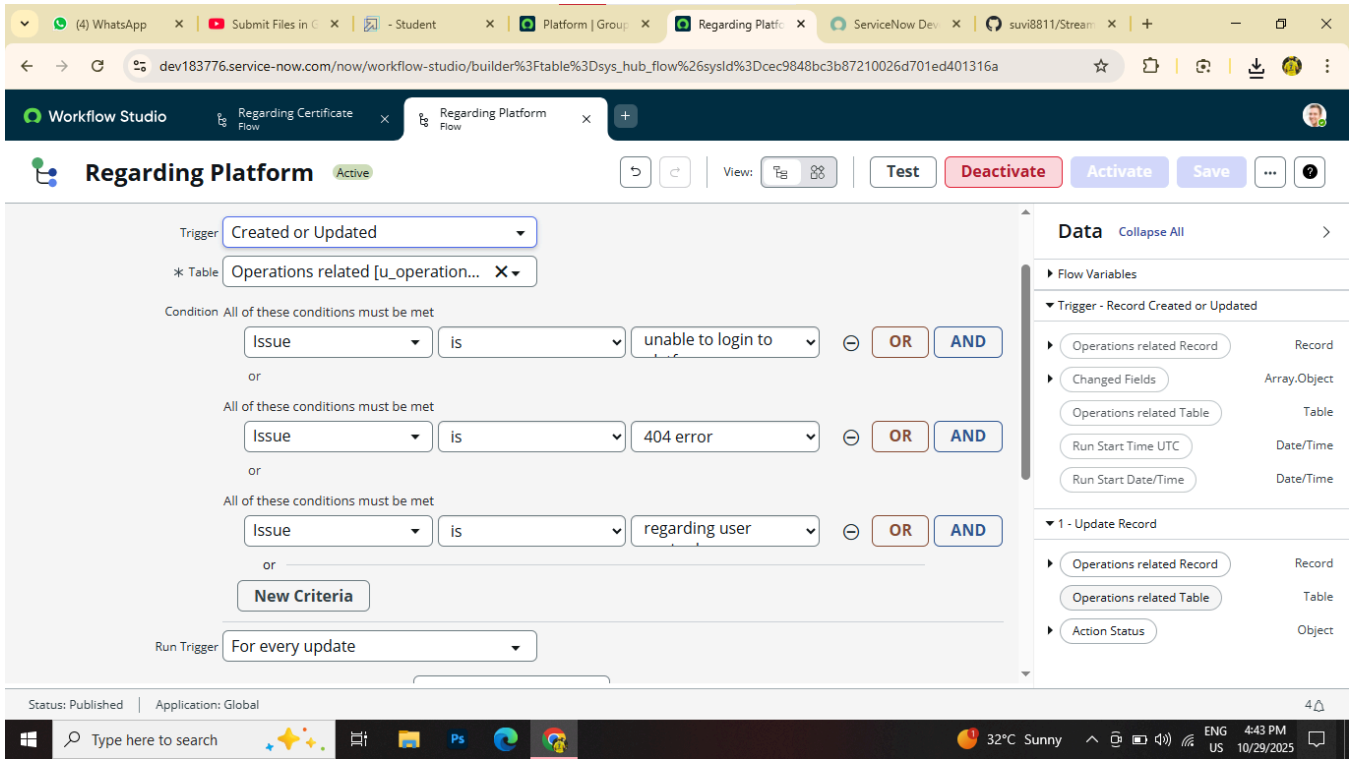


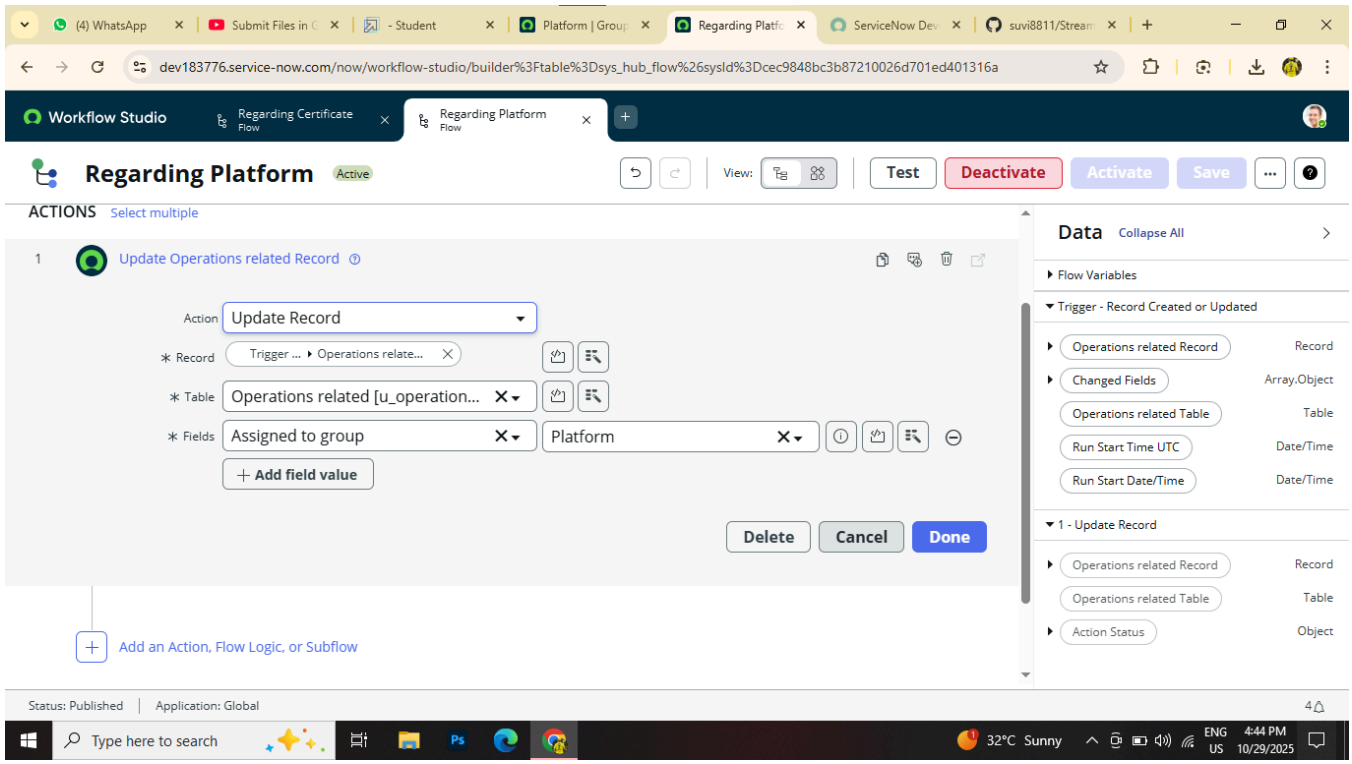
Creating flow to assign Operations Tickett to Platofrm

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.

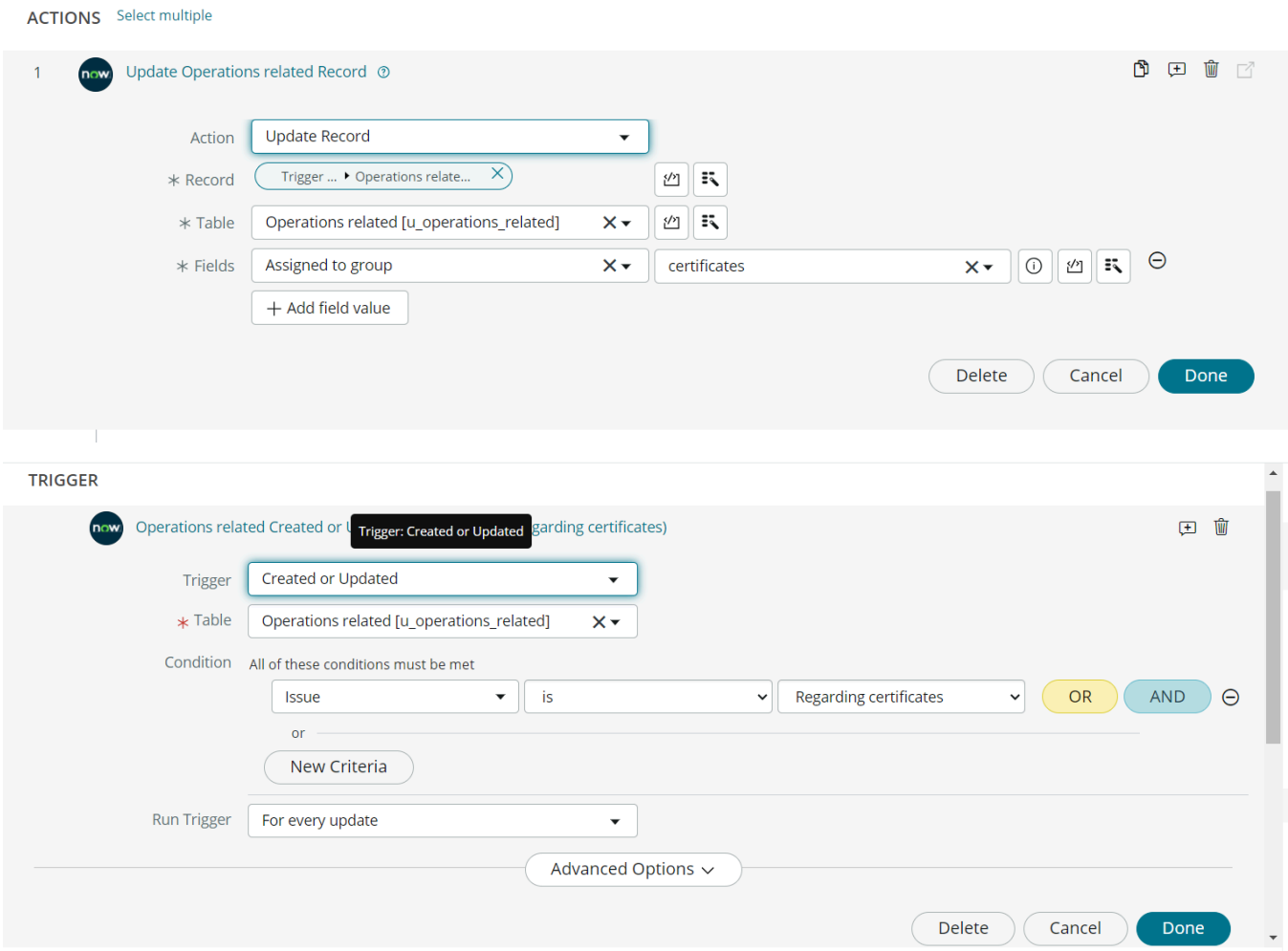


Creating flow to assign Operations Tickett to Platofrm

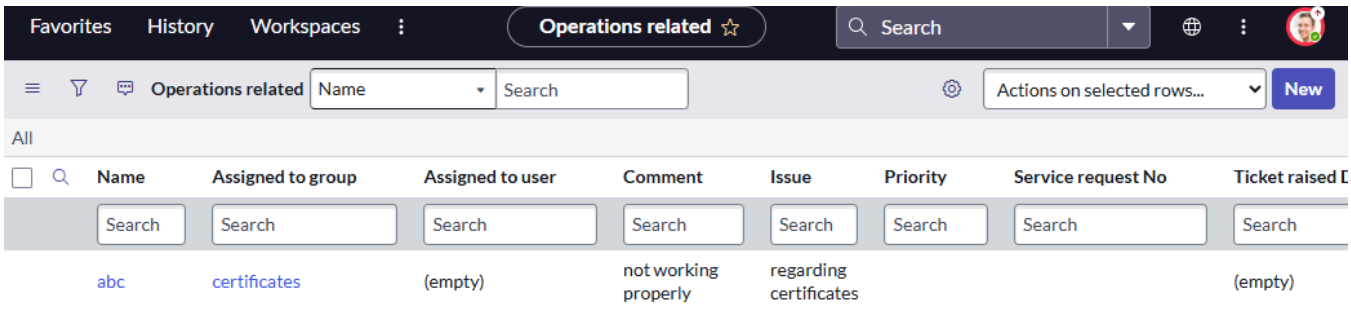


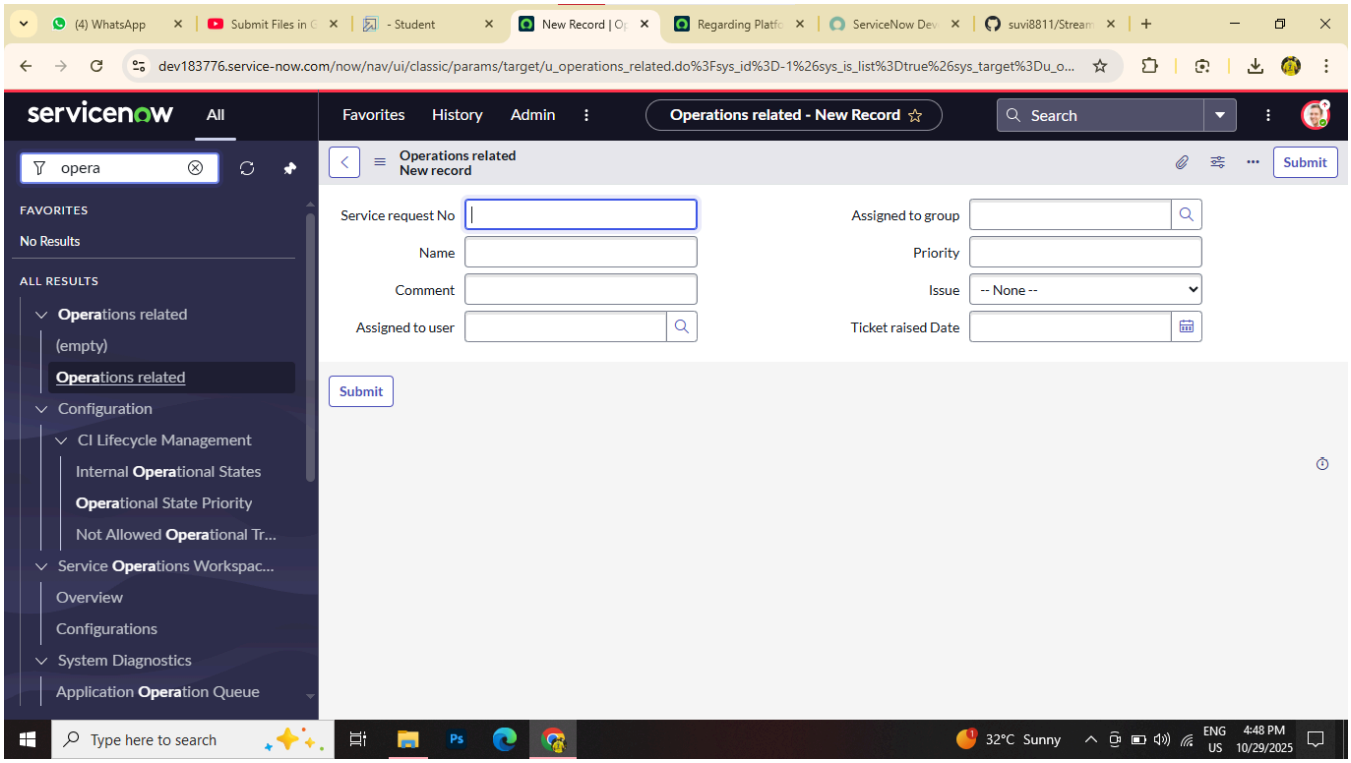


Creating flow to assign Operations Tickett to Certificates



Final results




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