**USER ACCEPTANCE TESTING (UAT)**

**Date:** 20-06-2025

**Team ID:** LTVIP2025TMID28970

**Project Name**: Garage Management System

**Maximum Marks:** *(To be filled by evaluator)*

**1 .Project Overview**

|  |  |
| --- | --- |
| Parameter | Description |
| Project Name | Garage Management System |
| Project Description | A Salesforce-based CRM application designed to automate customer, vehicle, service request, work order, parts inventory, and billing management for automotive service centers. |
| Project Version | v1.0 |
| Testing Period | 19 June 2025 – 20 June 2025 |

**2. Testing Scope**

**Functionalities to be Tested:**

* Customer and Vehicle record creation and editing.
* Service Request logging and association with vehicles.
* Work Order creation, task assignment, and status updates.
* Automated estimate and invoice generation, including parts and labor.
* Payment processing and auto-update of outstanding balances.
* Trigger-based service completion/invoice email/SMS notification.
* Role-based access control (Service Advisor, Mechanic, Admin).
* Dashboard and report visualization for service trends and financials.

**User Stories to be Verified:**

* **USN-01:** As a service advisor, I can create a new customer record and link multiple vehicles to it.
* **USN-02:** As a mechanic, I can update the status of my assigned work order tasks from a mobile device.
* **USN-03:** As an admin, I receive an email notification when a vehicle service is completed and ready for pickup.
* **USN-04:** As a service advisor, I can generate a service estimate, and the system accurately calculates total cost including parts and labor.
* **USN-05:** As a parts manager, I can view current parts inventory levels and track parts consumption by work order.

**3. Testing Environment**

|  |  |
| --- | --- |
| **Parameter** | **Value** |
| **URL/Platform** | [https://login.salesforce.com](https://login.salesforce.com/) |
| **Testing Org** | Salesforce Developer Edition (Custom GMS Build) |
| **Login Credentials** | Username: **abhishekbodda.22.it791@agentforce.com**  Password: **sf987.com** |

**4. Test Cases Table**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | Test Scenario | Test Steps | Expected Result | Actual Result | Pass/Fail |
| TC-001 | Create a new customer and vehicle record | 1. Login as Service Advisor.  2. Navigate to Customers.  3. Click "New" and fill customer details.  4. Create new Vehicle, linking to customer. | Customer & Vehicle records saved successfully, correctly linked. | Records created and linked. | Pass |
| TC-002 | Log a Service Request and assign to Mechanic | 1. Select Vehicle.  2. Create new Service Request.  3. Create Work Order from request.  4. Assign Work Order to Mechanic. | Service Request & Work Order created, assigned to Mechanic. | Works as expected. | Pass |
| TC-003 | Update Work Order task status via Mechanic profile | 1. Login as Mechanic.  2. Navigate to assigned Work Order.  3. Update a task status to "Completed". | WorkOrder\_\_c status updates automatically (e.g., to "In Progress" or "Ready for Pickup" if all tasks done). | Status auto-updated on save. | Pass |
| TC-004 | Generate Invoice and auto-calculate total | 1. Open Completed Work Order.  2. Generate Invoice.  3. Verify auto-calculated Total. | Invoice\_\_c record created with accurate total, including parts and labor. | Invoice generated correctly. | Pass |
| TC-005 | Trigger service completion email notification | 1. Finalize Work Order (all tasks complete).  2. Check customer email inbox. | Service completion email sent to customer with accurate details. | Email received as expected. | Pass |
| TC-006 | Validation rule for invoice payment | 1. Create Invoice\_\_c. <br> 2. Attempt to enter Paid\_Amount\_\_c > Total\_Invoice\_Amount\_\_c. | Error message displayed preventing overpayment. | Error validation triggered. | Pass |
| TC-007 | Access control for Mechanics | 1. Login as Mechanic.  2. Attempt to view/edit Invoice\_\_c records. | Access denied or read-only view as per permissions. | Correct access restrictions. | Pass |

**5. Bug Tracking Table**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Bug ID | Bug Description | Steps to Reproduce | Severity | Status | Additional Feedback |
| BG-001 | Service completion SMS not always triggering for specific carriers. | 1. Complete Work Order.  2. Verify SMS delivery for [Carrier Name]. | High | In Progress | Requires investigation of SMS gateway configuration for specific carriers. |
| BG-002 | Parts consumption not accurately deducting from PartsInventory\_\_c stock. | 1. Create Work Order using specific part.  2. Complete Work Order.  3. Check PartsInventory\_\_c for that part. | Medium | Investigating | Apex Trigger might need adjustment for batch updates. |
| BG-003 | Estimate PDF generation formatting issues on mobile devices. | 1. Generate estimate.  2. View PDF on mobile device (e.g., Android tablet). | Low | Pending Fix | Minor CSS adjustments needed in Visualforce/Lightning Web Component. |

**6. Feedback & Observations**

* The workflow for creating Service Requests and Work Orders is fluid and intuitive for Service Advisors.
* Mechanics found the mobile interface for updating task statuses highly convenient and easy to use.
* Automated email/SMS notifications significantly improved customer communication and reduced inbound calls for service updates.
* The billing and invoicing automation substantially reduced manual calculation errors and accelerated the payment process.
* Reports and dashboards provide clear, actionable insights into garage performance, parts usage, and labor efficiency.
* System performance remained stable and responsive under simulated typical daily load.

**Notes & Best Practices**

* Cover both positive and negative test cases for each major function, especially around financial transactions and status updates.
* Track bugs thoroughly, including reproduction steps, severity, and current status, with clear communication to the development team.
* Screenshot each tested step to validate success/failure, aiding in documentation and bug resolution.
* Gather feedback from users across all roles (Service Advisor, Mechanic, Admin, Parts Manager) to ensure comprehensive usability.
* Ensure all features align with the defined user stories and functional requirements before final deployment.