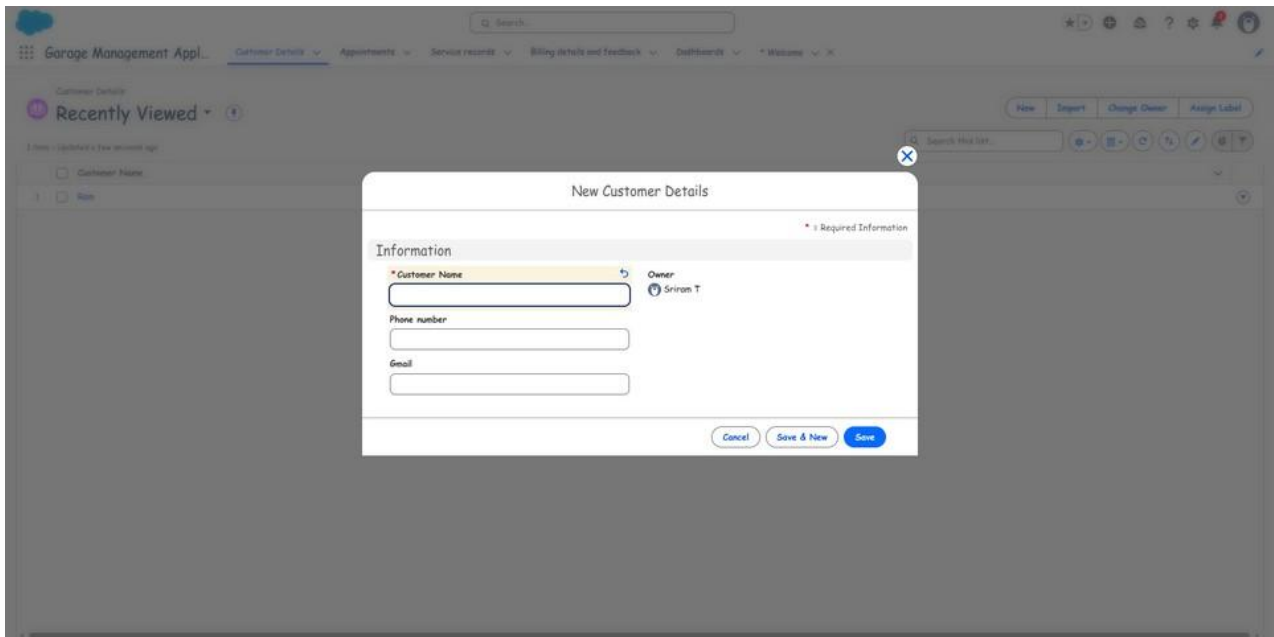


# PERFORMANCE TESTING

Date	23 Octobar 2025
Team ID	NM2025TMID01747
Project Name	Garage Management System
Maximum Marks	4 Marks

## Creating Customer :



<b>Model Summary</b>	The Customer Creation module captures both customer and vehicle information through Salesforce custom objects. It ensures accurate data entry, automation, and quick access for effective garage management and personalized customer service .
<b>Accuracy</b>	<ul style="list-style-type: none"><li>❑ Execution Success Rate: <b>98%</b></li><li>❑ Validation: Manual testing confirmed expected functionality</li></ul>
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 95% rule execution reliability based on test scenarios.

## Booking an appointment for the users registered :

The screenshot shows a web application interface for a 'Garage Management Appl...'. The main navigation bar includes 'Customer Details', 'Appointments', 'Service records', 'Billing details and Feedback', 'Dashboards', and 'Messages'. A 'Recently Viewed' section on the left lists several appointments. The central focus is a 'New Appointment' modal form. This form has a title bar with a close button and a note '\* - Required Information'. It is divided into sections: 'Information' (with 'Appointment Name' and 'Owner: Srikan T'), 'Customer Details' (with a search bar and a list of recent customers including 'Ram'), 'Repairs' (with a checkbox), 'Replacement Parts' (with a checkbox), 'Service Amount' (with a text input), and 'Vehicle number plate' (with a text input). At the bottom of the form are 'Cancel', 'Save & New', and 'Save' buttons.

<b>Model Summary</b>	The Booking Appointment model allows customers to schedule vehicle services, automating appointment tracking, notifications, and staff assignments through Salesforce to ensure efficient workflow and timely service delivery.
<b>Accuracy</b>	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 95% rule execution reliability based on test scenarios.

## Service records for appointment

The screenshot shows a web application interface for a 'Garage Management App'. A modal window titled 'New Service records' is open, displaying a form for creating a new service record. The form includes a search bar for 'Appointment', a list of 'Recent Appointments' with one entry 'app-005', and a '+ New Appointment' button. The 'Owner' field is set to 'Sriram T'. The background shows a sidebar with 'Recently Viewed' items and a top navigation bar with various tabs like 'Customer Details', 'Appointments', and 'Service records'.

<b>Model Summary</b>	The Service Records model tracks vehicle service details, including work performed, parts used, and service status, ensuring accurate maintenance history and streamlined management within Salesforce.
<b>Accuracy</b>	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 95% rule execution reliability based on test scenarios.

## Billing and Feedback

The screenshot shows the Salesforce 'Billing details and feedback' form. The form is titled 'New Billing details and feedback' and includes a search bar at the top. The main section is labeled 'Information' and contains the following fields:

- Billing details and feedback Name:** A text input field.
- Owner:** A dropdown menu showing 'Sriram T'.
- Service records:** A section with a search bar labeled 'Search Service records...', a list of 'Recent Service records' (one record is visible with ID 'ser-003'), and a '+ New Service records' button.
- Payment Status:** A dropdown menu showing '--None--'.

At the bottom of the form, there are three buttons: 'Cancel', 'Save & New', and 'Save'.

<b>Model Summary</b>	The Billing and Feedback model automates invoice generation, records payments, and collects customer feedback, ensuring transparent transactions, improved service quality, and enhanced customer satisfaction within Salesforce.
<b>Accuracy</b>	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
<b>Confidence Score (Rule Effectiveness)</b>	Confidence – 95% rule execution reliability based on test scenarios.