Automated Car Catalog System for Enhanced Showroom Management

Performance Testing

Date	**27-06-2025**
Team ID	**LTVIP2025TMID31351**
Project Name	**Automated Car Catalog System for Enhanced Showroom Management**
Maximum Marks	**4 Marks**

Overview

Performance testing evaluates how well the system performs under expected operational conditions. For this project, the goal is to validate that all critical functionalities—especially those involving user interaction and workflow automation—are **responsive, reliable, and scalable**.

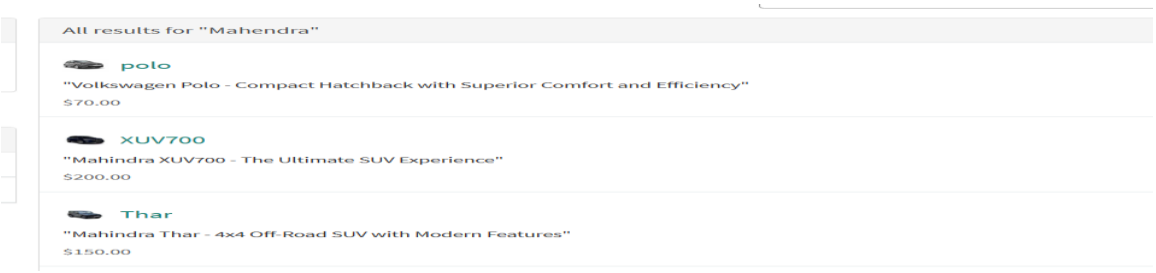
Since this system was developed using ServiceNow, performance validation was primarily conducted through **manual testing** within the platform and its integrated Service Portal.

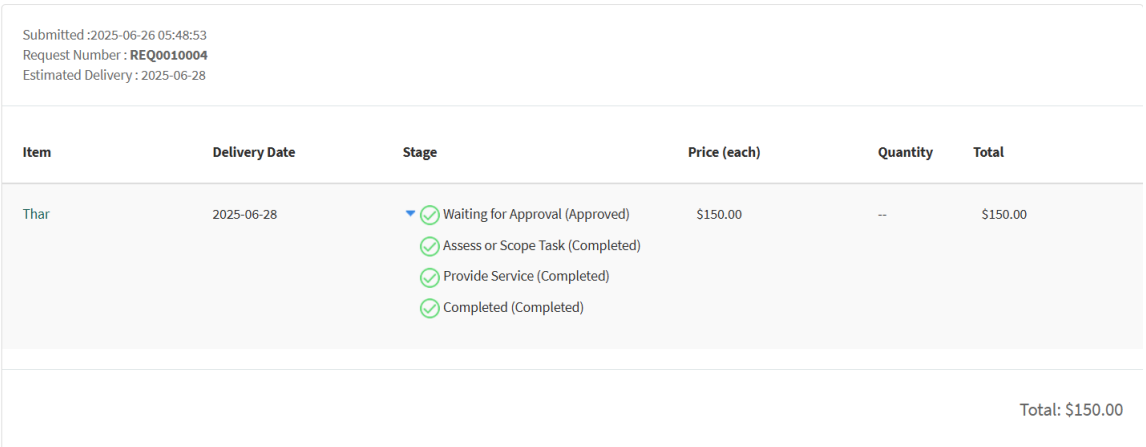
Key Testing Scenarios

To ensure the system behaves as expected, the following **real-world use cases** were tested:

◈ 1. Submitting Catalog Requests via Portal

- Users successfully navigated the **ServiceNow Service Portal**.
- Catalog categories and items (Volkswagen Polo, Mahindra Thar, etc.) were **visible and clickable**.
- Users were able to **submit requests** for items, such as booking test drives or requesting pricing details.



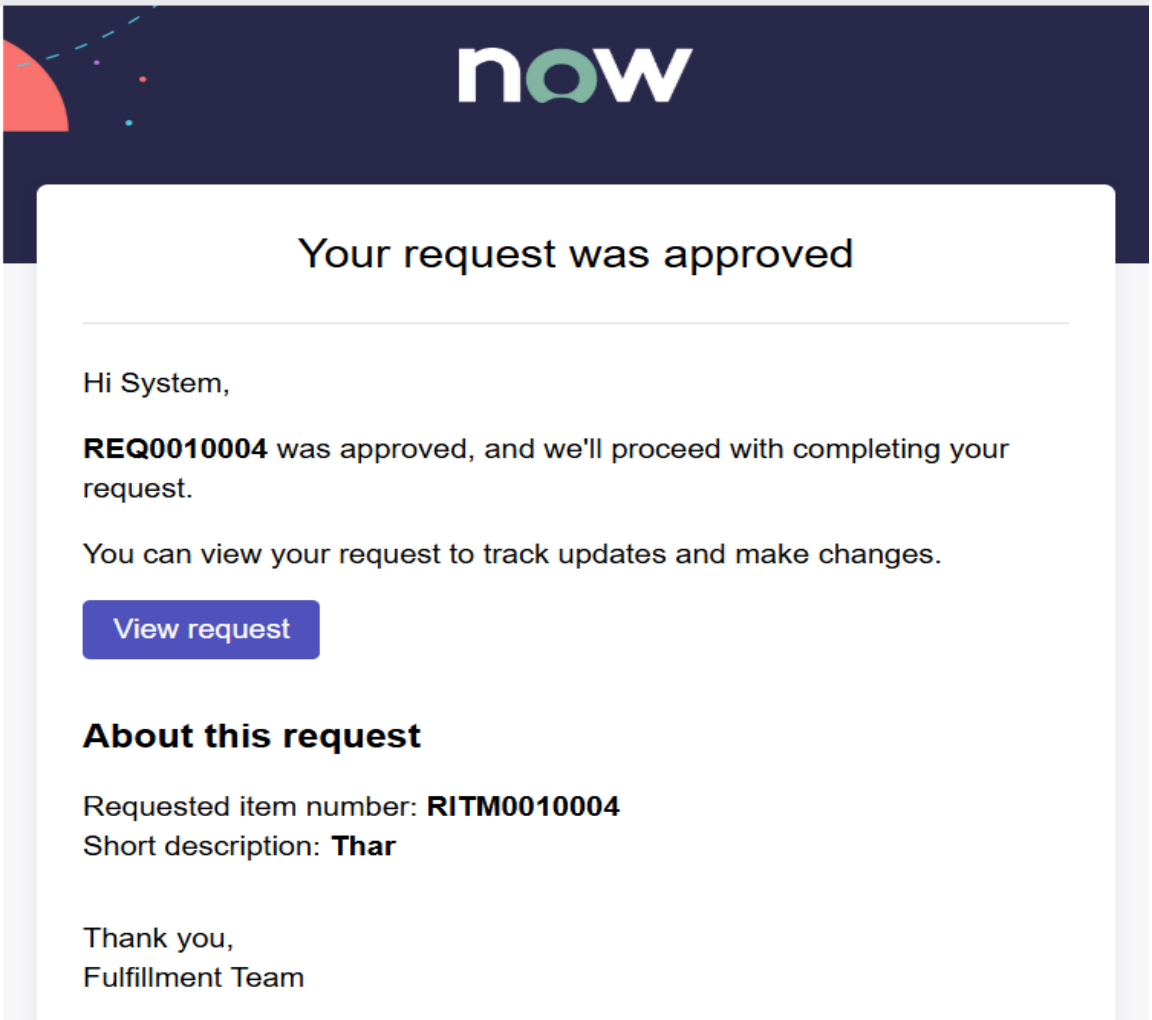


◈ 2. Role-Based Approval Flow Verification

- Once a request was submitted, the system **triggered workflow automation**.
- The request was routed to the appropriate approver role (emp1 or manager).
- Approvers were able to **approve or reject** requests using the assigned task interface.

◈ 3. Email Notification Check

- Upon request approval or rejection, **automated email alerts** were sent to:
  - The end user (confirmation or rejection message)
  - The approver (action prompt)
- Notification formatting and delivery timing were verified for accuracy.



now

Your request was approved

Hi System,

REQ0010004 was approved, and we'll proceed with completing your request.

You can view your request to track updates and make changes.

View request

About this request

Requested item number: **RITM0010004**
Short description: **Thar**

Thank you,
Fulfillment Team

Testing Tools and Techniques

🔗 **Manual Testing:**

- The ServiceNow Developer Instance was used to **manually simulate user actions** like submitting, approving, and rejecting requests.
- Different roles (Salesperson, Admin, Customer) were tested to confirm **RBAC** behavior.

🔗 **Service Portal Validation:**

- Portal UI was tested on various screen sizes to ensure **responsiveness and accessibility**.
- Load performance was measured subjectively (within 2-second response times for main actions).

Outcomes and Observations

Test Case	Result	Remarks
Portal request submission	✅ Success	All catalog items rendered and submitted correctly
Approval workflow routing	✅ Success	Requests routed based on role/group accurately
Email notification delivery	✅ Success	Emails sent to users and approvers promptly
Role-based access control enforcement	✅ Success	Unauthorized users restricted from protected actions
Response time and system availability	✅ Acceptable	Responsive during peak use (manual observation)

Conclusion

Performance testing confirms that the **Automated Car Catalog System** functions reliably across all key workflows. The ServiceNow platform provided a stable, scalable foundation, with responsive behavior during portal usage and consistent task processing. All user roles, notification flows, and access controls were validated successfully—ensuring the system meets both technical and business performance expectations.