

## TESTING

<b>Date</b>	05 November 2025
<b>Team Id</b>	NM2025TMID04354
<b>Project Name</b>	CRM Application for Jewel Management

### Testing

Testing was conducted to verify the functional accuracy, performance efficiency, and data security of the Jewel Management CRM.

A combination of unit testing, system testing, and user acceptance testing (UAT) was performed.

### Apex Trigger Testing

Apex Triggers were validated through Salesforce's built-in test framework to ensure automation accuracy.

#### Example Scenarios:

- When an Order is created → related Payment record auto-generates.
- When a Payment is marked as "Paid" → Order Status updates to "Completed".
- When Stock Quantity becomes zero → Jewelry Item Status automatically changes to "Out of Stock".

Each test verified expected results using Salesforce test classes and assertions, ensuring no business rule violations occurred.

## Flow and Automation Testing

The system's Flows were thoroughly tested to confirm automation accuracy and stability.

### Flow Test Scenarios:

- **Order Flow:** Verified automatic payment record generation and email confirmation upon order creation.
- **Stock Flow:** Confirmed inventory quantity updates after each sale.
- **Payment Reminder Flow:** Tested scheduled flow to ensure reminders were sent to customers with pending payments.

All automation was verified using Salesforce's Flow Debug Mode and system audit logs.

## Email Template Testing

Automated email templates were created and tested to confirm message accuracy and workflow integration.

### Email Scenarios Tested:

- Order Confirmation Email → Sent after a successful jewelry order.
- Payment Receipt Email → Sent after payment completion.
- Low Stock Alert → Sent to Admin when jewelry stock is below the threshold.

Each email was customized using Salesforce's Merge Fields and HTML Template Editor for personalized, professional communication.

## **Approval Process Testing**

Approval processes were implemented for specific workflows, such as high-value orders requiring managerial approval.

### **Testing Steps:**

- Created an order above the approval threshold amount.
- Submitted for approval via Salesforce Flow Action.
- Verified approval routing to Manager user.
- Confirmed email notification upon approval or rejection.

This process ensures managerial control over large or special orders, maintaining accountability and reducing financial risks.

## **Dashboard and Report Validation**

Dashboards were validated for real-time data accuracy and proper visualization.

### **Validation Checks:**

- Dashboard data refresh schedules function correctly.
- Graphs display accurate sales totals and payment breakdowns.
- Filters and drill-down reports show data consistency across all records.

This step confirmed that reports and dashboards provided accurate business insights for decision-making.