Functional and Performance Testing

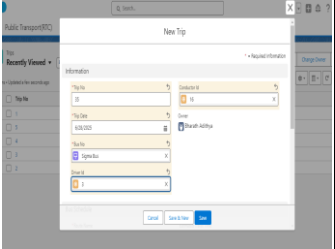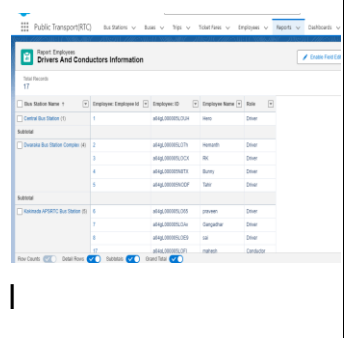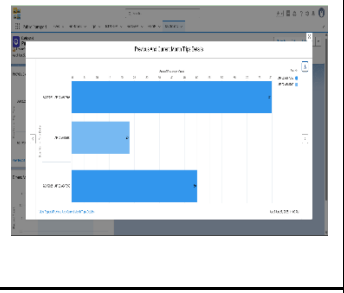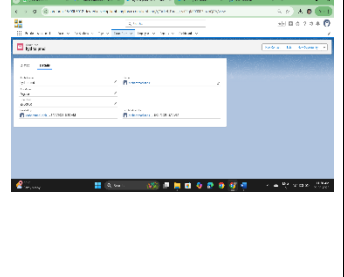The Functional and Performance Testing Phase ensures that every feature implemented—such as object creation, field validation, automation, flows, triggers, reports, and dashboards—works exactly as intended. This phase guarantees stability, correctness, and user-readiness of your CRM Application for Public Transport Management System.Where the system is validated for accuracy, behavior, and data correctness across all configured objects and logic.

◆ Performance Testing Summary Table

S. No	Parameter	Value/Observation	Screenshot Suggestion
1	**Model Summary**	Salesforce CRM setup for RTC automation using Objects, Relationships, Reports, Flows, and Triggers. Note**:** Test data import only succeeds if object relationships and formats are correct. Mismatched values will raise validation errors.	
2	**Field Validations**	Tested rules such as: - Age must be above 21 - Phone must be 10 digits - Mandatory fields cannot be empty. System blocks incorrect data.	
3	**Automation Accuracy (Flow + Trigger)**	- Flow: Auto-fetch ticket fare when Trip is created based on route & bus model. - Trigger: Checks if selected employee role matches "Driver" or "Conductor" on Trip. - All logic executed successfully in test runs.	

4	**Reports Testing**	- Trip Summary Report shows correct grouping by route & date. - Fare amounts and passenger counts calculated accurately using formula fields. - Report download & export functions verified.	
5	**Dashboard Verification**	- Dashboards built using correct source reports. - Visuals reflect live Trip data, fare summaries, passenger totals. - Tested filter logic and component refresh.	
6	**Data Accuracy (Manual + Automated)**	- Manual test records were entered to test validation. - Flow logic verified for multiple ticket fare combinations. - Output matched expected values in all test cases.	

◆ Summary

All Salesforce components were thoroughly tested for:

- Validation rule enforcement

- Flow and trigger logic correctness

- Dashboard accuracy

- Report reliability

- Data relationships integrity