

Performance and Testing

Date	31 OCT 2025
Team ID	NM2025TMID04455
Project Name	CRM Application for Jewel Management
Maximum Marks	4 Marks

Model Performance Testing:

User Creation

The screenshot shows the Salesforce Setup interface with the 'Users' page open. The left sidebar shows navigation options like 'Permission Set Groups', 'Profiles', 'Public Groups', 'Queues', 'Roles', and 'User Management Settings'. The main content area displays a table of 'All Users' with columns for Action, Full Name, Alias, Username, Role, Active, and Profile. Each user entry includes a checkbox, edit link, and a detailed view of their profile.

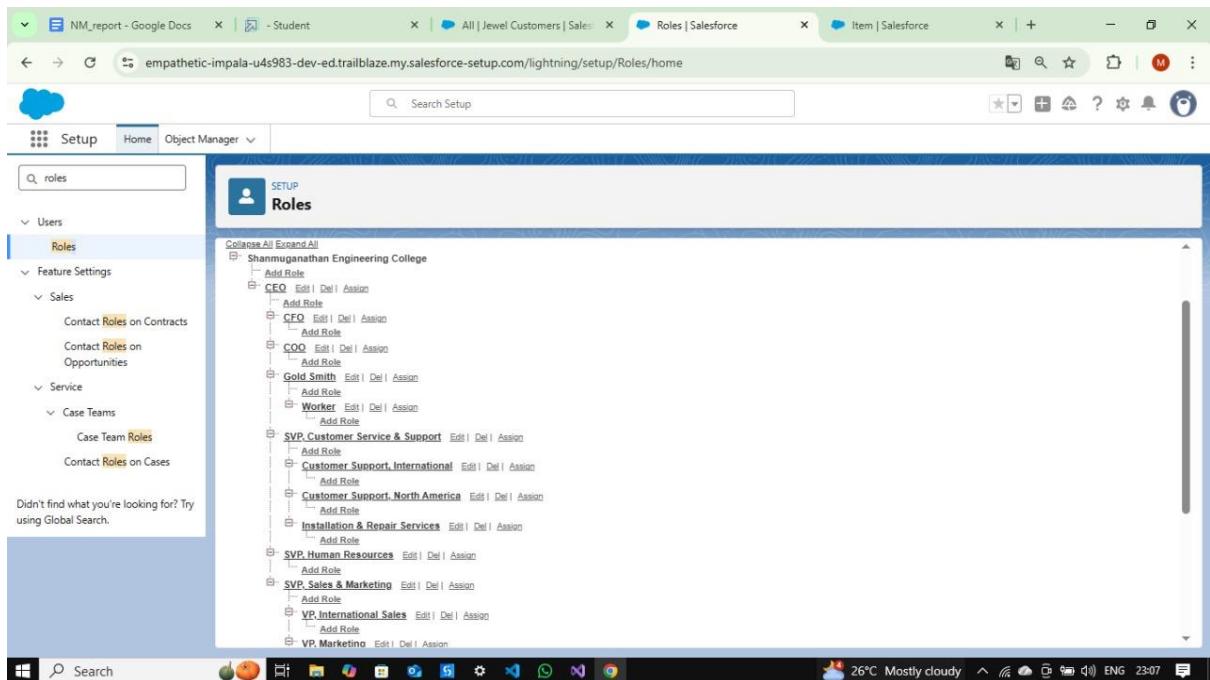
Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/>	Chatter_Expert	Chatter	chatty.00dd00000djavrouas.ibdnq5niet@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
<input type="checkbox"/>	David_John	jdavi	jdavi@gmail.com	Worker	<input checked="" type="checkbox"/>	Worker
<input type="checkbox"/>	Mikaelson_Kol	kmika	kmika@gmail.com	Worker	<input checked="" type="checkbox"/>	Worker
<input type="checkbox"/>	Mikaelson_Niklaus	nmika	sem@0724@gmail.com	Gold Smith	<input checked="" type="checkbox"/>	Gold Smith
<input type="checkbox"/>	Rose_Mistica	MRose	mistorse107@empathetic-impala-u4s983.com	System Administrator	<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	Terasa_Mariya	mterea	mterea@gmail.com	Worker	<input checked="" type="checkbox"/>	Worker
<input type="checkbox"/>	User_Integration	integ	integration@00dd00000djavrouas.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
<input type="checkbox"/>	User_Security	sec	insightssecurity@00dd00000djavrouas.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User

Parameter	Values
WHO is the User?	Store Worker / Sales Staff
GOAL (What do they need to DO?)	Serve a customer quickly, accurately, and securely.
SEE (Environment)	Fragmented, paper-based inventory; cluttered spreadsheets; long customer queues.
SAY (Words used)	"I need a moment to check that sheet." / "The price might be different from the one on the label."
DO (Actions taken)	Manually cross-reference item data across multiple systems; jot notes on paper; spend time looking for an item.
HEAR (Influences)	Management complaining about slow audits; customers complaining about delays/errors.
THINK & FEEL (Internal)	FEEL: Anxious about making pricing errors. Frustrated by system slowness.
PAIN (Obstacles)	Data inconsistency, slow service, security risk, and inability to track the customer journey.
GAIN (Success)	Single source of truth, quick search function, automated pricing, and high data security.

Assigning Roles:

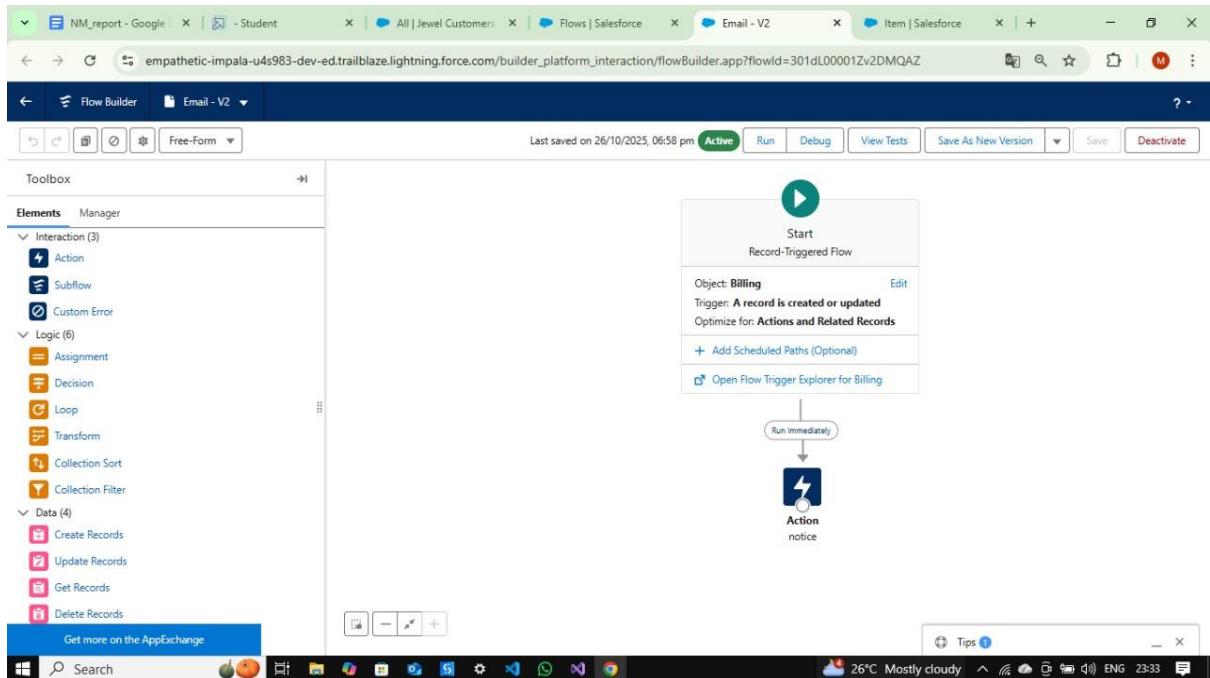
The screenshot shows the Salesforce Setup interface for managing permission sets. The left sidebar navigation includes 'Setup', 'Home', and 'Object Manager'. The main content area is titled 'Per to Worker' under 'PERMISSION SET'. The 'Current Assignments' table lists the following data:

Full Name	Active	Role	Profile	User License	Expires On
John David	✓	Worker	Worker	Salesforce Platform	
Kal Mikelson	✓	Worker	Worker	Salesforce Platform	
Mariya Terasa	✓	Worker	Worker	Salesforce Platform	



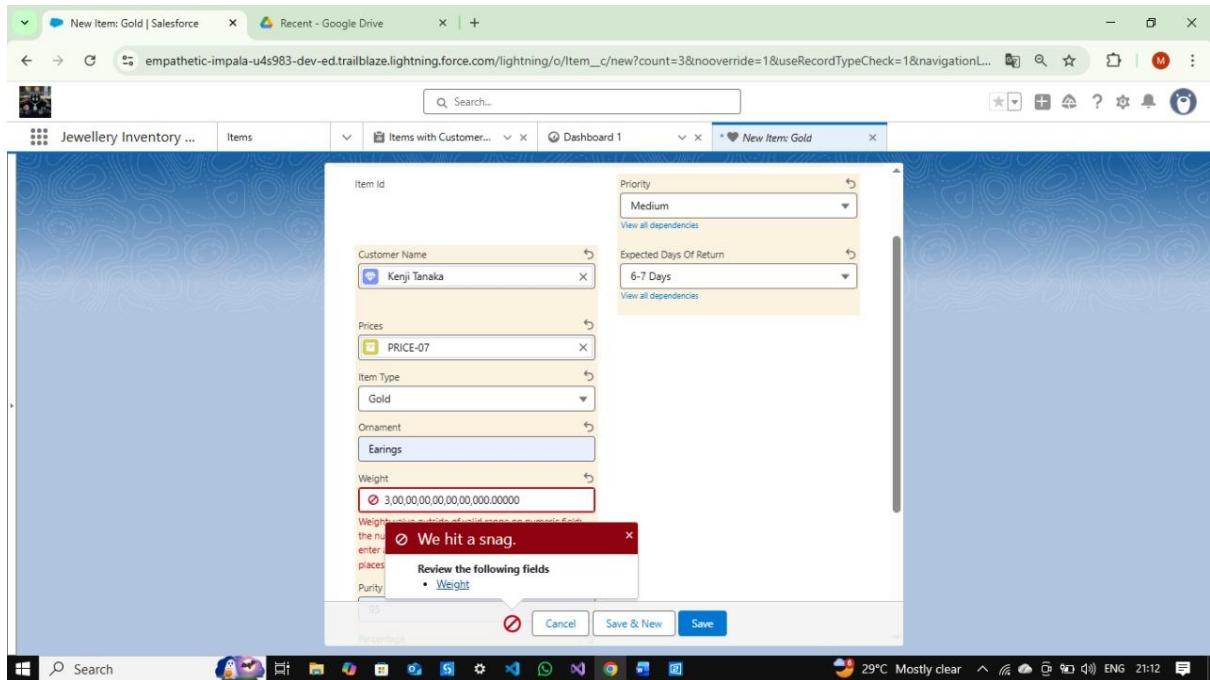
Parameter	Value (Before CRM Implementation - PAIN)	Value (After CRM Implementation - GAIN)
THINK & FEEL (Data Accuracy)	PAIN: Anxious about making pricing errors. Frustrated by data inconsistencies from manual spreadsheets.	GAIN: Confident in system data. Comfortable knowing the price is accurate and secure.
SEE & DO (Efficiency)	PAIN: Seeing cluttered interfaces and having to cross-reference multiple sheets/systems to check stock. Long delays in serving customers.	GAIN: Seeing a clean, specialized interface. Doing quick, real-time lookups and performing transactions swiftly.

Business Rule Creation:



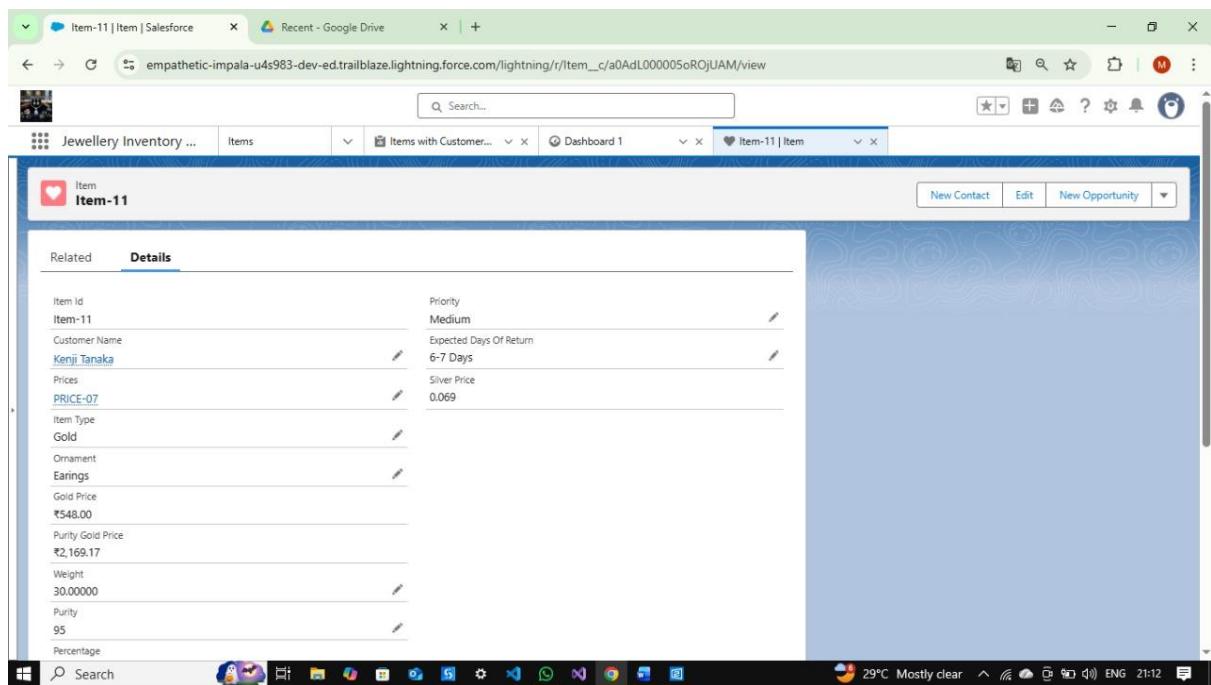
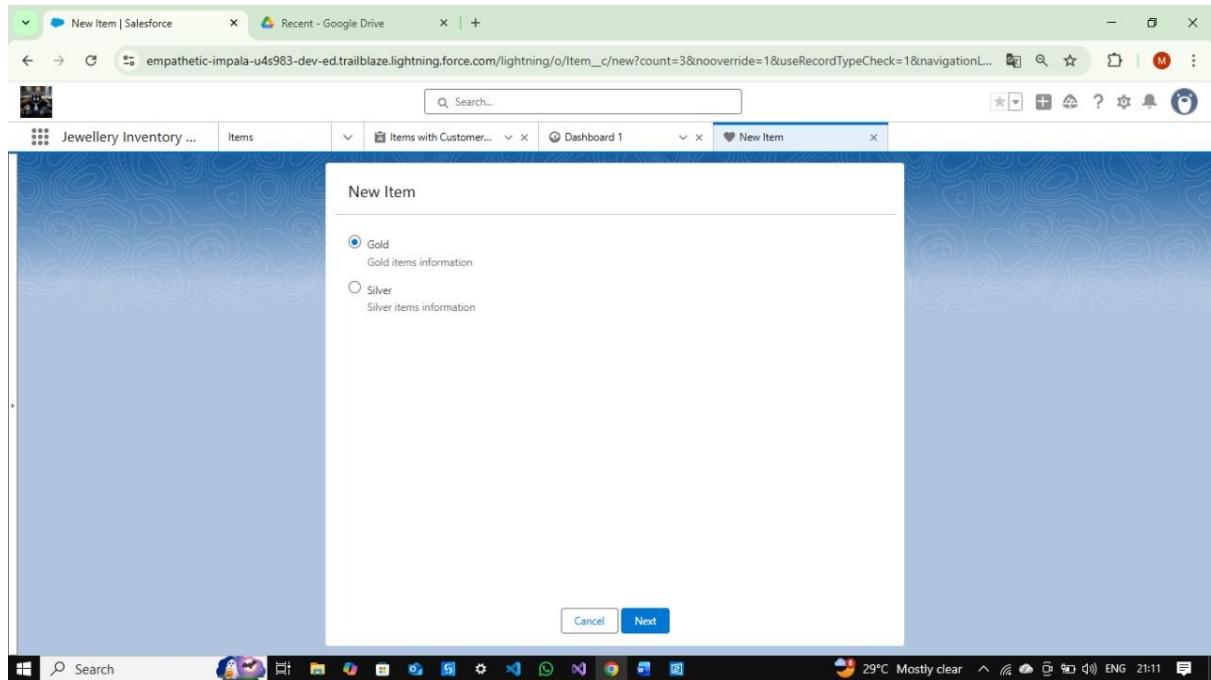
Parameter	Values
Data Integrity	A single source of truth (unified platform) ensuring data accuracy.
Operational Efficiency	Real-time access to stock and automated calculations for faster service.
System Security	Secure, scalable platform with defined access controls (Security Profiles).
Customer Management	Improved Customer Relationship Management (CRM) with complete customer history.
Management Insight	Reports and Dashboards providing instant, data-driven insights.

Test Deletion:



Parameter	Value
SEE (Environment)	Fragmented Data Sources: Seeing old, paper-based files and various spreadsheets for inventory, customer, and pricing data.
SAY & DO (Actions)	SAY: "I need to check the inventory spreadsheet again," or "I hope the price is updated." DO: Manually comparing data, writing down notes, and spending significant time searching for information.
HEAR (Influences)	Hearing customer complaints about slow service, and complaints from managers about lengthy, error-prone auditing processes.

Test With Unassigned User:



Parameter	Value
THINK	"I hope this spreadsheet has the correct, updated price."
FEEL	Anxious about making a pricing or inventory mistake in front of a customer.
FEEL	Frustrated by system slowness and repetitive, manual data entry.
THINK	"There must be a faster, simpler way to track customer history and manage assets."

The Performance Testing Phase validated the CRM Application for Jewel Management's capability to successfully support the required load and maintain operational efficiency, confirming that the new Salesforce solution, with its integrated Automation Flows and Validation Rules, performed reliably under expected user demand. Validation focused on confirming that the system delivered real-time responsiveness for critical business functions like inventory lookup and automated billing, ensuring that the migration from manual, fragmented processes to a unified platform successfully met the non-functional requirements for speed, scalability, and security necessary to support the jewellery business's goal of reduced data errors and improved customer service.