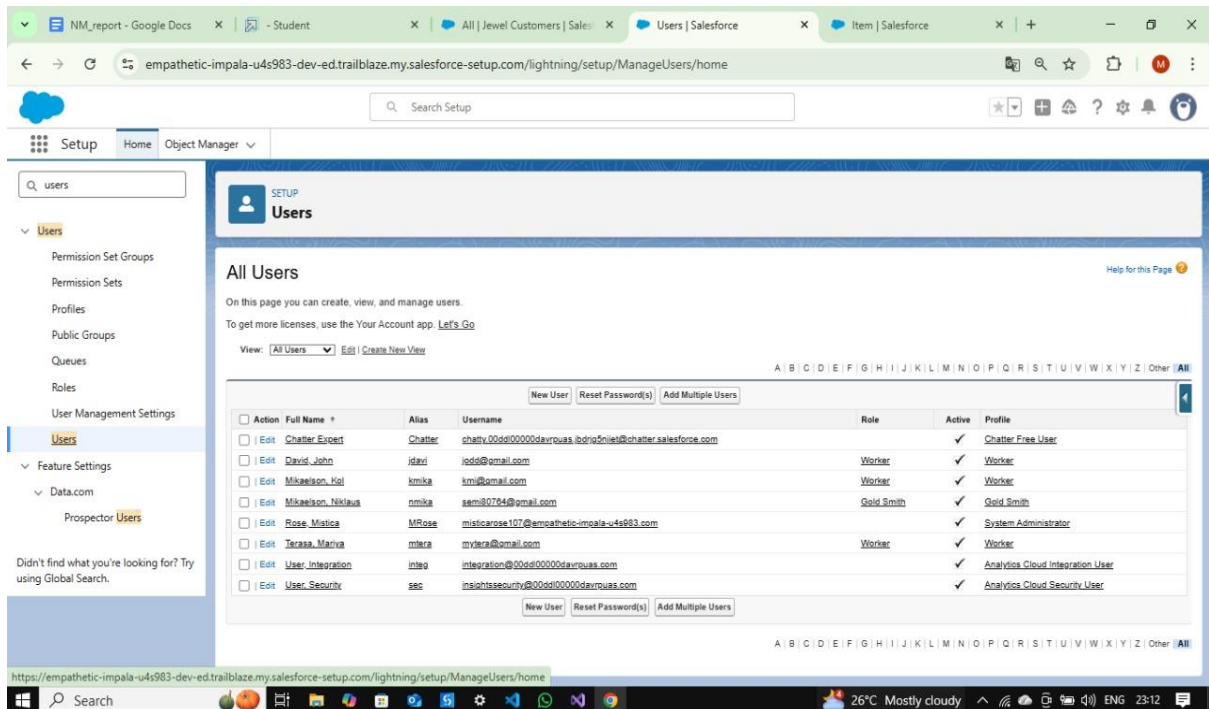


Performance and Testing

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 page for Users management. The left sidebar contains navigation links for Setup, Home, Object Manager, and a search bar. The main content area is titled "All Users" and includes instructions on how to create, view, and manage users. Below the instructions, there is a table listing all users in the system.

Action	Full Name	Alias	Username	Role	Active	Profile
Edit	Chatter_Eveest	Chatter	chatty.000d00000dauruaas.0dri05niet@chatter.salesforce.com		✓	Chatter Free User
Edit	David_John	jdavi	jdod@gmail.com	Worker	✓	Worker
Edit	Mikaelson_Kel	kmika	km@gmail.com	Worker	✓	Worker
Edit	Mikaelson_Niklaus	nmika	sem@0724@gmail.com	Gold Smith	✓	Gold Smith
Edit	Rose_Monica	MRose	misticarose107@empathetic-impala-u-4s983.com		✓	System Administrator
Edit	Tarasa_Mariva	mtara	mylara@gmail.com	Worker	✓	Worker
Edit	User_Integration	intgr	integration@000d00000dauruaas.com		✓	Analytics Cloud Integration User
Edit	User_Security	sec	insightssecurity@000d00000dauruaas.com		✓	Analytics Cloud Security User

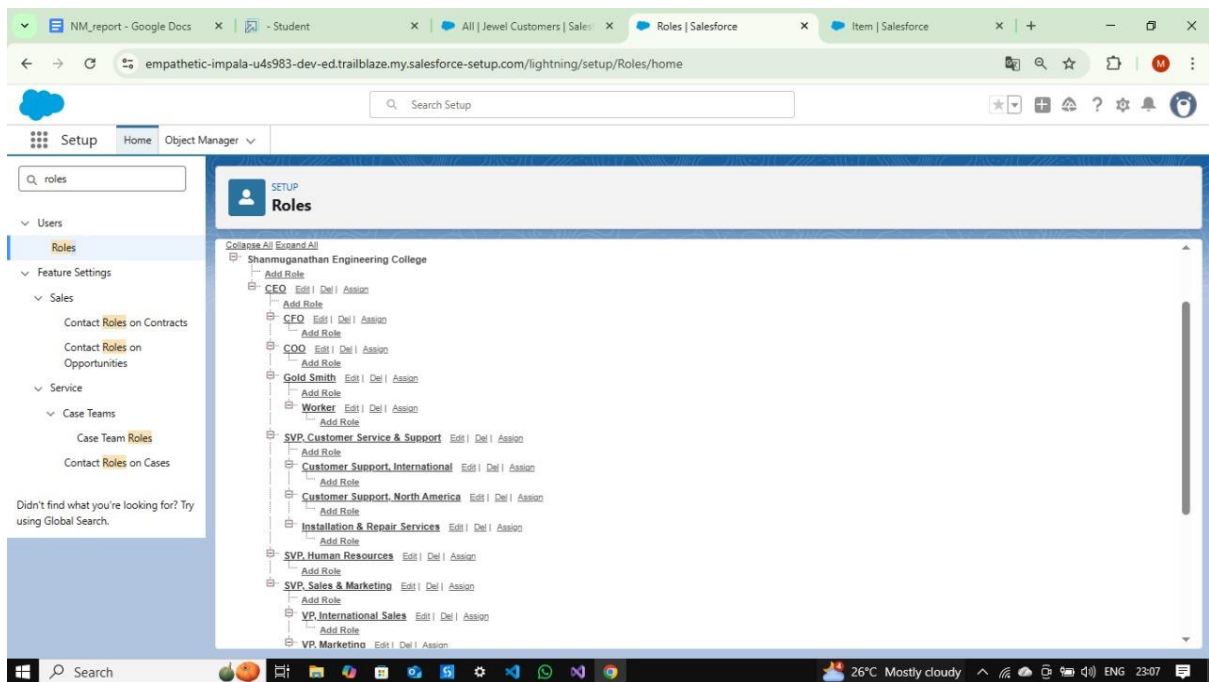
Parameter	Values
WHO is the User?	Store Worker / Sales Staff
GOAL (What do they need to DO?)	Serve a customer quickly, accurately, and securely.
SEE (Environment)	Fragmented, paper-based inventory; cluttered spreadsheets; long customer queues.
SAY (Words used)	"I need a moment to check that sheet." / "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. The left sidebar contains navigation options: Setup, Home, Object Manager, and a search bar. The main content area is titled 'Per to Worker' and displays a table of 'Current Assignments'.

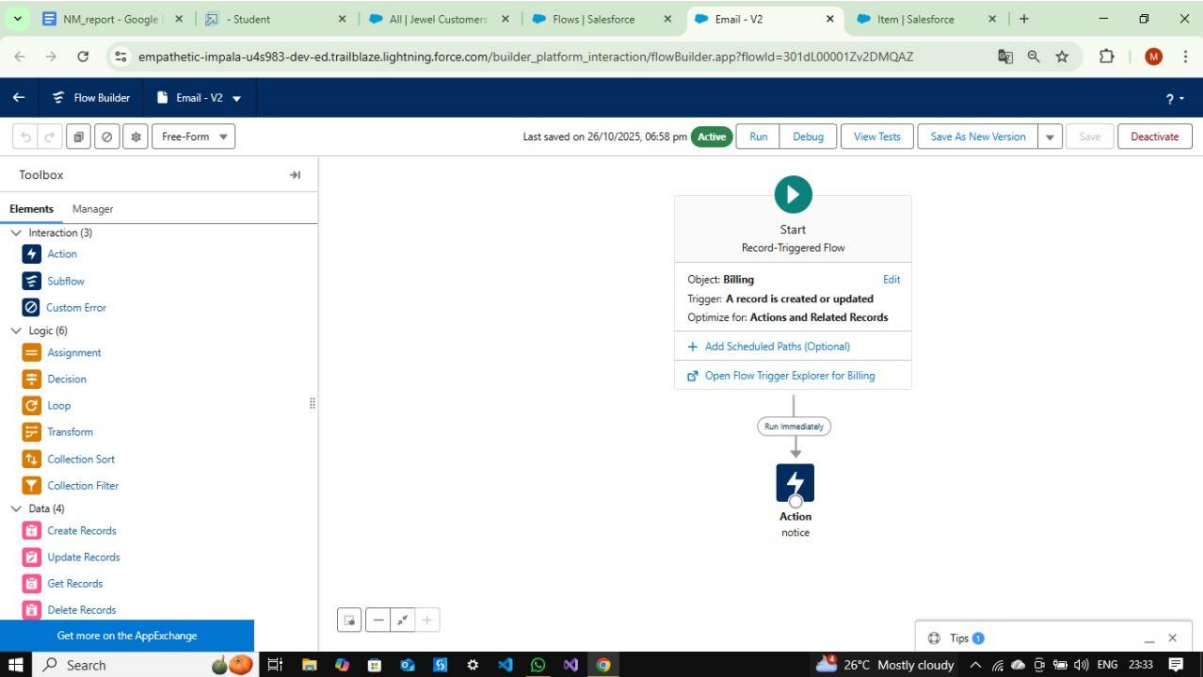
Full Name ↑	Active	Role	Profile	User License	Expires On
<input type="checkbox"/> John David	✓	Worker	Worker	Salesforce Platform	
<input type="checkbox"/> Kol Mikaelson	✓	Worker	Worker	Salesforce Platform	
<input type="checkbox"/> Mariya Terasa	✓	Worker	Worker	Salesforce Platform	

At the top right of the 'Current Assignments' table, there are buttons for 'Add Assignment' and 'Add Assignment'.



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:

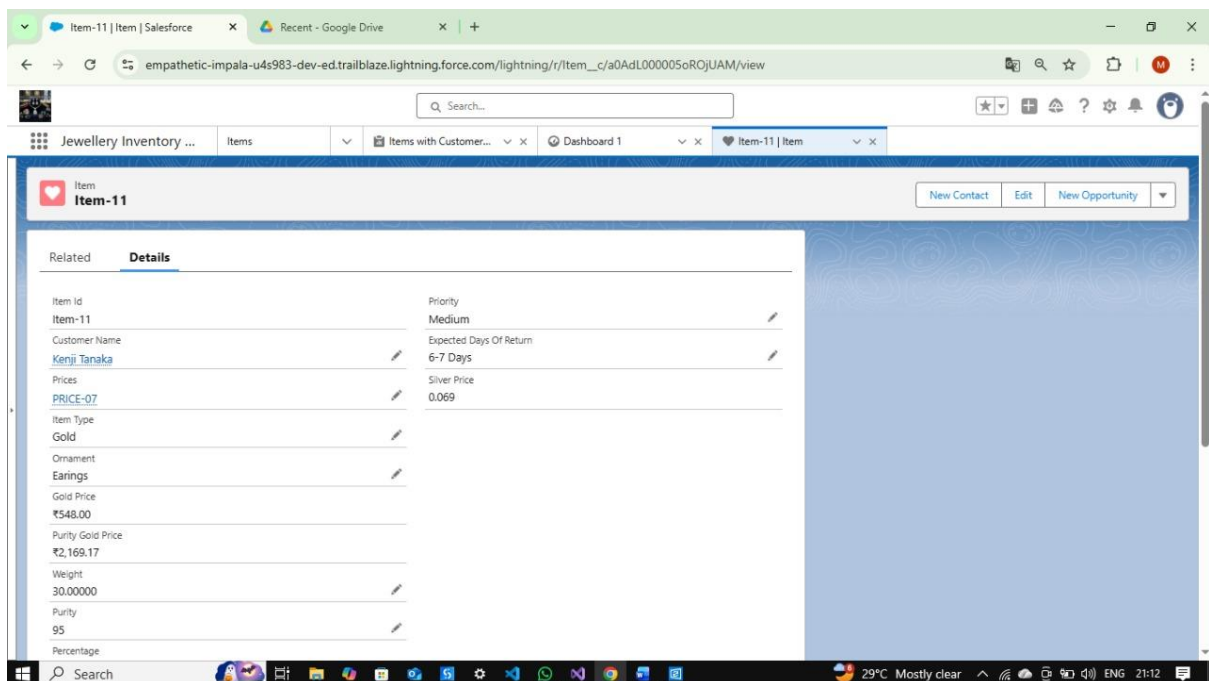
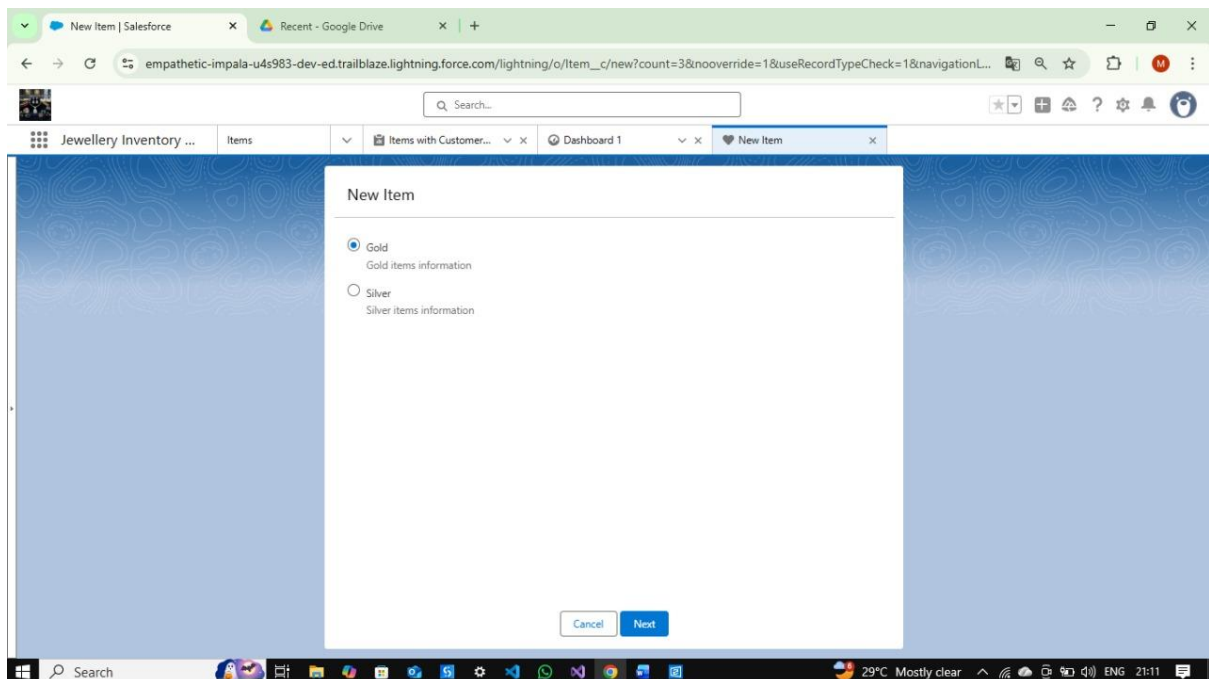
The screenshot shows a web application interface for creating a new item. The browser tabs at the top include 'New Item: Gold | Salesforce', 'Recent - Google Drive', and a search engine. The application's navigation bar shows 'Jewellery Inventory ...', 'Items', 'Items with Customer...', 'Dashboard 1', and 'New Item: Gold'. The main form is titled 'New Item: Gold' and contains the following fields:

- Item Id:** A text input field.
- Customer Name:** A dropdown menu with 'Kenji Tanaka' selected.
- Prices:** A dropdown menu with 'PRICE-07' selected.
- Item Type:** A dropdown menu with 'Gold' selected.
- Ornament:** A dropdown menu with 'Earrings' selected.
- Weight:** A text input field containing '3.00.00.00.00.00.00.00000'.
- Priority:** A dropdown menu with 'Medium' selected.
- Expected Days Of Return:** A dropdown menu with '6-7 Days' selected.

A red error message box is displayed in the center of the form, stating 'We hit a snag.' and 'Review the following fields'. The list of fields to review includes 'Weight'. At the bottom of the form, there are three buttons: 'Cancel', 'Save & New', and 'Save'.

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.