

Performance Testing Document

Project Title: CRM Application for Public Transport Management System

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Tool Used: Salesforce Developer Org

Testing Type: Manual + Declarative-based Performance Observation

1. Objective

To test the performance of the Salesforce-based Public Transport CRM application under different operations such as record creation, updates, report generation, and flow execution, and ensure that the system handles load without delays or data inconsistency.

2. Performance Metrics Considered

Metric	Description
Record Processing Time	Time taken to create/update records in custom objects like Trip, Employee
Flow Execution Time	Time taken for Flows to trigger and return results
Trigger Validation	Whether Apex triggers fire correctly and instantly on updates
Report & Dashboard Load Time	Time taken to generate reports and dashboards
Field Auto-Calculations	Performance of formula fields like Age, Total Amount

Test Cases (Low Record Volume)

Test Case	Description	Action Taken	Observation	Result
TC-01	Create a new Trip with Driver and Conductor IDs	Created 1 record with valid lookups	Record saved instantly	Pass
TC-02	Flow to auto-fetch Ticket Fare	Triggered flow by selecting Route Name	Fare updated correctly	Pass
TC-03	Trigger Validation (Wrong Role)	Assigned 'Cleaner' as Driver	Error shown on Save	Pass
TC-04	View Dashboard (Total Trips or Employees)	Opened sample dashboard	Loaded within 2 seconds	Pass
TC-05	Create a Report (e.g., Revenue by Route)	Generated report with 2-3 records	Loaded smoothly	Pass
TC-06	View Formula Fields (Age, Total Fare)	Edited 1 Employee/Trip record	Field recalculated instantly	Pass