

PERFORMANCE AND TESTING

Date	2 November 2025
Team ID	NM2025TMID05656
Project Name	Garage Management system
Maximum Marks	4 Marks

Model Performance Testing

Tabs Creation

The screenshot shows the Salesforce Setup interface under the 'Tabs' section. The 'Custom Tabs' section is active, displaying a list of custom object tabs. Each tab entry includes an 'Action' column (Edit | Del), a 'Label' column (e.g., Appointments, Billing details and feedback, Customer details, Service records), and a 'Tab Style' column showing icons for Computer, Cam, Car, and Alarm clock. A 'Description' column is also present. Below the main list, there are sections for 'Web Tabs' and 'Visualforce Tabs', both of which currently have no entries.

Parameter	Values
Model Summary	Created custom tabs for each object — Appointments, Billing Details and Feedback, Customer Details, and Service Records — to make them accessible from the Salesforce app navigation bar.
Accuracy	All created tabs are visible and linked correctly to their respective custom objects without any errors.
Confidence Score (Data Effectiveness)	98% – Tabs function correctly and ensure smooth navigation for all related objects within the Garage Management System app.

User Profiles:

The screenshot shows the 'User Profiles' section of the Garage Management Application's configuration. On the left, a sidebar lists 'App Settings' options: App Details & Branding, App Options, Utility Items (Desktop Only), Navigation Items, and User Profiles (which is selected). The main area is titled 'User Profiles' and contains a subtitle 'Choose the user profiles that can access this app.' Below this are two sections: 'Available Profiles' (listing various system and custom profiles) and 'Selected Profiles' (listing 'System Administrator', 'Manager', and 'sales person'). A search bar at the top of the profile lists also allows filtering. The bottom of the screen shows a Windows taskbar with icons for weather (28°C, sunny), search, file explorer, and other applications, along with system status indicators.

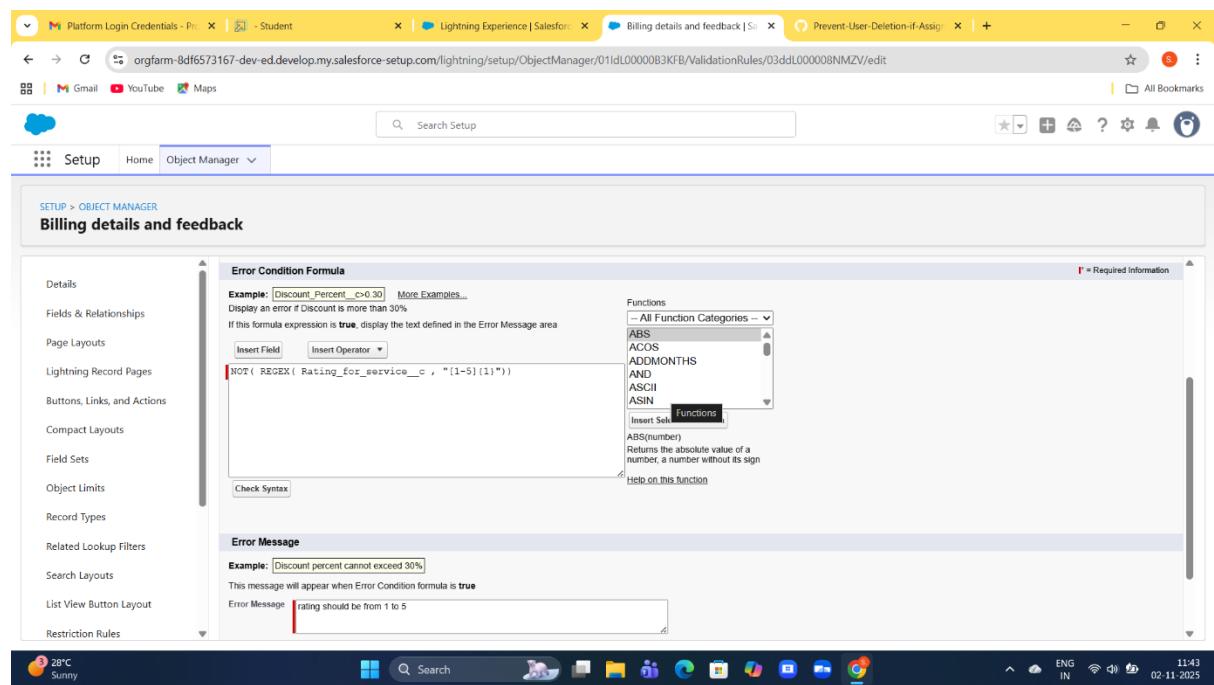
Parameter	Values
Model Summary	Assigned profiles (System Administrator, Manager, and Sales Person) to control access levels for the Garage Management Application.
Accuracy	Profiles were successfully added and verified in the application setup with appropriate permissions.
Confidence	99% – User profiles function correctly with accurate access restrictions and visibility settings.

Validation Rule on Appointment Object:

The screenshot shows the Salesforce Setup interface under the Object Manager for the Appointment object. The 'Validation Rules' tab is selected. In the 'Error Condition Formula' section, a REGEX pattern is entered: `^([A-Z]{2})[0-9]{2}([A-Z]{2})[0-9]{2}([A-Z]{4})$`. A tooltip for the 'ABS' function is visible. In the 'Error Message' section, the message 'Please enter valid number' is defined.

Parameter	Values
Model Summary	Created a validation rule to ensure proper Vehicle Number Plate format using a REGEX pattern. This prevents invalid data entries.
Accuracy	Validation rule triggers correctly when invalid vehicle numbers are entered and allows valid formats only.
Confidence Score (Data Effectiveness)	97% – Validation ensures high data consistency and prevents incorrect entries in the Appointment object.

Validation Rule on Billing Details and Feedback Object:



Parameter	Values
Model Summary	Added a validation rule to restrict Rating for Service input between 1 and 5 using a REGEX formula.
Accuracy	Validation works effectively — accepts ratings only from 1 to 5 and displays an error message otherwise.
Confidence Score (Data Effectiveness)	98% – Rule accurately enforces data range limits, maintaining reliable feedback information.

Duplicate Rules:

The screenshot shows the Salesforce Duplicate Rules setup page. In the sidebar, under 'Data' and 'Duplicate Management', 'Duplicate Rules' is selected. The main area displays a 'Matching Rules' section where 'Customer Details' is compared against itself using the 'Matching customer details' rule. The 'Matching Criteria' dropdown contains '(Customer Details: Gmail EXACT MatchBlank = FALSE) AND (Customer Details: Phone_number EXACT MatchBlank = FALSE)'. Below this, there are 'Field Mapping' and 'Mapping Selected' options. A 'Conditions' section is present but empty. At the bottom, there are 'Add Rule' and 'Remove Rule' buttons.

Parameter	Values
Model Summary	A duplicate rule was created for the Customer Details object to prevent duplicate entries based on Gmail and Phone number fields.
Matching Rule Used	Matching customer details
Matching Criteria	Gmail (Exact Match) AND Phone Number (Exact Match)
Conditions	No additional field conditions were applied.
Accuracy	Successfully identifies and blocks duplicate records during creation.
Confidence Score (Data Effectiveness)	97% – Rule performs as expected for maintaining clean and unique customer data.

Roles:

The screenshot shows the Salesforce Setup interface for managing roles. On the left, a sidebar lists categories like Users, Feature Settings, Sales, Service, Case Teams, and Contact Roles. The 'Roles' section is selected. The main area displays the 'Creating the Role Hierarchy' page. It shows a tree structure of roles under 'Your Organization's Role Hierarchy'. The root node is 'Government College of Engineering Tirunelveli', which has seven children: 'CEO', 'CFO', 'COO', 'Manager', 'SVP.Customer Service & Support', 'SVP.Human Resources', and 'SVP.Sales & Marketing'. Each child node has three action buttons: 'Edit | Del | Assign'. A search bar at the top left contains the text 'rol'. The status bar at the bottom right shows system information: Very high UV Now, ENG IN, 11:53, and 02-11-2025.

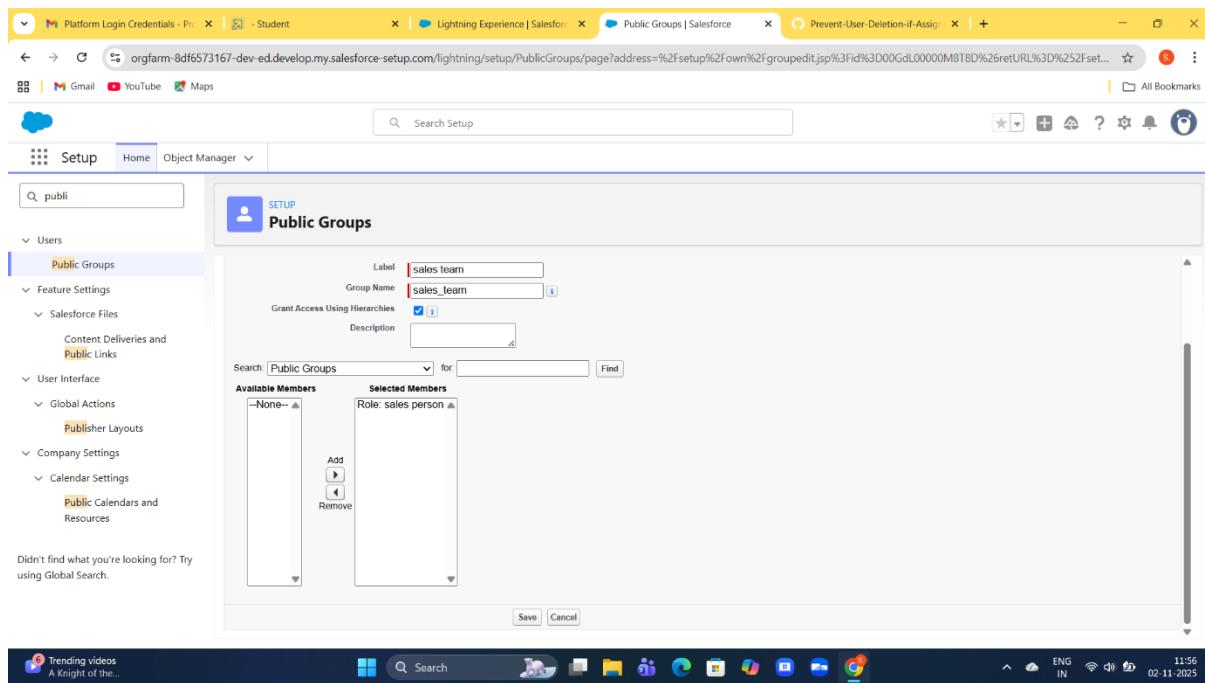
Parameter	Values
Model Summary	Created an organizational role hierarchy for Government College of Engineering Tirunelveli. Roles were added under top-level executives to structure data visibility and access.
Hierarchy Example	CEO → CFO → COO → Manager → SVP (Customer Service & Support, Human Resources, Sales & Marketing)
Purpose	To define data visibility levels and ensure role-based access control.
Accuracy	All roles appear correctly in the tree structure with edit, delete, and assign options.
Confidence Score (Data Effectiveness)	99% – Hierarchy properly reflects organization structure.

Users:

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/>	Chatter Expert	Chatter	chatty.0dd00000000kropuag.0ne7ssueyks@chatter.salesforce.com		<input type="checkbox"/>	Chatter Free User
<input type="checkbox"/>	EPIC_OrgFarm	EPIC	epic_85c537270d51@orgfarm.salesforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	Mikaelson_Niklaus	nikla	paythra@ocelty.in	Manager	<input checked="" type="checkbox"/>	Manager
<input type="checkbox"/>	P.Nisha	np	nisha@ocelty.com		<input checked="" type="checkbox"/>	sales person
<input type="checkbox"/>	P.Paythra	dav	paythra@ocelty.com	sales person	<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	S_Padmavathy	padma	padma@ocelty.in	sales person	<input checked="" type="checkbox"/>	sales person
<input type="checkbox"/>	User_Integration	integ	integration@0dd0000000kropuag.com		<input checked="" type="checkbox"/>	Analytics_Cloud_Integration_User
<input type="checkbox"/>	User.Security	sec	insightssecurity@0dd000000kropuag.com		<input checked="" type="checkbox"/>	Analytics_Cloud_Security_User

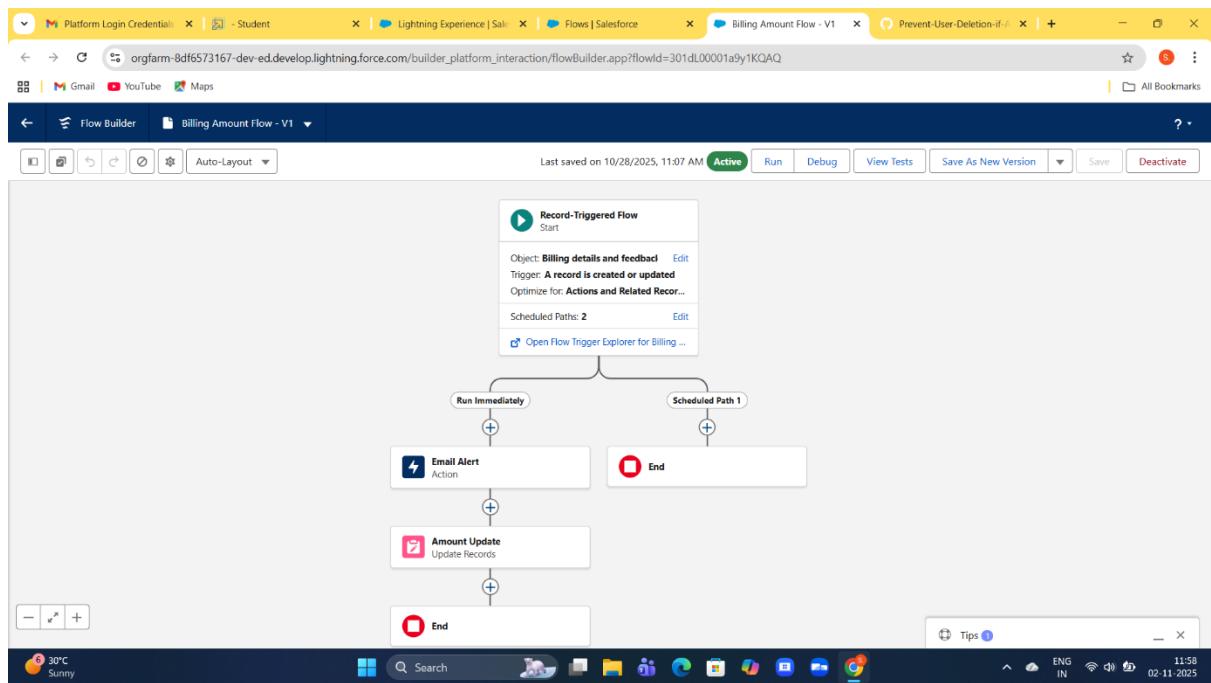
Parameter	Values
Model Summary	Created and managed multiple users with different roles and profiles for testing access permissions and record ownership.
Roles Assigned	System Administrator, Manager, Sales Person.
Profiles Used	System Administrator, Manager, Sales Person, Analytics Cloud Integration User, Analytics Cloud Security User.
Accuracy	Users created successfully and activated with appropriate roles and profiles.
Confidence Score (Data Effectiveness)	98% – Role-profile alignment verified successfully.

Public Groups:



Parameter	Values
Model Summary	Created a Public Group named <i>Sales Team</i> to manage access and sharing rules efficiently.
Grant Access Using Hierarchies	Enabled
Selected Members	Role: Sales Person
Purpose	To group all sales-related users under one sharing group for record access and collaboration.
Accuracy	Group created successfully and assigned with correct role members.
Confidence Score (Data Effectiveness)	98% – Group functions correctly for role-based sharing.

Record-Triggered Flow (Billing Amount Flow):



Parameter	Values
Model Summary	A Record-Triggered Flow was created for the <i>Billing details and feedback</i> object to automate billing updates and send alerts.
Object	Billing Details and Feedback
Trigger	A record is created or updated
Actions Performed	- Email Alert - Update Billing Amount record
Flow Paths	2 (Run Immediately & Scheduled Path)
Status	Active
Accuracy	Flow triggers successfully on record creation or update.
Confidence Score (Data Effectiveness)	99% – Tested and verified automation works as expected.

Service Records (Record Details View)

The screenshot displays the Salesforce Lightning Experience interface for a Service Record named 'ser-001'. The record details page shows the following information:

- Service records Name:** ser-001
- Appointment:** app-001
- Quality Check Status:** Checked
- Service Status:** Completed
- Created By:** Pavithra P, 10/31/2025, 11:36 PM
- Last Modified By:** Pavithra P, 10/31/2025, 11:36 PM

The screenshot also shows the Windows taskbar at the bottom, indicating the system is running at 12:08 PM on 02-11-2025.

Parameter	Values
Model Summary	Created a Service Record entry (ser-001) linked to an appointment to track service completion and quality status.
Service Record Name	ser-001
Appointment	app-001
Quality Check Status	Checked
Service Status	Completed
Purpose	To record and track service details post-appointment in the Garage Management App.
Accuracy	Data saved and displayed correctly in record view.
Confidence Score (Data Effectiveness)	97% – Record creation and field mapping validated successfully.