**Test Plan for CRM Project**

**1. Project Description**

A CRM application for managing customer interactions, tracking sales, and automating workflows.

This Application S/w Contain Below Modules :

1. **Home** – Provides an overview of CRM activities with quick access to key data.

2. **Leads** – Manages potential customers and tracks lead conversion.

3. **Contacts** – Stores and manages customer and business contact details.

4. **Accounts** – Represents companies and organizations linked to contacts and deals.

5. **Deals** – Tracks sales opportunities from prospecting to closure.

6. **Tasks** – Manages and assigns work-related activities with deadlines.

7. **Meetings** – Schedules and tracks client or team meetings.

8. **Projects** – Helps manage and track project progress and tasks.

**2. Testing Objective**

Ensure the CRM system functions as expected, meets business requirements, and is free of critical defects.

And also find defect as possible as I can to make s/w strong

**3. Approach**

Manual and automated testing

Functional, Intrigration, system and API, testing

Exploratory Testing.

Agile Scrum methodology with iterative testing

**4. Test Scope**

Modules: User Management, Lead Management, Sales Tracking, Reports, Notifications

Web and mobile responsiveness

API testing for integrations

Test Only Those Modules and features which build by our company Devloper.

**5. Assumptions**

Test environment mimics production

All necessary third-party integrations are available

No Actual Requarment Documents

**6. Risk**

Third-party API failures

Less knowledge about this s/w

Data loss during migration

Performance issues under high load

**7. Backup Plan / Mitigation Plan**

Regular data backups

Mock APIs for testing

Load testing before production release

Done Exploratoary Testing First.

**8. Entry & Exit Criteria**

**Entry Criteria:**

Test Plan and Test Cases are ready

Test environment is set up

Application build is deployed

All required data is available

**Exit Criteria:**

All planned test cases are executed

No high-severity defects remain open

Regression testing is complete

Stakeholder approval is received

**9. Test Case Writing**

Covers positive, negative, boundary, and edge cases

Includes functional, integration, and regression scenarios

Uses a structured format for manual and automated tests

**10. Software & Hardware Setup**

Software: Chrome, Postman, Selenium, JIRA

Hardware: Min 4GB RAM, 10GB storage

**11. Environment Setup**

Test, UAT, and Production environments

Mock API services for external dependencies

**12. Type of Testing**

Functional, Regression, Integration, UI/UX, API, Performance, and Security Testing

**13. Defect Tracking**

JIRA for bug reporting and tracking

Severity & priority-based defect classification

**14. Roles & Responsibilities**

Pawan Mankar (QA Tester)

Writes and executes test cases

Raises defects and tracks them in JIRA

Contributes to all testing phases (manual and automation)

Ensures test coverage across all functionalities

**15. Automation Framework**

Tools: Java, Selenium, TestNG, and additional plugins

Uses POM (Page Object Model) for maintainability

Supports parallel execution with TestNG

**16. Test Deliverables**

Test Plan Document

Test Cases & Test Execution Report

Defect Report

Final Test Summary