

NAAN MUDHALVAN PROJECT REPORT

SB8067- SALESFORCE DEVELOPER

“CRM APPLICATION FOR JEWEL MANAGEMENT “

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5. Performance Testing Phase — CRM application for jewel management

5.1 Introduction

- The requirement analysis phase defines and clarifies the business needs, functional expectations, and system scope for developing the Salesforce-based CRM application for jewel management.

5.2 Objectives

- The objective is to identify, analyze, and document all business and system requirements needed to build an efficient Salesforce-based CRM solution for jewel management.

5.3 Types of Tests

1. **Feasibility Testing**
Checks whether the requirements can be realistically implemented within Salesforce capabilities.
2. **Requirement Validation Testing**
Ensures the requirements are clear, complete, consistent, and aligned with business goals.
3. **Functional Requirement Testing**
Verifies that each requirement supports the expected CRM functions and workflows.
4. **Non-functional Requirement Testing**
Evaluates performance, security, usability, and scalability expectations of the system.
5. **Traceability Testing**
Ensures every requirement can be mapped to design elements, development tasks, and test cases.

5.4 Tools & Environment

The tools and environment include Salesforce sandbox, documentation and tracking tools like Jira and Google Docs, and diagramming tools like Lucidchart used to analyze, document, and validate requirements.

5.5 Metrics & (Sample) Results

- Average Response Time: ~1.2–1.8 seconds under normal load.
- Peak Load Capacity: Stable with ~300 concurrent users in test environment (customer, reports, dashboards).
- CPU Utilization: Below 75% during tests.
- Memory Usage: Stable over 8-hour endurance tests.
- Error Rate: <1% during varied scenarios.> Note: These are baseline figures expected in the test environment. Real-world numbers will depend on hosting and SMS/map provider latencies.

5.6 Observations & Optimization

- Removing redundant or overlapping functional expectations.
- Consolidating similar workflows to reduce customization overhead
- Leveraging Salesforce standard features (like Leads, Opportunities, Products) wherever possible to avoid unnecessary development.
- Simplifying user journeys through optimized UI and process flows.
- Prioritizing high-impact requirements for faster implementation cycles.

5.7 Conclusion

- The requirement analysis phase provides a clear, validated, and optimized foundation that guides the successful design and development of the Salesforce-based CRM for jewel management.