Phase 10 – Testing & Validation

1. Purpose

Phase 10 focuses on testing the entire Salesforce application to ensure it meets business requirements and works as expected after all configurations and customizations.

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2. Testing Performed

A. Unit Testing

- Verified Apex classes, triggers, and flows using Developer Console.
- Ensured at least 75% code coverage for Apex classes.
- Fixed any issues found during test execution.

B. Functional Testing

- Tested each object (Policy, Claim, Agent Assignment) to ensure:
  - Record creation, update, and delete work correctly.
  - Validation rules and workflows trigger as expected.
  - Flows execute without errors.

C. Integration Testing

- Verified that callouts and named credentials work by checking Debug Logs.
- Confirmed external API responses (if applicable).

D. UI Testing

- Checked Lightning App pages for:
  - Proper navigation between tabs.
  - Visibility of charts, tasks, and notifications.
  - Responsive layout on desktop and mobile.

E. User Acceptance Testing (UAT)

- Conducted testing with end users (Managers, Agents) to confirm usability.
- Collected feedback and fixed issues reported.

3. Validation

- Compared expected results vs. actual results for all test cases.
- Ensured all defects were resolved and retested.
- Confirmed that the app met all business requirements before go-live.