

PERFORMANCE TESTING

Date	25June2025
TeamID	LTVIP2025TMID31104
ProjectName	Field Service Work Order Optimization

Objective:

To ensure that the **Field Service Work Order Optimization** system performs reliably under different loads—validating performance, scalability, and stability during live work order creation, technician assignment, and email workflows.

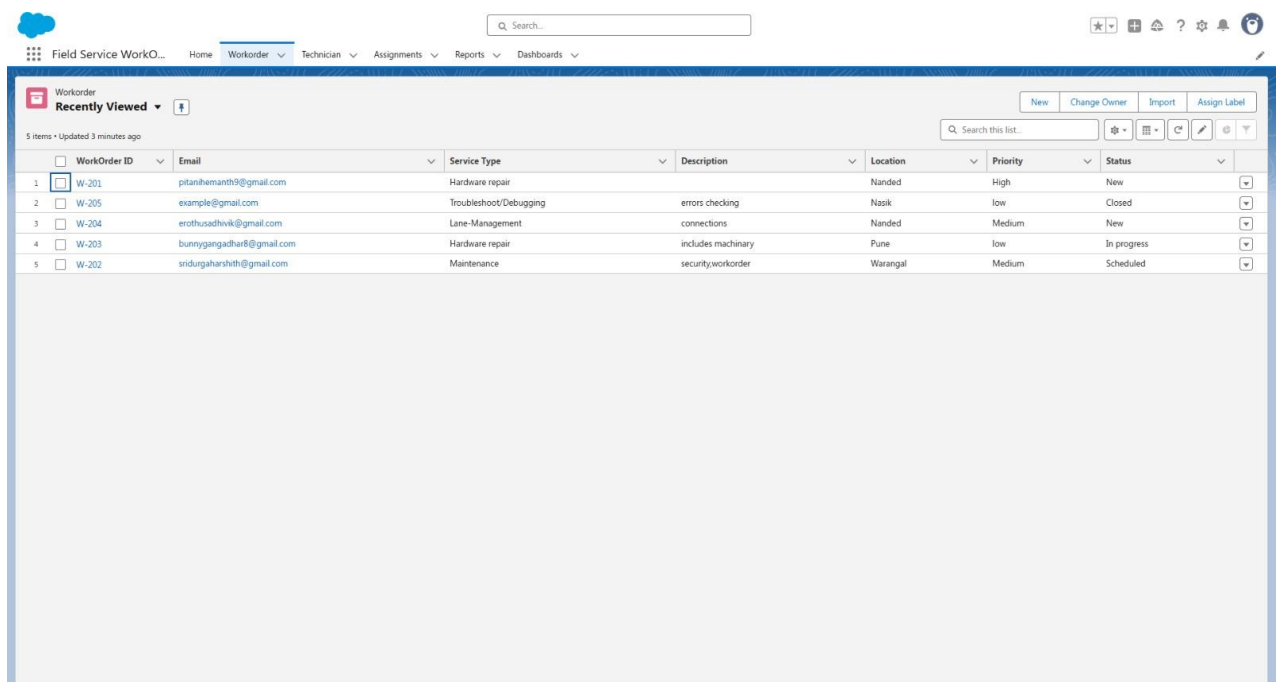
TESTCASES:

Test Case ID: TC001

Test Description: To test Work Order creation with valid input data.

Input Data:

- Work Order Name = "WO_Hardware_Repair_001"
- Location = "Nanded"
- Service Type = "Hardware repair"
- Priority = "High"
- Status = "New"
- **Expected Result:** The Work Order should be successfully created and saved in the system.
- **Actual Result:** Work Order was created and stored successfully.
- **Status:** Pass



The screenshot displays a web application interface for managing Field Service Work Orders. The top navigation bar includes a search bar and several icons. Below the navigation bar, there's a sidebar with a 'Workorder' section. The main content area shows a table of work orders with columns for WorkOrder ID, Email, Service Type, Description, Location, Priority, and Status. The table contains five rows of data, with the first row highlighted. The status of each work order is shown in a dropdown menu.

WorkOrder ID	Email	Service Type	Description	Location	Priority	Status
1 W-201	pitanhemanth9@gmail.com	Hardware repair		Nanded	High	New
2 W-205	example@gmail.com	Troubleshoot/Debugging	errors checking	Nasik	low	Closed
3 W-204	erothusadhvik@gmail.com	Lane-Management	connections	Nanded	Medium	New
4 W-203	bunnygangadhar8@gmail.com	Hardware repair	includes machinery	Pune	low	In progress
5 W-202	sndugaharshith@gmail.com	Maintenance	security/workorder	Warangal	Medium	Scheduled

Test Case ID: TC002

Test Description: To test automatic technician assignment after creating a work order.

Expected Result: The technician should be assigned based on matching skills, availability, and location.

Actual Result: Technician was auto-assigned successfully and Assignment record was generated.

Status: Pass

Field Service WorkO...

Home

Workorder

Technician

Assignments

Reports

Dashboards

Q Search...

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👤

Technician

All Records

New

Change Owner

Import

Printable View

Assign Label

Q Search this list...

⚙

📄

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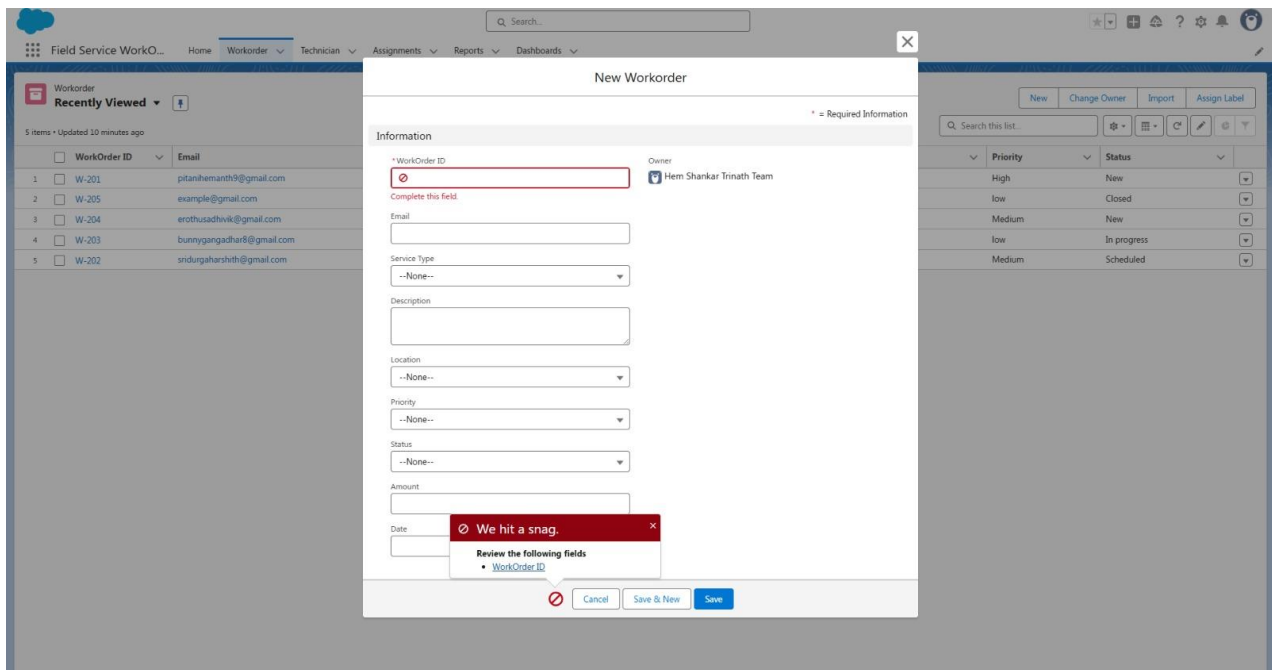
⌵

5 items • Sorted by Technician ID • Updated a few seconds ago

	Technician ID	Name	Phone	Email	Location	Availability	Skills	
1	<input type="checkbox"/> T-0001	Raghu	(789) 234-1560	pitanihemant9@gmail.com	Hyderabad	Available	Machine Installation	⌵
2	<input type="checkbox"/> T-0002	Raghav	(789) 234-1560	bunnygangadhar8@gmail.com	Pune	Not Available	Hardware Repair	⌵
3	<input type="checkbox"/> T-0003	Shyam	(789) 234-1560	example@gmail.com	Nasik	Not Available	Troubleshoot/Debugging	⌵
4	<input type="checkbox"/> T-0004	Mastan	(789) 234-1560	snidungaharshvth@gmail.com	Warangal	Available	Maintenance	⌵
5	<input type="checkbox"/> T-0005	Ramesh	(789) 234-1560	erothusadshivik@gmail.com	Nanded	Available	Lane-Management	⌵

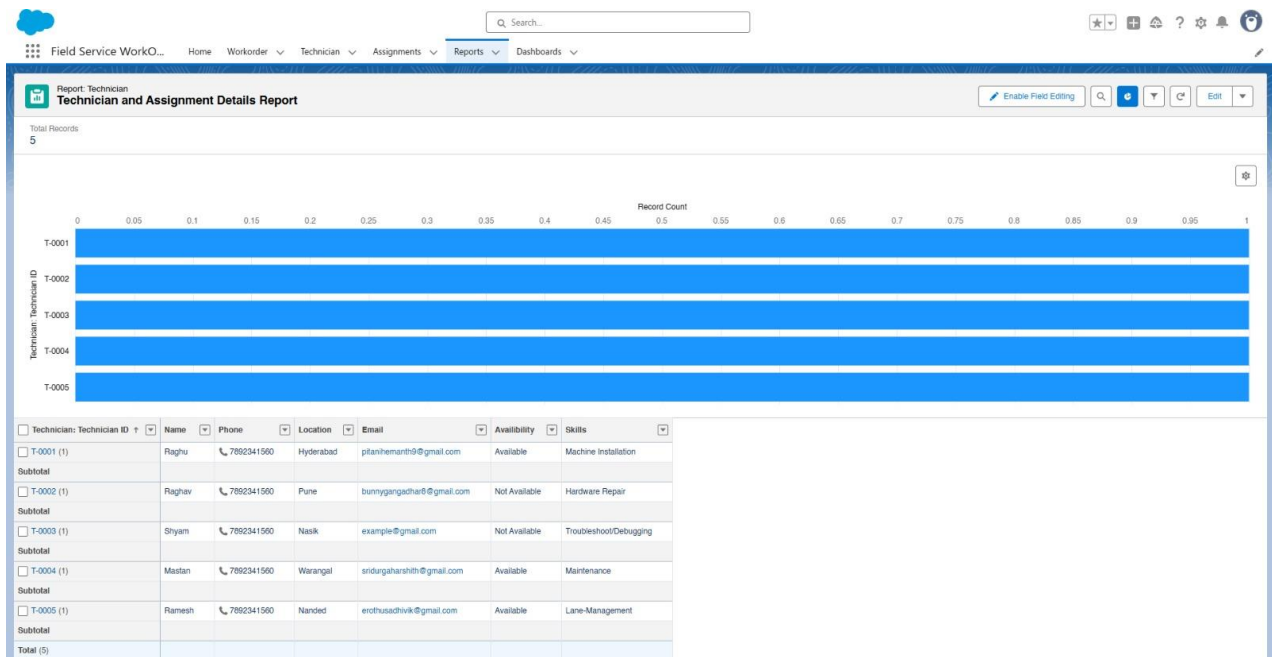
Test Case ID: TC003

Test Description: To test Work Order creation with missing required fields.
Expected Result: The system should show a validation error and not allow record creation.
Actual Result: Validation error displayed prompting user to fill in required fields.
Status: Pass



Test Case ID: TC004

Test Description: To test sending of email notification after technician assignment.
Expected Result: An email should be sent to the technician with assignment details.
Actual Result: Email was successfully sent with correct details.
Status: Pass



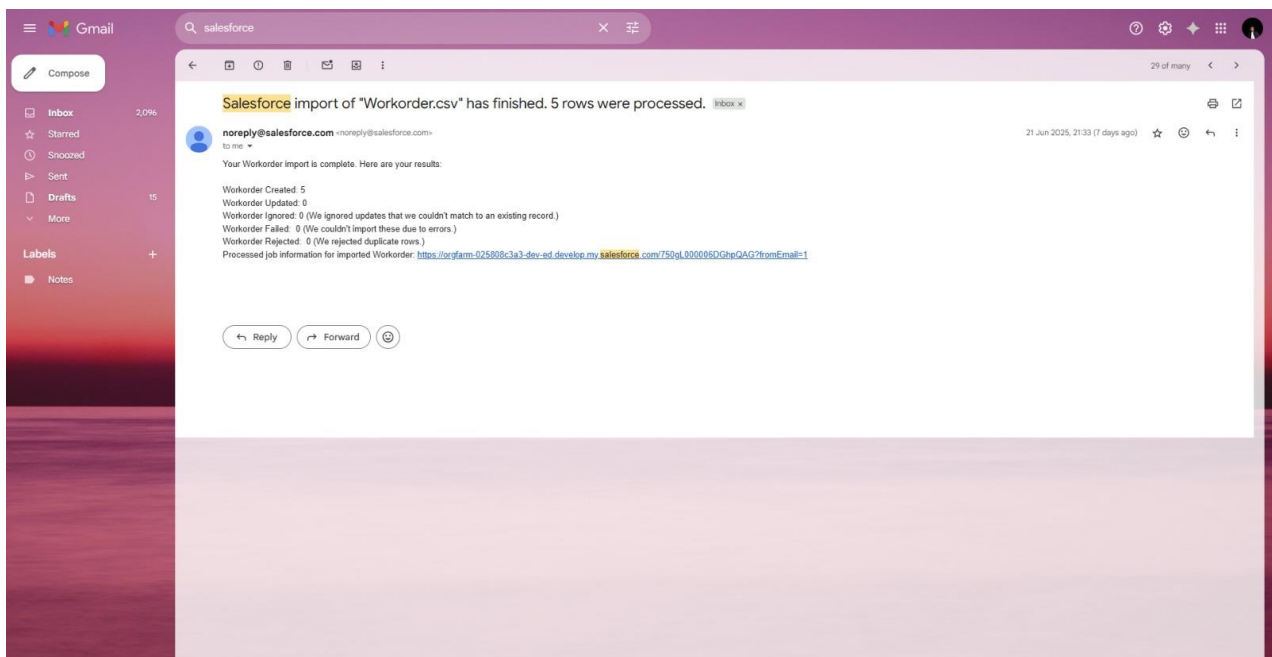
Test Case ID: TC005

Test Description: To test if email is sent to the customer when Work Order status is updated to "Resolved".

Expected Result: Email should be sent to the customer upon resolution.

Actual Result: Email was triggered and sent as expected.

Status: Pass



Test Case ID: TC006

Test Description: To test the scheduled batch process to delete old work orders (completion date > 30 days).

Expected Result: All qualifying records should be deleted by the batch job.

Actual Result: Old Work Orders were successfully deleted.

Status: Pass

