

PERFORMANCE AND TESTING

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| Date | 2/11/2025 |
| Team ID | NM2025TMID06645 |
| 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 is at the top of the available profiles list. 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.

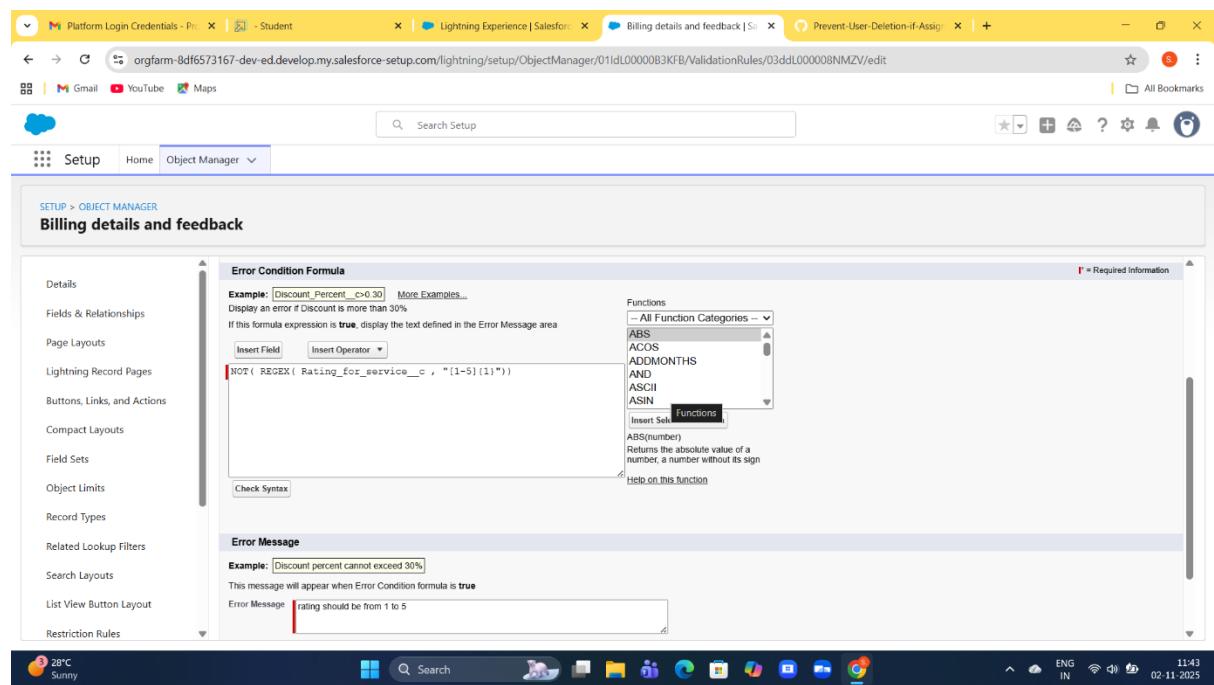
| Parameter | Values |
|---------------|---|
| Model Summary | Assigned profiles (System Administrator, Manager, and Sales Person) to control access levels for the Garage Management Application. |
| Accuracy | Profiles were successfully added and verified in the application setup with appropriate permissions. |
| 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 displays the Salesforce Duplicate Rules setup interface. On the left, a sidebar lists categories like Data, Duplicate Management, Duplicate Error Logs, and the current selection, Duplicate Rules. A search bar at the top right contains the text 'Search Setup'. The main content area is titled 'd SETUP Duplicate Rules'. It shows a 'Matching Rules' section where 'Customer Details' is compared against itself using the 'Matching customer details' rule. The 'Matching Criteria' field contains the expression '(Customer_Details: Gmail EXACT MatchBlank = FALSE) AND (Customer_Details: Phone_number EXACT MatchBlank = FALSE)'. Below this, the 'Field Mapping' section has a green checkmark next to 'Mapping Selected'. Under the 'Conditions' heading, there are five rows of logic, each consisting of a 'Field' dropdown ('-None-'), an 'Operator' dropdown ('-None-'), and a 'Value' input field, all grouped under the word 'AND'. At the bottom of the page, there are 'Add Rule' and 'Remove Rule' buttons. The desktop taskbar at the bottom of the screen shows various application icons and the date 02-11-2025.

| 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:

Creating the Role Hierarchy

You can build on the existing role hierarchy shown on this page. To insert a new role, click **Add Role**.

Your Organization's Role Hierarchy

Help for this Page

Show in tree view

Collapsed All Expand All

- Government College of Engineering Tirunelveli
 - CEO** Edit | Del | Assign
 - Add Role
 - CFO** Edit | Del | Assign
 - Add Role
 - COO** Edit | Del | Assign
 - Add Role
 - Manager** Edit | Del | Assign
 - Add Role
 - SVP.Customer Service & Support** Edit | Del | Assign
 - Add Role
 - SVP.Human Resources** Edit | Del | Assign
 - Add Role
 - SVP.Sales & Marketing** Edit | Del | Assign
 - Add Role

| 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.0dd0000000000000@chatter.salesforce.com | | <input type="checkbox"/> | Chatter Free User |
| <input type="checkbox"/> | EPIC_OrgFarm | EPIC | epic_85c57270d51@orgfarm.salesforce.com | | <input checked="" type="checkbox"/> | System Administrator |
| <input type="checkbox"/> | Mikaelson_Niklaus | nikla | paythra@ocelty | Manager | <input checked="" type="checkbox"/> | Manager |
| <input type="checkbox"/> | P.Nisha | np | nisha@ocelty.com | salesperson | <input checked="" type="checkbox"/> | sales person |
| <input type="checkbox"/> | P.Paythra | dav | paythra@ocelty.com | salesperson | <input checked="" type="checkbox"/> | System Administrator |
| <input type="checkbox"/> | S_Padmavathy | padma | padma@ocelty | salesperson | <input checked="" type="checkbox"/> | sales person |
| <input type="checkbox"/> | User_Integration | integ | integration@0dd0000000000000@hcspug.com | | <input checked="" type="checkbox"/> | Analytics_Cloud_Integration_User |
| <input type="checkbox"/> | User.Security | sec | insightssecurity@0dd0000000000000@hcspug.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:

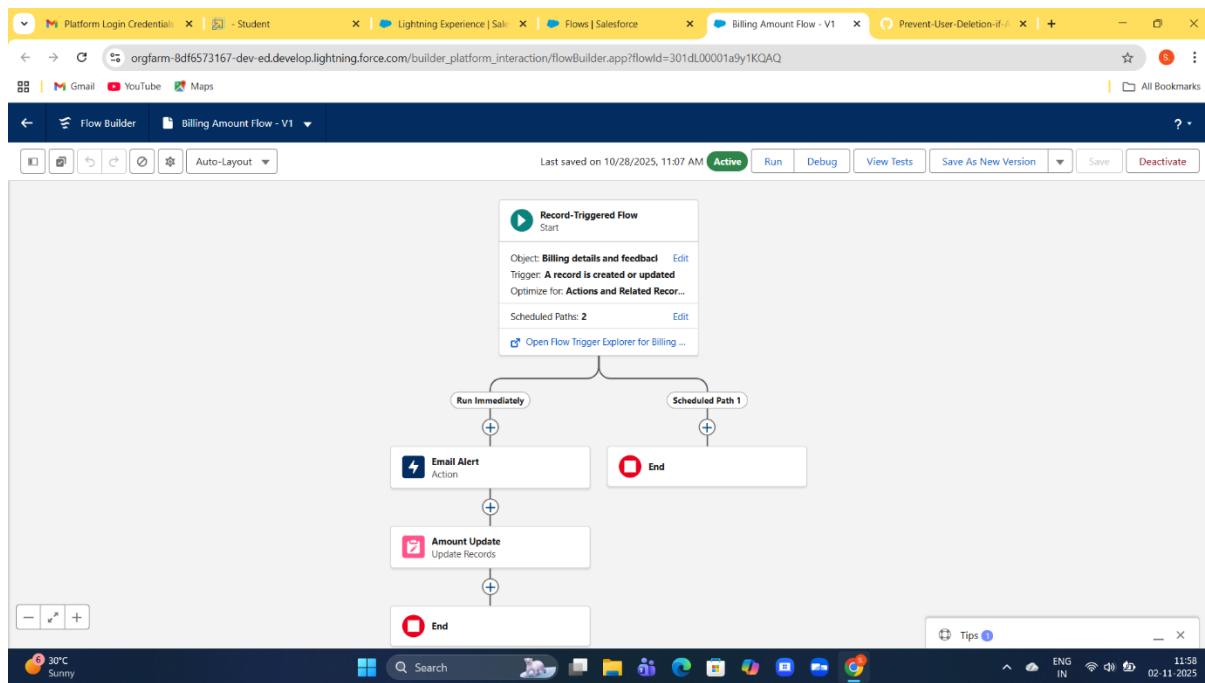
The screenshot shows the Salesforce Setup interface under the 'Users' section, specifically the 'Public Groups' page. A new group is being created with the following details:

- Label:** sales team
- Group Name:** sales_team
- Grant Access Using Hierarchies:** Checked
- Description:** (empty)

The 'Available Members' list is currently empty, indicated by '-None-' at the top. The 'Selected Members' list shows 'Role: sales person'. There are 'Add' and 'Remove' buttons between the two lists.

| 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 interface includes standard Salesforce navigation elements like 'Customer Details', 'Service records', 'Billing details and feedback', 'Reports', 'Dashboards', and 'Appointments'. The top navigation bar shows multiple open tabs, and the bottom taskbar includes icons for various Windows applications.

| 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. |