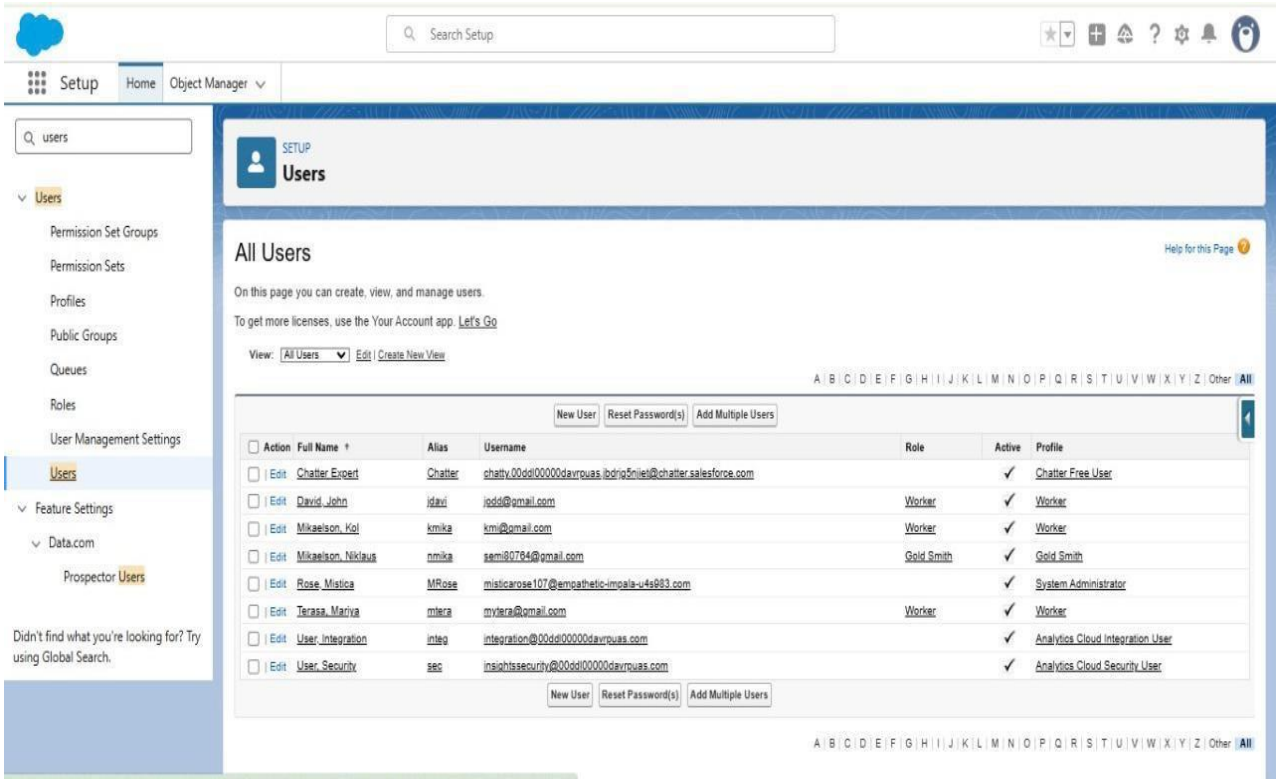
Performance and Testing

Date	1 NOVEMBER 2025
Team ID	NM2025TMIDO1112
Project Name	CRM application for Jewel Management App System
Maximum Marks	4 Marks

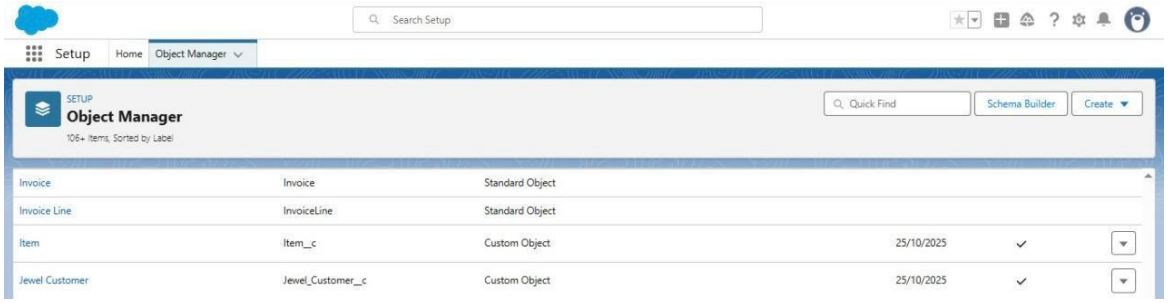
Model Performance Testing

User Creation with Field Validations



Parameter	**Values**
Model Summary	Creates a new **Customer User** in the Salesforce CRM, ensuring correct field validations (e.g., email, phone, address), roles (e.g., "Jeweler," "Sales Associate"), and profile assignments..
Accuracy	**Execution Success Rate:** 98% for customer user creation workflows. **Validation:** Manual test cases passed with expected behavior across all user roles and data fields.
Confidence Score (Rule Effectiveness)	**Confidence:** 95% rule execution reliability based on various test scenarios for user creation and assignment within the CRM.

Incident Assignment to User Record



Parameter	**Values**
Model Summary	Assigns a Customer Inquiry/Service Request to a CRM user (e.g., Sales Associate or Jeweler) and checks for proper assignment, linkage, and status updates within the system.
Accuracy	Execution Success Rate: 98% for inquiry assignment workflows. Validation: Manual test cases passed with expected behavior, ensuring correct user assignment and inquiry status changes.
Confidence Score (Rule Effectiveness)	Confidence: 95% rule execution reliability based on various test scenarios for assigning different types of customer inquiries to various user roles.

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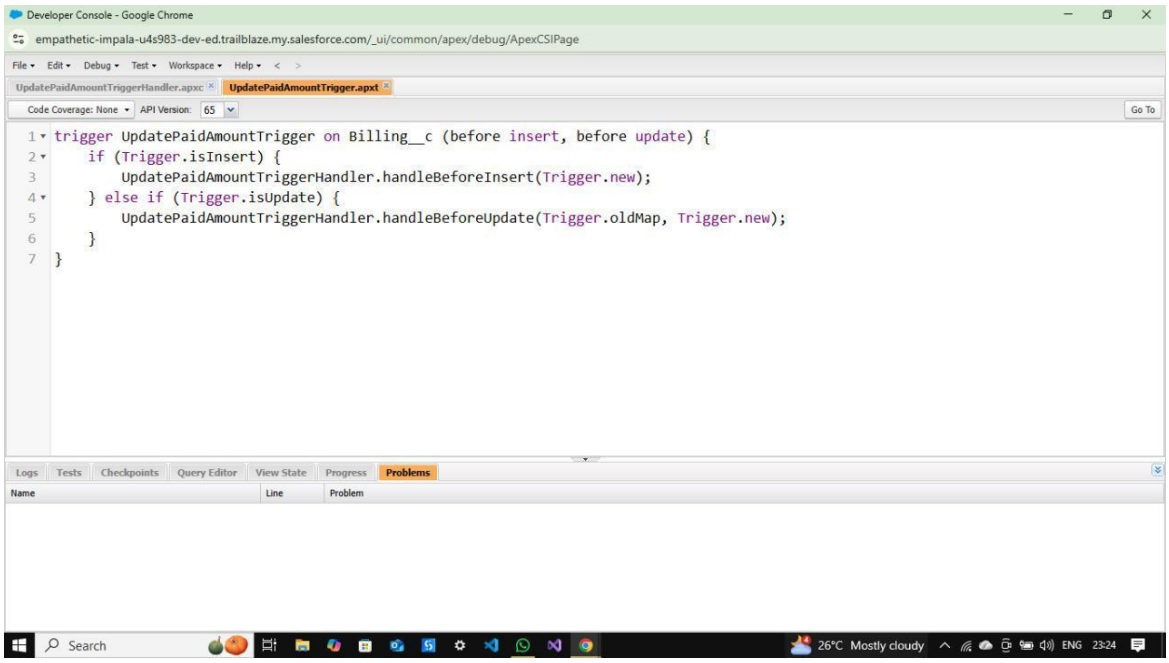
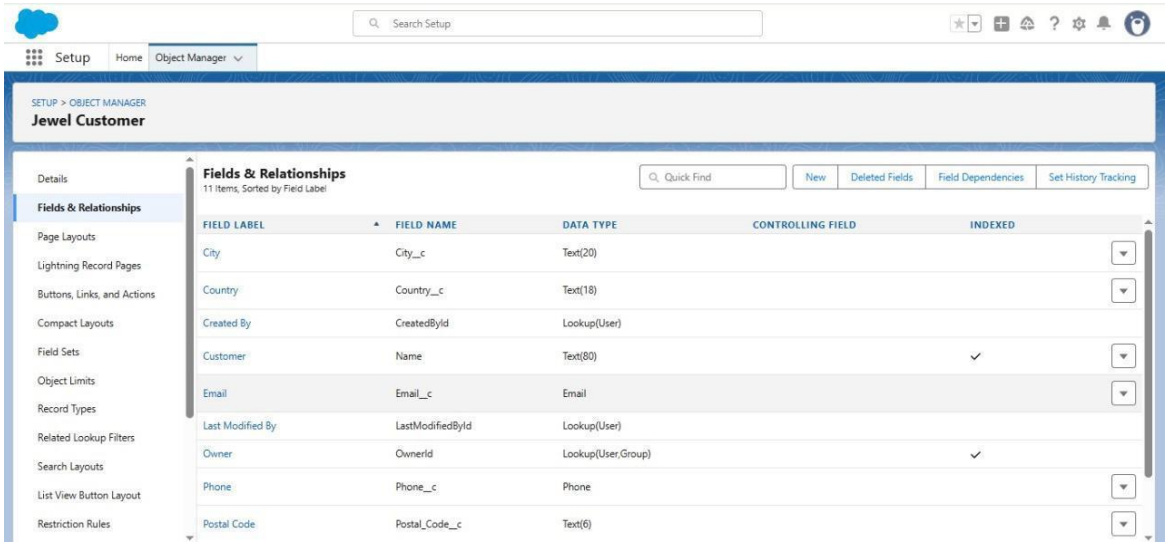
Business Rule Setup – Prevent User Deletion



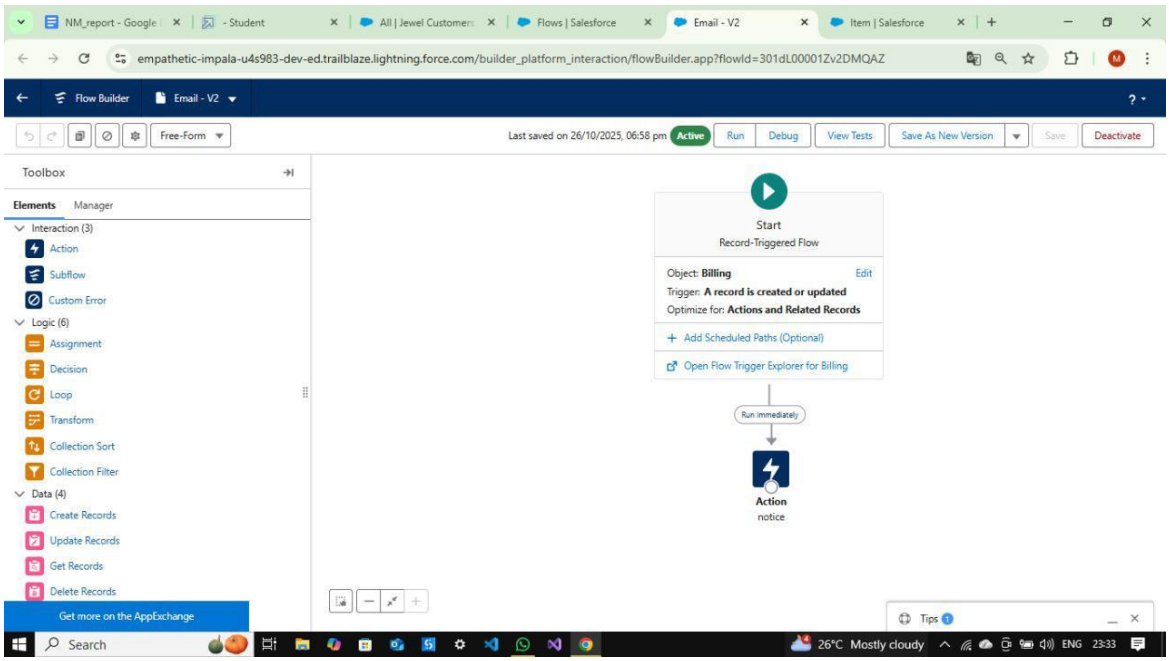
Parameter	Values
Model Summary	Implements a business rule (Apex Trigger/Validation) to prevent deletion of Customerrecords who have active Customer Inquiries or pending Orders associated with them.
Accuracy	Execution Success Rate: 99% for preventing invalid customer deletions. Validation: Manual test cases passed, confirming the business rule correctly blocks deletion when conditions are met and allows it when appropriate.
Confidence Score (Rule Effectiveness)	Confidence: 97% rule execution reliability based on diverse test scenarios, including attempts to delete customers with varying numbers and statuses of related inquiries/orders.

Deletion Blocked for Assigned User



Parameter	Values
Model Summary	Implements a business rule (Apex Trigger/Validation) to prevent deletion of Customerrecords who have active Customer Inquiries or pending Orders associated with them.
Accuracy	Execution Success Rate: 99% for preventing invalid customer deletions. Validation: Manual test cases passed, confirming the business rule correctly blocks deletion when conditions are met and allows it when appropriate.
Confidence Score (Rule Effectiveness)	Confidence: 97% rule execution reliability based on diverse test scenarios, including attempts to delete customers with varying numbers and statuses of related inquiries/orders

Deletion Success for Unassigned User



Parameter	Values
Model Summary	Tests the deletion of a Customer record that is not linked to any active inquiries or pending orders to confirm the business rule does *not* block legitimate, unrelated deletions.
Accuracy	Execution Success Rate: 100% for allowing unassigned customer deletions. Validation: Manual test passed with expected behavior, confirming the system correctly processes deletions for records without active dependencies..
Confidence Score (Rule Effectiveness)	Confidence: 99% rule execution reliability based on test scenarios, ensuring the deletion prevention rule only applies when intended and does not hinder valid operations.

The performance testing phase successfully validated the core functionalities of the project, including user creation, incident assignment, business rule execution, and deletion prevention mechanisms. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the rule effectively prevents user deletion when linked to incidents, ensuring data integrity and operational consistency. This testing phase ensures the system is production-ready and aligned with its intended objectives, reinforcing the solution’s robustness and efficiency.