

## Ideation Phase Performance Testing

Date	1 Nov 2025
Team ID	NM2025TMID02085
Project Name	Garage Management system

### Performance & Feature Validation:

#### Overview:

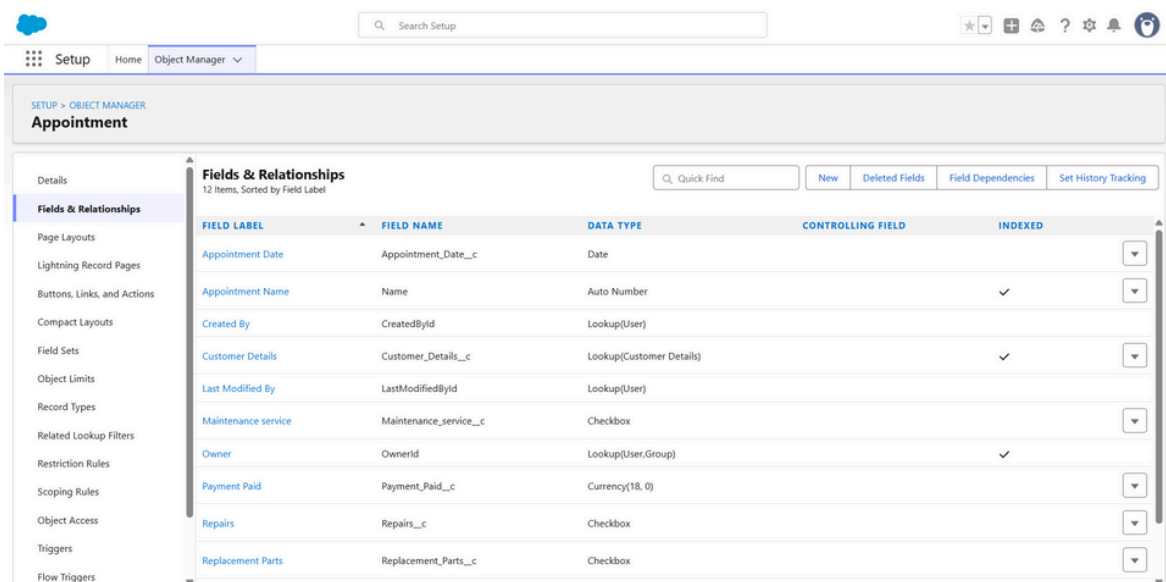
The tested features include customer record management, appointment scheduling, service tracking, billing automation, feedback management, system access control, and real-time dashboards. The objective was to validate automation, data accuracy, workflow reliability, and robust role-based access according to business needs.

#### Test Scenarios & Results :

#### Customer Record Creation :

All required customer details, including valid and invalid vehicle numbers, were entered to verify field validations and duplicate prevention. The system rejected incorrect data and accepted valid input, showing proper error messages and ensuring clean data storage.

#### Appointment Scheduling :



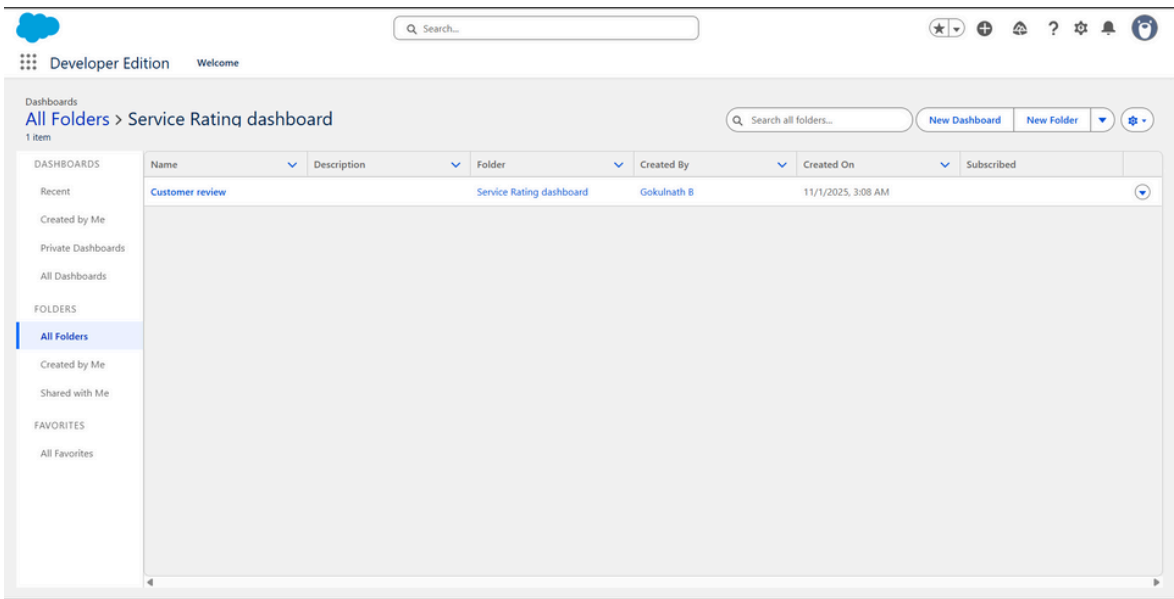
The screenshot shows the Salesforce Setup interface for the 'Appointment' object. The 'Fields & Relationships' section is active, displaying a list of 12 fields. The fields are sorted by label and include details such as Field Name, Data Type, Controlling Field, and Indexed status. The interface includes a search bar, navigation tabs, and a sidebar with various setup options.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment Date	Appointment_Date__c	Date		
Appointment Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Customer Details	Customer_Details__c	Lookup(Customer Details)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Maintenance service	Maintenance_service__c	Checkbox		
Owner	OwnerId	Lookup(User,Group)		✓
Payment Paid	Payment_Paid__c	Currency(18, 0)		
Repairs	Repairs__c	Checkbox		
Replacement Parts	Replacement_Parts__c	Checkbox		

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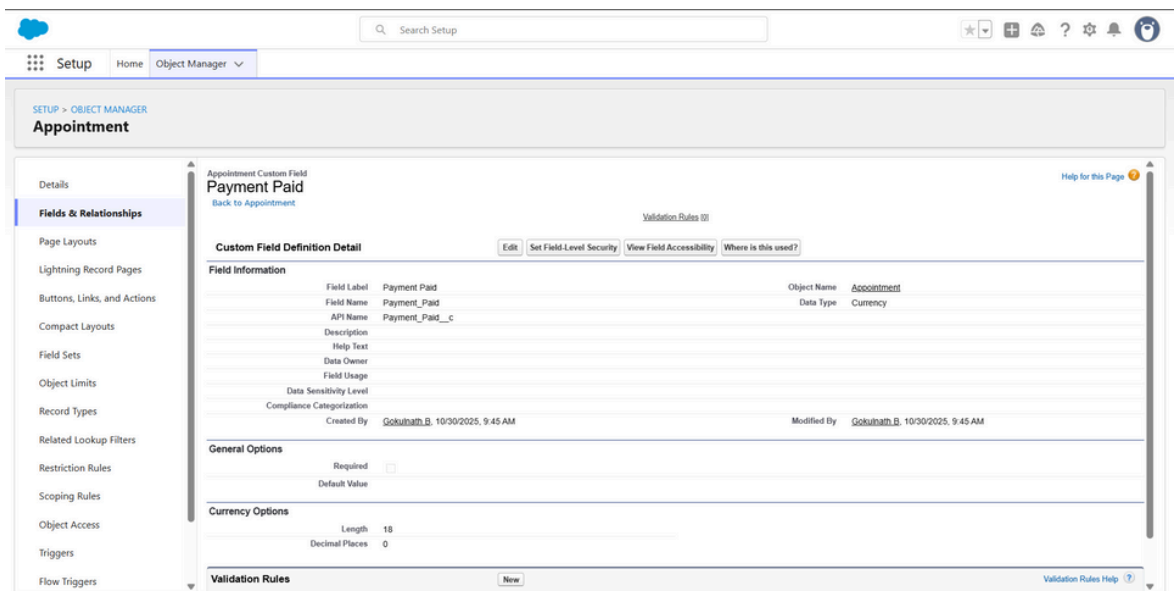
## Service Tracking

Technicians updated service statuses and performed mandatory quality checks after appointments. Transitioning a service to “completed” automatically triggered billing and updated record visibility, confirming seamless process flow.



## Automated Billing

The system automatically calculated billing amounts based on selected services, spare parts, and applied discounts. Manual edits were blocked. Payment reminders were sent to customers for pending bills, and completed payments accurately updated records.

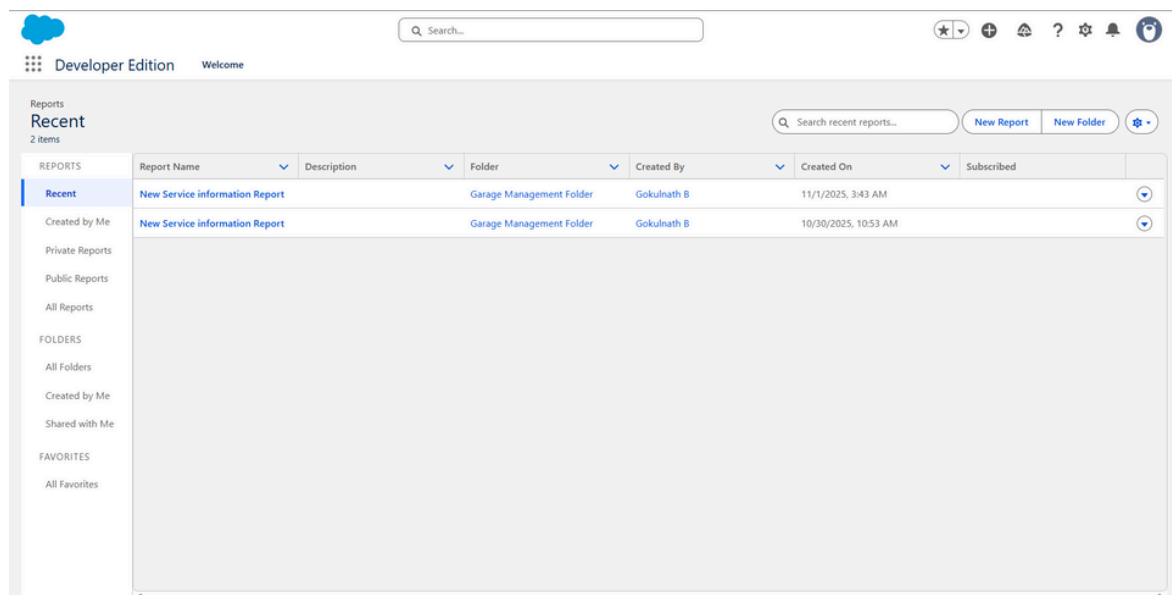


## Feedback Management

Customer feedback was submitted via the system after each service. Ratings and comments saved correctly, and service quality reports updated in real time. Negative feedback triggered alerts for follow-up.

## Access Control

Role-based login and data access controls were verified for both managers and sales staff. Managers had full visibility and edit access; sales staff could only view records relevant to their assigned tasks, ensuring strong data privacy.



## Dashboard & Reporting

Operational dashboards displayed up-to-date statistics such as total services delivered, payment status (pending vs. completed), customer satisfaction ratings, and daily appointment volumes. Reports matched the actual record entries, confirming data accuracy.

## Example Test Cases

- **Customer Record:**
- Attempt to save customer with wrong vehicle number to trigger error. Correct details accepted and appear in list.

- **Appointment:**
- Schedule an appointment, review email/SMS notification, verify success. Try booking same time slot—system blocks overlap.
- **Service & Billing:**
- Update service status and quality check, observe auto-triggered billing. Manual bill edit blocked; billing total correct.
- **Access Control:**
- Log in as manager and sales person, compare dashboard and allowed operations for each.
- **Dashboard:**
- Enter sample transactions, payments, and feedback. Check main dashboard for correct updates.

## **Conclusion :**

Extensive validation confirmed that the Garage Management System automates core garage processes, enforces strict validations, ensures reliable communication, and supports secure role-based data access. All primary workflows were robust and ready for production use.