

Phase 10: Quality Assurance Testing

Introduction:

In this phase, all Salesforce features implemented in the Corporate Training CRM were thoroughly tested to ensure they work as expected. Test cases were prepared for objects, flows, validation rules, reports, dashboards, and user permissions. Both **input data** and **system responses** were verified, with screenshots captured for documentation.

1. Employee Email Validation Rule

Use Case / Scenario:

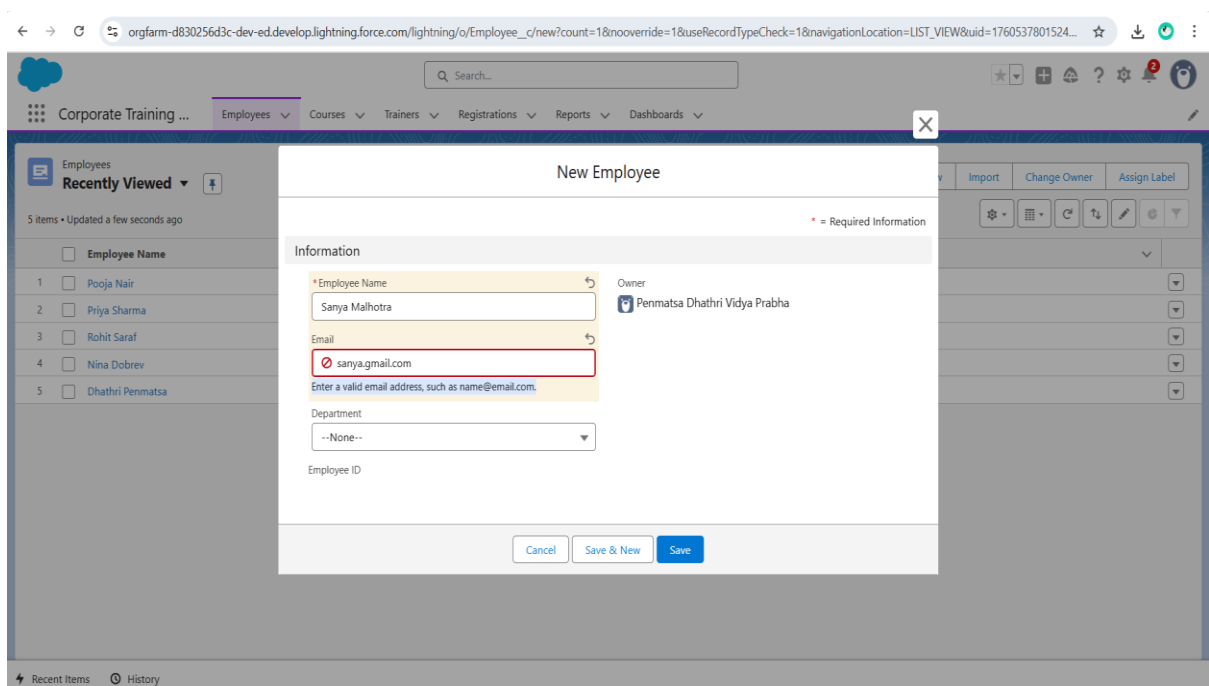
Ensure that Employee email addresses are entered in a valid format.

Test Steps (Input):

Create a new Employee record with Email = tinaexample.com (missing @ symbol).

Expected Result:

An error message should appear: Enter a valid email address, such as name@email.com.



2. Registration Completion(%) Validation

Use Case / Scenario:

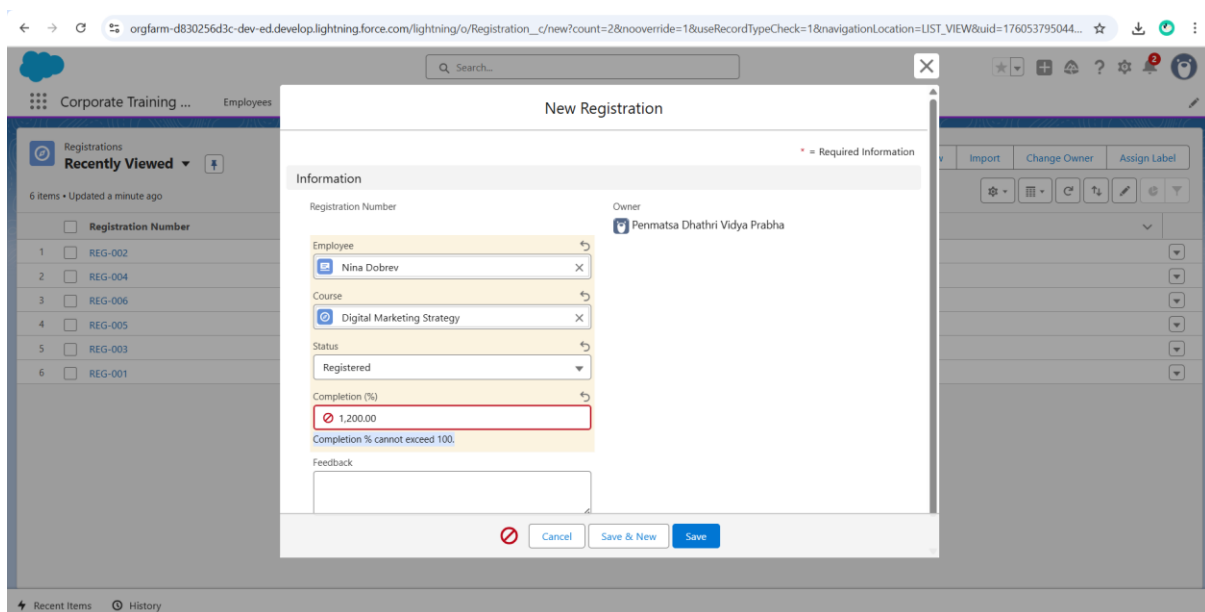
Prevent users from entering a Completion % greater than 100 in Registration records.

Test Steps (Input):

Enter a Completion % of 120 in a Registration record.

Expected Result:

An error message should appear: Completion % cannot exceed 100.



The screenshot shows a Salesforce interface with a 'New Registration' modal form. The form contains the following fields: 'Registration Number', 'Owner' (Penmatsa Dhathri Vidya Prabha), 'Employee' (Nina Dobrev), 'Course' (Digital Marketing Strategy), 'Status' (Registered), and 'Completion (%)'. The 'Completion (%)' field is highlighted with a red border and contains the value '1,200.00'. Below this field, a red error message states: 'Completion % cannot exceed 100.' The form also includes a 'Feedback' text area and buttons for 'Cancel', 'Save & New', and 'Save'. On the left side of the interface, a 'Registrations' list is visible with items like REG-002, REG-004, REG-006, REG-005, REG-003, and REG-001.

3. Flow: Auto Update Status

Use Case / Scenario:

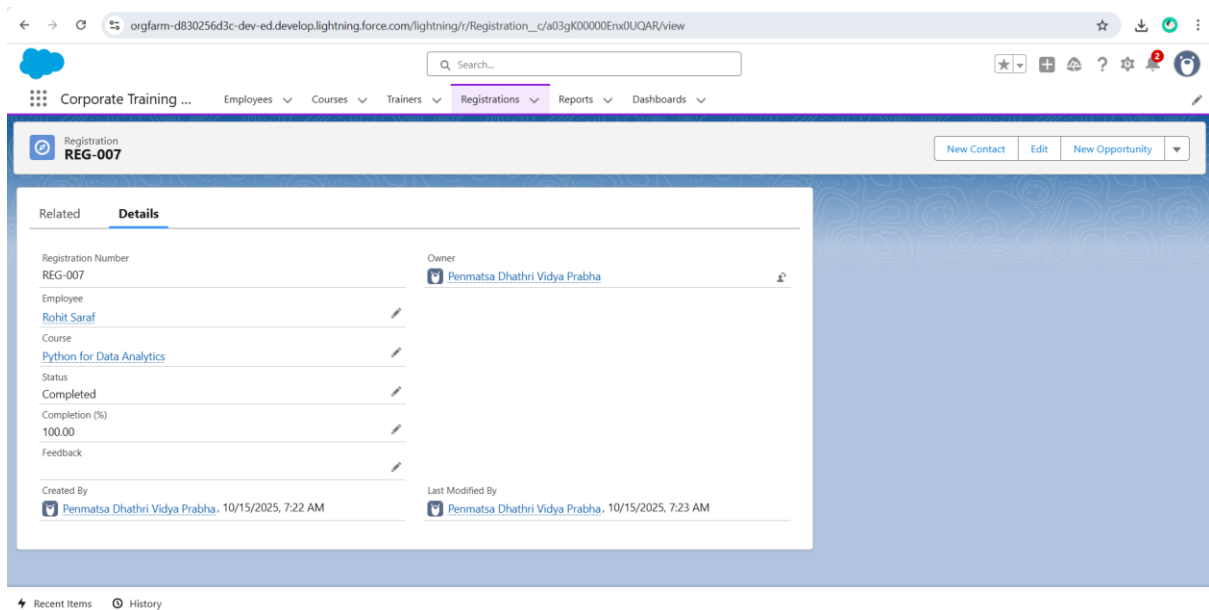
Automatically update Registration status to “Completed” when Completion % reaches 100.

Test Steps (Input):

Update the Completion % field in a Registration record to 100.

Expected Result:

The Status field should automatically change to Completed.



4. Duplicate Rule: Employee Email

Use Case / Scenario:

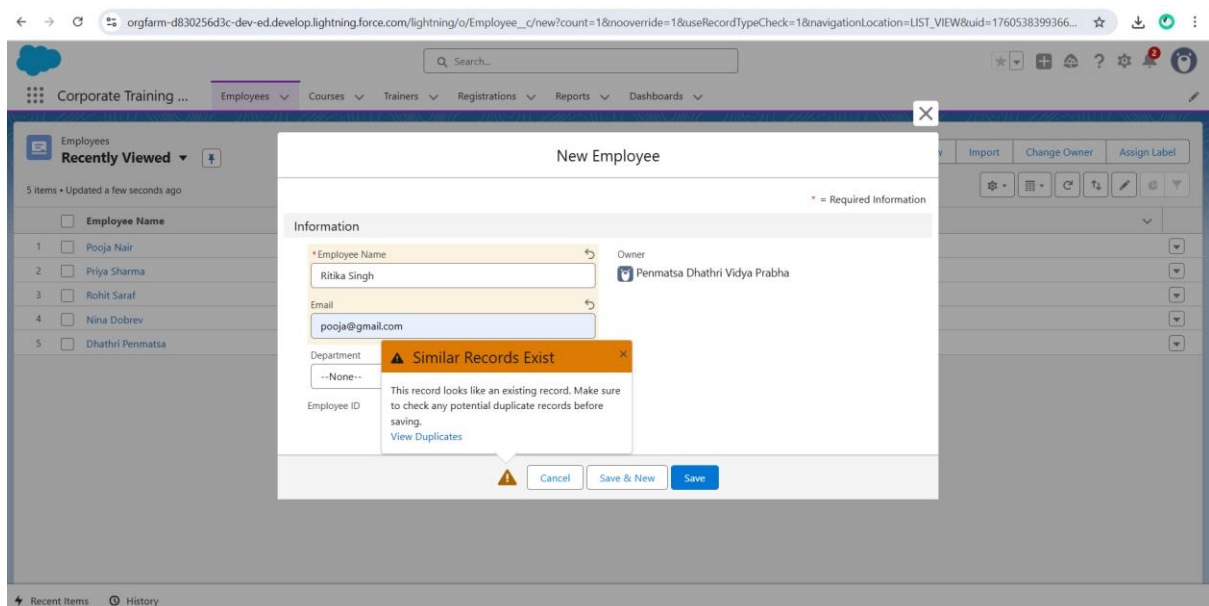
Prevent duplicate Employee records with the same email.

Test Steps (Input):

Attempt to create a new Employee record with Email = varun@example.com (already exists).

Expected Result:

An alert or block should appear: Duplicate Email Found! Another Employee already exists with this email.



5. Dashboard: Completion % Pie Chart

Use Case / Scenario:

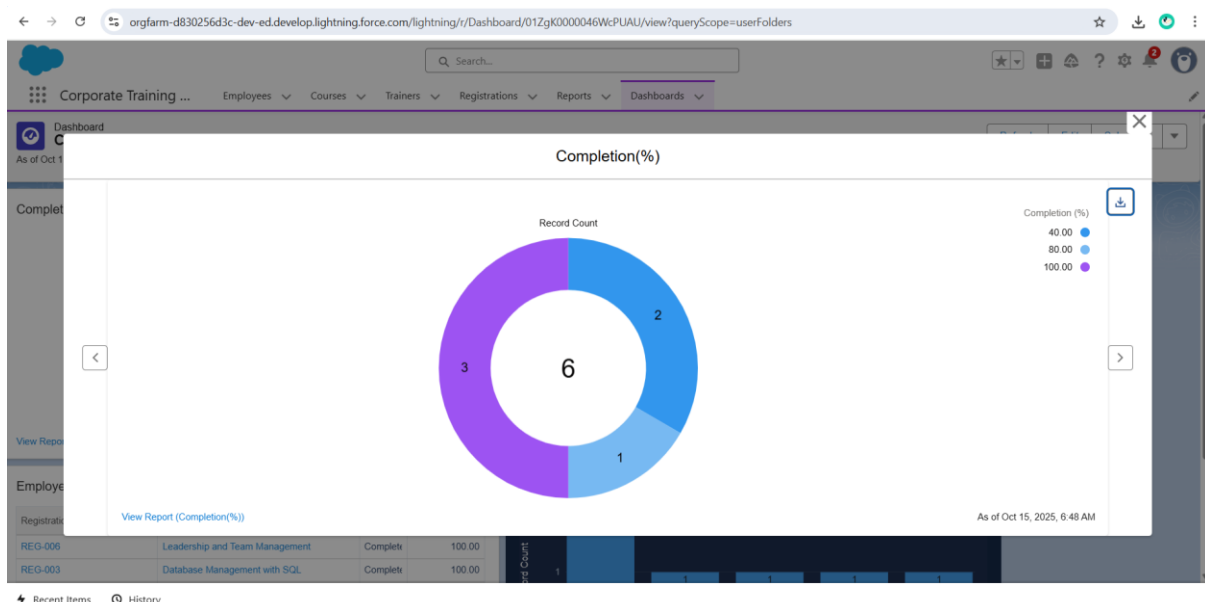
Visualize the distribution of employee training completion percentages.

Test Steps (Input):

View the Completion % pie chart component on the dashboard.

Expected Result:

The pie chart should display segments representing employees who completed 100%, partially completed, or not started.



Conclusion of the Project

The **Corporate Training CRM** project successfully demonstrates how Salesforce can be used to manage and track employee training programs efficiently. Key achievements include:

- Creation of **custom objects** (Employee, Trainer, Course, Registration) with proper **fields, relationships, and validation rules**.
- Automation of workflows using **Flows, Process Builder, and validation rules** to reduce manual effort.

- Comprehensive **reports and dashboards** for monitoring employee progress, course effectiveness, and trainer performance.
- Implementation of **profiles, roles, and sharing rules** to ensure data security and role-based visibility.
- Thorough **Quality Assurance Testing** ensured that all features work as expected and system behaviour aligns with business requirements.

Overall, the project provides a robust, secure, and user-friendly platform to manage corporate training effectively, helping HR and trainers make informed decisions and track learning outcomes.