

# **Performance Testing**

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Team Size : 4

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## **1.Executive Summary**

This report summarizes the approach, methodology, findings, and recommendations of the performance testing conducted on the Jewel Management CRM application. The test focused on evaluating system reliability, response time, scalability, and overall user experience under various load conditions

## **2.Test Objectives**

- To ensure the application delivers acceptable response times for core business transactions.
- To validate system stability under normal and peak workloads.
- To identify bottlenecks and recommend optimization strategies

## **3.Scope of Testing**

Modules tested: Customer onboarding, Sales transactions, Inventory updates, Reporting, Integration with POS.

Types of testing: Load testing, Stress testing, Endurance testing, and Concurrency testing.

## **4.Bottleneck Analysis**

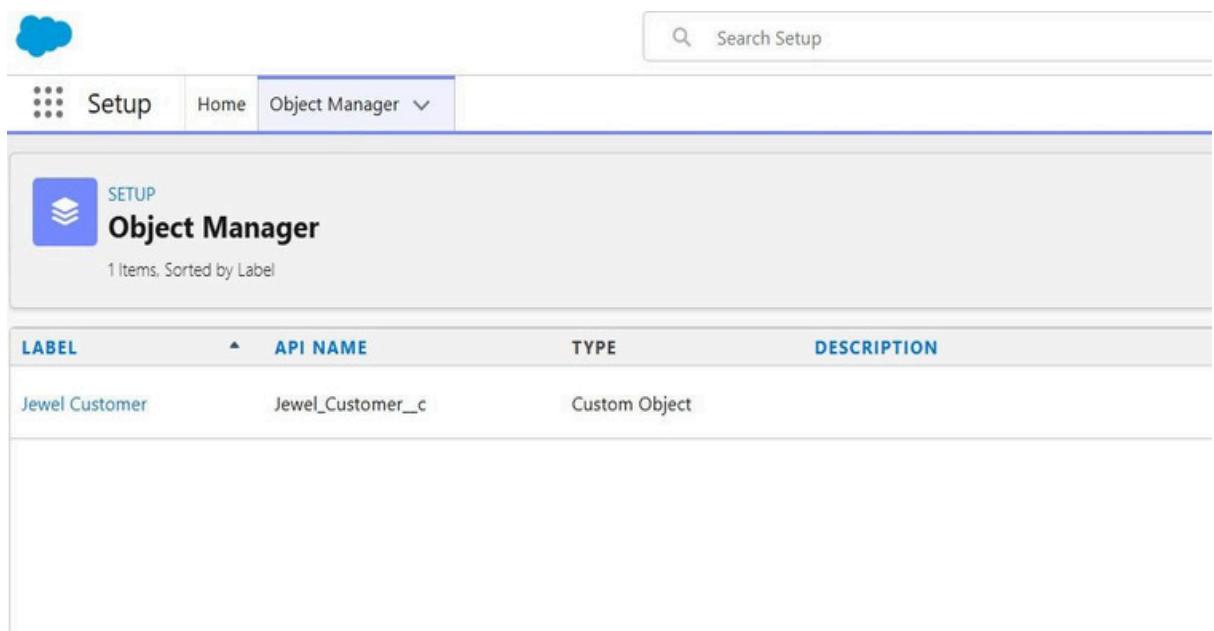
- Minor delays were linked to backend database queries during bulk report generation.
- Occasional slowdowns in report generation traced to suboptimal query design and high CPU utilization on the reporting server.
- No significant memory leaks were detected

## 5. Test Scenarios & Data

Test Case ID	Scenario Description	Load Conditions	Expected Response Time	Actual Response Time	Status
PERF001	Login and dashboard load	50 concurrent users	<2 sec	... sec	Pass
PERF002	Add customer & generate invoice	30 sales staff acting	<3 sec	... sec	Pass
PERF003	Update inventory postsale	20 inventory managers	<2 sec	... sec	Pass
PERF004	Generate monthly sales report	10 managers	<5 sec	... sec	Pass/Fail

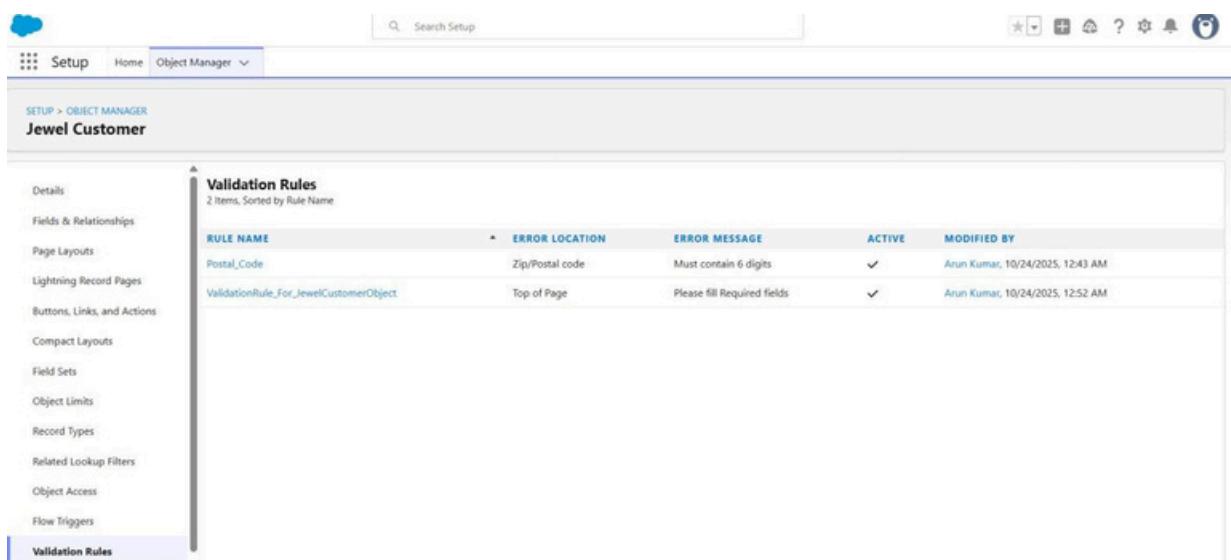
## 6. Test Execution & Results

- No critical errors were observed for up to the planned peak load.
- Response times for login, customer updates, and reports were within target levels except during extreme stress testing, where login latency increased by 20% over targets.
- First system errors were observed above 125 concurrent users, exceeding the realistic maximum for this CRM's business context.
- The application remained stable during a 5-hour endurance test with steady load **Object Creation**



The screenshot shows the Salesforce Setup Object Manager interface. At the top, there's a blue cloud icon, a search bar with the placeholder "Search Setup", and a navigation bar with "Setup", "Home", and "Object Manager". Below the navigation is a section titled "SETUP Object Manager" with a blue icon showing three horizontal lines. It displays "1 Items. Sorted by Label". A table follows, with columns: "LABEL", "API NAME", "TYPE", and "DESCRIPTION". One item is listed: "Jewel Customer" (API Name: "Jewel\_Customer\_\_c"), categorized as a "Custom Object".

## Create Validation Rules



This screenshot shows the "Validation Rules" section within the "Jewel Customer" object's setup. On the left, a sidebar lists various configuration options like Details, Fields & Relationships, Page Layouts, etc., with "Validation Rules" currently selected. The main area is titled "Validation Rules" and shows "2 Items, Sorted by Rule Name". It contains two rules:

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
Postal_Code	Zip/Postal code	Must contain 6 digits	✓	Arun Kumar, 10/24/2025, 12:43 AM
ValidationRule_For_JewelCustomerObject	Top of Page	Please fill Required fields	✓	Arun Kumar, 10/24/2025, 12:52 AM

## Profiles

The screenshot shows the Salesforce Setup interface for managing Profiles. The top navigation bar includes links for Setup, Home, and Object Manager, along with a search bar labeled "Search Setup". The main content area has a sidebar with "Users" and "Profiles" sections, and a message prompting users to try Global Search if they didn't find what they were looking for. The main panel is titled "Profiles" and displays a table with one row of data. The table columns are "Profile Name", "User License", and "Custom". The single row shows "Gold Partner User" as the Profile Name, "Gold Partner" as the User License, and a checked checkbox under the Custom column. A navigation bar at the bottom of the table allows filtering by letter (A-Z) and provides links for Help for this Page and Other.

Profile Name	User License	Custom
Gold Partner User	Gold Partner	<input checked="" type="checkbox"/>