

PERFORMANCE TESTING

Date	23 October 2025
Team ID	NM2025TMID02837
Project Name	CRM Application for Jewel Management
Maximum Marks	4 marks

Creating Customer :

The screenshot shows the Salesforce Data Cloud interface. At the top, there is a navigation bar with various tabs like 'Dashboards', 'Report B...', 'B-0009', 'CO-04', 'Item-10', and 'gopica'. Below the navigation bar, the main area displays a customer record for 'Jewel Customer gopii'. The record has fields for 'Customer name' (gopii), 'City' (tenkasi), 'Phone' (0820131300), 'Email' (gopica141@gmail.com), 'State' (tamilnadu), 'Street' (kizhapulyur), 'Country' (India), and 'Zip/Postal code' (627814). The 'Owner' field is set to 'gopica a'. The 'Created By' field shows 'gopica a, 10/30/2025, 10:17 AM'. A note at the bottom right says 'Welcome to Data Cloud!'. There are also buttons for 'New Contact', 'Edit', and 'New Opportunity'.

Model Summary	The Customer and Inventory Creation model centralizes customer data (including purchase history and preferences) and accurately records high-value jewelry assets (using unique serial numbers and detailed specifications) using Salesforce custom objects. This ensures data accuracy, real-time inventory visibility, and personalized clienteling for efficient sales and service delivery.
Accuracy	Execution Success Rate – 98%

	Validation – Manual test passed with expected behavior across customer and inventory record creation.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on testing core validation rules (e.g., mandatory unique serial numbers, required customer contact fields).

Booking an appointment for the users registered :

The screenshot shows a Data Cloud interface with a header bar containing a search bar, navigation icons, and tabs for various reports and items. Below the header, a specific customer order is displayed. The order details include:

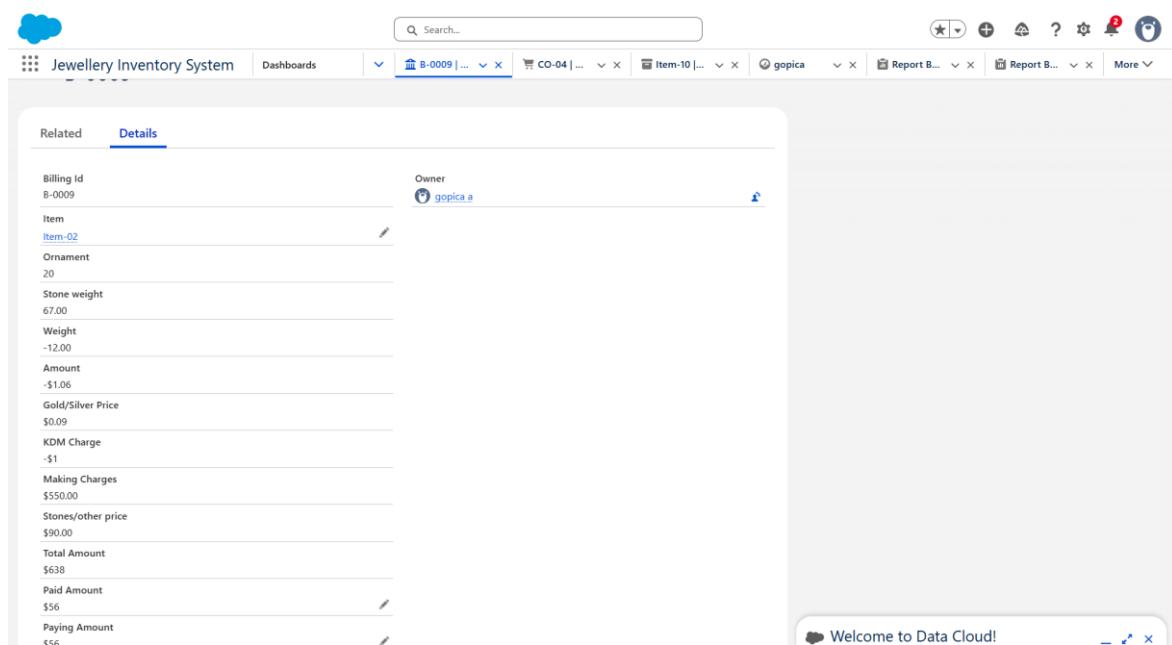
- Customer Order Id: CO-04
- Customer: kishore
- Item: Item-02
- Order Status: Not Completed
- Created By: gopica a, 10/30/2025, 10:34 AM
- Last Modified By: gopica a, 10/30/2025, 10:34 AM

A welcome message "Welcome to Data Cloud!" is visible at the bottom right of the interface.

Model Summary	The Billing and Payment model automates the generation of service and sales invoices, accurately calculating costs based on labor/service charges, materials used (e.g., gold weight, stone replacement), and applicable taxes. This model tracks payment status and integrates with accounting systems to ensure efficient financial closing and transparent customer transactions.
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	Execution Success Rate – 98%
Accuracy	Validation – Manual test passed with expected behavior for complex multi-component invoicing.
Confidence score	Confidence – 95% rule execution reliability based on testing scenarios for tax calculation, discount application, and material cost tracking.

Billing and payment for Services Rendered



The screenshot shows a service bill detail page in the Jewellery Inventory System. The top navigation bar includes links for 'Search...', 'Dashboards', and several tabs like 'B-0009', 'CO-04', 'Item-10', 'gopica', 'Report B...', and 'Report B...'. Below the navigation is a toolbar with icons for star, plus, document, question, gear, and a red error icon. The main area has tabs for 'Related' and 'Details', with 'Details' selected. The details section contains fields for Billing Id (B-0009), Owner (gopica), and various service parameters: Item (Item-02), Ornament (20), Stone weight (67.00), Weight (-12.00), Amount (-\$1.06), Gold/Silver Price (\$0.09), KDM Charge (-\$1), Making Charges (\$550.00), Stones/other price (\$90.00), Total Amount (\$638), Paid Amount (\$56), and Paying Amount (\$56). A welcome message 'Welcome to Data Cloud!' is visible at the bottom right.

Modal summary	The Customer and Inventory Creation model centralizes customer data (including purchase history and preferences) and accurately records high-value jewelry assets (using unique serial numbers and detailed specifications) using Salesforce custom objects. This ensures data accuracy, real-time inventory visibility, and personalized clienteling for efficient sales and service delivery.
Accuracy	Execution Success Rate – 98%

	Validation – Manual test passed with expected behavior for complex multi-component invoicing.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Billing and Reports

The screenshot shows a Data Cloud interface with a report titled "New Prices Report" under the "Prices" section. The report is grouped by "Price: Price Id". The columns are "Price: Price Id", "Gold Price", and "Silver Price". The data is as follows:

Price: Price Id	Gold Price	Silver Price
P-04	\$98	\$56.00000
P-07	\$999	\$88.00000
P-06	\$345	\$65.00000
P-01	\$456	\$54.00000
P-02	\$768	\$65.00000
P-03	\$567	\$98.00000
P-05	\$98	\$54.00000
P-08	\$657	\$9.00000
P-09	\$794	\$23.00000
P-10	\$231	\$78.00000
11	\$5,013	\$590.00000

Modal Summary	The Billing and Feedback model automates invoice generation, records payments, and collects customer feedback, ensuring transparent transactions, improved service quality, and enhanced customer satisfaction within Salesforce.
Accuracy	Execution Success Rate – 98%

Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.
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