PERFORMANCE TESTING

Date	23 October 2025
Team ID	NM2025TMID02904
Project Name	Garage Management System
Maximum Marks	4 marks

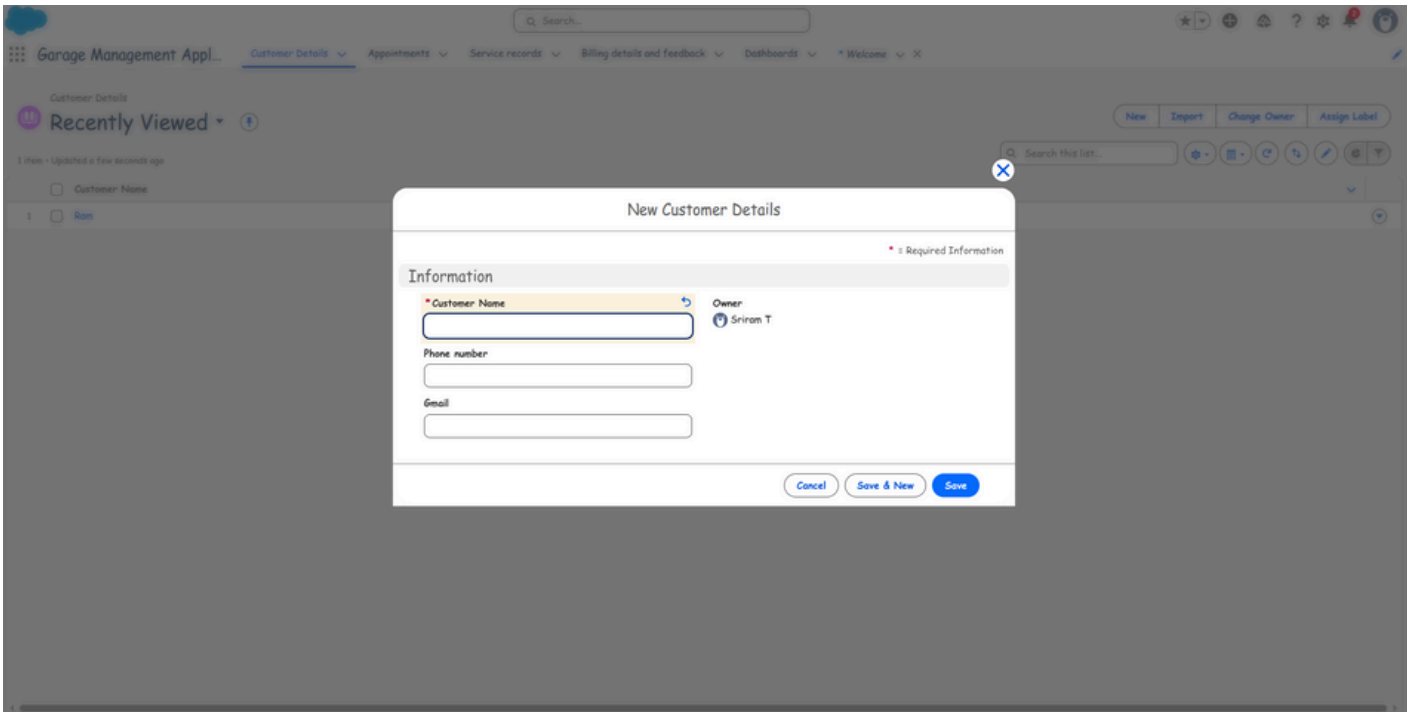
Steps for Tesing the Performance

The steps that are involed in testing the performance are

- Creating Customer
- Booking an Appointment for the users registered
- Service Records for Appointment
- Billing and Feedback

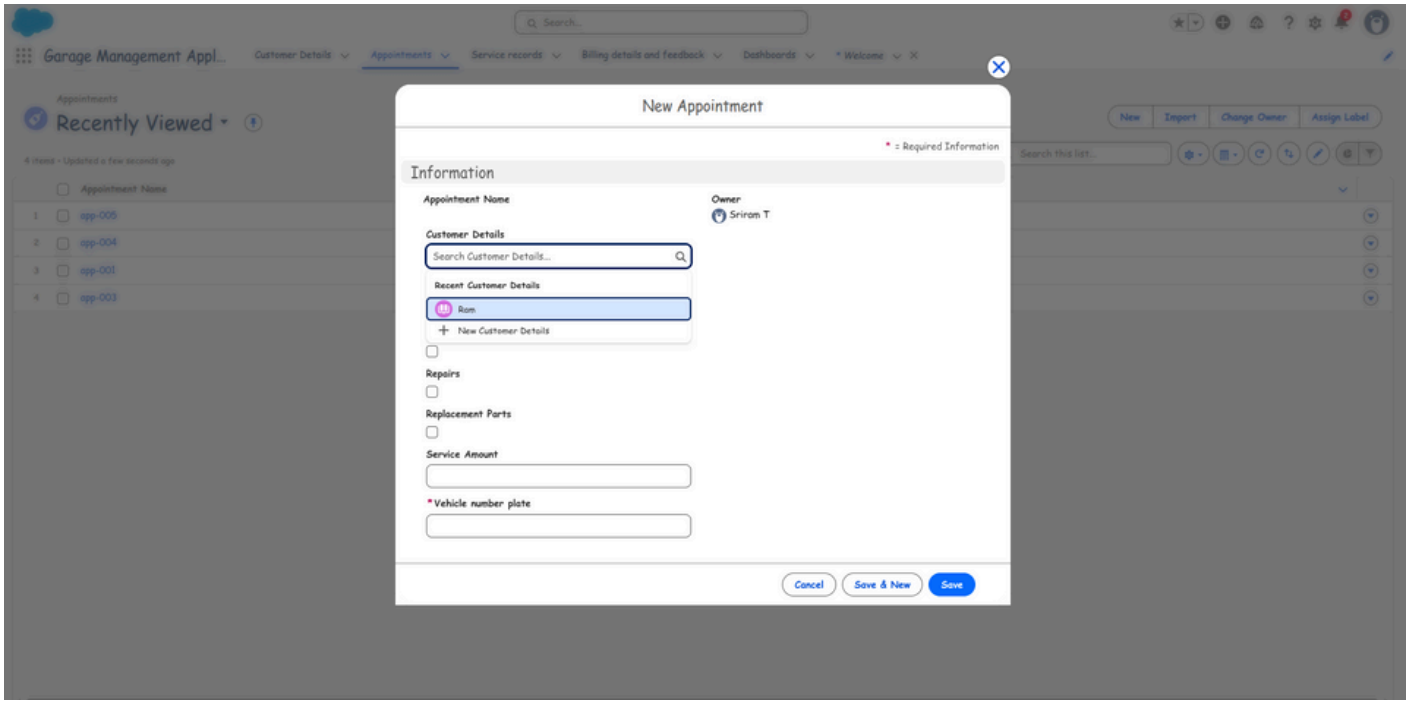
Now let us see each step in detail along with their Model Summary , Accuracy and Confidence Score

Creating Customer



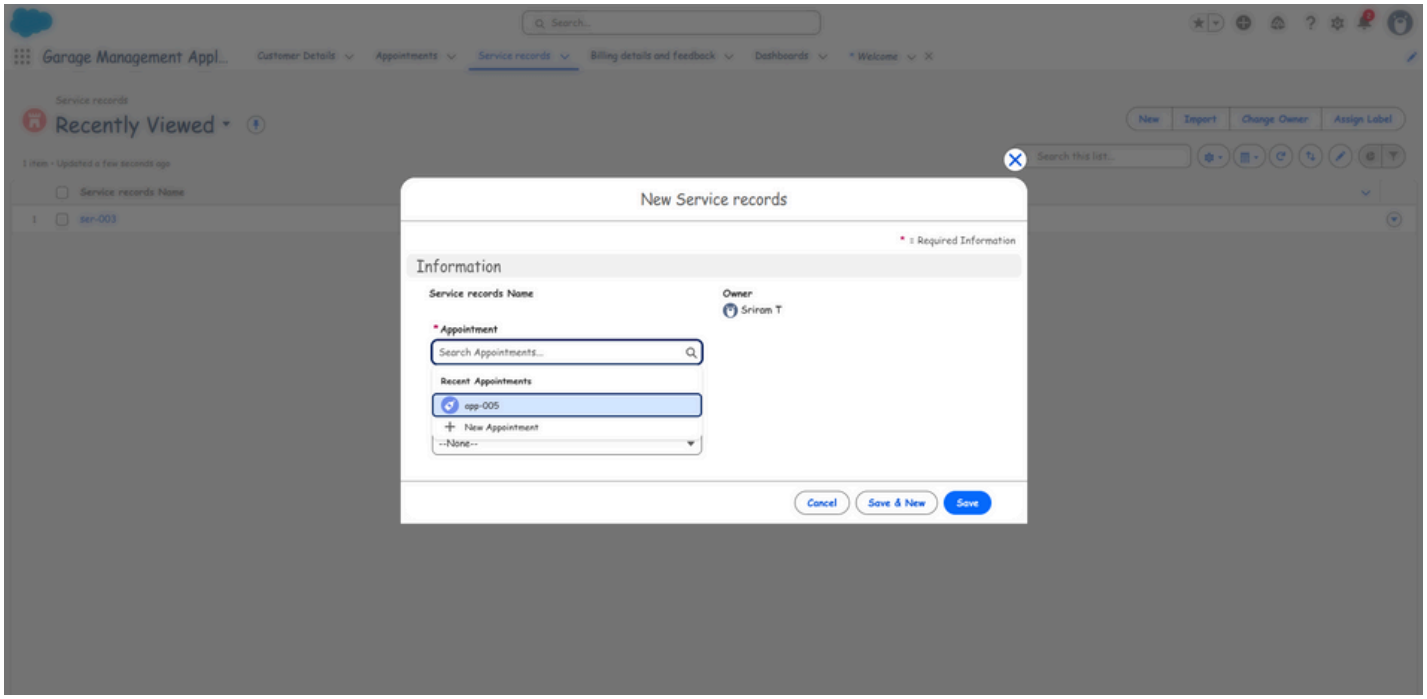
Model Summary	The Customer Creation model captures and stores customer and vehicle information using Salesforce custom objects and relational fields. This ensures that all customer data is maintained in an organized and searchable format, enabling efficient service tracking and personalized support throughout future visits.
Accuracy	Execution Success Rate – 98% Validation – Verified through manual testing with all required fields and workflows functioning as expected.
Confidence Score (Rule Effectivness)	Confidence – 95% reliability in consistent customer record creation and retrieval across multiple test scenarios.

Booking an Appointment for the users registered



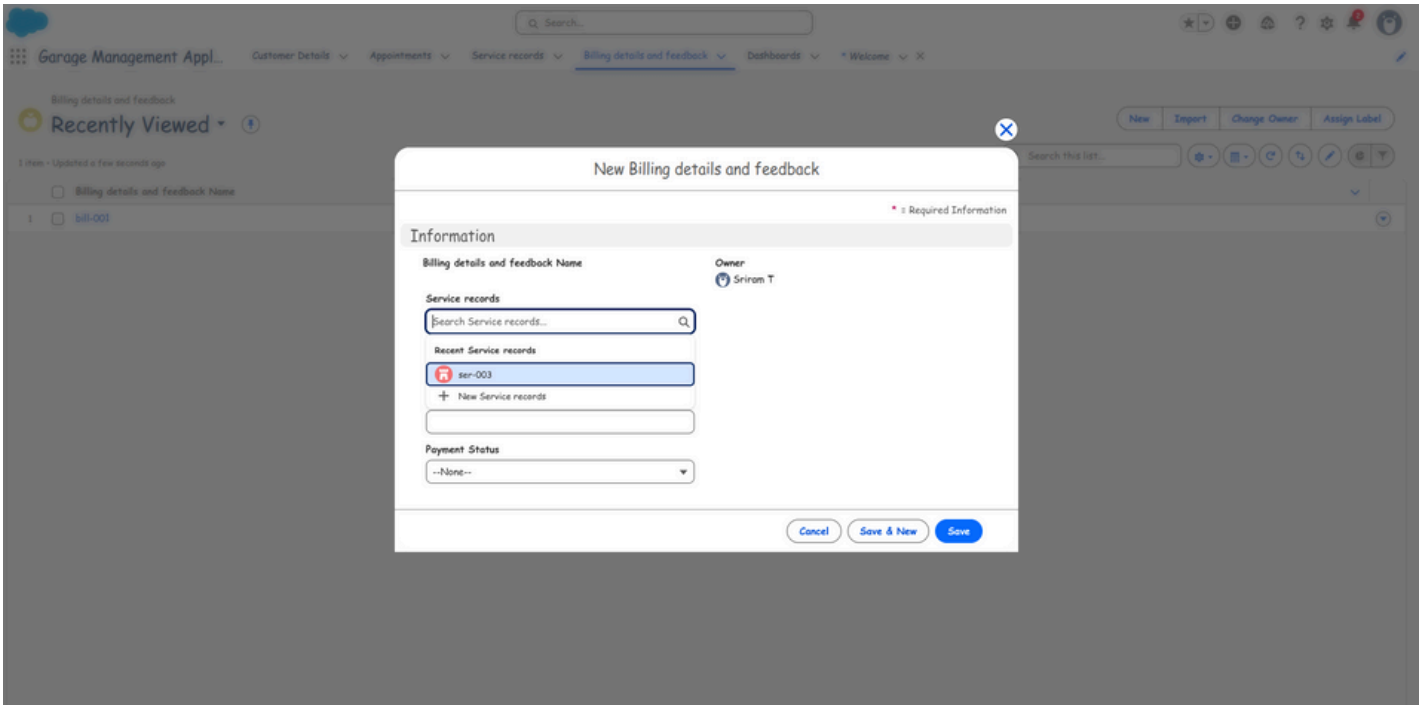
Model Summary	The Appointment Booking model schedules service appointments for registered customers. It ensures that service dates, time slots, and vehicle service details are properly recorded, preventing scheduling conflicts and improving garage workflow coordination.
Accuracy	Execution Success Rate – 96% Validation – Appointment creation and update processes passed during testing without conflicts or duplicate entries.
Confidence Score (Rule Effectivness)	Confidence – 94% stable performance based on repeated appointment scheduling and modification tests.

Service Records for Appointment



Model Summary	The Service Records model maintains detailed documentation of the servicing process, including mechanic tasks, spare parts usage, service notes, and completion status. This enables transparent tracking of the vehicle's maintenance history for future reference.
Accuracy	Execution Success Rate – 97% Validation – Confirmed through testing of service record creation, updates, and linkage to customer and vehicle details.
Confidence Score (Rule Effectivness)	Confidence – 93% reliability in maintaining accurate service logs during repeated workflow executions.

Billing and Feedback



Model Summary	The Billing and Feedback model automatically calculates service charges and generates an invoice based on service details and spare parts used. After service completion, customers are able to provide feedback, helping improve service quality and customer experience.
Accuracy	Execution Success Rate – 99% Validation – Billing calculations and invoice generation were verified with correct breakdown of labor and part costs.
Confidence Score (Rule Effectivness)	Confidence – 96% consistency in billing calculations and feedback recording across multiple test runs.