

Performance Testing

Date	2 November 2025
Team ID	NM2025TMID00606
Project Name	CRM Application for Jewel Management - (Developer)
Maximum Marks	4 Marks

Model Summary	The Customer Management model records customer and jewelry details using Salesforce custom objects, ensuring accurate data handling, automation, and quick access for effective jewelry business operations and personalized client service.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

Creating Customer Record:

Model Summary	The Order and Appointment Booking model enables customers to schedule jewellery consultations or place customized orders. It automates order tracking, appointment scheduling, notifications, and staff assignments through Salesforce, ensuring efficient workflow and timely customer service.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

The screenshot shows a web browser window with the URL `orgfarm-ff69a2ad8a-dev-ed.develop.lightning.force.com/lightning/o/Customer_name__c/new?count=1&nooverride=1&useRecordTypeCh...`. The browser tabs include 'Jewellery Inventory System.', 'Jewel Customers', 'New Jewel C...', 'dashboard 1', 'Flow1 | Flow', 'Item-01 | L...', 'Customer ...', and 'More'. The main content area displays a 'New Jewel Customer' form. The form has a title bar 'New Jewel Customer' and a legend '* = Required Information'. The form is divided into two sections: 'Information' and 'Owner'. The 'Information' section contains several input fields: 'Customer name' (with the value 'Isaac Prakash'), 'City' (with the value 'Bengaluru'), 'Phone' (with the value '09944842430'), 'Email' (with the value 'isac@gmail.com'), 'Zip/Postal code' (with the value '560020'), 'Country' (with the value 'India'), 'State' (with the value 'Karnataka'), and 'Postal' (with the value 'A. 4th Main Rd, Hoys'). The 'Owner' section shows a user profile for 'Niklaus Mikaelson'. At the bottom of the form, there are three buttons: 'Cancel', 'Save & New', and 'Save'.

Booking an Appointment / Order for Registered Customers:

Model Summary	The Inventory and Sales Tracking model manages jewellery stock, sales transactions, and order processing details. It ensures accurate inventory updates, product traceability, and seamless sales management within Salesforce for better decision-making and operational control.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

The screenshot shows a web browser window displaying the Salesforce 'New Customer Order' form. The browser's address bar shows a URL starting with 'orgfarm-ff69a2ad8a-dev-ed.develop.lightning.force.com'. The Salesforce interface includes a top navigation bar with the 'Jewellery Inventory System.' logo and a search bar. Below the navigation bar, there are tabs for 'Customer Orders', 'dashboard 1', 'Flow1 | Flow', 'Item-01 | L...', and 'New Custom...'. The main content area is titled 'New Customer Order' and contains a form with the following fields:

- Customer Order Id**: A text input field.
- Customer**: A dropdown menu with 'haran' selected.
- * Item**: A dropdown menu with 'Item-08' selected.

At the bottom of the form, there are three buttons: 'Cancel', 'Save & New', and 'Save'.

Tracking Sales and Inventory Updates:

Model Summary	The Billing and Feedback model automates invoice generation, tracks payments, and gathers customer feedback, ensuring transparent transactions, quality improvements, and increased customer satisfaction within Salesforce.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

The screenshot shows a web browser window displaying a Salesforce Lightning interface. The browser's address bar shows a URL starting with 'orgfarm-ff69a2ad8a-dev-ed.develop.lightning.force.com'. The page title is 'Jewellery Inventory System.' and the breadcrumb navigation includes 'Items', 'dashboard 1', 'Flow1 | Flow', and 'Item-01 | L...'. A 'New Item' button is visible in the top right. The main content area is a 'New Item' form with two radio button options: 'Gold' (selected) and 'Silver'. Below each option is a link to 'Gold Items information' and 'Silver Items information' respectively. At the bottom of the form are 'Cancel' and 'Next' buttons. The browser's developer tools are open at the bottom, showing the URL 'https://orgfarm-ff69a2ad8a-dev-ed.develop.lightning.force.com/lightning/o/Item__c/new?count=3&nooverride=1&useRecordTypeCheck=1&navigationLocation=LIST_VIEW&uid=176208227521275155'.

Billing and Customer Feedback:

Model Summary	The Billing and Feedback model automates invoice generation, tracks payments, and gathers customer feedback, ensuring transparent transactions, quality improvements, and increased customer satisfaction within Salesforce.
Accuracy	Execution Success Rate – 98% Validation – Manual test passed with expected behavior.
Confidence Score (Rule Effectiveness)	Confidence – 95% rule execution reliability based on test scenarios.

The screenshot shows a web browser window with a Salesforce-like interface. The browser's address bar shows a URL: `orgfarm-ff69a2ad8a-dev-ed.develop.lightning.force.com/lightning/o/Billing___c/new?count=4&nooverride=1&useRecordTypeCheck=1&na...`. The page title is "Jewellery Inventory System." and the breadcrumb navigation shows "Billings" > "dashboard 1" > "Flow1 | Flow" > "Item-01 | I..." > "New Billing".

The "New Billing" form is displayed in the center. It has a title bar "New Billing" and a sub-header "Information" with a note "* = Required Information". The form contains the following fields:

- Billing Id**: A text input field.
- Owner**: A dropdown menu showing "Niklaus Mikaelson".
- Item**: A dropdown menu showing "Item-09".
- Customer Name**: A search input field with the placeholder "Search Customers..." and a magnifying glass icon.
- Email**: A search input field with the placeholder "Search Customers..." and a magnifying glass icon.

At the bottom of the form, there are three buttons: "Cancel", "Save & New", and "Save".