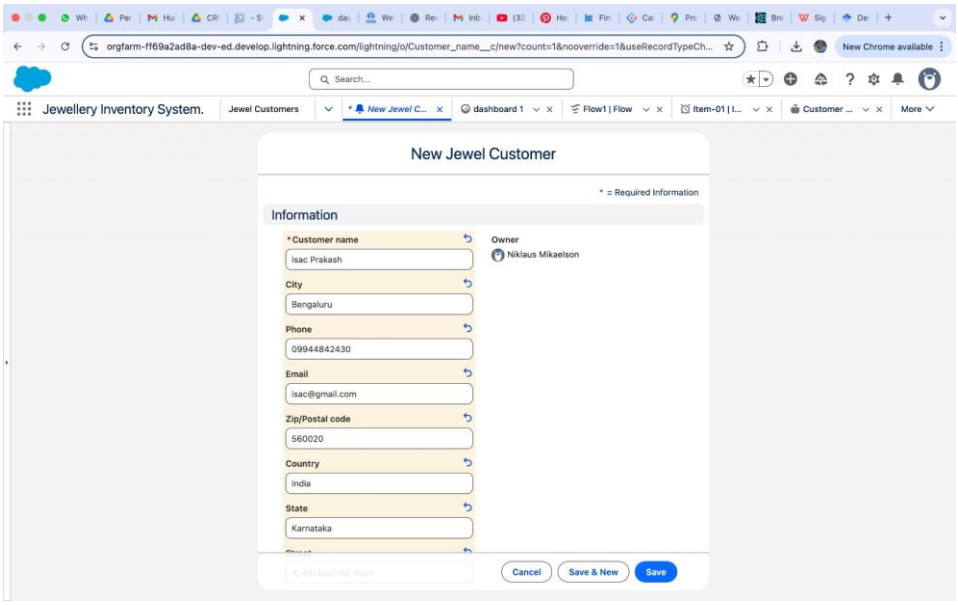
Performance Testing

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.

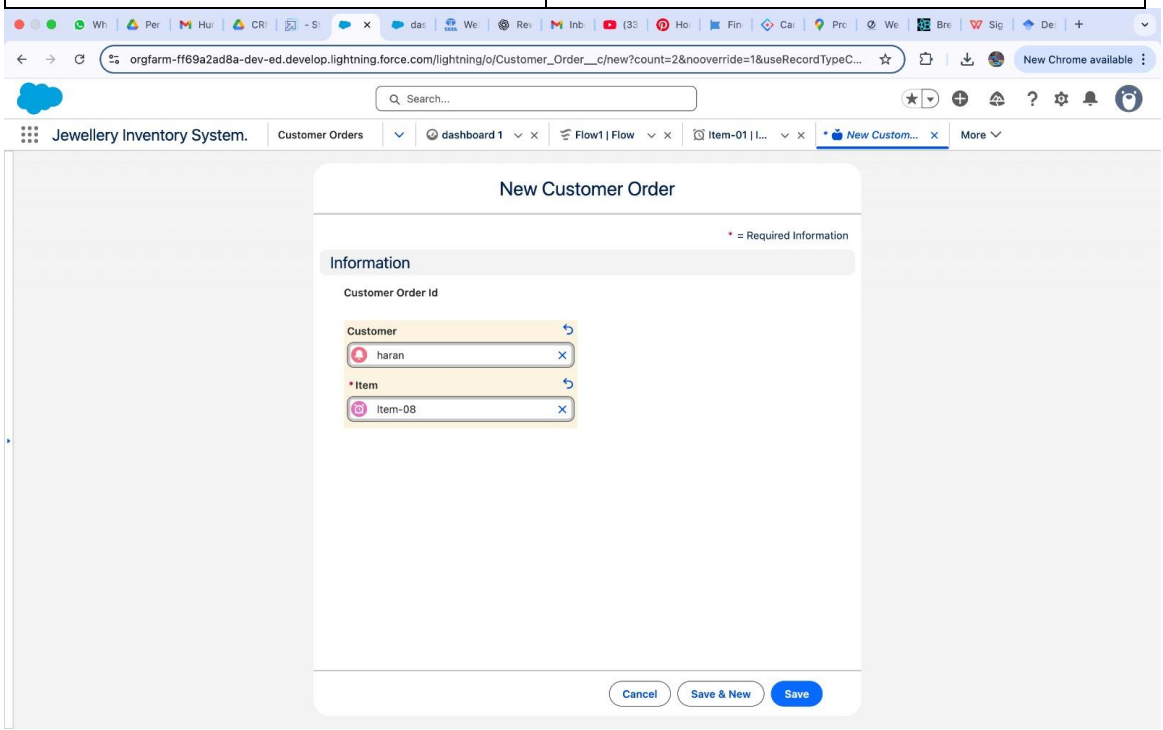
Creating Customer Record:

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.



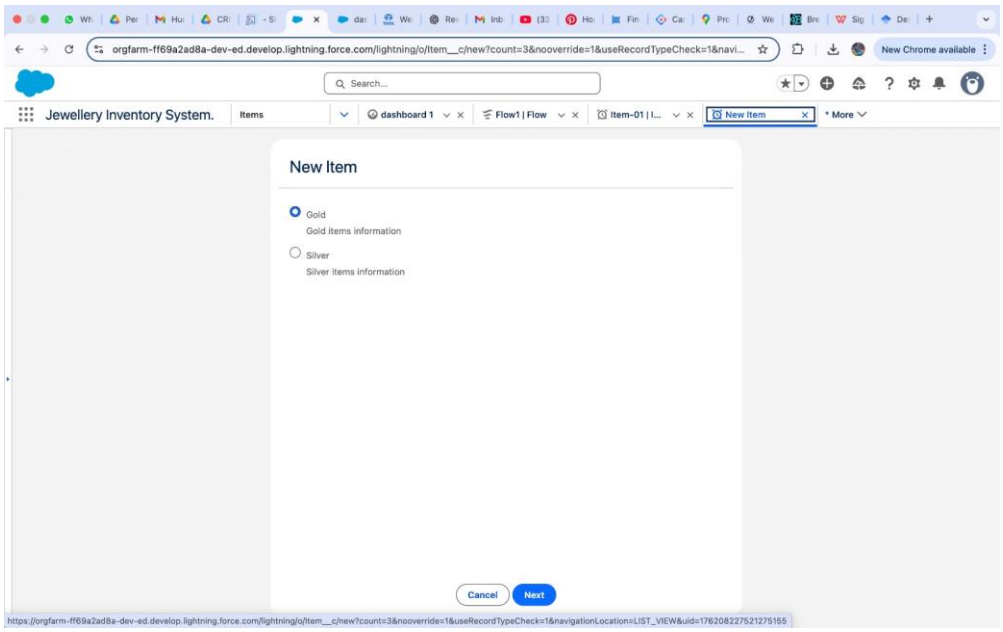
Booking an Appointment / Order for Registered Customers:

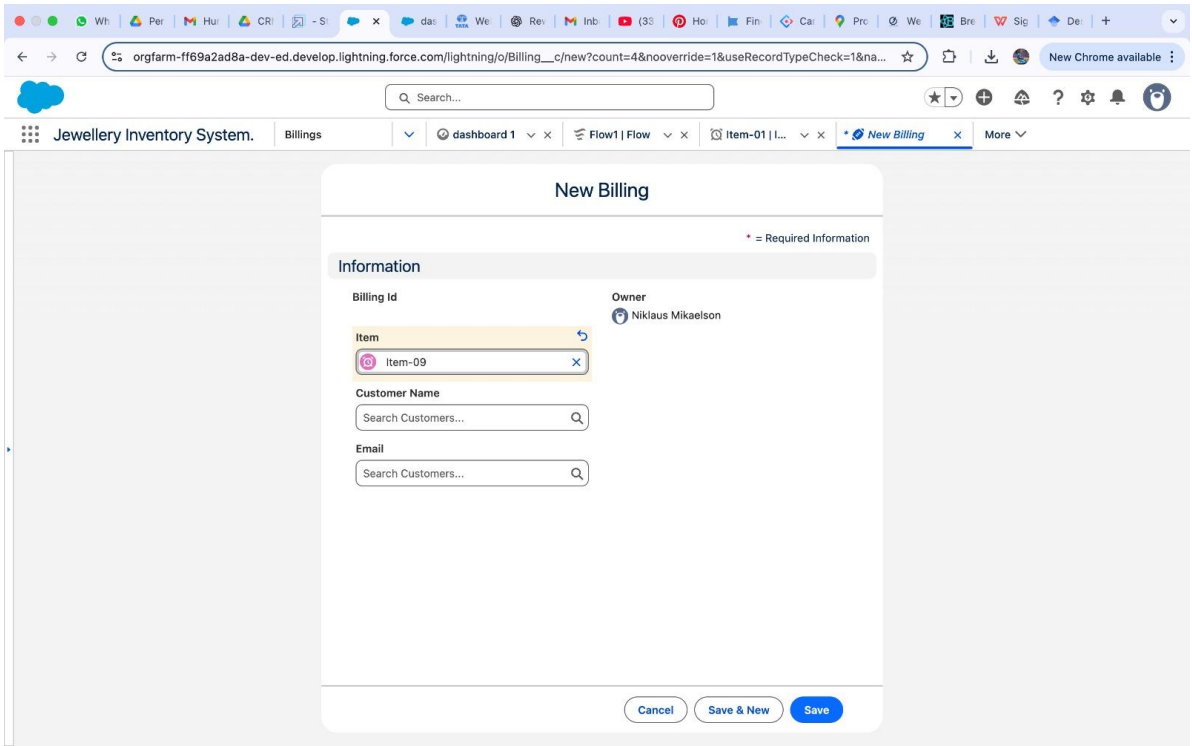
Model Summary	The Inventory and Sales Tracking model manages jewellery stock, sales transactions, and order processing details. It ensures accurate inventory updates, product traceability, and seamless sales management within Salesforce for better decision-making and operational control.
Accuracy	Execution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



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.



Billing and Customer Feedback:

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