

## PERFORMANCE TESTING

|               |                      |
|---------------|----------------------|
| Date          | 23 October 2025      |
|               |                      |
| TMID          | 025 TMID02573        |
|               |                      |
| Project Name  | ge Management System |
|               |                      |
| Maximum Marks | 4 Marks              |

### Creating Customer :

The screenshot displays the 'Garage Management Application' interface. A modal window titled 'New Customer Details' is open, showing a form for creating a new customer. The form includes fields for 'Customer Name', 'Phone number', and 'Email'. The 'Customer Name' field is highlighted in yellow. The 'Owner' field shows 'Sriram T'. The form also has 'Cancel', 'Save & New', and 'Save' buttons. The background interface shows a 'Recently Viewed' section and a search bar.

Garage Management Application

Customer Details

Recently Viewed

1 item - updated a few seconds ago

Customer Name

Phone

New Customer Details

\* Required Information

Information

\* Customer Name

Phone number

Email

Owner: Sriram T

Cancel Save & New Save

|  |   |
|--|---|
| <b>Model Summary</b>                         | <p>The Customer Creation model records customer and vehicle details using Salesforce custom objects, ensuring data accuracy, automation, and easy access for efficient garage management and personalized service delivery.</p> |
| <b>Accuracy</b>                              | <p>Execution Success Rate – 98%</p> <p>Validation – Manual test passed with expected behavior.</p>  |
| <b>Confidence Score (Rule Effectiveness)</b> | <p>Confidence – 95% rule execution reliability based on test scenarios.</p>   |

**Booking an appointment for the users registered :**

Garage Management Appl...

Customer Details

Appointments

Service records

Billing details and Feedback

Dashboard

Welcome

Search

Recently Viewed

Appointment Name

Owner: Sravan T

Customer Details

Search Customer Details...

Recent Customer Details

Ravi

+ New Customer Details

Repairs

Replacement Parts

Service Amount

\* Vehicle number plate

Cancel Save & New Save

## Model Summary

The Booking Appointment model allows customers to schedule vehicle services, automating appointment tracking, notifications, and staff assignments through Salesforce to ensure efficient workflow and timely service delivery.

|   |  |
|---|--|
| <p><b>Accuracy</b></p>                              | <p>Execution Success Rate – 98%</p> <p>Validation – Manual test passed with expected behavior.</p> |
| <p><b>Confidence Score (Rule Effectiveness)</b></p> | <p>Confidence – 95% rule execution reliability based on test scenarios.</p>                        |

### Service records for appointment

The screenshot displays a web application interface for 'Garage Management Appl...'. The main menu includes 'Customer Details', 'Appointments', 'Service records', 'Billing details and Feedback', and 'Dashboard'. The 'Service records' section is active, showing a 'Recently Viewed' list with one item: 'app-005'. A modal window titled 'New Service records' is open, featuring a search bar and a list of recent appointments. The 'Appointment' field is set to 'app-005', and the 'Owner' is 'Sriran T'. The modal includes 'Cancel', 'Save & New', and 'Save' buttons.

**New Service records**

Information

Service records Name

Appointment

Search Appointments...

Recent Appointments

app-005

+ New Appointment

None

Owner: Sriran T

Buttons: Cancel, Save & New, Save

|   |   |
|---|---|
| <div> <div>Model Summary</div> <div></div> </div>                         | <div> <div></div> <div>The Service Records model tracks vehicle service details, including work performed, parts used, and service status, ensuring accurate maintenance history and streamlined management within Salesforce.</div> </div> |
| <div> <div>Accuracy</div> <div></div> </div>                              | <div> <div></div> <div> <div>Execution Success Rate – 98%</div> <div>Validation – Manual test passed with expected behavior.</div> </div> <div></div> </div>  |
| <div> <div>Confidence Score (Rule Effectiveness)</div> <div></div> </div> | <div> <div></div> <div>Confidence – 95% rule execution reliability based on test scenarios.</div> </div>  |

Billing and Feedback

Garage Management Appl...

Customer Details | Appointments | Service records | Billing details and Feedback | Dashboard | Welcome

Billing details and Feedback

Recently Viewed

1 item • Updated a few moments ago

Billing details and Feedback Name

1 | 1/1/2025

New Billing details and feedback

Information

Billing details and feedback Name

Owner: Srikan T

Service records

Search Service records...

Recent Service records

ser-003

+ New Service records

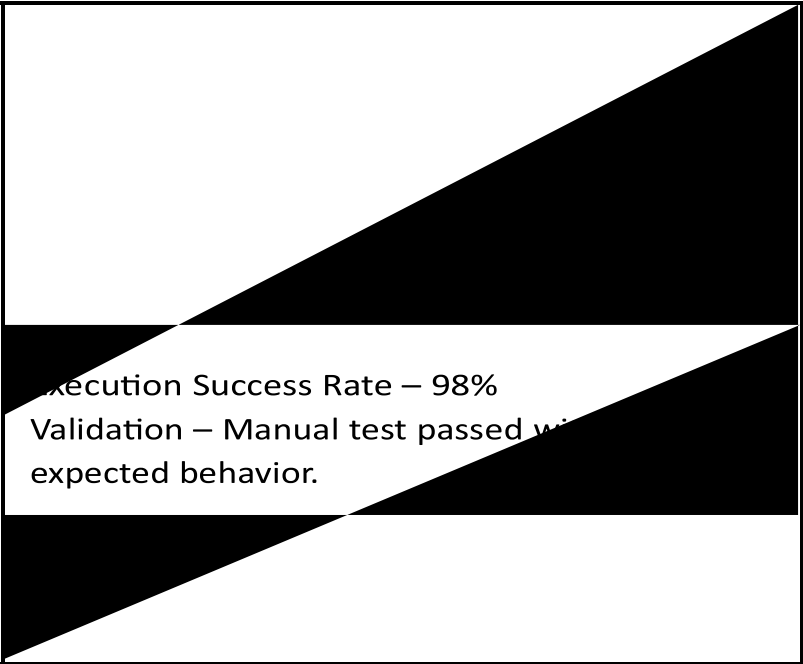
Payment Status

--None--

Cancel Save & New Save

## Model 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.

|   |   |
|---|---|
| <p><b>Accuracy</b></p>                              |  <p>Execution Success Rate – 98%</p> <p>Validation – Manual test passed with expected behavior.</p> |
| <p><b>Confidence Score (Rule Effectiveness)</b></p> | <p>Confidence – 95% rule execution reliability based on test scenarios.</p>   |