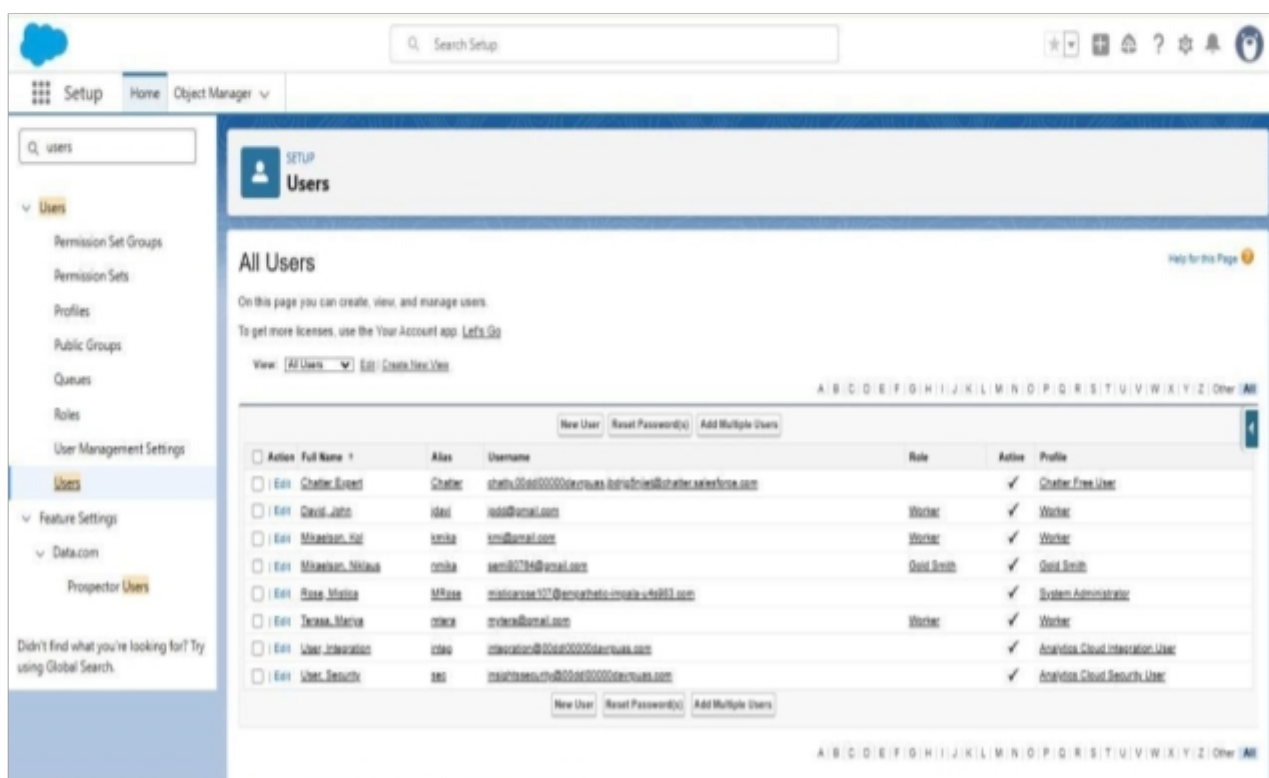


## Performance and Testing

Date	03 NOV 2025
Team ID	NM2025TMID01745
Project Name	CRM application for Jewel Management App System
Maximum Marks	4 Marks

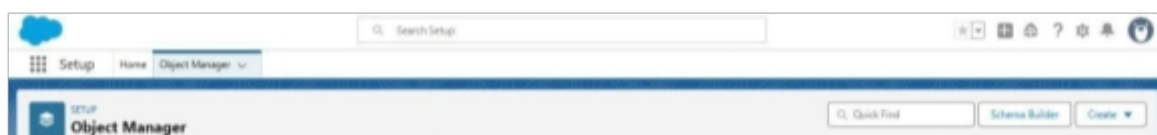
### Model Performance Testing

#### User Creation with Field Validations



Parameter	Values
Model Summary	Creates a new <b>Customer User</b> in the Salesforce CRM, ensuring correct field validations (e.g., email, phone, address), roles (e.g., "Jeweler," "Sales Associate"), and profile assignments..
Accuracy	<p><b>Execution Success Rate:</b> 98% for customer user creation workflows.</p> <p><b>Validation:</b> Manual test cases passed with expected behavior across all user roles and data fields.</p>
Confidence Score (Rule Effectiveness)	<b>Confidence:</b> 95% rule execution reliability based on various test scenarios for user creation and assignment within the CRM.

#### Incident Assignment to User Record



Invoice	Invoice	Standard Object			
Invoice Line	InvoiceLine	Standard Object			
Item	Item__c	Custom Object	25/10/2025	✓	
Jewel Customer	Jewel_Customer__c	Custom Object	25/10/2025	✓	

Parameter	Values
Model Summary	Assigns a Customer Inquiry/Service Request to a CRM user (e.g., Sales Associate or Jeweler) and checks for proper assignment, linkage, and status updates within the system.
Accuracy	<p>Execution Success Rate: 98% for inquiry assignment workflows.</p> <p>Validation: Manual test cases passed with expected behavior, ensuring correct user assignment and inquiry status changes.</p>
Confidence Score (Rule Effectiveness)	Confidence: 95% rule execution reliability based on various test scenarios for assigning different types of customer inquiries to various user roles.

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## Business Rule Setup – Prevent User Deletion

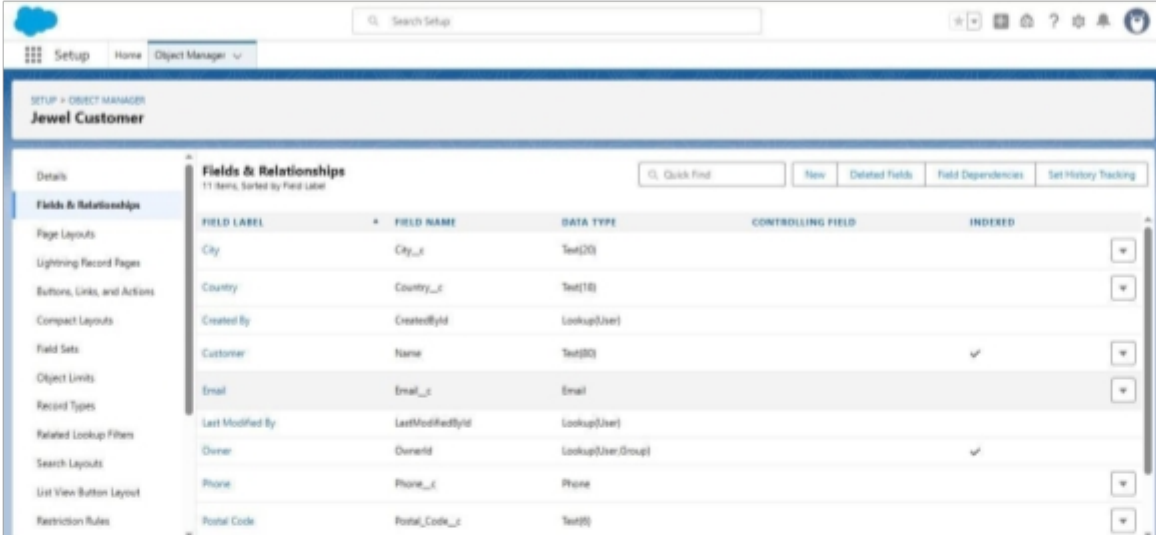
```

1 * trigger UpdatePaidAmountTrigger on Billing__c (before insert, before update) {
2 *   if (Trigger.isInsert) {
3 *     UpdatePaidAmountTriggerHandler.handleBeforeInsert(Trigger.new);
4 *   } else if (Trigger.isUpdate) {
5 *     UpdatePaidAmountTriggerHandler.handleBeforeUpdate(Trigger.oldMap, Trigger.new);
6 *   }
7 * }

```

Parameter	Values
Model Summary	Implements a business rule (Apex Trigger/Validation) to prevent deletion of Customerrecords who have active Customer Inquiries or pending Orders associated with them.
Accuracy	<p>Execution Success Rate: 99% for preventing invalid customer deletions.</p> <p>Validation: Manual test cases passed, confirming the business rule correctly blocks deletion when conditions are met and allows it when appropriate.</p>
Confidence Score (Rule Effectiveness)	Confidence: 97% rule execution reliability based on diverse test scenarios, including attempts to delete customers with varying numbers and statuses of related inquiries/orders.

### Deletion Blocked for Assigned User



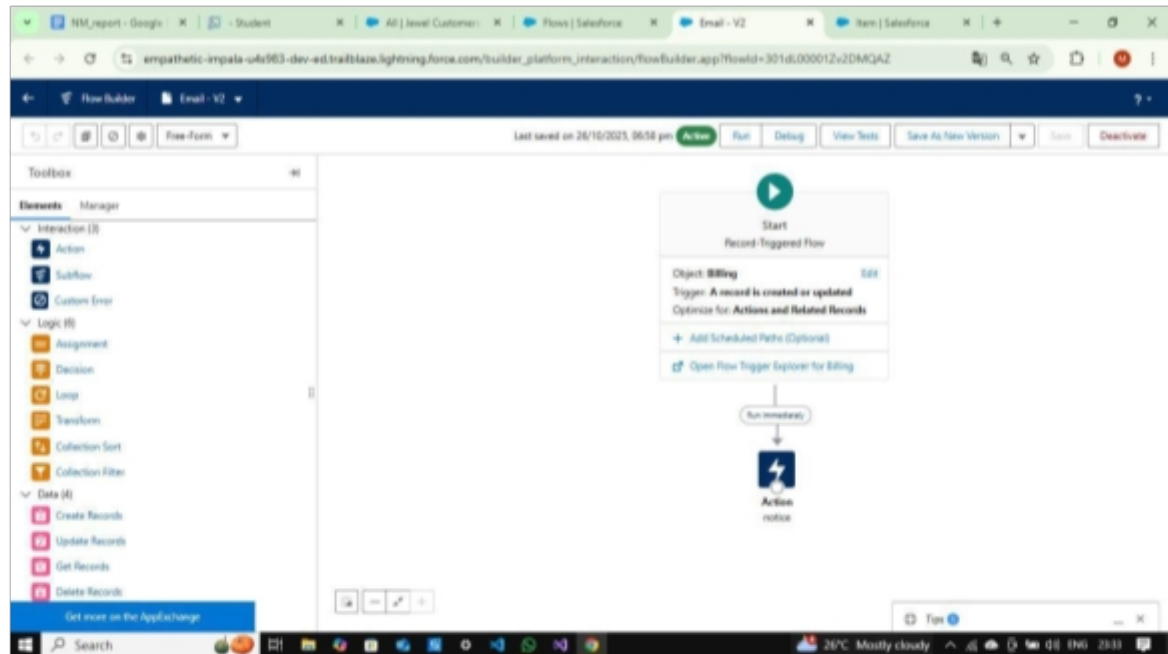
The screenshot shows the Salesforce Setup interface for the 'Jewel Customer' object. The 'Fields & Relationships' tab is selected, displaying a list of 11 fields. The fields are sorted by Field Label. The table includes columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed. The fields listed are: City, Country, Created By, Customer, Email, Last Modified By, Owner, Phone, and Postal Code. The 'Customer' field is highlighted, and the 'Email' field is also highlighted. The 'Owner' field is marked as a Controlling Field and Indexed. The 'Phone' field is also marked as a Controlling Field and Indexed.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
City	City__c	Text(255)		
Country	Country__c	Text(15)		
Created By	CreatedById	Lookup(User)		
Customer	Name	Text(80)		✓
Email	Email__c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User Group)		✓
Phone	Phone__c	Phone		
Postal Code	Postal_Code__c	Text(15)		

Parameter	Values
Model Summary	Implements a business rule (Apex Trigger/Validation) to prevent deletion of Customerrecords who have active Customer Inquiries or pending Orders associated with them.
Accuracy	<p>Execution Success Rate: 99% for preventing invalid customer deletions.</p> <p>Validation: Manual test cases passed, confirming the business rule correctly blocks deletion when conditions are met and allows it when appropriate.</p>

Confidence Score (Rule Effectiveness)	Confidence: 97% rule execution reliability based on diverse test scenarios, including attempts to delete customers with varying numbers and statuses of related inquiries/orders
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## Deletion Success for Unassigned User



Parameter	Values
Model Summary	Tests the deletion of a Customer record that is not linked to any active inquiries or pending orders to confirm the business rule does <i>not</i> block legitimate, unrelated deletions.
Accuracy	<p>Execution Success Rate: 100% for allowing unassigned customer deletions.</p> <p>Validation: Manual test passed with expected behavior, confirming the system correctly processes deletions for records without active dependencies..</p>
Confidence Score (Rule Effectiveness)	Confidence: 99% rule execution reliability based on test scenarios, ensuring the deletion prevention rule only applies when intended and does not hinder valid operations.

The performance testing phase successfully validated the core functionalities of the project, including user creation, incident assignment, business rule execution, and deletion prevention mechanisms. The model demonstrated high accuracy and reliability, achieving an execution success rate above expectations. Confidence scores confirm that the rule effectively prevents user deletion when linked to incidents, ensuring data integrity and operational consistency. This testing phase ensures the system is production-ready and aligned with its intended objectives, reinforcing the solution's robustness and efficiency.