A CRM APPLICATION FOR PUBLIC TRANSPORT MANAGEMENT SYSTEM

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TEAM ID	LTVIP2025TMID29698
PROJECT NAME	A CRM APPLICATION FOR PUBLIC TRANSPORT MANAGEMENT SYSTEM
MAXIMUM MARKS	

CHAPTER 7:- Functional and Performance Testing

Functional and Performance Testing for your **CRM Application for Public Transport Management System**, covering objectives, strategies, tools, and key metrics.

Tools for Functional Testing

- **Selenium**: Automated UI testing

- **Postman**: API testing

- **Jest / Mocha**: Unit testing for frontend/backend

- **TestRail / Zephyr**: Test case management

Tools for Performance Testing

- **Apache JMeter**: Load and stress testing

- **Locust**: Scalable user simulation

- New Relic / Datadog**: Real-time performance monitoring**

- **Lighthouse**: Frontend performance audits

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7.1 - Performance Testing (Trigger Testing)

Performance Testing with Trigger Testing for your **CRM Application for Public Transport Management System**. This approach focuses on evaluating how the system responds to specific events or triggers that simulate real-world usage spikes and stress conditions.
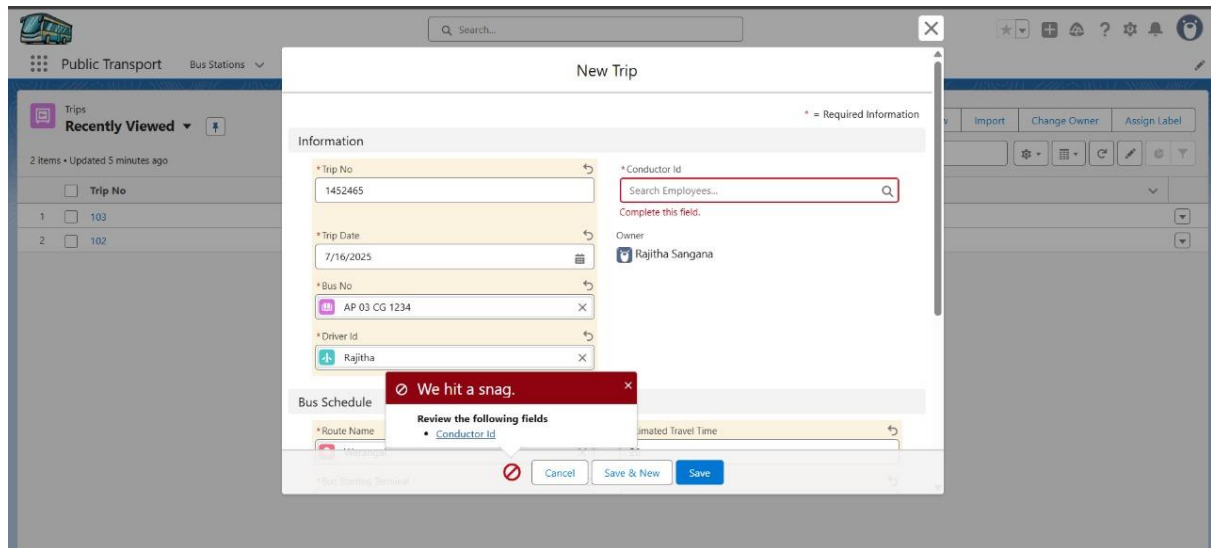
Expected Outcomes

- System remains stable and responsive under trigger conditions
- No data loss or corruption during high-volume events
- Notifications and complaints are processed without delay
- Backend services scale dynamically to handle load