Field Service WorkOrder Optimization – Dashboard Performance Testing

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This document outlines the performance testing details specifically related to the two key dashboards in the Salesforce-based Field Service WorkOrder Optimization system. These dashboards are crucial in presenting assignment load, technician status, and location-based service requests in real-time.

Objective:

To ensure that the Field Service WorkOrder system performs efficiently under real-time usage and large data volumes — maintaining performance, responsiveness, and scalability.

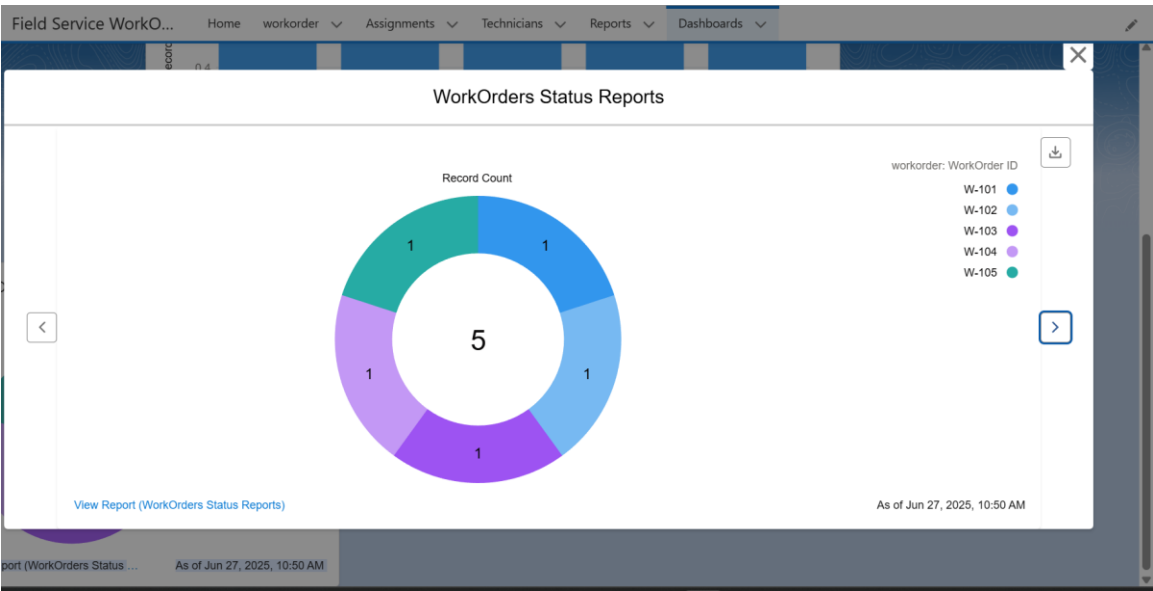## Dashboard 1 – WorkOrder Monitoring Dashboard

This dashboard provides a summarized view for managers and dispatchers to monitor key operational metrics. It includes assignment distribution, status summaries, and location-specific service insights. The dashboard is designed to load quickly and update in near real-time.

Component Breakdown:

Component	Type	Data Source	Purpose

WorkOrders by Status	Pie Chart	WorkOrder Object	Visualize open vs resolved vs pending tasks
Assignments by Technician	Bar Chart	Assignment Object	Show technician workload distribution
Service Requests by Location	Tabular	WorkOrder Object	Track volume of workOrders per location

Performance Observations:

Metric	Observed Value	Target Threshold
Dashboard Load Time	~2.5 seconds	< 3 seconds
Max Records Displayed	12	<= 50
Pie Chart Render Time	1.1 seconds	< 2 seconds

Dashboard 2 – Technician Efficiency Dashboard

Used by operations leads and field managers, this dashboard provides technician performance metrics, assignment completion trends, and availability data. It is optimized for comparing daily performance and identifying bottlenecks in technician coverage.

Component Breakdown:

Component	Type	Data Source	Purpose
Assignment Completion Trend	Line Chart	Assignment Object	Track daily/weekly technician completion rates
Technician Availability Overview	Donut Chart	Technician Object	Visualize currently available vs occupied technicians
Pending Assignments Summary	Tabular	WorkOrder Object	List unassigned or overdue work orders

Performance Observations:

Metric	Observed Value	Target Threshold
Dashboard Load Time	~2.9 seconds	< 3.5 seconds
Line Chart Responsiveness	Smooth	Responsive
Donut Chart Load Time	1.4 seconds	< 2 seconds