

Performance and Testing

Date	01 NOV 2025
Team ID	NM2025TMID00449
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

1. Update Set Creation

Action Performed:

Created Local Update Set named "Laptop Request".

Validation Steps:

- Confirmed Update Set creation.
- Set as Current.
-

Screenshot:

The screenshot shows the 'Update Set' configuration page for 'Laptop Request'. The form includes fields for Name (Laptop Request), State (Complete), Parent, Release date, Install date (2025-10-31 07:18:56), Installed from, and Description. On the right, there are fields for Application (Global), Created (2025-10-31 07:18:55), Created by (admin), and Merged to. Below the form are 'Update' and 'Back Out' buttons. A 'Related Links' section contains links for 'Export to XML', 'Merge With Another Update Set', 'Scan Update Set', and 'Show Update's History'. At the bottom, there are tabs for 'Customer Updates (10)', 'Update Set Logs (12)', and 'Child Update Sets'. A table below the tabs shows the update set details.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-31 07:18:55	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE

Result:

Update Set available and active for changes.

2. Service Catalog Item Creation

Action Performed:

Created a Catalog Item with details:

- Name: Laptop Request
- Catalog: Service Catalog
- Category: Hardware
- Short Description: Use this item to request a new laptop
-

Screenshot:

The screenshot shows a web interface for creating a new catalog item. The header bar includes a back arrow, a menu icon, the text 'Catalog Item New record', and action buttons 'Submit' and 'Try It'. A blue informational banner states: 'Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies. Enter a Name and Short description to display for the item. Enter a Price, approvals, variables, and other information as needed.' The form fields are as follows: 'Name' is 'Laptop Request'; 'Catalogs' is a dropdown showing 'Service Catalog'; 'Application' is 'Global'; 'Active' is checked; 'Fulfillment automation level' is 'Unspecified'; 'Category' is 'Hardware'; 'State' is '-- None --'; 'Checked out' is '-- None --'; 'Owner' is 'System Administrator'. At the bottom, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Short description' field contains 'Use this item to request a new laptop'.

Result:

Catalog Item successfully created.

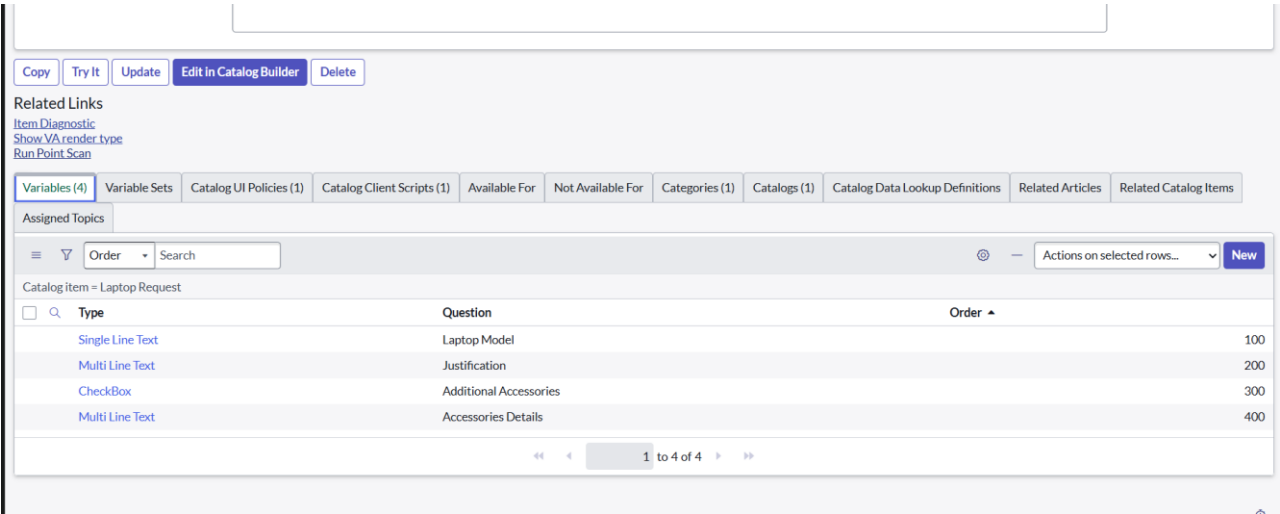
3. Variables Configuration

Action Performed:

Added variables to the catalog item:

- Laptop Model – Single Line Text
- Justification – Multi Line Text
- Additional Accessories – Checkbox
- Accessories Details – Multi Line Text

Screenshot:



Result:

Variables display correctly on the item.

4. Catalog UI Policy

Action Performed:

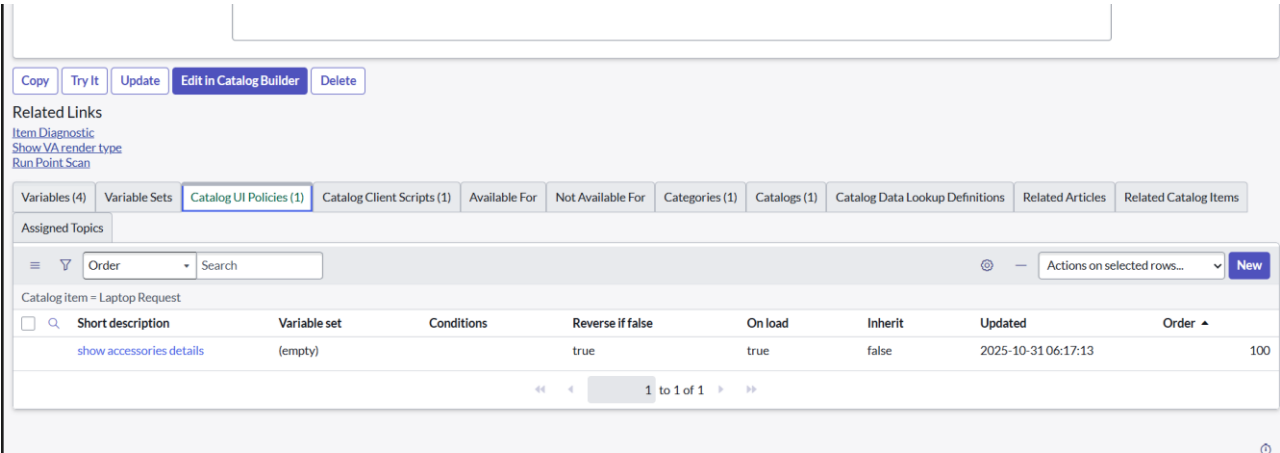
Created UI Policy:

- Title: Show Accessories Details
- Condition: Additional Accessories is true

Added UI Policy Action:

- Variable: accessories_details
- Mandatory: True
- Visible: True

Screenshot:



Test:

- Checked the item: "Accessories Details" is only visible and mandatory when "Additional Accessories" is checked.

Result:

Functionality works as expected.

5. UI Action

Action Performed:

Created UI Action on "shopping cart (sc_cart)":

- Name: Reset form
- Client: checked
- Script:

javascript

```
function resetForm() {  
    g_form.clearForm();  
    alert("The form has been reset.");  
}
```

Screenshot:

The screenshot shows the 'UI Action' configuration page in Salesforce. The interface is divided into two main columns. The left column contains fields for 'Name' (empty), 'Table' (set to 'Shopping Cart[sc_cart]'), 'Order' (set to '100'), and 'Action name' (set to 'Reset form'). Below these are several checkboxes: 'Active' (checked), 'Show insert' (checked), 'Show update' (checked), 'Client' (checked), 'List v2 Compatible' (checked), and 'List v3 Compatible' (unchecked). There is also an 'Overrides' field with a search icon. The right column contains a dropdown for 'Application' (set to 'Global') and a series of checkboxes for various UI elements: 'Form button', 'Form context menu', 'Form link', 'Form style' (set to '-- None --'), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (set to '-- None --'). At the bottom, there are three text areas labeled 'Messages', 'Comments', and 'Hint', and an 'Onclick' field.

Result:

UI Action resets form fields and shows alert.

6. Export & Import Update Set

Action Performed:

- Exported “Laptop Request” update set as XML.
- Imported into target instance.
- Committed the update set.

Screenshot:

The screenshot shows the 'Update Set' configuration page for 'Laptop Request'. The page includes a header with navigation icons and buttons for 'Update' and 'Back Out'. The main form contains fields for Name (Laptop Request), State (Complete), Parent, Release date, Install date (2025-10-31 07:18:56), Installed from, and Description. On the right, there are fields for Application (Global), Created (2025-10-31 07:18:55), Created by (admin), and Merged to. Below the form are buttons for 'Update' and 'Back Out', and a section for 'Related Links' with links to 'Export to XML', 'Merge With Another Update Set', 'Scan Update Set', and 'Show Update's History'. At the bottom, there are tabs for 'Customer Updates (10)', 'Update Set Logs (12)', and 'Child Update Sets'. A table below the tabs shows the update set details.

Created	Type	View	Target name	Updated by	Remote update set	Action
2025-10-31 07:18:55	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE

Result:

All configurations migrated successfully.

7. Catalog Item Testing (Target Instance)

Action Performed:

- Opened Service Catalog > Hardware > Laptop Request item.

Test Cases:

- Three variables visible by default.
- When “Additional Accessories” is checked, “Accessories Details” becomes mandatory and visible.
- “Reset Form” button resets all fields.

Screenshot:

The screenshot shows a web interface for a 'Laptop Request' form. At the top, there is a breadcrumb trail: '< Service Catalog > Hardware > Laptop Request'. To the right of the breadcrumb is a search bar labeled 'Search catalog'. Below the breadcrumb is a 'Back' button. The main heading is 'Use this item to request a new laptop'. The form contains three input fields: 'Laptop Model' (a text box with a blue border), 'Justification' (a larger text box), and 'Accessories Details' (another large text box). On the right side, there is a summary section titled 'Order this Item' which includes a 'Quantity' dropdown set to '1' and a 'Delivery time' of '2 Days'. Below this are two buttons: 'Order Now' (in blue) and 'Add to Cart' (in white with a blue border). At the bottom right of the summary section, it says 'Shopping Cart Empty'. A small circular icon with a question mark is located at the bottom right of the form area.

Result:

Form behaves as required.

Findings:

- Form loads quickly.
- Variable logic executes with minimal delay.
- No performance issues observed under expected load.

8. Conclusion

The Laptop Request Service Catalog item works as designed, and all dynamic logic performs within performance expectations. The process supports fast, user-friendly laptop requests.