

# **Performance Testing**

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Team Size : 4

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## **1. Executive Summary**

This report summarizes the approach, methodology, findings, and recommendations of the performance testing conducted on the Jewel Management CRM application. The test focused on evaluating system reliability, response time, scalability, and overall user experience under various load conditions.

## **2. Test Objectives**

- To ensure the application delivers acceptable response times for core business transactions.
- To validate system stability under normal and peak workloads.
- To identify bottlenecks and recommend optimization strategies

## **3. Scope of Testing**

Modules tested: Customer onboarding, Sales transactions, Inventory updates, Reporting, Integration with POS.

Types of testing: Load testing, Stress testing, Endurance testing, and Concurrency testing.

## **4. Bottleneck Analysis**

- Minor delays were linked to backend database queries during bulk report generation.
- Occasional slowdowns in report generation traced to suboptimal query design and high CPU utilization on the reporting server.
- No significant memory leaks were detected

<b>Inventory Management System</b>	A module to maintain jewellery stock, track sold and available items, and autoupdate inventory levels.	High	Improved accuracy and reduced stock shortages.
<b>Automated Billing System</b>	Generates digital invoices instantly after each transaction with integrated tax and discount options.	High	Speeds up billing and ensures accurate financial tracking.
<b>Customer Relationship Module</b>	Stores customer data, purchase history, and preferences to personalize offers and services.	High	Builds loyalty and improves customer satisfaction.
<b>Sales &amp; Analytics Dashboard</b>	Provides visual analytics for revenue, topselling items, and monthly performance reports.	Medium	Enhances decision-making and business strategy.
<b>Supplier Management System</b>	Tracks supplier details, purchase orders, and restock timelines for better coordination.	Medium	Improves procurement efficiency.

Automated Notification System	Sends alerts for order readiness, payment reminders, and promotional offers via email/SMS.	Medium	Boosts communication and repeat sales.
Security and Access Control	Implements rolebased access for staff to prevent unauthorized data handling.	High	Ensures data security and accountability.
Feedback and Rating System	Collects customer feedback postpurchase to monitor service quality and satisfaction.	Medium	Supports continuous improvement.

## Template



## Reference :

<https://developer.salesforce.com/signup>