



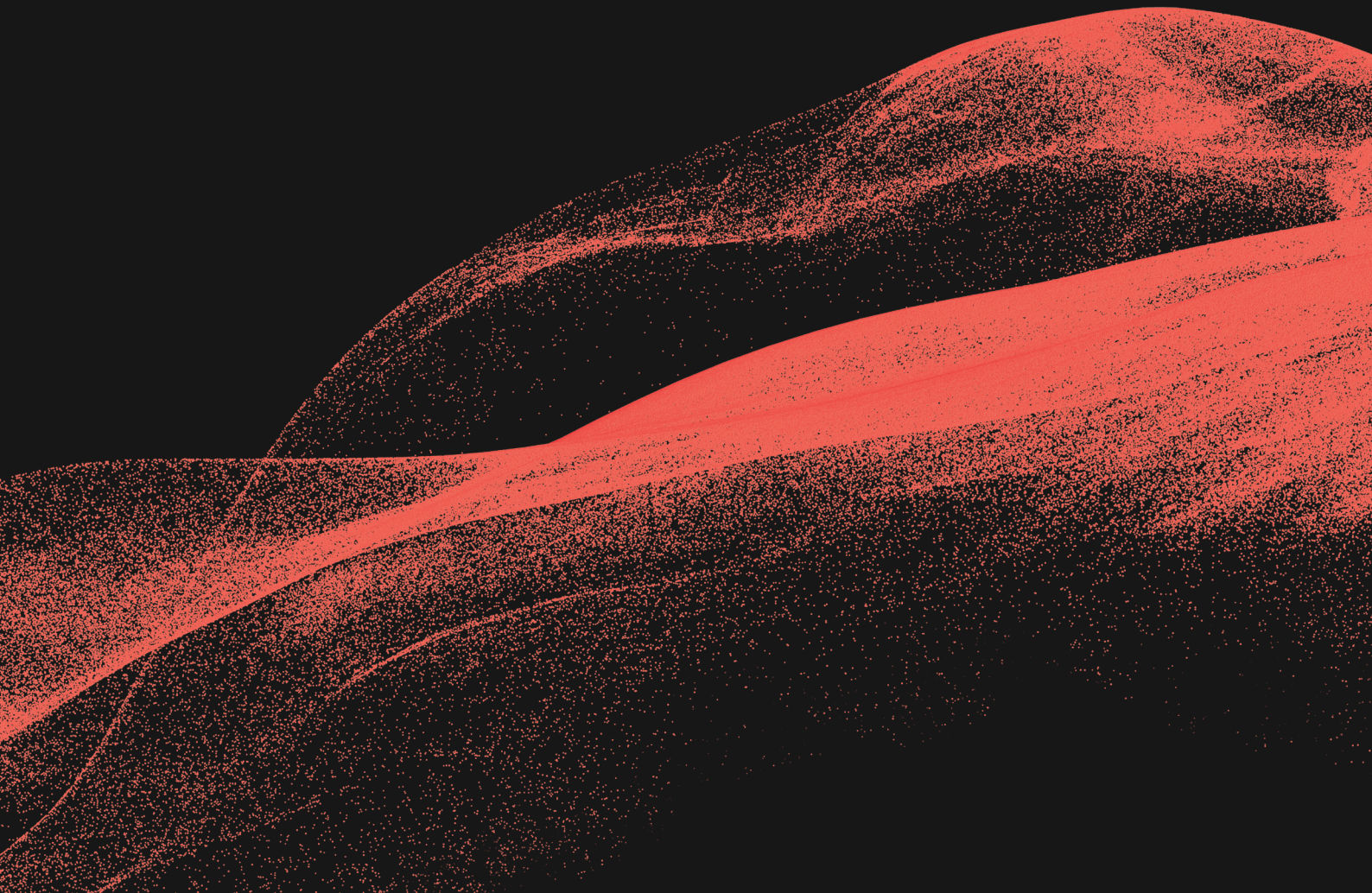
A Larsen & Toubro
Group Company

LTM

Enterprise Testing Services

Salesforce Testing Assurance

Outcreating Trusted Salesforce Quality With
AI-Powered Assurance



When Salesforce Innovation Moves Faster Than Quality

Salesforce powers customer engagement, sales, service, field operations, commerce, marketing, and partner experiences. As organizations expand these ecosystems through customizations, integrations, releases, and data migrations, every change introduces quality, performance, security, and adoption risks.

Salesforce Testing Assurance helps organizations Outcreate fragmented Salesforce quality processes through AI-powered, platform-centric quality engineering. By combining intelligent automation, continuous validation, and business journey assurance, LTM brings together human expertise and intelligent systems to improve release confidence across interconnected Salesforce ecosystems. The result is faster releases, fewer production defects, and a holistic picture of quality across business-critical applications.

Why Salesforce Quality Breaks Down

As Salesforce environments grow, maintaining consistent quality becomes increasingly difficult.

- Fragmented testing across Sales, Service, Experience, Field Service, Commerce, Marketing, CPQ, and custom applications
- Manual regression cycles that delay releases and increase production risk
- Integration failures across APIs, MuleSoft, ERP, middleware, payment gateways, and third-party applications
- Data migration challenges that affect reporting, customer visibility, and business workflows
- Limited visibility into end-to-end business journeys, release readiness, and automation effectiveness.

The result is delayed go-lives, unstable releases, business disruption, lower user adoption, and reduced stakeholder confidence

Our Solution

Salesforce Testing Assurance delivers AI-led, platform-centric quality engineering that validates Salesforce experiences from configuration and code to integrated business journeys. Powered by the LTM Enterprise Assurance Platform, the solution combines reusable accelerators, intelligent automation, release governance, and continuous validation to support Agile, DevOps, CI/CD, and enterprise release programs.

What Salesforce Testing Assurance Delivers

Specialized Assurance Capabilities Across the Salesforce Landscape

Architecture and Org Health Assurance	Reviews solution design, configurations, customization risks, and technical debt.
Requirements Traceability Assurance	Maps business requirements to user stories, configuration, test cases, and acceptance criteria.
Functional and Regression Assurance	Validates business-critical processes across Salesforce clouds and enterprise releases.
Data Migration Assurance	Validates cleansing, mapping, reconciliation, load quality, and migration dry runs.
Integration Assurance	Tests Salesforce integrations with ERP systems, middleware, APIs, MuleSoft, legacy platforms, and downstream systems.
AI and Agentforce Assurance	Validates AI workflows, prompts, data grounding, guardrails, and expected business outcomes.
Go-Live Readiness and Hypercare	Supports release gates, cutover readiness, production monitoring, triage, and support handover.

AI-Enabled Salesforce QA Ecosystem

The Salesforce QA ecosystem strengthens delivery by bringing automation, intelligence, quality insights, and governance into a unified framework.



Channels Supported

- Sales, Service, Experience, Field Service, Commerce, Marketing, and CPQ
- Salesforce Mobile and digital customer experiences
- APIs, middleware, MuleSoft, ERP, and enterprise integrations
- Data platforms, reporting environments, and analytics solutions



AI - CRM Capabilities

- AI-assisted test design and script generation
- Risk-based regression optimization and test prioritization
- Self-healing automation for Salesforce UI changes
- Cross-browser, device, accessibility, and performance validation
- Dashboards for release readiness, defect intelligence, and business risk

Outcreate Salesforce Quality at Scale

The following outcomes help organizations improve Salesforce quality, release speed, and business adoption:

- Faster releases through AI-enabled regression optimization, automation reuse, and CI/CD integration
- Higher release confidence through business journey validation, integration assurance, and risk-based insights
- Lower cost of quality through reusable automation assets, self-healing capabilities, and governance

Why LTM

As a Business Creativity partner, LTM combines Salesforce expertise, AI-powered accelerators, and enterprise quality engineering to help organizations assure business outcomes with confidence. By bringing human insights and intelligent systems together, LTM enables continuous quality across complex Salesforce transformations.

Stories of Outcreation

- Outcreating Digital Learning & Business Execution Platform Assurance: Delivering 95% Test Automation and Zero Production Defects
- Outcreating Consumer Products & Digital Commerce Assurance: Accelerating Global Multi-Brand Rollouts Through Continuous Testing
- Outcreating Retail, Cosmetics & Manufacturing Cloud Assurance: Achieving 80%+ Automation Coverage and 97%+ Defect Removal Efficiency

Assure Every Salesforce Release with Confidence

Write To Us At

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