Please read through the below information carefully. By accessing the sandbox account & providing us with the information requested, you are agreeing to the below terms:

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**Usage**

* The Responsys account is to be solely used as a sandbox for performance testing of your developed app
* The Responsys account is not to be used in any way by partners to market to prospects or customers
* Outbound channel communications of any kind (Email, SMS, push etc.) will not be sent via Responsys

**Access**

* **Access is limited to the time period of 2 weeks from the date of provisioning. Please make sure to run your performance tests in this period. Extensions will be taken only in case to case basis.**
* Access to the Responsys account is only permitted by your paid employees – do not share these login credentials with any third parties
* Access to the Responsys account is only permitted from the whitelisted IP ranges provided

**Shared Responsibility**

There may be multiple partners in the Responsys account.  Please follow these guidelines to ensure a peaceful co-existence:

* DO NOT access data or assets in any folders that are not yours
* DO NOT load any real-world PII into this account, or any data you would want others seeing

**Data Preparation**

* Install your app on the performance testing account and create the required folders, profile lists, PETs etc. as per your app requirement with sample data to run your app
* Work with the CX Apps team to load the volumes (1M,2M,5M,10M) of data as per your app requirement in the respective tables in Responsys
* Once the data is ready, CX Apps team will communicate to you to initiate your tests

**Running the Tests**

* Run the tests (create programs with app as one of the stages) using the data created for your app by the CX Apps team
* Capture the results in the format provided later in this document
* Also, communicate the successful execution of the program with to the CX Apps team so that the team can validate the results. Details like App ID, Service ID and approximate PST time when the program was published, and run will need to be informed back to the CX Apps team
* Start with 1M – 1 program combination. Then 2M- 1 program, 5M- program, 10M- 1 program. Then repeat the same with multiple programs running in parallel
* It is important to note that these tests are to ensure that the app will scale up to the higher volumes from the Responsys customers. It is the responsibility of the provider to maintain the infrastructure & do the necessary setups/arrangements for the scaling up of the app

**Support**

* The CX Apps/Global ISV team is your first point of contact in case of any issues or clarifications

# General Information

Please fill in the below information accurately and to the best of your knowledge.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Submission date** |  | | **App & Developer Information** | | | **Company name** |  | | App Name |  | | Dev completion date |  | | **Contact Information** | | | **Primary contact name** |  | | **Primary contact e-mail** |  | | **Technical contact name** |  | | **Technical contact e-mail** |  | |  |

# Performance Testing Results

Please capture the results of the performance tests performed on the app in the below tables:

Test Results

With one program (Single service instance)

*<Service 1>*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test #** | **Date** | **List Size (In millions)** | **Invoke Timestamp (PST)** | **Release Timestamp (PST)** | **Time taken** | **#Batch errors** | **Throughput (Millions per hour)** | **Program completion successfully** | **Comments** |
|  |  | 1 million |  |  |  |  |  | Y/N |  |
|  |  | 2 million |  |  |  |  |  |  |  |
|  |  | 5 million |  |  |  |  |  |  |  |
|  |  | 10 million |  |  |  |  |  |  |  |

*<Service 2>*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test #** | **Date** | **Audience Size (In millions)** | **Invoke Timestamp (PST)** | **Release Timestamp (PST)** | **Time taken** | **#Batch errors** | **Throughput (Millions per hour)** | **Program completion successfully** | **Comments** |
|  |  | 1 million |  |  |  |  |  |  |  |
|  |  | 2 million |  |  |  |  |  |  |  |
|  |  | 5 million |  |  |  |  |  |  |  |
|  |  | 10 million |  |  |  |  |  |  |  |

With two parallel programs (Two service instances)

**<Program 1>**

*<Service 1>*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test #** | **Date** | **Audience Size (In millions)** | **Invoke Timestamp (PST)** | **Release Timestamp (PST)** | **Time taken** | **#Batch errors** | **Throughput (Millions per hour)** | **Program completion successfully** | **Comments** |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |

*<Service 2>*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test #** | **Date** | **Audience Size (In millions)** | **Invoke Timestamp (PST)** | **Release Timestamp (PST)** | **Time taken** | **#Batch errors** | **Throughput (Millions per hour)** | **Program completion successfully** | **Comments** |
|  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |

**<Program 2>**

*<Service 1>*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test #** | **Date** | **Audience Size (In millions)** | **Invoke Timestamp (PST)** | **Release Timestamp (PST)** | **Time taken** | **#Batch errors** | **Throughput (Millions per hour)** | **Program completion successfully** | **Comments** |
|  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |

*<Service 2>*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Test #** | **Date** | **Audience Size (In millions)** | **Invoke Timestamp (PST)** | **Release Timestamp (PST)** | **Time taken** | **#Batch errors** | **Throughput (Millions per hour)** | **Program completion successfully** | **Comments** |
|  |  |  |  |  |  |  |  |  |  |
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**Mention the details on the infrastructure you have to explain how your app would cater to larger volumes?**

**Are there any knows issues that you would want to highlight to us? Please mention.**

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**Any additional details**