

Automation Testing of a Telecommunication Calling Solution Portal



Client Overview

- The client is a provider of SaaS solutions for customer service industry through innovative e products that allow businesses to seamlessly engage, convert, and retain customers at every stage of their online journey.

Business Challenges

- No compatibility Test Process & VoIP Framework
- Need for VoIP Performance testing to ensure call quality.
- Requires call functionality testing across 20+ trending OS and Browsers in both Desktops and Devices to ensure compatibility.
- Need for End-to-End test case repository and Smoke, Functional and Regression testing suites.
- Lack of proper documentation of test cases.
- Presence of Ad hoc testing process.
- Lack of VoIP Monitoring tool which is the core element to track app performance.
- Necessity for Pre-merge and post-merge testing.

Project Overview

- Indium supported the organization in testing the VoIP (Voice-over-Internet Protocol) calling solution which is used for vendor and client interactions for customer support and driving more sales.

Solutions

- Developed 2200 test cases and formulated testing strategies.
- Identified a test repository tool and added all the developed test cases to ensure maximum test coverage.
- Created Test Folders for various test suites namely Smoke Test Suite, End-to-End Test Suite, Regression Test Suite, VoIP Performance Testing Suite and Call Functionality Test Suite.
- Automated & Batch Executed test cases on multiple platforms to improve the efficiency of testing.
- Supported scripted testing for increased test coverage by performing 30 to 40% exploratory testing.
- Performed Call Functionality Testing and Compatibility Testing across 27 OS/browser combinations, and all issues were tracked and reported.
- A total of 113 compatibility defects across desktop and mobile devices and 293 functional defects were reported. This was captured and maintained in a defect repository.
- Performed Root Cause Analysis to identify the key origin of the defect which helped the development teams to address the source.

Tools



Business Impact

- Automation and batch execution reduced the regression timelines.
- Streamlined QA process with continuous improvement based on weekly changes. This reduced the time in fixing the defects and making the modules go live at the earliest.
- Daily Status Reports, Slack and Daily Scrums helped in seamless communication between the development teams, stakeholders and QA teams.



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