



Client Status Quo

- The Client is an AI based technology company offering solutions for Customer Service and Conversational Analytics.
- The application, built on Java and Angular technologies, includes workflows for Speech Analytics, Virtual Assistant and Voice Biometrics. The solutions automate customer service agent interactions and provide real time conversation analytics.



Business Requirements

- Bring in standards / best practices to Code Maintenance
- Outsource Unit Testing to formally validate the functionality (code)
- The testing partner shall create and execute Unit Test Cases and Documentation for extensive Code Coverage



QA Solutions

- Developed a Unit Test Design to cover the test cases for each feature and maintain a balance of different kinds of tests (Functionality/Performance of Code etc.)
- Introduced test driven development methods – collaboration with dev and seamless process for refactoring
- End to End verification of units / components by simulating dependencies, negative and boundary cases
- Reported actionable insights for improvement in code



Business Value

- Immediate / real time feedback on the code, contributing to 2x debugging speed
- Full coverage of test scenarios – complex loops, conditions and exceptions handling against best industry practices.
- With outsourced Unit Testing, Dev team was able to improve 30% time spent on handling complex business logic
- For every 15-20% code coverage, an approximate 5x regression testing effort was reduced due to early defect detection. Potential cost saving of 25% towards fixing bugs early in the pipeline.
- Conserved upto 10-15% bandwidth of Developers by offloading lean code validations to Unit Testing team



Tools

- JUnit
- Spring Tool Suite
- Sonarcube
- Karma
- Jasmine



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