Usability, UI and Integration Testing for a Web-Based CRM

Client Overview
- Web based Constituent Relationship Management (CRM)

Business Requirements
- The constant change requests for the product necessitated continuous regression testing.
- Identify critical business scenarios to construct system test plan.
- Enhance test coverage to improve product quality.
- Device an approach for sufficient coverage.

Our Solutions
- Set-up of Local Build (Alpha) environment.
- Develop Test Plan, Test Cases and Business level scenarios.
- Execute end-to-end integration and UAT.
- Reported usability issues.
- All tickets (issues) will be raised in JIRA by the development team for QA to perform hotfix validation.
- Services Offered: Functional testing, Integration testing, Regression testing, UI testing, Sanity testing, Usability testing.
- MICKEY LITE Framework was devised to handle all the database operations.
Technology

- JAVA / J2EE / JSP / SERVLETS / JAVASCRIPT
- AJAX / STRUTS /EXTJS / XML; Eclipse is the IDE

Business Impact

- Manual Regression being executed 2 times as a continuous quality process for each release
- Supported 2 major releases & 10 hotfixes
- Around 100 test cases were written for the integration part
- Certified about 35 tickets

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