

Installation Testing



The Client: Leader in Contact Optimization solutions that create a differentiated customer experience

Business Requirement



Due to installation issues, the hybrid workforce management app was only used by 40% of it's customers on mobile



The constant change requests in the product required continuous regression testing



The Objective of the testing project is to perform proper installation check of a Workforce Management Application



Measure and analyse response time for the entire business transaction

Our Solutions



Prepared installation checklist for first time installation, re-installation and uninstallation



Performed Installation compatibility check for latest 10 versions of Android and 3 versions of iOS



Added steps to 50-60 incomplete test cases and conducted performance testing for the agent UI



Manually verified & validated the issues with re-installation and uninstallation

Business Impact



Supported 2 major releases and 5 hot fixes | 100% client satisfaction with no installation hiccups



Ensured proper configuration of ACD (Automatic Call Distribution) connection and consistent user experience for every installation



Gained client's confidence by capturing test evidences for future reference & maintenance purpose



100% Test Coverage for each regression suite | Mobile user base increased from 40% to 95%

Technologies – Omnis, Java (migration); Database - SQL server 2005 & 2008
Tools: Test Management Tool – HP Quality Center | Defect Management Tool – Splkzilla