

SUCCESS STORY



TESTING TELECOM PORTAL

APPLICATION

Telecom Domain – VoIP Calling Solutions

SERVICES

Functional Testing, Compatibility Testing, Regression Testing, VOIP Performance Testing, Exploratory Testing and Automation Testing

DOMAIN

Telecom

TOOLS

Streamlined QA Process, Multi environments testing with Test Automation, Test Repository tailored with test suites for various types of testing, Angular JS, SQL

KEY HIGHLIGHTS

- Growing functional test suite with 2200+ test cases
- Categorization of test suites – Smoke, Compatibility, End-to-End, VOIP Performance, Call Functionality

CLIENT

i-Comm Connect is a cloud service provider offering a platform for real-time multichannel communications. i-Comm Connect is a Software as a Service solutions company with a mission to transform the customer service industry through innovative products that allow businesses to seamlessly engage, convert, and retain customers at every stage of their online journey.

OVERVIEW

The client was embarking on a technological Application is a VoIP calling solution makes it easy for customers to connect with representatives, driving more sales and improving customer satisfaction. Web admin portal is equipped to generate and manage call buttons through HTML code that can be inserted directly into the company website. Vendors, Clients and subscriptions are managed by the portal.

BUSINESS CHALLENGES

- Ongoing QA for the weekly changes.
- VOIP Performance testing to ensure call quality.
- 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.
- Need for Smoke, Functional and Regression testing suites.

TESTING CHALLENGES

- Adhoc QA Process.
- Lack of proper documentation and test cases.
- Pre-merge and Post-merge testing.
- No compatibility Test Process & VOIP Framework.
- Lack of VOIP Monitoring tool which is the core of the application performance.

OUR APPROACH

Test Strategy: With the understanding of the test requirements, we formulated the test strategy with End-to-End testing, Sprint based testing and VOIP Performance testing.

Identified a test repository tool and added all our test cases designed to ensure complete test coverage.

Well-equipped Test Lab: To keep the application compatible in the trending OS and browsers, test lab is well equipped and frequently updated.

Known issues in the browsers are captured and maintained in a defect repository.

Compatibility testing is done across the identified test combinations. Call Functionality is also monitored in the test combinations and issues are reported.

Test Management: Test Cases are maintained in the tool and test folders are created for various test suites namely: Smoke Test Suite, End-to-End Suite, Regression Suite, VOIP Performance Testing Suite and Call Functionality Test Suite.

TestLink, JIRA, Wireshark, iSAFE framework are the various tools in our test execution and management.

Test cases are automated and batch executed in multiple platforms thereby reducing the regression timelines.

We ensured delivery in line with the customer expectations ahead of release.

DIFFERENTIATING FACTOR

Product Knowledge: Our Strong product knowledge helped us to proactively monitor the module changes based on the change requests.

We could identify the modules that required additional focus. To support scripted testing for increased test coverage, 30 to 40% exploratory testing was performed.

Defect Knowledge: For supporting the defect triage with the onsite team, we prioritize the defects and discuss with the stakeholders.

Root Cause Analysis was performed to identify the key origin of the defect which helped the development teams to address the source.

Daily Status Reports, Slack and Daily Scrums helped in seamless communication between the development teams, stake holders and QA teams.

METRICS

- 2200 Test cases designed covering end to end functional tests.
- A total of 293 functional defects are reported 106 – High, 90 – Medium and 97 – Low.
- A total of 113 compatibility defects are reported across desktop and mobile devices.
- Call functionality testing across 27 OS/ browser combinations.
- VoIP performance testing across 15 OS/ browser combinations.

OUR VALUE ADDS

- Streamlined QA process with continuous improvement.
- Growing functional test suite with 2200+ test cases.
- Categorization of test suites – Smoke, Compatibility, End-to-End, VOIP Performance, Call Functionality.
- Prioritization of defects and RCA on the defects.
- Test Automation folder in the test repository to enable batch execution.



About Indium

Indium is a Digital Engineering Services leader and Full Spectrum Integrator that helps customers embrace and navigate the Cloud-native world with Certainty. With deep expertise across Applications, Data & Analytics, AI, DevOps, Security and Digital Assurance we “Make technology work” and accelerate business value, while adding scale and velocity to customer’s digital journey on AWS.



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