

CALL EVALUATION QA ASSURANCE

Call Evaluation Quality Assurance:

- Client's traditional business is to hire sell TFN numbers and record calls that happen on those numbers. Call Eval is an application designed to improve its business in several ways.
- During Benchmarking efforts, QA team measured the frequency of deadlocking events during various load conditions. QA team then executed the same batch of tests against the updated Call Eval code base and measured the frequency of deadlocking under similar load conditions.
- Once these results were gathered, they were sent to the project team for further analysis. QA team also compared our QA benchmarked time with the Production Measured time, and then measured this time against the updated Call Eval code. We were more interested in the percent of increase or decrease of the performance, rather than actual latency time experienced in the testing environment.
- The majority of test cases were written to test Negative scenarios such as invalid cases, and the number of Positive scenarios should mirror the list of functional requirements.
- All Load generating activities against the UI and DB were automated through various QA Tools.
- Functional tests, data validation, and most benchmarking activities were executed manually.
- The Test team used a combination of white-box (Deadlocking test, WC Transfer) and black-box tests (Report Generation), majority being black-box test cases.
- Unit and Integration Testing, Performance Testing, Functional Testing, and Build Verification Tests have been successfully done on Call Eval 1.1 project.