

TELECOM TESTING (MANUAL)

A CASE STUDY

Abstract:

The client is global software and IT services firm specializing in applying Microsoft unified communications and collaboration to help customers achieve optimal results through enhanced business processes across the enterprise and in the contact center. The client provides IT consulting, integration services and business applications.

Challenges:

InfoSage has engaged with the client in terms of Test Process implementation, Test Environment establishment and Application functionality validation with respective to various Test approaches. The client's software-based unified contact center architecture combines critical capabilities:

- Full-featured inbound routing (ACD capabilities)
- Intelligent proactive contact capabilities (Outbound Dialing)
- A real-time communications environment that integrates the customer contact and unified communications technologies
- Speech-enabled and self-service technologies such as voice portals

The client has upgraded the product with various new features added and some existing features updated in order to Support virtualization to minimize physical footprints, Support web services to ease application integration, Offer Session Initiation Protocol (SIP) interoperability and Support user preferences for receiving communications on mobile devices

The client was facing the following challenges with respect to the product enhancement/upgrade:

- Updating of Regression Test suites
- Designing of New Functionality Test Suites.
- Regression Testcases Execution
- New Functionalities Testcases Execution within definite schedules of the Beta Release of the product.

The client requested to complete the Testcases design and Testcases Execution tasks with superlative degree of Quality within schedule.

Infosage Systems Solutions:

InfoSage Team studied and understood the client's product within less time.

Based on the study conducted InfoSage was confident enough to accomplish the assigned tasks within schedules.

InfoSage prepared a detailed Test Plan/Strategy document and got the approval from the client. Based on the Traceability matrix preparation, team identified the functionalities that need to be considered for regression and developed the Regression Test Suites.

InfoSage recommended the Hyper-V virtualization concept in order to get the Test Environment setups to be used at multiple user level with less usage of Hardware resources. Using this Setups InfoSage Team was able to perform the Testcase execution within schedules.

InfoSage Submitted Detailed Test Reports with all the Test Metrics captured right from the initiation of the Testcase execution, which was very much helpful to the client in understanding the project status in terms of quality and time.

Benefits Delivered to Client:

- Reduced the product regression testing time by 60% by exactly identifying the functionalities that need to be considered for regression test with the help of Traceability Matrix.
- Recommended Hyper-V Virtualization concept while setting up Test Environment in order to reduce the Hardware resources usability.
- In detailed Project Testcase execution Report with Test Metrics captured to understand the project execution with respective to Quality.

Technology & Tools:

- HP Quality Center
- IBM Rational ClearQuest.