



THREESIXTY LOGICA TESTING SERVICES



FUNCTIONAL TESTING

CLIENT

Our client is a US based leading provider of commerce software that enables companies to sell connected devices and services across channels that consumers shop today: in-store.

It also provides retailers, network operators and OEM, with an integrated set of applications to sell, activate, buy back, insure, protect, fulfill and finance connected devices and services across the US.

PROBLEM STATEMENT / CHALLENGES FACED

- Client had multiple major and small projects in their release. Within every 2-3 months, they aim to release around 8-9 different projects focusing on business partners requests.
- There was no formal documentation provided for the projects. QA was dependent on release build available on QA servers to understand the project, write Test Cases and then execute them
- APIs communicating with Telecom partners were not stable and had very complex flow
- Different APIs for different carriers and different flows
- QA was also required to provide assistance in PST hours as some of the test environments were only available at night time.
- Client also required real time updates to critical issues which could affect the release
- There was no standard Bug Tracking tool. Client was using their own legacy tracking tool which had many shortcoming from logging the tickets to assignment, tracking and reporting
- No Test case management – excel sheets were being used which were not easy to handle due to the complexity of the system. Also, multiple sheets were used to track progress of test case execution and reporting

PROCEEDING & SOLUTIONS

- Assigned resources for each major/minor projects with one module lead
- Introduced JIRA and Zephyr to capture requirements and have a mapping of requirements to Test cases and defects
- Detailed understanding and documentation of APIs on local knowledge base to help team understand it comprehensively.
- Focus on API Testing to get them to a stable point as this was the backbone of the project
- Kick-off and review meetings were introduced and emphasized so that QA was well aware of requirements and changes being introduced during the short sprints
- Test Scenario review followed by Detailed Test Steps review
- 360Logica introduced a night team which worked in PST hours. Testing was being distributed in 2 X 8 hours shifts. Projects worked during PST hours were handled by night team. This also helped in finding the bugs early, communication with developers and getting real time updates on the bug fixes.
- Effective communication with client to update on Testing Requirements and Status sharing
- Test case management and bug tracking improved the overall result
- Root Cause Analysis of production issues on a weekly basis

TOOLS AND TECHNOLOGIES

- **JIRA** – used for Requirement and Defect tracking
- **Zephyr for JIRA** –used for Test Case management and linking of Test cases to defects in JIRA

ADVANTAGES OF USING JIRA & ZEPHYR FOR JIRA

- **JIRA** – Widely used across the globe with easy to use features for tracking requirements and linking the requirements (stories) to bugs found while testing. Lifecycle of this tool follows Bug lifecycle closely.
- **Zephyr for JIRA** – Helps in managing Test Cases in JIRA environment. Integration with JIRA also provides capability to user for tracking execution statuses and linking the test cases to defects

BENEFITS TO OUR CLIENT

- Bug fix and verification time decreased due to involvement of night team
- API testing improved the overall stability of product
- Client was always updated with current testing progress and roadblocks – helped focus on major issues
- QA involvement from Day-1 helped in understanding the product and plan the QA Cycle effectively
- Multiple review cycles assured that there was no requirement miss for testing. This further helped in reducing production issues, which needed patch releases, saving both time and money for the client.
- Test Cases update and reusability increased, thus saving more time
- Involvement in Root Cause Analysis helped team in understanding the common issues on production environment and decreased the issues over a period of time

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