Mobile Regression Testing for a Leading Caller Identification Service Provider

Client

Client is a leading global mobile application service-provider for caller-identification, blocking spam calls and messages, call recording etc., with a physical presence across several countries and continents. The client has recently ventured into newer domains including, but not limited to, banking and financial transactions including all payments for utilities, travel bookings and loans.

Engagement Model

Offshore

Challenge/Scope of Work

With QA InfoTech's seminal history and expertise in providing testing services and quality assurance to clients in an array of domains including BFSI, retail, e-commerce encompassing the mobile domain, the Client reached out to us for performing a thorough test coverage of their new ventures, with a focus on mobile regression. Since the Client has a major consumer base in India, the primary challenge was to ensure that the test coverage is performed seamlessly for the Indian market. Along with this, the Client's need was to further ensure that the mobile application supports and works impeccably on iOS and Android devices.

Solution

QA InfoTech leveraged its services for a foolproof regression and feature testing for the application. Based on the data analytics and a tally of the devices that were primarily being used in India (Android or iOS), we performed an entire regression test coverage on all the devices procured. The testing incorporated an array of problem-solving areas including:

- Market suggestions around device compatibility matrix: the QA team constantly updates the inventory every quarter with the changing market requirements to be in sync with the compatibility matrix.
- exploratory testing around UI issues and usability
- suggestions for regression automation in the future
- a mix of short and elaborate regressions to bring in the required coverage on time and a constant revisit on the regression suite, to ensure it brings in optimal coverage, as the test suite continues to grow by the day.

Test Strategy

An extremely comprehensive test strategy was followed by QA InfoTech which included a multitude of tests and devices that were procured to perform the tests on. An inclusive test strategy including exploratory testing, bandwidth testing, etc., was conducted by the QA team. This included:

- Verification of the test cases created and prepared by the Client
- Deployment of the test management tool, Zephyr, accessed by Jira, to verify 900 and 560 test cases for Android and iOS devices, respectively
- Re-testing defects, maintaining tests via test addition, updating etc., were undertaken by the team
- Validation testing on the build generated and run on the same day and on weekly basis

The test strategy also incorporated a streamlined channel of communication with the Client and the QA team. The Client's PoC worked in close collaboration with QA Team's test lead for weekly operations. Along with this, test execution and bug reports were shared with the Client timely. Daily status reports were sent out to the Client alongside any issues and roadblocks that were faced during the execution. Monthly project review meetings were also conducted by QA InfoTech with the Client to have a seamless cooperation.

Value Proposition

QA InfoTech helped deliver effective and reliable results to the Client with our inclusive test coverage. We helped them by-

- reporting test results and defects in the ALM applications
- suggesting additional best practices such as a query tracker and
- suggesting exploratory testing in areas of security, accessibility, automation and performance

Given the large scope of regression, our team handled it end to end, with the right skills, devices, and an optimal strategy that is flexible to accommodate ongoing dynamics.

About QA InfoTech

At QA InfoTech we specialize in providing independent software testing and unbiased software quality assurance services to product companies, ranging from the Fortune 500 to start-ups. Established in 2003, with less than five testing experts, QAInfoTech has grown leaps and bounds with its Five QA Centers of Excellence globally; located in the hub of IT activity in India in Noida and Bangalore and our affiliate QA InfoTech Inc. in Michigan and Bentonville, USA.

➢ 1400+ QA engineers and domain experts
➢ An ISO 9001:2015, CMMi Level 3, ISO 20000-1:2011 and ISO 27001:2013   compliant company
➢ Thought Leaders in E2E testing, specifically in Test Automation, Performance Testing, Localization and Accessibility Testing

In 2017, QA InfoTech has been ranked in the top 100 places to work for in India. We are amongst the top 50 Best IT & ITeS Companies To Work For in 2012, 2014, 2015 & 16 in India. For more details, please refer to our blog on this event.

"We assure the highest degree of Excellence and Accuracy in our engagements. Once you have placed your trust with us, rest assured we guarantee an elated peace of mind"

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