ONE CLIENT, MULTIPLE PROJECTS

The KiwiQA approach

There were challenges of managing requirements changes after completing the QA process, and we had to deliver error-free launches of new features to the client. Thus, we extended shifts as necessary, successfully completed all assigned tasks before the deadline and conducted knowledge transfer processes to the client's internal QA team to ensure a smooth & successful project handover.

Client Summary

Project Summary

Project name: **BillCall**

BillCall assists to better manage the billing services, improve productivity, generate new revenue streams, and reduce the operating & capital costs. With ISP Billing Administration, Customer Management & Structure Reports, it handles all operating problems like a charm.

Project Domain: **Telecom**

Access Channels: **Web Portal**

Users: **Super Admin, Admin, User Defined Role**

Project Durations: **1.5 years**

Testing Services: **Smoke | Sanity | Regression | Retesting | Integration | UI/UX | System | Usability | UAT**

Project name: Revenue Assurance

Revenue Assurance (RA) uses data quality and process improvement methods to improve profits, revenues and cash flows without influencing demand. It also helps measure achieved revenue against forecasts, and accounting for any discrepancies.

Project Domain: **Telecom**

Access Channels: **Web Portal**

Users: **Super Admin, Admin, User Defined Role**

Project Durations: **Ongoing (6 Months)**

Testing Services: **Smoke | Sanity | Regression | Retesting |Integration | UI/UX | System | Usability | UAT**

Project name: Fraud Management System

Fraud Management system (FMS) resolves the pain areas due to frauds in telecom. It monitors, detects & avoids fraudulent activities, takes early action using oRules, Patterns and Signatures, Modules, Algorithms to minimize the risk.

Project Domain: **Telecom**

Access Channels: **Web Portal**

Users: **Super Admin, Admin, User Defined Role**

Project Durations: **Ongoing (6 Months)**

Testing Services: **Smoke | Sanity | Regression | Retesting |Integration | UI/UX | System | Usability | UAT**

TAKING A STEP-BY-STEP APPROACH TO ADDRESSING ISSUES

Problems to be resolved

The Client was looking for below skills from the Test-Partner to be allocated to their projects:

- Test current products and identifying deficiencies, bugs.
- Suggest solutions to identified product problems.
- Investigate product quality in order to make improvements to achieve better customer satisfaction.
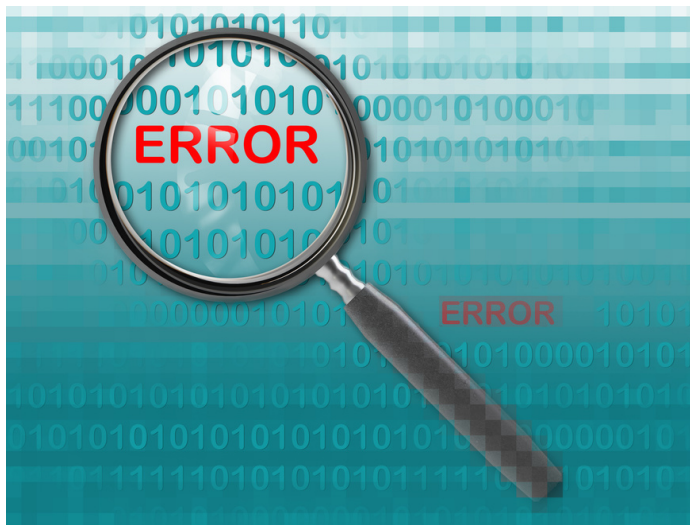

- Plan, create and manage the overall 'Test Planning' strategy.
- Detection of migration errors when user data transferred from one system to another.
- Detection of functional defects in Rating and Billing systems.

- Collaborate with the Product Development team to ensure consistent project execution.
- Identify quality assurance process bottleneck and suggest actions for improvement.
- Present test result, test reports and metrics to Senior Management.

ACCOMPLISHING THE INTENDED RESULTS

- The team reviewed FRS and HLD documents for a thorough understanding of new features or enhancements for websites being tested and used at the client side. Based on these observations, the team created a "Test plan" and positive and negative "Test cases" for each feature of the assigned projects.
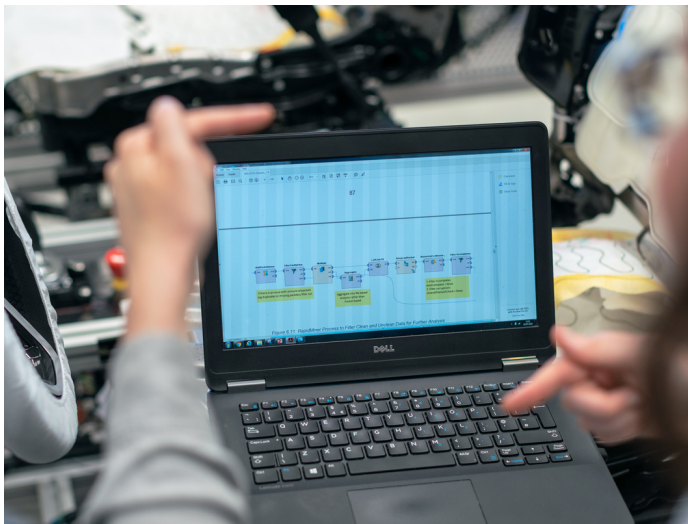
- The team performed test case execution, ad-hoc testing, functional testing, regression testing, sanity testing, smoke testing, and bug fixes review for each test run.

- The team had a clear vision for each feature of the product and identified and raised issues, including "blockers," "high priority," and "medium priority" issues, such as page crashes, missing modules in the updated version, and missing major functionalities.
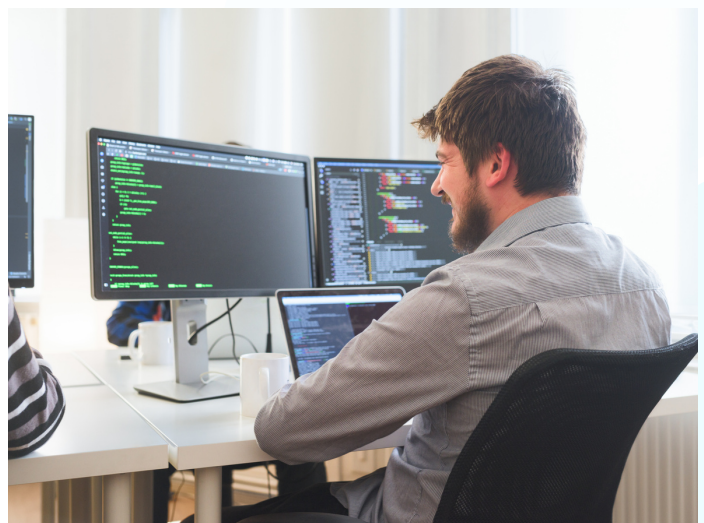
WHAT WE ACHIEVED

As the outcome, our developer resolved all blockers and high priority issues within a short time as it was affecting the product quality vastly. We have done efficient work to identify product problems as well as given suggestions for expected outcomes for better quality of product. We were able to submit test results, test reports and metrics to Senior Management after test execution.

BillCall:

Rate Manager, Accounting, Invoice Generation, Reports, Deal Configuration and Deal Reports, Routing Request, Commercial Routing, Technical Routing, Dispute Generation, Workflow Management.

RA(Revenue Assurance):

User Management, Data Analysis, Recon, Audits, Alert Configuration, Workflow Management

FMS (Fraud Management System):

User Management, Rule Configuration, Fraud Tag Configuration, Filter Configuration, Data Source Configuration, Data Stream Configuration, Loader Configuration, Collector Configuration, Workflow Management

Hence, we were able to deliver below features to client without any miss and within given time:

Test Cases authored : **315+**

'Defects' raised : **500+**

Defects converted to 'Enhancement'
or 'Improvement': **10+**