



# Case Study: Manual Testing

# Background

The Client- Facilgo® is a procurement collaboration marketplace where real estate companies and their supplier / contractor partners can problem solve, negotiate and transact. Facilgo® uses mobile and social networking technology to make the system accessible when you need it, and encourages collaboration between peers, customers and suppliers to help solve problems.

The system guides property management operators through inspections to invoices and helps suppliers to work more closely with their customers.

# Business Objective

The primary objective of KiwiQA team was to provide Business value driven manual QA solution in their product.

The main purpose of business driven QA solution was to understand business process of application and gathering business requirements to help easily detect critical business process defects.

Review and get understanding of Software specification document, Initial designs and System flow.

Test Planning, creating scenario based test cases and executing them. Logging issues into Test Management Tool.

Provide Functional Testing, Regression Testing, Smoke Testing, Mobile Application Testing, Mobile web application Testing, Integration testing, Cross Browser Testing and suggesting the improvements in product.

## Challenges

- ❑ Understanding of Business Requirements without having any documentation and walkthrough.
- ❑ Communication with client and other team was only over text.
- ❑ Understanding of finance, budget and real estate terms as having an engineering background.
- ❑ Testing into continuous development environment that gets updated with new code in background while we are doing testing.

## KiwiQA Approach

- ❑ Explored other similar project over internet and go through application for understanding.
- ❑ Along with client and other team, weekly chat meeting was scheduled. And call once in a month with all team mates.
- ❑ Explored unfamiliar terms over net and through chat discussion with client.
- ❑ Suggested client that deployment should be once in a week/day.

## Value Delivered

- ❑ Wrote 750+ testcases and logged 2820+ issues after understanding of system.
- ❑ Problems and issues were discussed in weekly chat meeting with client and created one repository where all Q&A have been written. It looks like Jira Confluence.
- ❑ Got thorough understanding of product and also suggested improvements in terms of business value.
- ❑ Overcame from facing dubious issues which were occurring due to continuous deployment on testing environment.

## Challenges

- ❑ Big data testing for product, where more than 1000 line items were uploaded to create single document. Similar issues were faced in Mobile app.
- ❑ Mobile App Testing done into different bandwidth i.e. 2G, 3G, 4G.

## KiwiQA Approach

- ❑ Prepared test data in .csv/.xlsx file that were accepted by system and using that product was tested. Also in Mobile App testing, more than 500 pics were taken and uploaded.
- ❑ Used software which allows user to restrict bandwidth.

## Value Delivered

- ❑ Found 150+ issues related to big data testing were reported to developers for Mobile and Web.
- ❑ Delivered different reports with different bandwidth levels so client can target specific set of users.

# Solution Background & Engagement Details- The Outcome

Our manual testing solution was delighted and given the confidence to the Customer where it had functional improvements, efforts and accuracy.

In earlier stages it was a bit tricky to work on the project and challenging as well to understand the complete flow of system related with Budget workflow. As most terms are related with Commerce and Finance related so we had to spend time on research and learning various terms. Ultimately in the end we were able to give suggestions through out the system. It enhanced product's business value. As the system is mainly ERP so it took too much time to gain client's confidence over QA.

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