Case Study: Manual Testing

Background

Client is having a web and mobile application of the events which is happening near to the customer location. Customer has the facility to subscribe interest based events to get notifications and follow.

Business Objective

The objective of the engagement was to test both web and mobile applications and certify it on the various browsers and list of mobile instruments and get insight over end user experience and the likes of the them.

Challenges	KiwiQA Approach	Value Delivered
❏ Interoperability Testing – Check the compatibility with multiple OS, browsers and devices.	❏ Test the application on various browsers, mobile devices and OS at the same time.	❏ Used Cloud based solutions to test the mobile application on multiple platforms and devices to save time on testing and make use of wide range of devices available on cloud.
❏ Usability Testing – Validate the application for usability, efficiency, readiness, UI Clarity, overall look and feel etc.	❏ Test the application for the crashes by stress testing the entire application.	❏ Used various tools to map the crashes and provided in-depth analysis to dev team to fix all type crashes customers are facing.
❏ Endurance & Reliability Testing - Tested for discrepancies, and verified that the mobile application and devices function correctly.	❏ Test the application for end user experience considering various factors like smoothness, responsiveness, performance, under laying bugs etc.	❏ Used various tools and user experience factors to provide best possible experience to end users.
❏ Crash testing and end user experience given that covering ads. The app may shows.	❏ Cover various payment based scenarios by actual real-time process to ensure providing hassle-free experience to end users.	❏ Gained customer satisfaction on using online payment options available on application.

Solution Background & Engagement Details- The Outcome

Our solution achieved customer confidence to launch the web and mobile application on regular basis ensuring the success of the application on multiple browsers, devices and OS. The engagement model was on a Time & Material Basis.