



Elegant MicroWeb
Delivering the Value of Technology

Case Study

Quality Assurance Testing for Online Ordering System for QSR



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ISO 9001:2008



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The Client

Client is a software product company based in the USA. Client provides products and services to the QSR (Quick Service Restaurant) segment and serves the world's top-rated restaurant chains. They have a web-based online ordering system with an option for home delivery and takeout, integrated with a call center system and payment gateway with PCI compliance. Client supports more than 600 stores with heavy concurrent usage across the USA.

The Objective

The client required a quality-oriented approach for testing its online ordering system and other integrated systems to ensure worry-free implementation and uninterrupted product releases.

It was challenging to adopt the right approach, as the client had been dealing with such high concurrent usage. Handling multiple upgrades and releases without compromising the availability of the system or user experience was a key challenge.

Client opted for Quality Assurance service from Elegant MicroWeb, and QA experts from Elegant MicroWeb worked with the client's development and product management teams to ensure seamless rollout of new features and releases.

Close coordination with the client's teams was required to:

- Coordinate with all stakeholders for feature and release planning
- Coordinate with the core product team to discuss test plans, test strategy, test scenarios, and test cases
- Coordinate with the product development team for internal and production releases
- Ensure and validate migration of data to new versions and releases
- Ensure cross-browser compatibility with various existing and upcoming browsers, operating systems, and mobile devices
- Define and implement the QA process to handle frequent stable releases on a continuous basis

The Solution

To achieve its goals, the client chose to involve QA experts from Elegant MicroWeb who could provide stable releases and seamless upgrades for such a high-usage, high-availability system.

Elegant MicroWeb worked with the client's product management and development teams to define QA processes and workflow to meet these objectives.



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The scope of QA services involved the following:

- Release planning
- Design and maintenance of test scenarios and a test case library
- Manual testing
- Automated functional testing:
 - **Scripting:** Developing test scripts using Perl language
 - **Common Framework:** Creating a framework to automate common features to avoid duplication and improve manageability. OO principles and structured commenting was followed so that other developers can read, understand, and reuse scripts with minimal effort.
 - **Audit Logs:** Comprehensive audit logs were written to improve the debugging process for script execution.
- Cross-browser compatibility testing

The testing cycle for each release was performed continuously, bugs were tracked and closed, and a test case library was maintained. More than two years of engagement with the client has resulted in sustained and trusted delivery of services and has ensured a seamless user experience and new feature releases right on time.

The Technology

- Bug Tracking: **JIRA**
- Automated Functional Testing: **Selenium IDE, Selenium WebDriver**
- Test Scripting: **Perl**

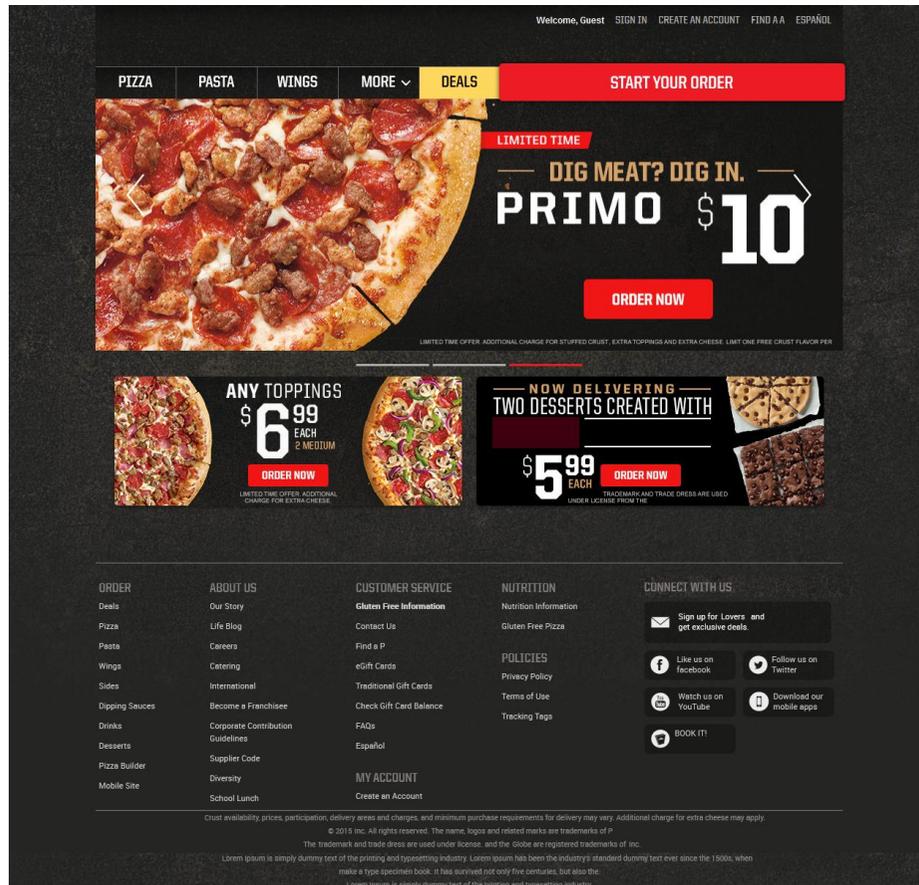
Elegant MicroWeb Role

- Participate in scrum on a daily basis
- Release plan in coordination with the client's team
- Prepare test cases for new features/functionalities within upcoming release
- Remove or update test cases for features or functionalities that are affected in the new release
- Finalize list of test case execution required for upcoming release
- Develop automated test scripts and manage the testing framework
- Execute and verify test cases and report issues in bug tracking system with details, if required, with recorded videos



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Conclusion

Elegant MicroWeb has partnered with the client for more than two years. Following structured QA processes, a well-managed automated testing framework, and collaboration between both teams, the client is able to roll out new releases on time, with better quality, and at low cost.



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