

CASE STUDY

TESTING TIME TRACKING and SCHEDULING SOFTWARE

Supporting the in-house QA team
during increased workload






OVERVIEW

The client's software combined functionality for employee time and job tracking, scheduling, communication, issuing quotes, invoices, and payments. The project was made up of three components: a web part and two mobile field service management (FSM) apps for off-site workers (one of them was still in development).



CLIENT'S NEEDS

-  to strengthen the in-house QA team at every stage of the development process, especially while their effort was focused on checking a new software product and there was a spike in the workload
-  to get the assistance of a testing team that can fully integrate into the company's internal development processes (without the need to manage and organize the activities of new specialists)
-  to test the mobile app on real devices, constantly updating their selection

IMPLEMENTATION

We started with conducting **UI** and **functional testing** of the existing mobile application and then moved on to **verification of their web-based** product and a recently developed **FSM app**.

Our team ran tests on **desktop**, as well as on **different mobile devices**, as it was crucial to ensure the proper functioning of the software on the gadgets of the off-site workers.







IMPLEMENTATION

OUR QA ENGINEERS ALSO TESTED:

-  **GPS tracker integrated into the mobile app**
To check this functionality in real-life scenarios, our QA engineer went on long walks and even bike rides.
-  **Localized version of the app for the Spanish market**
Even though our specialists didn't speak Spanish, they conducted localization testing properly and met all the requirements of the client.
-  **Performance of the mobile app during incoming calls, alarms, and push notifications**
-  **Payments and the component of the software designed for communication**
(creating chats, sending emails and messages)

TANGIBLE RESULTS FOR THE CLIENT

-  we have set up a continuous testing process to free up the time of the in-house team
-  our QA engineers have covered all critical functionality of the three software parts with test cases
-  we have verified the client's mobile application on real gadgets — 5 different models of smartphones and 2 models of tablets (the selection was based on the analysis of the user data)
-  our experienced QA Project manager has been supervising all testing activities and helped to set up new QA processes at the start of our collaboration



SOLUTION

TESTING TYPES:

- Functional testing
- UI testing
- Cross-platform testing
- Smoke testing
- Regression testing
- Exploratory manual testing
- Test Automation

PLATFORMS:

- iOS
- Android

TESTING TOOLS:

MS Azure DevOps, MS AppCenter, SEQ, Vysor, BitBar





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