



AZUL CRM TEST PLAN

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Table of Contents

1	<u>INTRODUCTION</u>	3
1.1	PURPOSE OF THE TEST PLAN DOCUMENT	3
1.2	APPLICATION UNDER TEST OVERVIEW	3
2	<u>TESTING STRATEGY</u>	4
2.1	TEST OBJECTIVES	4
2.2	ASSUMPTIONS	4
2.3	PRINCIPLES	4
2.4	SCOPE	5
2.4.1	FUNCTIONAL TESTING	5
2.4.2	PERFORMANCE TESTING	5
2.4.3	SECURITY TESTING	5
2.4.4	LAYERS OF TESTING	5
2.5	TYPES OF TESTS	5
2.5.1	FUNCTIONAL TESTS	6
2.5.2	SMOKE TESTS	6
2.5.3	END-TO-END TESTS	6
2.5.4	REGRESSION TESTS	6
2.6	TEST DATA	6
3	<u>TEST MANAGEMENT</u>	8
3.1	TEST AND DEFECT MANAGEMENT	8
3.2	REPORTING	8
3.3	FRAMEWORKS TOOLS	8
3.3.1	CUCUMBER	8
3.3.2	SELENIUM WEBDRIVER	8
3.3.3	JDBC	8
3.3.4	REST ASSURED	8
4	<u>TEST RISKS</u>	9
4.1.1	LACK OF AUTOMATED TESTING EXPERIENCE	9
4.1.2	UNSTABLE TEST ENVIRONMENT	9
4.1.3	LACK OF DETAILED REQUIREMENTS	9
4.1.4	TECHNICAL IMPLEMENTATION AND RESOURCES	10

5 DELIVERABLES 10

5.1.1	TEST PLAN (THIS DOCUMENT)	10
5.1.2	TESTING FRAMEWORK.	10
5.1.3	CI INTEGRATION	10
5.1.4	DURATION	10

TEST PLAN APPROVAL 11

1 INTRODUCTION

1.1 PURPOSE OF THE TEST PLAN DOCUMENT

This document serves as a test plan. It describes the testing approach and automation framework that will test the application under test. This document describes:

- Application under test overview
- Testing strategy
- Test management
- Test Risks
- Deliverables

Each section is divided into several subsections that serve to provide more detailed insight on the description and the goals of that section.

This document focuses on the functional testing of the application. Providing details on the strategy and management of performance testing and the security testing is not in the scope of this document.

1.2 APPLICATION UNDER TEST OVERVIEW - *AZULCRM*

AzulCRM is a CRM web application. helps companies organize their customer info and manage their relationship with current and prospective customers, clients, and other contacts. It is a software designed specifically for customer relationship management. AzulCRM helps companies by enabling them gather this customer interactions into one place. It allows companies have a centralized data helps businesses improve customer experience, satisfaction, retention and service.

AzulCRM is a module-based application where each module will manage a certain aspect of the for customer relationship management. It is a highly customizable CRM solution where companies can pick and choose to what modules the want to implement based on their business needs. Companies can use AzulCRM software for various purposes such as sales, marketing, and service. Main modules of AzulCRM are Activity stream, Lead management, Employee management, Services management, Chats and call, Mail, Calendar, Time and Reports.

More information about the functionalities of the application is given in the requirements documentation of the application.

2 TESTING STRATEGY

1.

The company utilizes Behavior Driven Testing approach to ensure that the automated testing brings business value. BDD model puts the highest priority to business values and return on investment rather than chasing a number of test cases. The company will work to identify priorities based on the value they bring. Tools like Cucumber BDD, Selenium WebDriver will be used to implement the BDD testing approach.

2.1 TEST OBJECTIVES

The objective of the test is to verify that the functionality of the application works according to the requirements. Automated testing focuses only on functional, smoke, end-to-end, and regression testing of the application. Tests will be integrated with the existing CI environment of the application.

Automated tests will be developed based on the requirements provided and executed to verify the functionality. Tests can be triggered manually as well as run automatically based on a certain schedule.

Automated testing framework includes reports with detailed description and the screenshots of the issues detected during the execution.

As the result of this project, reusable automated tests will be developed. Those tests can be periodically executed with some maintenance even after the project.

A.

2.2 ASSUMPTIONS

Requirements are available for the application under test. Feature files will be written based on the requirements.

Business Analyst is available to work as test engineers at all times. The role of the BA in automated testing includes participation in writing and verifying feature files, verifying or rejecting reported bugs and defects, assigning priority to tests cases and reported issues. BA will always be available for clarifying requirements and test cases.

Features of the application targeted for automated testing are stable enough for developing and executing tests. Any functionality that will be tested using automated tests must be stable otherwise automated testing will not have the expected return on invested time and effort.

Testing environment has the necessary test data. Test data reflects the production environment.

2.3 PRINCIPLES

Testing reporting processes will be defined well ahead, yet flexible, with the ability to change as needed in accordance with the agile principles.

Gherkin and Cucumber will be used to write feature files that validate the acceptance criteria. Feature files will be written focusing on meeting the business objectives, cost efficiency, and quality.

Testing environment and data will emulate a production environment as much as possible.

There will be clearly defined entrance and exit criteria for each test case.

Testing will be integrated with the CI/CD process and smoke tests will run for every build to find problems as early as possible.

Tests will be executed in different browsers to verify that application works that same way in all browsers.

2.4 SCOPE

2.4.1 Functional testing

Functional testing will be performed to verify if the application features are developed according to the specifications. Functional testing will be done manually and using automation. BA's will provide the scenarios for functional tests. However, testers also will need to write scenarios for functional tests when required.

Functional testing will be carried out by the functional testing team.

2.4.2 Performance testing

Performance testing will be carried out in order to measure scalability, reliability and resource usage of the application under test. Performance testing will be carried out by the performance testing engineer. Performance testing strategy and management details will be described in a separate document. Performance testing is not in the scope of this document.

2.4.3 Security testing

Security testing will be conducted to check for vulnerabilities, threats, risks in the application in order to application and prevents malicious attacks from intruders. Security testing will be carried out by the performance testing engineer. Security testing strategy and management details will be described in a separate document. Security testing is not in the scope of this document.

2.4.4 Layers of testing

Functional testing will be on three layers of the application: UI, API, and Database. In each layer tests can be executed manually or using automation.

2.5 TYPES OF TESTS

Automated tests are quite flexible and can be used to carry out several types of testing. However, Selenium tests are primarily used to do certain types of functional testing. All types of tests will be developed based on the same framework and generate same type of reports.

2.5.1 Functional tests

Automated testing will primarily focus on the functional testing of the application under test. Tests will be executed in the test environment. Functional tests verify functionality of a specific feature based on the requirements for that feature. Functional tests will be carried out by testing the User Interface, the back end and web services of AzulCRM application. For automated functional tests, priority will be given to tests cases that bring most business value.

2.5.2 Smoke tests

Smoke tests will be developed and executed periodically. Smoke testing will be used to identify the general stability of the AzulCRM application. Testing scenarios for the smoke test will be approved by the BA or SME. Smoke tests can run against multiple environments.

Smoke tests will be integrated to the CI environment and can be executed based on a schedule as well as be triggered after every deployment. end to end tests. Smoke tests reports will be emailed to the whole team in case of a failure. Typically, smoke test failure indicates a major issue with application under test and require immediate attention.

2.5.3 End-to-end tests

The purpose of End-To-End testing is to ensure entire business processes that the system supports per requirements. The business flows for End-To-End testing will be identified in collaboration with the BA and feature files will be developed specifically for these types of tests. Typical End-To-End test may include testing multiple systems as part of the single test.

2.5.4 Regression tests

Regression tests will be carried out after a major code change as well as before certain milestones. Functional automated tests and End-To-End which are stable and most value will be added to the Regression. Regression test suite will grow after every sprint iteration. Regression tests will be run as often as possible to keep the Regression suite up to date and find issues early. Maintaining the regression suite will be included in the estimation of the work of test engineers.

2.6 TEST DATA

For functional testing, test data need to be generated to ensure proper testing of scenarios that depends on preset data input. Test data will be generated in several ways depending on the needs of specific test scenarios.

Methods to generate test data include

- Spinning up test environments in docker that come with preloaded test data
- Using database script to insert data directly to database
- Using JDBC and API to create test data before or during the automation test execution
- Using Selenium WebDriver to create the test data before or during the test execution

3 TEST MANAGEMENT

3.1 TEST AND DEFECT MANAGEMENT

Jira will be used to reporting and tracking bugs and defects found by the automated tests. The procedure for reporting, verifying and prioritizing defects will be decided in cooperation with the stakeholders. Details that will be decided for the following processes:

- Tools used for defect tracking
- Reporting and verifying defects
- Defining and assigning priority and severity
- Fixing the reported defects
- Retesting and closing opened defects

3.2 REPORTING

Comprehensive and detailed reports will be provided. The reports will include the business logic, test steps and screenshots. Reports for each test will be saved in the CI environment.

3.3 FRAMEWORKS TOOLS

Automated testing framework will be developed by integrating different tools. This project will use Java based tools for automated testing. Tools are chosen based on their reliability, maintainability and business value. They also allow flexibility in testing the AzulCRM application in different browsers, allow AWS integration, provide detailed and comprehensive reporting.

3.3.1 Cucumber

Cucumber is an open-source framework used for Behavior Driven Development. It brings the business side, developers, and the testers together. It allows doing testing with the business goal in mind.

3.3.2 Selenium WebDriver

Selenium automated browsers. It allows writing and executing automated tests against multiple types of browsers. It is a widely used automation tool used for functional UI testing.

3.3.3 JDBC

JDBC (Java Database Connectivity) is a java library that is used to establish connectivity between a java application and a database. It will be used to test database related test cases, as well during test data preparation and clean-up.

3.3.4 REST ASSURED

Rest Assured is a java-based library used to test RESTful web services. It makes API testing easy by providing an easy to understand and use library for testing RESTful web services. Rest Assured is used both for testing web services of the application under test, as well as creating test data and posttest clean up.

4 TEST RISKS

4.1.1 Lack of automated testing experience

4.1.1.1 Description

The project does not have automated testing process established. Introducing and implementing automated testing practices to current software development process requires significant changes to the current workflow. Integrating testing automated will not bring value in the initial stages and benefits will be seen over certain time. Lack of experience and wrong expectation may increase the customer dissatisfaction. The success of this project depends on proper initial planning.

This is a high impact risk.

4.1.1.2 Mitigation Plan

Test plan need to be laid out and properly introduced in detail to development team. Clear set of goals need to be established. Several sessions will be required to come up with the process of integrating automated testing to the current workflow. Timelines, testing strategy, defect management will be discussed.

4.1.2 Unstable test environment

4.1.2.1 Description

Automated testing brings value when the application under test is stable. Having an unstable environment adds complications when it comes developing, executing automated tests. Executing automated tests on unable environment creates unnecessary false flags.

This is a high impact risk.

4.1.2.2 Mitigation Plan

2. Ensure the stability of the environment by running the smoke tests often.
3. Coordinate with DevOps team and create flows to spin up new test environments using dockers on demand.
4. Write automated tests for the stable flows and functionalities only. Coordinate with BA in deciding what feature to automate.

4.1.3 Lack of detailed requirements

4.1.3.1 Description

There needs to be clearly written requirements for functionalities that will be automated. Requirements will be used to write the feature files. Without the requirements, testers will not be able to write test cases.

This is a medium impact risk.

4.1.3.2 Mitigation Plan

Development team will provide requirements for features that will be tested. Engineers will work with the BA to write feature files.

4.1.4 Technical implementation and resources

4.1.4.1 Description

The benefit from automated tests increase over time. Automated tests have low ROI in the initial stages. It takes some time for setting up the architecture, automating test cases, integrating test cases. The fact that engineers are interns will add to this timeframe. Overall it may lead to customer dissatisfaction.

This is a low probability risk.

4.1.4.2 Mitigation Plan

Goals and timelines need to be clearly defined to the stakeholders to give clear picture of the path ahead.

5 DELIVERABLES

5.1.1 Test plan (this document)

Test plan outlines the general testing strategy, objectives and risks. Developed by the test lead

5.1.2 Testing framework.

At the end of the project automation will be built and delivered as a result of this project.
Developed by the testing team.

5.1.3 CI integration

At the end of the project automation will be built and delivered as a result of this project.
Developed by the testing team in cooperation with the DevOps.

5.1.4 Duration

Automated testing is part of agile development practice. To that end the automation project will continue as long as the development of the application continues. Once the development is completed, automated tests will still be maintained with a minimal team to support the production support efforts.

5. TEST PLAN APPROVAL

The undersigned acknowledge they have reviewed THE TEST PLAN document and agree with the approach it presents. Any changes to this Requirements Definition will be coordinated with and approved by the undersigned or their designated representatives.

Signature:	_____	Date:	_____
Print Name:	_____		
Title:	_____		
Role:	_____		

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