

Training Session 1





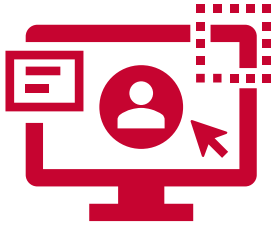
23 Years of Experience



~500 Employees



Started in 2000



50 Clients

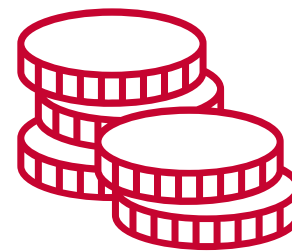


**Delivery Offices in TVM
and BLR**



GCC, UK, USA, Australia

About Testhouse



Finance & Insurance



Media

Industries



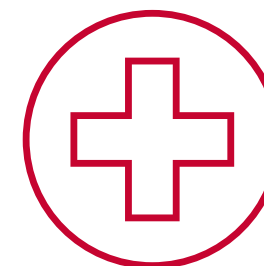
Education



Real Estate



Retail



Healthcare

Our Customers

testhouse



Departments



Innovation



Delivery



IT



Sales



Training



**Admin &
Operations**



Pre-sales



Marketing



Finance

Executive Leadership



Ani Gopinath
Chief Executive Officer



Thomas George
Chief Delivery Officer



Ajith Kumar
Chief Operations Officer



Paul David Griffiths
Global Chief Financial Officer



George Ukkuru
Chief Solutions Officer



Shruti Mishra
Chief Revenue Officer



Malini Valsala
Chief Information Officer



Peter Thompson
Director - Australia

Assignments

List Down 3 Customers
across All Domains

List Down 3 Customers
against Each Region

List Down the Head of
Each of the
Departments

Gather the Address of
All Sales and Delivery
Offices of TestHouse

Gather Information
about the Advisory
Board Members

List Down the 5 Awards
Won by Testhouse in the
Last 3 Years

Visit the Testhouse
website and create a
one slider on Frameium

Visit the Testhouse
website and Gather the
details of 3 Test
Automation Partners

List Down the Top 3
News that has appeared
in Social Media or
Printed Media on
TestHouse

List Down the Details of
the 3 events that were
conducted at TestHouse
in the last 3 Months

Identify Top 3
Competitors of
Testhouse and provide a
summary of what they
do

Create a Linkedin
Account and Send a
Connection Request to
All Executive Leaders

Follow the Testhouse
Linkedin Page and
Instagram Account

Provide a Summary on
the Leave Policy of the
Company

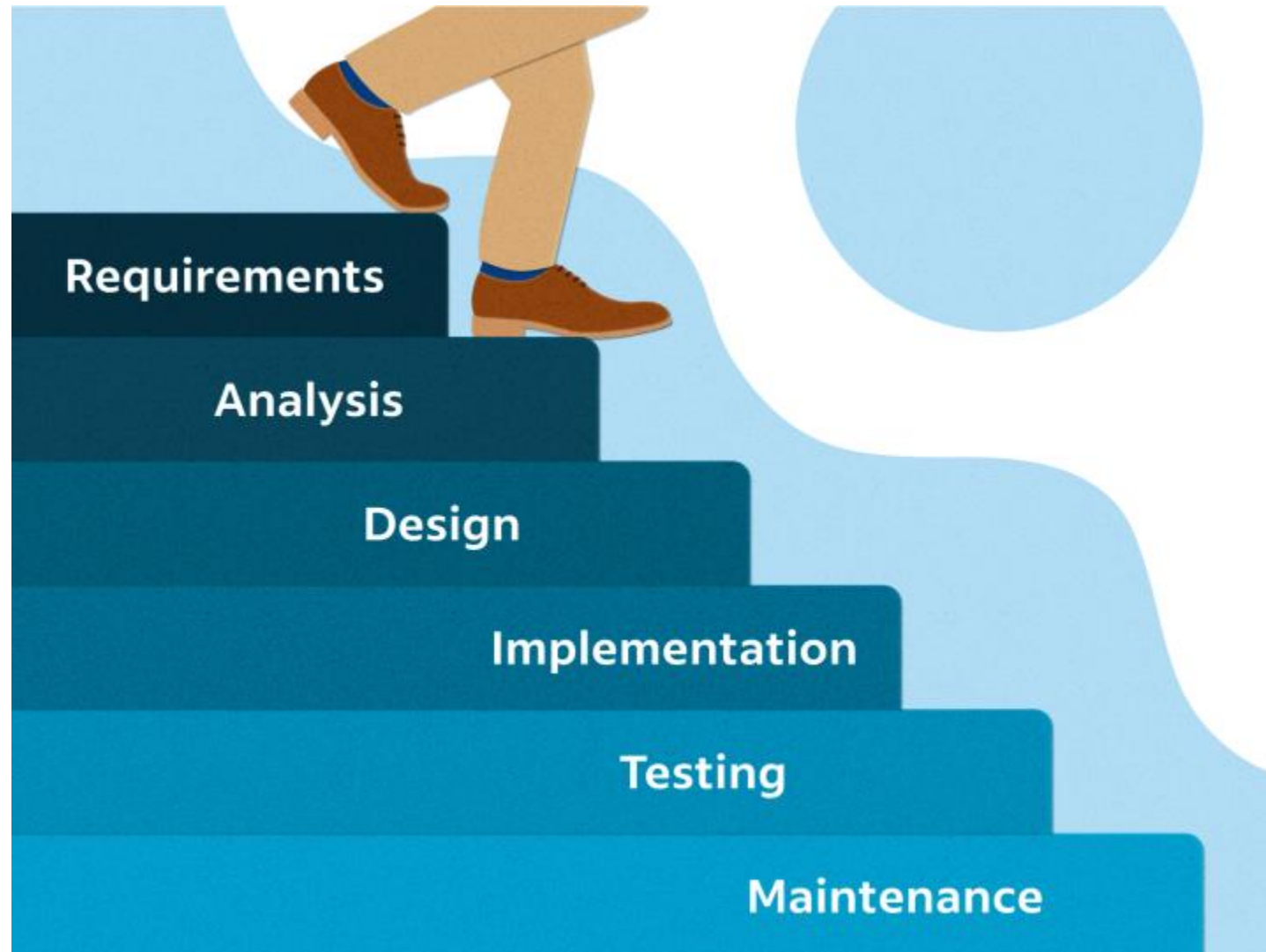
List down the Process
for Raising a Ticket with
IT Help Desk

List Down the Services
Offered by TestHouse

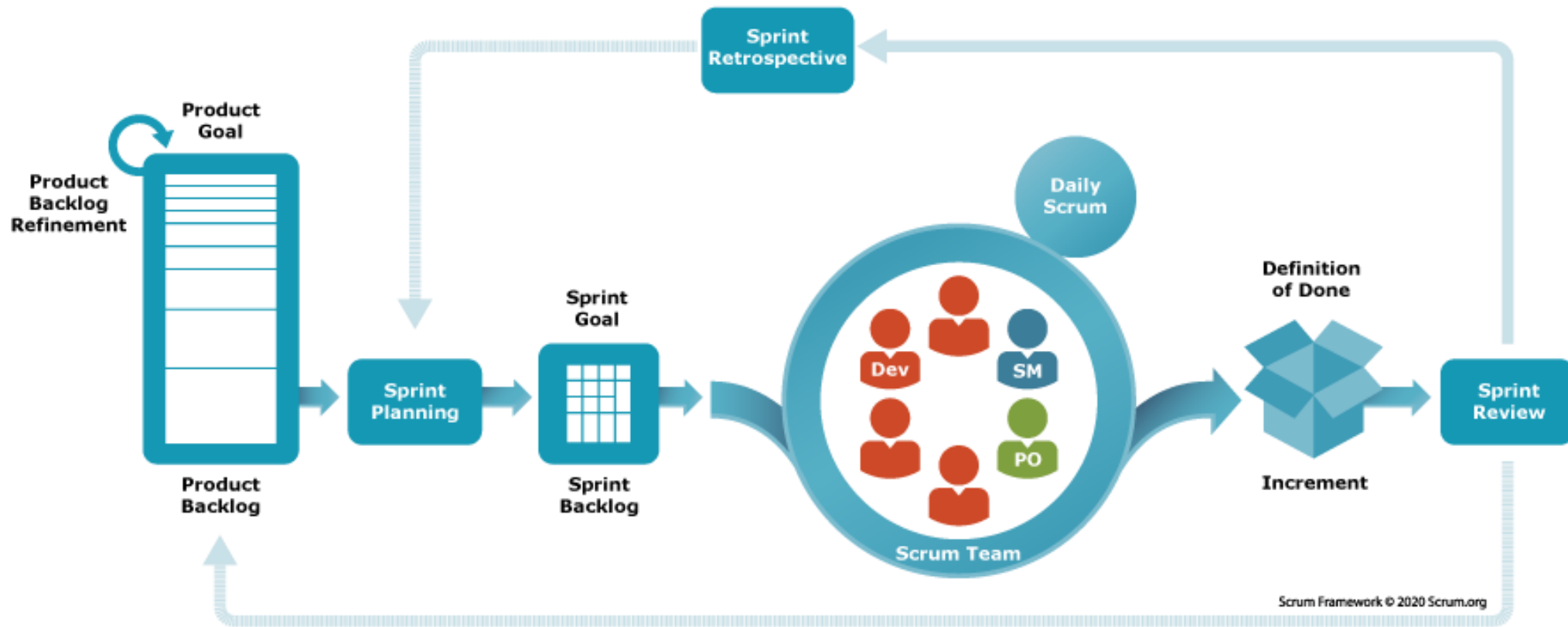
Review the Last Social
Media Post Made in
Linkedin and Share your
Views

Review the Testhouse
Website and Suggest 5
Areas of Improvement

Waterfall Methodology



Agile Methodology



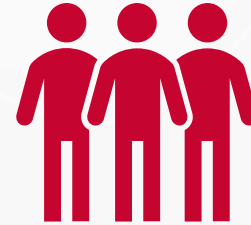
Roles within a Sprint



**Product
Owner**



**Scrum
Master**



Developers



Testers

Selection of Shipping Methods:

- Provide multiple shipping options (e.g., standard, expedited, overnight).
- Display estimated delivery times and costs for each shipping method.
- Option to update shipping method choice before finalizing the order.

Integration with Payment Gateways:

- Integrate with multiple payment gateways to offer a variety of payment options (e.g., credit card, PayPal, bank transfer).
- Securely handle and process payment information in compliance with relevant standards (e.g., PCI DSS for credit card processing).
- Provide clear feedback on the status of the payment (e.g., successful transaction, declined payment).
- Implement fraud detection and prevention measures.

Order Confirmation Page:

- Display a summary of the order upon completion, including items purchased, total cost, shipping method, and expected delivery date.
- Generate and display an order number for reference.
- Include options to print the receipt or save it as a PDF.
- Send an automatic order confirmation email to the customer with all relevant details.

Sample Use Case

Use Case Name: Selection of Shipping Methods during E-Commerce Checkout

Use Case ID: UC-002

Primary Actor: Customer

Preconditions:

- The customer has items in their shopping cart.
- The customer has either logged into their account or is using the guest checkout option.
- The e-commerce system has up-to-date information on shipping options and costs.

Main Success Scenario:

Customer Accesses Shipping Options:

- The customer proceeds to checkout with items in their shopping cart.
- The system displays available shipping options, including standard, expedited, and overnight shipping.

Display of Shipping Details:

For each shipping option, the system displays the estimated delivery time and the cost associated with that method.

Customer Selection of Shipping Method:

- The customer reviews the shipping options and selects one based on their preference for delivery time and cost.
- The system updates the order summary to reflect the chosen shipping method and the associated cost.

Option to Modify Shipping Choice:

- Before finalizing the order, the customer has the option to revisit the shipping choices.
- If the customer decides to change the shipping method, they can select a new option, and the system updates the order summary accordingly.

Sample Use Case Cont...

Confirmation of Shipping Method:

**The customer confirms the shipping method as part of completing the checkout process.
The system finalizes the order with the selected shipping method and proceeds to payment.**

Extensions:

System Cannot Provide Estimated Delivery Time:

If the system cannot calculate the delivery time for a shipping option, it informs the customer and may offer an alternative or ask them to choose a different method.

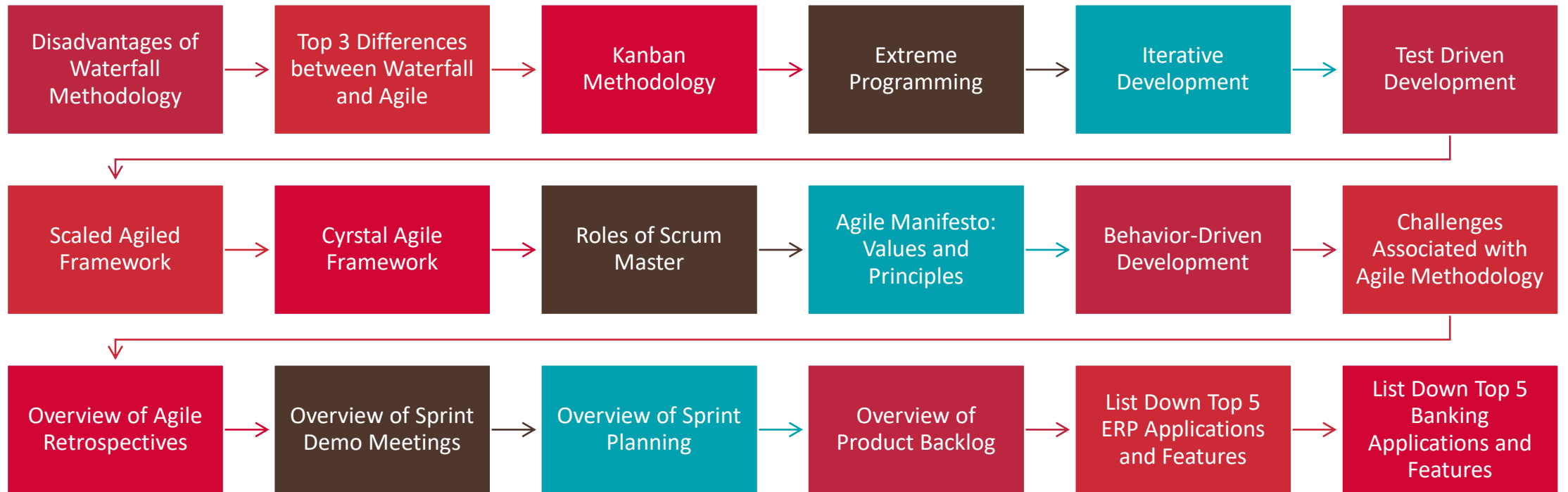
Customer Does Not Select a Shipping Method:

If the customer attempts to proceed without selecting a shipping method, the system prompts them to make a selection.

User Story Example

- 1.As a regular customer, I want to choose between standard and expedited shipping options, so that I can decide based on how quickly I need the items.
- 2.As a budget-conscious shopper, I want to see the cost associated with each shipping method before I make my selection, so that I can manage my spending effectively.
- 3.As a customer in a hurry, I want an overnight shipping option, so that I can receive my purchase as soon as possible.
- 4.As a returning customer, I want the system to remember my preferred shipping method, so that I can complete my future purchases more quickly.
- 5.As a customer, I want to see the estimated delivery date for each shipping option, so that I can choose the method that best meets my schedule.
- 6.As an international customer, I want to see available international shipping options and their costs, so that I can decide if I want to proceed with the order.
- 7.As a customer who values flexibility, I want the option to change my shipping method before finalizing my order, in case I change my mind or make a mistake.
- 8.As a first-time customer, I want clear information on shipping options and what they entail, so that I can make an informed decision without previous experience on the site.

Assignments





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