Test Strategy Document for BT

Tarun Kumar, Vamsi Krishna & Aviroop Sethi

**Modification History**

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Contents

[Introduction 3](file:///C:\Users\Tarun\Desktop\Test%20Strategy%20Document-RTM%20v.1.4.docx#_Toc418088232)

[QA in scope: 3](file:///C:\Users\Tarun\Desktop\Test%20Strategy%20Document-RTM%20v.1.4.docx#_Toc418088235)

[Out of Scope 3](file:///C:\Users\Tarun\Desktop\Test%20Strategy%20Document-RTM%20v.1.4.docx#_Toc418088236)

[Scenarios: 4](file:///C:\Users\Tarun\Desktop\Test%20Strategy%20Document-RTM%20v.1.4.docx#_Toc418088237)

## Introduction

British Telecommunications in cooperation with Hostopia will be adjusting their existing environment to have a phased approach of Adding OPB (Online Presence Builder) and updating the control panel to OPP (Online Presence Platform). BT’s existing environment is on HID 18

## QA in scope:

## Product Offering

## Branding

## Customer Experience

* Account Management
* Portal section
* Security
* Reporting & Analytics
* Customer Care srection

## QA Out of Scope:

* RTE
* Shop
* Web Point Systems (Credits)
* Wholesale Invoicing
* Training
* Localizations
* Customer Integration
* Marketing

## Scenarios:

## Product Offering:

* QA will make sure that all the Product Codes are available as it was in previous release.
* QA will check if all the product codes i.e around 30 (as per email from Bob ) have the OPB added.
* QA will make sure that all the existing product code works with or without OPB.
* QA will login with OLD customers and check that the OPB added product codes has easy site wizard , which on publishing Easy site wizard will be replaced by OPB.
* QA will login with NEW customers and check that the OPB added product codes has OPB instead of ESW.
* QA will login with NEW customers and check if product codes which have not been updated to OPB should be working with ESW.
* QA should make sure that the NEW customers will not be seeing ESW anymore.
* QA will ensure that there are no notice of email availability in OPP for Business Class and Consumer class emails (need more info on this)
* Certain applications should be visible for Old customers in CP (QA does not have list)
* Certain applications should be visible for New customers in CP. (QA does not have list)
* Old customer moving on to new product code with OPB. (QA does not have requirement knowledge)
* Existing customer moving from ESW to OPB will NOT have an Alert message
* New customers should NOT have ESW or Deletion of OPB.
* Should not Receive any promotional emails (since RTE is out of scope)
* Login is only using account (email address) and not domain.
* Password reset option on login page
* Sign up through SUSHI
* Opening applications and testing CP

## Branding:

* QA will make sure that the existing colour/logo settings configured in the existing portal matches when switched to OPP.
* QA will check the Branding of the banner advert carousel on the OPP home page and the Right-Hand-Side adverts on the OPB page . (as in the requirement document )
* QA should make sure that the WEBmail and Project center are not available in the Portal
* QA will check the End-user notification emails , which should be in accordance as it was previously without any chnages when switched to OPP.

## Customer Experience

* QA will check the **Domain Name Registration Section** , i.e Registration , Transfer , Renewal , Redemption and Administration sub sections should not be having any changes when compared to the existing environment once switched to OPP.
* QA should ensure that the “Under construction Page” has no changes in it once switched to OPP.

**Account Management:**

* QA should make sure that will be utilizing its existing platform for provisioning , and there are no new product codes added in this Phase.
* QA will ensure that the WHOS , UPGRADE/DOWNGRADE , CANCEL , SUSPEND sections are working as intented without any changes.

**Portal section :**

* QA will check if Customer login section or SSO are working as intended without any changes in functionality or Branding.
* There should not be any changes in the environment for all the HID setup itms available.(need more info)

**Marketing Section:**

* Looks like Out of scope at this point of time , need more info if QA has to do anything with the Marketing sections

**Security:**

* QA should make sure that the Portal uses the existing SSL cerificates even when switched over to OP.
* QA should ensure that all references to Hostopia emails are not available to customers via webmail or ESW. (need more info here)
* QA will also make sure that the EULA has no chnages when switched over to OP

**Reporting & Analytics**

* QA will ensure that there are no chnages in the existing environment of *Custom billing reporting* , when switched over to OP

**Wholesale Invocing:**

* QA should check that the *Billing contact details* , has no chnages and it remains as it is as existing environment. (*Looks like its out of our scope need confirmation*)

**Customer Care srection:**

QA will ensure that the Customer Care sections which consists of the following works as intended without any chnages when compared to the existing environment.

* Sales
* Billing
* Customer Service
* Technical Support