Third Task

1. 1st week I would want to understand the company culture, organization history and organisation structure. Get to know the current state of the team and working process to settle into the team.
2. Next I would like to understand the full process of inventory,stock management etc which our users do for which they use our system. Basically, get an overview of the product and its various features.
3. Later I would prefer to do exploratory testing with the product and understand all its features as different types of users for .Net, Linnlive and desktop application. Using this I would generate a mind map of all the features.
4. Understand the implementation of the product technically especially Call and Chat flow which our tech support would be using.
5. Review the Testing process to have minimalist process, at the same time have effective quality validations so as not to miss any scenarios or get P0, P1 issues. Mentor the team if needed on how to improve on testing the website UI and create a documentation for all the features of our product Linnworks.net, Linnlive, Desktop application.
6. Go through Automation framework and see if all types of section of the product are covered and the overall code coverage
   1. API validations
   2. UI Validations
   3. Data Validations
   4. Website redirects
   5. Performance coverage of the services and frontend. There are many reviews where its mentioned that there are freezes and crashes at the time of heavy load like festivities.
   6. Security testing at least SQL injection, parameter testing, DOS attack
7. Collaborate with developers and understand what bottlenecks are they facing that could if be resolved by testing team like dev need a mock service for sockets or testing is taking a long time or there is a gap in understanding between dev and QA etc.
8. Figure out “how to Improve the ease of usability of the product”, going through a lot of reviews this is the major area of concern and is being commented as “Built by Nerd for Nerds”, “To be used by IT Expert”.
9. Come up with design and POC using AI for issue handling using a chatbot to give quicker troubleshooting and insight to customer for frequent issues which are causing our product to get negative ratings. The major issues regarding Linnworks coming up in reviews are :
   1. Customer need to reiterate issues multiple times
   2. wrong listing information at ebay and Magento mostly, could be due to confusion in the process, this is happening multiple times
   3. High SLA’s, chatbots can take up a lot of load from this.
10. Go through the deployment process with help from devops to see how it can be done without any or minimal downtime using load balancers.