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# Quality Assurance Interview Questions



## Quality Assurance Interview Questions (and Answers)



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September 30, 2024

Preparation is key for acing a coding interview and landing a QA engineer role.

Compared to developer roles, QA jobs are limited, and competition is naturally high. So, to stand out, there are key questions that you should read up on.

These questions, related to QA processes, automation tools, SDLC, and specific platforms such as Dynamics 365, can help you get ready for your next QA interview. This blog provides a comprehensive overview of common QA interview questions that can help you prepare.

Let's get started today.

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## Technical Questions

### General Questions

- **What are the different types of software testing?**

Software testing includes manual, automation, functional, and non-functional testing. Specific types comprise unit, integration, system, acceptance, regression, load, and security testing. Each of these types has its purpose and ensures different aspects of software functionality and performance meet specified requirements before release.

- **Explain the software development life cycle (SDLC) and the role of QA in it.**

SDLC consists of Requirement Gathering, Design, Development, Testing, Deployment, and Maintenance. QA ensures product quality through continuous testing during development. QA verifies requirements, identifies defects early, ensures adherence to standards, validates functionality, and ensures the product meets user needs before release.

- **What is the difference between verification and validation?**

Verification ensures the product is being developed according to design specifications (doing the processes right), while validation ensures the developed product meets the user's actual needs (building the right product). Verification checks processes; validation checks final output.

- **What tools have you used for automation testing?**

Common automation testing tools include Selenium, JUnit, TestNG, Postman, and Jenkins. These tools facilitate writing scripts for repetitive tasks, enable automated regression tests, and streamline continuous integration, helping to identify defects earlier and improve overall product quality.

- **How do you ensure comprehensive test coverage?**

Comprehensive test coverage can be ensured by using strategies like traceability matrices, which map requirements to test cases, and applying test design techniques such as equivalence partitioning and boundary value analysis. Regular reviews and peer testing also contribute to thorough coverage.

- **What is regression testing and why is it important?**

Regression testing ensures that new changes or bug fixes don't negatively impact existing functionality. It verifies that previously developed and tested code still performs after code updates, maintaining software integrity and stability throughout the development lifecycle.

- **Describe how you would handle a critical bug found just before a release.**

I'd prioritize the bug based on its impact, communicate promptly with the team, and decide with stakeholders whether to delay the release or implement a quick fix. Clear communication and collaboration with developers are key to minimizing disruptions while maintaining quality.

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## Automation Specific Questions

- **What criteria do you use to decide when to automate a test case?**

I automate repetitive, high-volume, and stable test cases. Criteria include non-critical business functionality, low-risk areas, and scenarios where manual testing would be time-consuming or prone to errors. I avoid automating complex, one-time, highly risky, or frequently changing test cases due to maintenance challenges.

- **How do you manage data-driven testing in automation?**

I use external data sources like Excel, CSV, or databases to supply test inputs. The automation scripts read these data sets, dynamically applying them to multiple test cases, ensuring comprehensive coverage. This reduces redundancy and increases the efficiency of regression testing.

- **Which automation tools have you used, and how do you decide which tool is best for a project?**

I've used Selenium, TestNG, Postman, and JUnit. Tool selection depends on project requirements, technology stack, ease of integration, scalability, and budget constraints. I also consider factors like support for scripting languages and compatibility with CI/CD pipelines.

- **What are some challenges you've faced when implementing automation, and how did you overcome them?**

I've faced challenges like flakiness in tests, unstable environments, and high maintenance of test scripts. I resolved them by optimizing synchronization strategies (e.g., waits), improving environment stability, and implementing modular, reusable scripts to reduce maintenance overhead.

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## Dynamics 365 Specific Questions

At Qniverse, most of the projects we QA are based on the Dynamics 365 platform. Therefore, we have a good idea of the types of questions you will be asked in such scenarios.

- **What is the difference between Dynamics 365 CRM and ERP modules?**

Dynamics 365 CRM focuses on managing customer relationships, sales, marketing, and service. ERP modules handle internal operations such as finance, supply chain, inventory, and production. While CRM is externally customer-oriented, ERP focuses on optimizing and managing internal business processes across the organization.

- **How do you handle data migration to Dynamics 365 from legacy systems?**

Data migration involves extracting data from the legacy system, transforming it to meet Dynamics 365's format, and loading it using tools like Data Management Framework, Data Entities, and Power Query. Key steps include mapping, cleansing, and testing the migrated data to ensure accuracy.

- **Can you explain how Business Central fits within the Dynamics 365 ecosystem?**

Dynamics 365 Business Central is an ERP solution designed for small and mid-sized businesses, managing finance, supply chain, sales, and project management. It integrates seamlessly with other Dynamics modules like CRM, providing end-to-end business management capabilities in the broader Dynamics 365 ecosystem.

- **How does Dynamics 365 support business process automation?**

Dynamics 365 automates business processes using tools like Power Automate, workflows, and custom scripts. These tools streamline repetitive tasks, trigger actions based on predefined conditions, and enhance efficiency by automating approvals, notifications, and data updates across various business functions.

- **Describe how Dynamics 365 integrates with other Microsoft services like Azure, Power BI, or Office 365.**

Dynamics 365 integrates with Azure for cloud services, Power BI for advanced analytics and reporting, and Office 365 for seamless collaboration and communication. This integration enhances productivity by providing real-time insights, secure cloud storage, and unified communication across Microsoft's ecosystem.

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## Non-Technical Questions

- **How do you communicate with developers when reporting bugs or issues? Approach:** Highlight how you maintain a collaborative approach and provide clear, actionable feedback to avoid misunderstandings.
- **Describe a time when you had to work under tight deadlines. How did you handle it? Approach:** Share how you prioritize tasks, manage stress, and ensure quality under time constraints.

- **How do you stay updated with the latest trends and tools in QA?**  
*Approach:* Mention the blogs, forums, courses, or certifications you follow to keep your skills current.
  - **Tell us about a time you disagreed with a team member regarding a testing approach. How was it resolved?** *Approach:* This question is aimed at understanding your conflict resolution and negotiation skills.
  - **How do you ensure the quality of your own work before passing it on for review?** *Approach:* Mention strategies like peer reviews, following coding standards, and using tools to self-check your tests.
  - **What motivates you in your role as a QA engineer?** *Approach:* This is an opportunity to show passion for quality and user experience, emphasizing how you find satisfaction in delivering bug-free software.
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## Tips For Your Interview

### Know the Company's Products and Services

Before the interview, research the company and its software products/services. You should list any QA challenges the company may face. This allows you to provide tailored answers and demonstrate genuine interest in the role.

### Brush Up on Automation

As automation is becoming increasingly important, ensure you are comfortable discussing automation frameworks, tools, and your experience working with them.

### Prepare Real-World Examples

Be ready with examples from your experience where you successfully identified bugs, contributed to process improvements, or helped solve complex problems.

### Ask Insightful Questions

Show your engagement in the process by asking about the company's testing processes, challenges they face in QA, and how the QA team collaborates with other departments.

### Practice Mock Interviews

Consider rehearsing with a friend or using online mock interview platforms to simulate the interview experience and build your confidence.

### Highlight Soft Skills

QA roles require collaboration across different teams. Be sure to emphasize your communication, teamwork, and problem-solving skills during the interview.

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## Final Words

Interviews are complicated, and every candidate has a unique set of questions posed to them. Therefore, it is virtually impossible to predict exactly what question you will be asked.

Besides, you could be interviewing for different levels of QA roles, i.e., questions for an associate are different than those for a team lead position. Even so, it is necessary to have the basics covered so you don't miss out on an opportunity.

Use the questions in this post to get a rough idea of what you might be asked, but don't rely solely on these for your interview. Do research on your own as well!

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