SELENIUM AUTOMATION TESTER

JOB INTERVIEW

Questions & Answers

WINNING THE SELENIUM AUTOMATION TESTING INTERVIEW

MIHIR MEHTA, MS-IT, ISTQB®, MCP®

Internationally recognized expert in Software Testing

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Introduction

The focal point of this book is to provide all the content and knowledge-base for individuals who are preparing to launch themselves as Quality Assurance Analysts/Software Tester.

The author of this book has poured down all his intellect and knowledge to help individuals who are either starting-off as Quality Assurance Analysts or aspire to take their success stories, a notch higher.

This short read brings forward all the Selenium Automation Questions along with general Quality Analysis questions that are commonly heard of and are highly expected in the interviews. It does not include any domain-specific questions. This version of the book contains:

1) Quality Analysis Questions
2) Situation/Scenario-Based Questions
3) Skills-Based Questions
4) Interview Tips

The book provides plentiful questions and answers, which may prove useful in your interview preparation. An analyst/job seeker can practice these questions prior to their interview date and can be assured to come across as a confident, competent, and well-composed professional. Aside from sample questions and answers, the book also provides helpful tips to make the concepts easy to understand and some ‘shine on’ pointers for readers to stand-out in their interviews.

This book, in no accounts, is a short-cut to success; instead is an endeavor to equip all potential jobseekers and recognized professionals with the tips and tools of the trade so that they can build their careers based on the strong fundamental knowledge base.

About the Author

Mihir Mehta, an owner of ‘The Innovative Quality Services’ (The IQS) with over eighteen years of experience in Quality Assurance Software Testing, Test Management, Process Management, Process Governance, and Project Management areas; stands as a renowned professional in the IT Service industry providing QA & Testing/Test Management services to various clients globally. Besides providing consulting services he has trained, mentored, and inspired thousands of Quality & Business Analyst professionals all over the world. Over the years, he has transitioned himself as a successful entrepreneur providing services in IT consulting, training, mentoring, and career development services to both young and experienced individuals, aiming to reach new horizons. Mihir has earned many accolades from his clients for providing exemplary services to the clients through ‘The IQS’.

QUALITY ANALYSIS & SELENIUM AUTOMATION QUESTIONS

1. **How would you describe yourself?**

   OR

   Briefly introduce yourself, elaborating on your experience & qualifications.

   Tips: *This question is the ice breaker and needs to be answered precisely. The answer holds a lot of merit in determining your success in the interview. You can answer this question in 3 parts as you do with any written essay.*

   A) Introduction

   B) Body and

   C) Conclusion (with some punch lines that make you unique among all the candidates.)

   Introduce yourself and emphasize on what you bring to the table in terms of the position advertised. Always keep the key characteristics of the position in mind as you answer this question. All of this would go in your 'Introduction' part.

   Discuss your experience, education, and credentials/certifications to answer this question conclusively. Focus on summarizing your experience as a QA Analyst in various domains, projects, methodologies, tools & techniques, and documentation; mention required responsibilities in the body section of this answer.

   Conclusion must have a statement that stands you out. It needs to have a punch line that creates a spark in the interviewer's mind.

   Gain extra credit by matching your key skills to the job requirements you are being interviewed for.

Answer: I

I have been working as a QA Analyst for the last seven years. I graduated from ABC University with a master's degree in Business Administration (MBA), and I am a Foundation Level certified Software Tester. Having worked with well-known organizations such as *XYZ1* and *XYZ2*, I have strengthened my knowledge in Banking, Finance, and Insurance domains including Investment Banking. I have comprehensive experience in

manual & automation testing, creating technical documents, designing test management techniques, and deployment & maintenance areas of the project.

My current project is with ABC1 Company as a Lead QA Analyst. The project is aimed at integrating and customizing the CRM system. I was responsible for facilitating manual and automated testing activities using several testing techniques and tools available in the market. I was also responsible for managing and leading end to end testing of complex applications, interacting with stakeholders and managing the team along with hands-on experience in all testing activities.

I was involved in designing, managing, and customization of test plan and was also responsible for all the major test deliverables. I was heavily involved in creating test cases and test scenarios for the project. I have worked using different business and software applications such as HP-ALM, Jira, Selenium, SharePoint, SQL and MS Office Suite (MS Word, Excel and PowerPoint).

Lastly, I would like to conclude by saying that I am confident of taking up this challenge and will perform to the best of my abilities as a team member. I like to keep the team bonded and I have a fun side too. I am a firm believer of "Together Everyone Achieves More".

> ***Tips:*** *The following answer describes how a junior or non-experienced Quality Assurance Analyst can answer the same question. You can discuss Quality Analyst related responsibilities and skills you have performed in your previous job and co-relate the same as per the job requirements.*

Answer: II

I am a graduate from ABC University with a bachelor's degree in Computer Science. I have over three years of experience as a Software Tester with hands-on testing of business systems in multiple functional areas of the organization.

I have closely worked with the QA Manager, Business Analysts, Project Manager, Solution Architects, and Developers throughout my current role. I have experience in creating test documentation, including test plans, test scenarios, test cases, traceability matrix, and assisting the UAT team with creation of UAT plan.

I have an in-depth understanding of the complete SDLC (Software Development Life Cycle), STLC (Software Testing Life Cycle), and DLC (Defect Management Life Cycle) processes in various environments, including waterfall, agile, and scrum.

Lastly, I would like to conclude by saying that, I am ready to take up the challenges and contribute to the success of the team and project.

2. Tell me about your Selenium automation experience.

OR

Briefly introduce yourself, elaborating on your experience & qualifications.

> ***Tips:*** *In addition to the question above, introduce yourself, the interviewer may ask this particular question to know more about your Selenium experience.*
>
> *As an automation tester following tips are important*
>
> - *Be clear and concise*
> - *Identify the identifying a suitable automation tool*
> - *Measure the return on investment*
> - *Obtain the necessary skill set*
> - *Create frameworks*
> - *Keep it straight and simple*

Answer: I

I am into automation testing for the last 10 years automation actually fancies me because what I understand by automation is it's a testing using machine without any manual intervention and what I realized over a period of time is that automation has produce many benefits and the return on investments for the tools which are being selected and used yeah in terms of the in terms of the benefits automation actually brings a lot of speed and accuracy when you generate your scripts it is less time consuming and it saves money for the organization so most of the clients usually looking to save the money right so that is one of the major benefits of hiring an automation tool and then identifying it to be a right choice for the company and so that was my initial role to identify the tool automation tool into a company and then are present the stakeholders with the return on investment and then finalize that tool for

my organization so if I say again in short about what is automation in one line automation is nothing but testing done by machine without any manual intervention.

Automation testing or Test Automation is a process of automating the manual process to test the application/system under test. Automation testing involves the use of a separate testing tool which lets you create test scripts that can be executed repeatedly and doesn't require any manual intervention.

3. What are the benefits of testing automation?

> ***Tips:*** *The benefits of automation testing can be obtained by selecting the right automation tool, which is suitable for an organization to continue the business and obtain a return on investment.*

Answer:

The advantages of automation testing are:

- Supports execution of various iterations of test cases
- Helps testing a large test suite
- Does not require constant attention during execution
- Enables parallel execution
- Increases the accuracy and efficiency of tests by reducing human-generated errors
- It helps save time and money
- It is 4.5 times faster than the manual testing

4. Why should Selenium be selected as a test automation tool?

Answer:

Selenium should be selected as a test tool because any application made in Java is easier to automate using selenium cool it's divided into 2 sections:

1. Selenium IDE and 2. Selenium Core (Webdriver)

Moreover, selenium is an open-source tool which means it does not require a heavy investment for any organization and fulfills most of the functionality needed for Java and web-based applications. The cost of selenium is not an overhead or liability for any organization and therefore it becomes easy to finalize if an organization wants to use the tool or not.

Things to keep in mind while selecting Selenium as an automation tool:

1. Selenium is an open-source tool freely available for download and use.
2. Selenium is used by a large number of companies, users and helps communities.
3. Selenium supports testing for cross-browser compatibility for various browsers (Firefox, Chrome, Internet Explorer, Safari etc.).
4. Selenium also supports various platforms such as Windows, Mac OS, Linux etc.).
5. Selenium is compatible with multiple programming languages (Java, C#, Ruby, Python, Pearl etc.).
6. Selenium has a repository that is regularly updated and is always fresh.
7. Last but not the least, Selenium supports distributed testing.

5. What is the current version of Selenium and what are the new features added to the current version of Selenium?

Tips: *The current version of selenium is 3.0 which is represented as 3.x as the next version could be 3.1, 3.2 so on and so forth. Version in any automation tool is very important as every new version contains some new features. Anyone who is not familiar with the previous version or the new version can furnish the knowledge by learning only the differences between the two versions.*

Answer:

The latest version of Selenium is 3.0. There are 2 beta versions of selenium 3.0 with few of the below changes:

Few new features added to Selenium 3.0 are as under:

Beta 1 updates	Beta 2 updates (Only for Java)
It supports a minimum Java version which is 8.0	It has a system property webdriver.gecko.driver which now pushes the server in legacy Firefox

	driver mode.
Support available for Firefox via Mozilla's geckodriver	When the browser is not specified, Grid fixes NPE's when registered.
Microsoft Edge support provided It also supports Safari on MacOS via Apple's own Safari driver	Update Driver –port argument in all bindings

6. What is Selenium and what is it composed of?

Answer:

Selenium is an open source automation tool, which is used for automating the web-based applications and it is composed of selenium IDE and Selenium web driver. Below are the few points that throws the light on the two areas of selenium.

- **Selenium Integrated Development Environment (IDE)** – Selenium uses record and playback tool and is distributed as a plugin for Firefox
- **Selenium Remote Control (SRC)** – Ever automation tool has the capability to create test scripts and so does Selenium. Selenium uses Selenium RC which is a server that allows users to create test scripts in the desired programming language. It also allows the execution of test scripts within the broad spectrum of browsers.
- **Selenium WebDriver** – Web Driver also is a tool that allows users to create test scripts however, it is a different tool altogether with various advantages over Selenium RC. It has the capability to directly communicate with the web browser and uses its own compatibility to automate.
- **Selenium Grid** – The purpose of creating automated scripts is to reuse them by distributing them on various platforms concurrently at the same time. Selenium Grid is an internal interface that distributes the test execution on multiple platforms and environments concurrently.

7. What testing types are supported by Selenium?

Tips: *Before conducting the testing, one must identify what types or techniques of testing are suitable for their application and based on that, one should identify the suitable automation tool. Normally under ideal circumstances, automation testing can be done during the regression testing phase to run the tests for already existing test suite after new functionality is added.*

Answer:

There are many types of testing that can be performed but selenium is specifically used for **Functional and Regression testing.** Automation testing should be performed, once the system becomes stable after two rounds of manual testing have been completed with almost 0 severity ones and 0 severity two defects. This is the time when SUT can be identified as a candidate for automation.

1. Functional Testing, and
2. Regression Testing

8. What are the limitations of Selenium?

Tips: *Every automation tool has some limitations. Selenium also has few limitations such as it only supports the testing of Web-based/Java-based applications and does not support anything else. whenever any tool is identified in an organization, the benefits and limitations should always be documented before measuring the return on investment to recognize the suitability of the tool for any organization.*

Answer:

Following are the limitations of Selenium:

- It supports the testing of web-based applications only
- Does not support the testing of Mobile applications
- Selenium does not have the capability to test captcha and barcode readers
- Selenium is integrated with third party tools like TestNG or Junit to generate reports

- Selenium being an opensource tool does not have a vendor support available however user can find many helping blogs and communities online
- To automate the application using Selenium in an advanced manner, the user is expected to have prior knowledge of programming language

9. What is the difference between Selenium IDE, Selenium RC, and WebDriver?

Tips: *It is always necessary to identify the differences between the interfaces of the same tool to understand the compatibility of the tool with various aspects.*

Answer:

Feature	Selenium IDE	Selenium RC	WebDriver
Browser Compatibility	It comes as a firefox plugin and therefore only supports only Firefox	RC supports varied range of versions of Mozilla Firefox, Google Chrome, Internet Explorer and Opera.	WebDriver supports a varied range of versions of Mozilla Firefox, Google Chrome, Internet Explorer and Opera along with HTMLUnitDriver which is UI less browser.
Record and Playback	Record and Playback feature is well supported by IDE	RC does not support Record and Playback feature	Does not support Record and Playback feature
Server Requirement	No requirement to start any server before execution of test scripts	Requires server to be started before execution of the test scripts.	No requirement to start any server before execution of the test scripts
Architecture	Supports Javascript based framework	Supports JavaScript based Framework.	Uses the browser's native compatibility to automate
Object Oriented	Does not support Object Oriented features	RC supports semi object oriented features.	Supports 100% object oriented features
Dynamically locating the web elements on a webpage.	Does not support dynamic locators	Does not support dynamic locators.	Supports dynamic locators
Handling Alerts, Navigations, Dropdowns	Does not provide any aids to handle alerts, navigations, dropdowns explicitly	Same as IDE	Provides wide range of utilities and classes that helps in handling alerts, navigations, and dropdowns efficiently and effectively.

Feature	Selenium IDE	Selenium RC	WebDriver
WAP (iPhone/Android) Testing	Testing of iPhone/Android applications not supported	Same as IDE.	Testing of iPhone/Android applications is supported. Large range of drivers for WAP based testing are available like AndroidDriver, iPhoneDriver
Support for Listeners	No support for Listeners	Same as IDE	Supports available for the implementation of Listeners
Speed	Operates very fast as plugged in with web browser on which the test is launched and therefore communicates directly with the browser.	RC is slower and it doesn't communicates directly with the browser; but instead sends selenese commands over to Selenium Core which in turn communicates with the browser.	Faster due to direct communication with web browsers.

10. **When should I use Selenium IDE?**

> ***Tips:*** *If one is a beginner in using automation tool, one should always first try to use the inbuilt features such as Record and Play before getting into complex code writing to generate automation scripts. These internal features help the beginners and naïve users to understand the structure and logic of the script. Users can then try modifying scripts using various simple inbuilt functions in Selenium.*

Answer:

Whenever there is a need of basic automation like automating a login screen or forgot password screen the inbuilt feature of Record and Playback can be used. This implies that selenium IDE can be used when there is no complicated feature to be automated and record and play feature solves the purpose for the naïve users.

Selenium IDE is the simplest and easiest of all the tools within the Selenium Package. Its record and playback feature is exceptionally easy to learn with minimal exposure to programming language.

11. **What is Selenese?**

Answer:

Every automation tool has its own native language and selenium also belongs to that family. The native language for selenium is called Selenese which is easy to understand and write and is used to create test scripts in Selenium IDE.

12. **What are the different types of locators in Selenium?**

> ***Tips:*** *Every web page has some unique web elements and to identify those web elements there are locators. Selenium also has different types of locators.*

Answer:

An address that identifies a web element within the webpage uniquely is called a locator. Different types of Locators listed below are used in Selenium to identify web elements accurately and precisely:

- ID

- ClassName
- Name
- TagName
- LinkText
- PartialLinkText
- Xpath
- CSS Selector (Cascading Style Sheet Selector)
- DOM (Document Object Model)

13. What are the two basic commands in Selenium? What is the difference between assert and verify commands?

Tips: *Anyone who wants to master automation should start by using basic and simple commands, understand what each command is used for, and practice them simultaneously.*

Answer:

To identify any condition as a Boolean there are different commands in different tools. Selenium also has such commands to identify a true or false condition. Assert and Verify commands are the two commands in selenium to check if the condition is true or false.

Assert: Assert command is used to check whether the given condition is true or false. If we want to confirm that the given element is present on the web page or not, we can confirm by using the Assert command (Think about the word Assertive in English which means positive). When the program is run, if the condition gets true, then the program will execute the next test step but if the condition does not satisfy as true, the execution would stop, and no further test condition would be executed.

Verify: Verification means checking or reviewing and therefore this command is used to verify or check whether the given condition is true or false. Whether the condition is true or false, the program execution doesn't come to a halt i.e., any deviation or failure during verification will still execute all the steps without stopping the execution

14. What is an Xpath in Selenium?

Tips: *Websites use HTML as a client-side programming language to provide ambience to the web pages using nodes and elements.*

HTML elements are used for basic formatting of web pages such as making the text bold, organizing the paragraphs, create lists and tables or embed hyperlinks and images with HTML attributes specified in them.

Answer:

Every web page has HTML elements and those elements provide formatting to the web pages such as making the text bold, organizing the paragraphs, creating lists and tables etc. Selenium uses XPath command to locate HTML elements on the web page on its XML path. XML is Extensible Markup Language which is used to store, organize and transport data in a key-value pair similar to HTML tags. HTML and XML both being markup languages and fall under the same category, XPath can be used to locate HTML and XML elements.

The idea behind locating elements using XPath is to navigate between various elements across the entire page that helps the user to search for an element with the reference of another element.

15. What is the difference between "/" and "//" in Xpath?

Answer:

Single Slash "/" – Single slash is used to create Xpath with absolute path i.e., to start the selection from the document node, which is also called start node, xpath would be created

Double Slash "//" – Double slash is used to create Xpath with relative path i.e. to start the selection from anywhere an xpath would be created.

16. When should the Selenium Grid be used?

Answer:

Selenium grid is an inbuilt component used to concurrently execute same or different automated test scripts on a single or multiple platforms and browsers in order to achieve distributed test execution under different environments resulting into saving of execution time significantly.

17. What do we mean by Selenium 1 and Selenium 2?

Answer:

Combination of Selenium WebDriver and Selenium RC is known as Selenium 2 whereas Selenium RC when used alone is referred to as Selenium 1.

18. How do I launch the browser using Selenium WebDriver?

Tips: *In order to effectively structure the code, proper syntax must be used while coding.*

Answer:

Selenium WebDriver uses the following syntax to launch the browser:

*WebDriver driver = **new** FirefoxDriver();*
*WebDriver driver = **new** ChromeDriver();*
*WebDriver driver = **new** InternetExplorerDriver();*

19. What are the different types of Drivers available in Selenium WebDriver?

Tips: *Always use Driver (software) to provide control to the programming interface by linking a specific type of hardware.*

Answer:

Selenium WebDriver uses following different types of driver software:

- Firefox Driver
- Internet Explorer Driver
- Chrome Driver
- Safari Driver
- Opera Driver
- Android Driver
- iOS Driver
- Html Unit Driver

20. What are the different types of waits available in WebDriver?

Answer:

There are two types of waits available in WebDriver:

1. Implicit Wait, and

2. Explicit Wait

21. Explain Implicit Wait and Explicit wait in brief.

Tips: *Always use the wait function to pause or halt the test execution for a specified length of time before moving onto the next step for the WebDriver to get enabled and check if one or more web elements are present/visible/clickable etc.,*

Answer:

Wait commands in Selenium are used to stop or pause or halt the program up to a certain specified length of time before it moves on to the next step and enables the WebDriver to ensure if one or more web elements are visible on the page. There are two types of waits used in Selenium which are as under:

Implicit Wait: This wait function is used to make the program wait for a certain amount of default waiting time (assume 25 seconds) between each consecutive test step across the entire test script, in order for a subsequent test step to be executed after 25 seconds have been elapsed after the previous step has been executed or before throwing an exception

Explicit Wait: This wait function is used to halt or pause the execution till the time a particular condition is met, or the maximum time has exceeded before throwing a particular exception and can be applied only for specified elements.

22. How to type in a textbox using Selenium?

Tips: *Every programming language has data types, functions and operators. It is very important to know the data types, functions and operators in a programming language.*

Answer:

Selenium uses a function called sendKeys to enter the string in the textbox. The command is written as under:

sendKeys (“String to be entered”)

Syntax:

```
WebElement username = drv.findElement(By.id(“Email”));
// entering username
username.sendKeys(“sth”);
```

23. How can you find if an element in displayed on the screen? Mention the syntax.

Tips: *Every programming language has methods and these methods are used in the web elements.*

Answer:

WebDriver provides 3 methods to the user for checking the visibility of the web elements such as buttons, drop boxes, checkboxes, radio buttons and labels etc. These methods are as under:

1. isDisplayed()
2. isSelected()
3. isEnabled()

Syntax for these web methods is:

isDisplayed():
boolean *buttonPresence =*
driver.findElement(By.id("gbqfba")).isDisplayed();

isSelected():
boolean *buttonSelected =*
driver.findElement(By.id("gbqfba")).isSelected();

isEnabled():
boolean *searchIconEnabled =*
driver.findElement(By.id("gbqfb")).isEnabled();

24. Which command is used to get the text out of a web element?

Answer:

Selenium uses '**Get**' command to retrieve the inner text of the specified web element without any parameter but returns a string value. Get command is the most extensively used command to verify the messages, labels, errors, etc., displayed on the web pages.

Syntax for Get command:

String Text = driver.findElement(By.id("Text")).getText();

25. How to select value in a dropdown?

Answer:

In Selenium, WebDriver's 'Select' class is used to get the value in the drop down.

Syntax to select value in a dropdown:

selectByValue:

*Select selectByValue = **new** Select(driver.findElement(By.id("SelectID_One")));*
selectByValue.selectByValue("greenvalue");

selectByVisibleText:

*Select selectByVisibleText = **new** Select (driver.findElement(By.id("SelectID_Two")));*
selectByVisibleText.selectByVisibleText("Lime");

selectByIndex:

*Select selectByIndex = **new** Select(driver.findElement(By.id("SelectID_Three")));*
selectByIndex.selectByIndex(2);

26. What are the different types of navigation commands?

Tips: *Navigation commands are an integral part of any web-based tool and these commands allow the user to navigate back, forward, top and bottom of the application or tool*

Answer:

Selenium has 4 main navigation commands:
1. Back(), 2. Forward(), 3. Refresh(), 4. To()

navigate().back() – The above command requires no parameters and takes back the user to the previous webpage in the web browser's history.

Sample code:

driver.navigate().back();

navigate().forward() – This command lets the user to navigate to the next web page with reference to the browser's history.

Sample code:
driver.navigate().forward();

navigate().refresh() – This command lets the user to refresh the current web page there by reloading all the web elements.

Sample code:
driver.navigate().refresh();

navigate().to() – This command lets the user to launch a new web browser window and navigate to the specified URL.

Sample code:
driver.navigate().to("https://google.com");

27. How to handle frame in WebDriver?

Answer:

In the WebDriver, frame is handled using iframe to insert another document within the current HTML document or simply a web page using nesting technique.

Command to use frame:

Select iframe by id:

driver.switchTo().frame("ID of the frame");

Locating iframe using tagName:

driver.switchTo().frame(driver.findElements(By.tagName("iframe").get(0));

Locating iframe using index

frame(index)
driver.switchTo().frame(0);

frame(Name of Frame)
driver.switchTo().frame("name of the frame");

frame(WebElement element)
Select Parent Window
driver.switchTo().defaultContent();

28. How to click on a hyper link using LinkText?

Answer:

driver.findElement(By.linkText("Google")).click();

This command finds the element using link text, which when clicked, would redirect the user to the corresponding page. The above-mentioned link can also be accessed by using the following command.

Command:
driver.findElement(By.partialLinkText("Goo")).click();

The above command finds the element based on the substring of the link provided in the parenthesis.

partialLinkText() finds the web element with specified substring and clicks on it.

29. What command is used to fetch the first matching element? What is the syntax used to fetch first matching element?

Answer:

The command to fetch the first matching element is:
findElement(): findElement() is used to find the first element in the current web page matching to the specified locator value. Take a note that only first matching element would be fetched.

Syntax:

WebElement element
= driver.findElements(By.xpath("//div[@id='example']//ul//li"));

30. What command is used to fetch the all matching elements in a web page? What is the syntax used to fetch all matching elements?

Answer:

The command to fetch all matching elements in a web page is as under:

findElements(): findElements() is used to find all the elements in the current web page matching to the specified locator value. All matching elements are stored in the list of WebElemts

Syntax:
List <WebElement> elementList
= driver.findElements(By.xpath("//div[@id='example']//ul//li"));

31. What is the main language that drives Selenium IDE?

> ***Tips:*** *Every Automation tool has its own built-in language which means, the one who uses the automation tool to automate their testing can create their test scripts in the same language for the tool to understand and run the script as and when required.*

Answer:

Selenium IDE has the capability to run the code in any language. Due to the Integrated Development Environment (IDE) any programming code can be exported to run the automation script in various languages such as Ruby, Python, Java, and so on.

32. Which Selenium IDE alternatives are best for Firefox & Chrome browsers?

Answer:

Here are the top 3 Selenium IDE alternatives to use on Firefox and Chrome browsers

A. Katalon Studio, a free & complete solution for Web, API and Mobile testing
B. Katalon Recorder, compatible with selenium test scripts and successor to Studio
C. Robot Framework, to create tests easily but with complex installation process

33. What is the difference between driver.close() and driver.quit() command in Selenium WebDriver?

Answer:

Methods are also called functions in programming and are used for returning the values. But there are 2 methods/functions in Selenium WebDriver that do not return the value. Here is the difference between 2 widely used commands in Selenium driver.close() and driver.quit()

driver.close():

close() method in selenium WebDriver is used to close the current web browser window that the user is working on and neither requires any parameter as an input nor does it return any value

driver.quit():

quit() method in Selenium WebDriver is used to close down all the program windows that are opened. This command also neither require any parameter as an input nor does it return any value.

34. Does Selenium handle windows-based pop-up?

Answer:

Selenium is a web-based automation tool that supports only web application testing and therefore it does not have the capability to handle windows-based pop-up.

35. Does Selenium WebDriver handle web-based pop-up and how? Please provide the syntax if any

Answer:

Yes, Selenium WebDriver can efficiently handle web-based popups. It offers a very reliable and efficient way to handle web-based pop-ups to the users along with an Alert interface. There are four methods that can be used to handle web-based popups with an alert interface as under:

1. **void dismiss():**

   This method automatically cancels the pop-up window as it appears by clicking on the ‘Cancel button’.

2. **void accept():**

   This method automatically accepts the pop-up window as it appears by clicking on the ‘Ok’ button

3. **string getText():**

This method returns the text displayed on the alert box

4. **void sendKeys(String stringToSend):**

This method is used to enter the specified string pattern into the alert box

36. What is a framework? How many types of framework are available in automation?

Tips: *Creating frameworks is a very important aspect of any Automation tool as a framework is the skeleton to build the reusable scripts. Before starting to create the automation scripts, always decide the type and use of framework because the creation of a framework will make the things easier. In a test automation project, different tasks are performed by using different types of functions, so to organize and manage all the functions used in creating test scripts robust framework plays an integral part.*

Answer:

The set of rules or best practices designed in a systematic way to achieve desired results is called a Framework. Different types of automation frameworks which are most common are as under:

- Data Driven Framework
- Keyword Driven Framework
- Hybrid Testing Framework
- Behavioral Driven Framework
- Modular Testing Framework

37. Have you created any framework?

Tips: *Such questions are always asked in the interview however those who are starting to get into automation or who are beginners may not have enough exposure on creating framework and so answer it accordingly. There is nothing wrong in say No if you have never created a framework.*

Answer:

Those beginners who have just started to work on automation must answer by saying “No, I didn’t get a chance to create framework from the scratch but have used the framework that was available however, my contribution is mostly in creating test cases by using the existing framework”

Those beginners who have good knowledge on creating framework, must answer by saying “Yes, I have been involved in developing framework along with other automation tester in my organization”

Those who are experience can answer by saying “There was no automation process defined in my previous company and so I got an opportunity to design the framework from scratch. I have contributed in developing framework.

38. What are the advantages of using Test Automation Framework?

Answer:

Test Automation Framework have several advantages:

- Automation testing has faster execution time and saves money.
- Automation helps with reusability of code with the concept of creating one time and executing multiple times without any maintenance.
- Automation framework makes reporting easy and assists with generation of automatic reports after test execution.
- Provides ease in compatibility testing which enables parallel execution in combination of different OS and browsers.
- Strong and robust frameworks cost low in maintenance and it is cheaper as compared to manual testing on a long-term basis.
- Robust frameworks make automated testing more reliable, powerful and versatile.
- Automation testing is focused more towards regression testing as it is targeted towards execution of repeated test cases.
- Automation requires manual intervention as test scripts can be run unattended.
- Robust frameworks allow maximum coverage and helps in

maximizing the test coverage.

39. Why is the Selenium automation tool preferred over QTP?

Answer:

Selenium is preferred as an automation tool over other tools due to several reasons:

- It is a free to air and open source tool whereas QTP is a commercial tool.
- Selenium has large user base and helping communities.
- Selenium has strong cross browser compatibility and platform compatibility.
- Selenium supports multiple programming languages such as C#, PHP, Java, Perl and Python whereas QTP supports only VB Script.
- Selenium also supports multiple OS platforms such as Windows, Linux and Mac OS along with various browsers such as Firefox, IE, Opera, Safari etc. whereas QTP is limited to Internet Explorer on Windows.
- Selenium is known to have powerful methods to locate elements such as Xpath, DOM and CSS
- Selenium has very high developer community supported by Google.
- Selenium is used for testing web-based applications while QTP can be used for testing client server applications.

40. What is an Object Repository? How to build object repository in a project when automating the project?

Tips: *Repository is nothing but a space to store necessary elements that can be used in a script. To build a repository and store elements is the best practice for any programming language including automation software.*

Answer:

Object Repository is an entity that allows the users to store all objects used in a Selenium script in a centralized location instead of scattered objects in the test scripts for UI automation.

When QTP is used as an automation tool, there is a strong concept of object repository. In QTP when user records a test, the objects and its properties are automatically captured in an inbuilt Object Repository by default. This object repository is used to play back the scripts.

Selenium automation tool does not have a concept of default Object Repository however we can still create our own object repository in Selenium to store objects. In Selenium objects are called locators and these objects are ID, Name, Class Name, Tag Name, Links, Text, Partial Link Text, XPath and CSS. Object repository is nothing but a collection of objects and in Selenium Object Repository is created by placing all the locators in a separate file (i.e., properties file) and the best way is to use Page Object Model. Each web page is represented as a class in the Page Object Model design pattern. Selenium uses a class to store all the objects related to a particular web page.

41. What are the four parameters that are passed in Selenium?

Answer:

Four parameters passed in Selenium are as under:

A. **Host** – The parameter that can bind specific IP address to Selenium. For example, if Selenium is running on your machine, then the host will be your machine which will be termed as “localhost”, and if it is used from any other machine then the host will be the IP Address of that particular machine. In simple words, a platform on which an application can be launched.

B. **Port Number** – A port number is a specific medium through which selenium script communicated with the server to send the input and receive the output.

C. **Browser** – A component or a piece of software application that allows the user to communicate on the web.

D. **URL** – Uniform Resource Locator that locates a particular web address to launch any web application.

42. What is the difference between setSpeed() and sleep() methods in Selenium?

Answer:

There are two methods in Selenium to delay the speed of execution of script in Selenium:

Thread.sleep(): This method is used to stop the current java code for the specified period of time and its done only once and takes only a single argument in integer format

Ex: **thread.sleep**(2000) will make the program code wait for 2 seconds

It waits only once when sleep command is given

SetSpeed(): This method will stop the execution for specific amount of time for every Selenium command

SetSpeed() method also takes a single argument in an integer format

Ex: selenium.setSpeed("2000") will make the program wait for 2 seconds

43. How can you used Submit method to submit a form in Selenium?

Answer:

In Selenium Submit method is used to on an element to submit the form using following syntax:

Element.submit()

As an alternative method, one can also use '**click**' method on the element to submit the form in Selenium.

44. Explain the difference between Data Driven Framework and Keyword Driven Framework?

Answer:

Data driven framework: This framework is guided by passing data in the script in the form of parameters. In this framework, Test Case logic resides in Test Scripts whereas the test data is kept outside the Test Scripts and is read from the external files such as excel spreadsheets in the form of parameters and are passed inside the test script by loading them in the variables. This type of framework can also be termed as Parameterization.

Keyword driven framework: This framework is guided by using keywords

in the script by developing data tables and keywords that are independent of the test automation. In this type of framework, application's functionality is documented as step by step instructions for each test as well as in a tabular format.

45. Explain the difference between Borland Silktest automation tool and Selenium automation tool?

Answer:

Sr. No	Silk Test Tool	Selenium Test Tool
1	Silk Test is the automation tool by Borland	Selenium is an automation tool from Thought works
2	Only Internet Explorer and Firefox are supported by Silk test	Many browsers are supported by Selenium automation tool such as Internet Explorer, Firefox, Safari, Opera and so on
3	Silk Test uses scripting language 4T	Selenium uses multiple languages like Java, Ruby, Perl and so on
4	Silk Test can only be used for client server applications	Selenium can only be used for Web Application

46. How can you store a text box value using web driver?

Answer:

Text box is an element in Selenium and to store any element in Selenium, findElement method is used. To store a text box value in web driver, following command is used:

Driver.findElement(By.id("your Textbox")).sendKeys("your keyword");

47. What are five different types of exceptions in Selenium web driver?

Answer:

Selenium web driver has 5 different types of exceptions as under:

- WebDriverException

- NoAlertPresentException
- NoSuchWindowException
- NoSuchElementException
- TimeOutException

48. How can you perform double click using Webdriver?

Answer:

In Selenium Webdriver, double click function can be performed using following command:

- **Syntax:** Actions act = new Actions (driver)
- **Command:** act.doubleClick(webelement);

49. How can you upload file using Selenium?

Answer:

Selenium uses “type” command and “Robot” class in JAVA to upload the file. User can type in a file input box of upload file and then use “Robot” class in JAVA to make file upload work.

50. What is the difference between getWindowhandle() and getWindowhandles() in Selenium?

Answer:

getWindowhandle()	getWindowhandles()
This is used to get the address of the current browser where the control is with a return type as string	This is used to get the address of all open browsers with a return type as Set<String>

51. How can you switch back from a frame in Selenium?

Answer:

Selenium uses defaultContent() method to switch back from a frame in Selenium

Syntax: driver.switchTo().defaultContent();

52. How can you insert a break point in Selenium IDE?

Answer:

To insert a break point in Selenium IDE:

- Right Click on the command and select “Toggle break point” in Selenium IDE.
- Select the command and press ‘B’ on the keyboard in Selenium IDE.
- Multiple break points can be set in Selenium IDE.

53. How can you debug the tests in Selenium IDE?

Answer:

You can debug the tests in Selenium IDE using following steps:

- From the point of location where tests can be executed, insert a break point.
- Execute the test case.
- Execution will be paused at the given break point.
- Click on the blue button to continue with the next statement.
- To execute all the commands at a time, click on the “Run” button to continue the execution.

54. How can you generate random numbers and dates for test data in Selenium IDE?

Answer:

Java Script can be used in Selenium IDE to generate random numbers.

For generating random numbers in Selenium IDE follow the steps as under:

type css=input#s
javascript{Math.random()}

For generating dates in Selenium IDE follow the steps as under:

Type css=input#s
Javascript{new Date()}

55. What can cause a Selenium IDE test to fail?

Answer:

Selenium test can be failed under following conditions;

- When Selenium IDE cannot locate the element and a locator has changed.
- When the operation is timed out.
- When an element in Selenium IDE waiting to access did not appear on the web page.
- When Selenium IDE element was not created.

56. How can you execute a single line command in Selenium IDE?

Answer:

Single line command in Selenium IDE can be executed in following two ways:

- Right click on the command in Selenium IDE and select "Execute this command".
- Select the command in Selenium IDE press "X" key on the keyboard.

57. How can you insert a start point in Selenium IDE?

Answer:

Start point in Selenium IDE can be set in two ways:

- Right click on the command in Selenium IDE and select "Set/Clear Start Point".
- By pressing "S" key on the keyboard and by selecting command in Selenium IDE.

58. How can you retrieve the message in an alert box in Selenium?

Answer:

Message in the alert box in Selenium IDE can be retrieved using the **storeAlert** command that will fetch the message from the alert pop up and

store in a variable.

59. What is selenium RC (Remote Control)?

Answer:

There are limitation with Selenium IDE with respect to browser support and language support. These limitations can be diminished by using Selenium RC

- Selenium RC is used on different platforms and different web browsers to automate web applications in various languages like Java, C#, Perl and Python.
- Selenium RC can interact with the web application using any language as it is java-based application.
- Selenium RC uses server to bypass the restriction and run automate script against any web application.

60. Why is selenium RC (Remote Control) used?

Answer:

There are many restrictions and limitations in Selenium IDE as Selenium IDE supports only HTML language like Selenium IDE does not support many functions like conditional statements, iterations and reporting of test results, unexpected error condition and error handling. To handle all these restrictions and limitations, Selenium RC is used as it supports multiple languages like Perl, Ruby, Python and PHP to write the program and achieve the lacking restrictions and limitations in Selenium IDE.

61. What is the main difference between Selenium RC (Remote Control) and web-driver?

Answer:

The main difference between Selenium web-driver and Selenium RC is that, Selenium Webdriver drives the functions of the browser using browsers built-in support whereas Selenium RC injects javascript function into the browsers on load of page.

62. What are the advantages of using Selenium RC (Remote Control)?

Answer:

There are many advantages of using Selenium RC:

- Selenium RC has the capability to read or write data from or to spreadsheets (.xls), text files (.txt) etc.
- Selenium RC has the capability to handle dynamic objects and AJAX based UI element.
- Selenium RC has the capability to use loops and conditions for better performance and flexibility.
- Selenium RC has the capability to support multiple programming languages and operating systems.
- Selenium RC has the capability to support any JAVA script enabled browser.

63. What are the frameworks in Selenium RC (Remote Control)?

Answer:

Frameworks help testers to automate the test cases and are collection of libraries and classes. Some of the frameworks in Selenium RC are:

1. NUnit
2. Junit
3. TestNG
4. Bromine
5. RSpec
6. Unittest

64. How can you run Selenium Server other than the default port 4444?

Answer:

Other than the default port 4444, Selenium Server can be run on java-jar selenium-server.jar-port.

65. How is object identified in Selenium?

Answer:

Selenium identifies an object using isElementPresent() method by passing a

string locator in the method

E.g.: isElementPresent(String locator)

A locator is passed as an argument in the isElementPresent() method and returns a Boolean if found.

66. Why is it better to use Python over Java in Selenium?

Answer:

Sr. No	Python	Java
1	Programs run faster.	Programs tend to run slower.
2	Uses indentation to start and end blocks.	Uses traditional braces to start and end blocks.
3	Is dynamically typed.	Is static typed.
4	Simpler and compact.	Less simple and not compact.

67. What API is required in Selenium Webdriver for Database Testing?

Answer:

In Selenium Webdriver, JDBC (Java Database Connectivity) API is used for database testing which allows you to execute SQL statements.

68. Why is Session Handling required while working with Selenium?

Tips: *Session Handling is an integral part of any web application.*

Answer:

Session Handling in required in Selenium because the Selenium Webdriver constantly need to interact with the browser all the time to execute given commands during test execution. There is a possibility that execution of another script can start at the time of execution before current execution completes on the same platform (same machine in same type of browser).

69. What is Selenium Grid?

Answer:

In order to run tests on different machines against different browsers in parallel, Selenium Grid is used in combination with Selenium RC. In other words, Selenium grid is used to run multiple tests at the same time against different machines on different browsers and operating systems which means distributing test execution concurrently on multiple platforms and environments.

70. What is a hub in Selenium Grid?

Answer:

In Selenium Grid, a server or a central point that controls the test execution on different machines is called hub. Selenium Grid, one of the components of Selenium has the capability to run multiple tests simultaneously on different browsers. Hub is the central point in Selenium grid to load the tests that you desire to perform in the form of test scripts.

71. What is a node in Selenium Grid?

Answer:

In Selenium Grid, node is a machine that is attached to the hub. Node is a part of Selenium Grid attached to the Hub that will be used to execute the loaded test scripts in the Hub. So Hub and Node are actually connected to each other.

72. Which Webdriver implementation claims to be the fastest?

Answer:

In Selenium, fastest Webdriver implementation is the HTMLUnitDriver because this driver does not execute tests in browser as launching the browser and running test cases takes more time as compared to executing the scripts without a browser. Test execution using HTMLUnitDriver can be organized using a simple HTTP request-response mechanism for test execution.

73. What testing types are supported by Selenium?

Answer:

Selenium supports many testing types as under:

- Smoke Testing
- Functional Testing
- Regression Testing
- Integration Testing
- UI Testing
- Retesting
- End-to-End Testing
- Acceptance Testing
- Sanity Testing
- Responsive Testing
- Cross Browser Testing

74. How to click on a hyperlink using Selenium Driver?

Answer:

In Selenium Driver, hyperlink can be clicked using click() method using following command:

driver.findElement(By.linkText("Software Testing Material website")).click();

75. How to submit a form using Selenium WebDriver?

Answer:

In Selenium WebDriver, form can be submitted using submit() method using following command:

driver.findElement(By.id("form_1")).submit();

Alternatively click() method can also be used to submit the form

76. How to press ENTER key on text box in Selenium WebDriver?

Answer:

In Selenium WebDriver, Selenium Enum keys is used to press ENTER key on a text box using following commands:

driver.findElement(By.xpath("xpath")).sendKeys(Keys,Enter);

77. What is the difference between driver.get() and

driver.navigate.to("url")?

Answer:

driver.get() method is used to open a URL and will wait till the entire page gets loaded

driver.navigate.to() method is used to navigate to a URL and will not wait till the entire page gets loaded.

78. Is it possible to navigate back and forth in a browser in Selenium WebDriver?

Answer:

In Selenium WebDriver, Navigate interface is used to navigate back and forth in a browser using methods such as move back, forward and refresh to navigate on a web page

driver.navigate().forward(); - used to navigate to the next web page with reference to the browser's history

driver.navigate().back(); - used to navigate back to the previous page with reference to the browser's history

driver.navigate().refresh(); - is used to refresh the current webpage by reloading all the web elements

driver.navigate().to("url"); - is used to launch a new web browser window and navigate to the specified URL

79. How to fetch the current page URL in Selenium?

Answer:

Selenium uses several methods or functions such as Get(), Post(), Put(), etc., through which an output can be fetched such as a specific page or a URL of the page or a browser or a link or even a word. In Selenium, current page URL is fetched using getCurrentURL() using the following command:

driver.getCurrentUrl();

GET method is used to receive a particular output from the server when a

parameter has been passed to the script as an input.

POST method is used to send a request to the server to accept the input entered through the test script in the body of the request message.

PUT method is used to replace the current parameters that exists at the destination URL with another parameter.

80. How can we maximize browser window in Selenium?

Answer:

In Selenium, browser window can be maximized using maximize() method. This method is used to maximize the current window if it is not already maximized using following command

driver.manage().window().maximize();

81. How to delete cookies in Selenium?

Answer:

In Selenium, cookies can be deleted using deleteAllCookies() method and uses following command:

driver.manage().deleteAllCookies();

82. What is the difference between MaxSessions and MaxInstances properties in Selenium Grid?

Answer:

MaxSessions

- Can run in parallel on the remote machine.
- This supercedes the “MaxInstances” setting.
- **Example 1:**
    - maxSession=1 will run no more than single browser.
- **Example 2:**
    - maxSession=2 will run any of the below combinations at the same time irrespective of maxInstacnes defined: 2 IE, 2 Firefox or 1 IE + 1 Firefox.

MaxInstances

- This property is used to get the number of browser instances of the same version of the browser that can run on the remote machine.
- It will allow the user to run 4 instances of IE and firefox at the same time in parallel in a remote machine.
- **Example 1:**
    - browser browserName=InternetExplorer, version=6,maxInstances=2,platform=WINDOWS
- **Example 2:**
    - browserName=firefox,version=11, maxInstances=2,platform=WINDOWS

83. Is it possible to automate the captcha using Selenium?

Answer:

In Selenium, it is not possible to automate the captcha and bar code reader. Captcha and Bar codes are usually security aspects in any system and are programmed in a language that is not recognizable by Selenium. Selenium is used for web-based applications programmed in Java language whereas Captcha images and Bar Codes may or may not be written in Java language and are in the form of images and bytes and therefore Selenium does not support testing of these elements. Therefore, it is impossible to automate the captcha codes and bar codes using Selenium.

84. Can you use Selenium for Rest API Testing or Web Services Testing?

Answer:

Selenium is used for Web Based testing and it is not a tool for API Testing. It is used to automate web browsers. Rest API & Web Services do not have any User Interface and hence they cannot be automated using Selenium

85. How to upload a file in Selenium WebDriver?

Answer:

In Selenium WebDriver, file can be uploaded using two methods such as SendKeys Method.

86. How to download a file in Selenium WebDriver?

Answer:

Selenium WebDriver is used to upload and download the files by creating test scripts to upload and download them. In Selenium WebDriver, file can be downloaded using AutoITScript method.

87. How to resize a Browser Window using Selenium WebDriver?

Answer:

In Selenium WebDriver, 'Dimensions' class is used to resize the browser window to particular dimensions.

88. How to scroll web page Down or Up using Selenium WebDriver?

Answer:

In Selenium WebDriver, JavaScript scrollBy() method is used to scroll web page down and up.

89. What is the sample code to find more than one web element in the list?

Answer:

Sample Code to find more than one web element in the list:

```
// Storing the list
List <WebElement> elementList =
driver.findElements(By.xpath("//div[@id='example']//ul//li"));
// Fetching the size of the list
int listSize = elementList.size();
for (int i=0; i<listSize; i++)
{
// Clicking on each service provider link
```

```
serviceProviderLinks.get(i).click();
// Navigating back to the previous page that stores link to service providers
driver.navigate().back();
        }
```

90. What were your roles and responsibilities in the recent project?

> ***Tips:*** *Discuss the project highlights, major responsibilities, and project deliverables; adding project-related achievements and/or awards is a plus.*

Answer:

My most recent project involved customization and software enhancement, aimed at improving the back-end system for the financial institution. I was responsible for
identifying gaps in the requirements document, understand the design of the system, identify the gaps in the design, create test documentation such as test plan, test scenarios and test cases based on the defined scope of requirements, by effectively collaborating with the diverse teams across projects and stakeholders, ensuring milestones are achieved as per the defined timelines.

The purpose of the project was to enhance and streamline back-end processes including CRM customization. As a Quality Assurance Analyst, I was liable to ensure that the testing of the product was performed per the provided requirements. With the project's successful implementation, we were able to provide a consolidated and flexible back-end system, which met the initial needs of our clients.

I was also responsible for the testing of change requests, which were duly captured, reviewed, and approved by the management. Moreover, I was also responsible for conducting regression testing which I did with careful analysis and ensured that the new product did not lead to further errors. I was also responsible for assisting during UAT cycles and did so by helping UAT team plan out their test cases and walk them through the system flow and addressed issues encountered.

91. Explain SDLC.

OR

Explain the SDLC and role of a Quality Assurance Analyst in each phase.

> ***Tips:*** *This is a fundamental/conceptual question and is not asked as frequently in the interviews; still, you need to understand the basics of the complete SDLC cycle to be able to successfully answer this and other similar questions in a methodological manner. The question is geared at you 'selling' why someone in a project management domain should hire you. Convince the interviewer how you as a Quality Analyst, add unique value at every step of the way, and that your skills are transferable across lines of business, and varying methodologies adopted by the organization.*
>
> *You can cut and trim the answer below according to your needs as it is written fundamentally and covers all phases in detail.*

Answer:

Software Development Life Cycle (SDLC) is the most commonly followed process in any software project. It entails establishment of a thorough blueprint. The blueprint should specify the ways in which a specific software or its components will be created, sustained, or improved. It specifies an approach for developing the software by categorizing which tasks should be performed when and allows for monitoring of the overall development process. It is used in nearly all project management environments when building or reengineering software systems. Following phases are important to implement while executing SDLC.

Initiation & Planning/Feasibility Study:

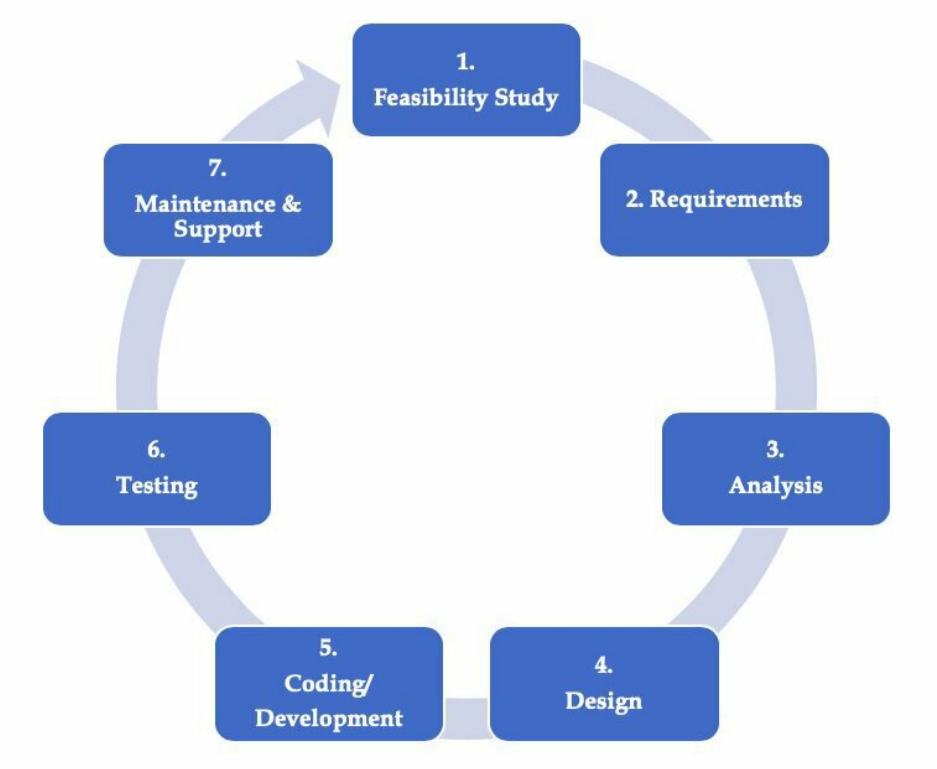

Figure: Software Development Life Cycle

Feasibility study is the research about possibility of existence. It is aptly named because it really is meant to be a thorough investigation that will help the organization to determine whether their business concept is feasible. Feasibility study should carry out the necessary research on the following points such as:

- Who is your customer? What are you offering them exactly and why do you think they would avail it?
- Is the product fit for organization's mission, capacity, resources and strengths?
- Identify the proposed market. Research the market and the needs of the customer as to trends, gaps to fill in, and geographic conditions. This research should tell us that with the right product, there are enough customers to sustain your operations.
- Identify your competitors. Who are they? What are they offering? What are the gaps in their service and delivery?

Uniqueness about your services that customers would choose your product over your competition's

- Scenario Analysis – Have you considered several alternative approaches to implementing business ideas?

During this phase, high-level kick off meetings, are organized amongst executives and project sponsors to plan and finalize the scope. These meetings render a clear understanding of what the project team is going to build.

Typically, the Project Manager and Quality Assurance Manager assumes the role of a facilitator during this time. They assist the project sponsor by including relevant users in discussions, form agenda items, forecast risks or challenges with meeting logistics, etc.

Requirements Gathering

The requirements are gathered by BSA (Business Systems Analyst) + 1 member of the pre-sales team. Raw requirements are gathered and the BSA prepares the BRD (Business Requirement Document) / FRD (Functional Requirement Document) / FRS (Functional Requirement Specifications) / DOU (Document of Understanding).

It includes gathering, analyzing, validating and specifying requirements. The SRS is a formal document that acts as a written agreement between the development team and the customer. SRS acts as input to the design phase and includes functional, performance, software, hardware, and network requirements of the project. Once prepared, the BRD is reviewed by the client.

Analysis

During this Analysis phase, a Business Analyst works with business owners and stakeholders to elicit requirements that the solution must fulfill. It is the 'requirements analysis' phase with which SDLC truly takes the centre stage and tester is involved during this phase.

A group of BAs (Business Analysts) analyse the BRD and prepare one easier form of BRD called as SRS (System Requirement Specifications) which is a detailed document giving an idea about the flow, navigation and look and feel

of the system. Based on the SRS, the BAs prepare “Use Case Document” (a simplified form of complex requirements). Use Case Document contains a happy path and an alternate path. Happy path are all positive test cases whereas alternate path helps to destroy the system.

Design

After the requirements are finalized, design workshops are initiated by system analysts/architects to code the software solution systematically. Experienced Quality Analysts with technical familiarity also contribute meaningfully along with system analysts during this phase.

This phase includes translation of the requirements in the SRS into a logical structure that can be implemented in the form of architecture. The output of the design phase is a design document that acts as an input for all the subsequent SDLC phases. Usually more than one design approach for the system architecture is proposed and documented in a DDS – Design Document Specification or HLDD (High Level Design Document) prepared by the Solution Architect (SA). The DDS is reviewed by all the important stakeholders and based on various parameters like risk assessment, product robustness, budget and time constraints, the best design approach is selected. A design approach clearly defines all the architectural modules of the product along with its communication and data flow representation with the external and third-party modules (if any). The internal design of all the modules of the proposed architecture should be clearly defined with the minutest details in the DDS.

The Solution Architect (SA) creates this design based on the BRD and SRS. QA gets involved into the project from this phase.

Development

This phase of SDLC includes implementation of the design specified in the design document into executable programming language code. In this stage, the actual development starts. It is done by the development team. They start writing the code and Unit Test Cases (the smallest individual pixel is called as Unit). Based on Unit Test Cases, they prepare the code. The output of the coding phase is the source code for the software that acts as input to the testing and maintenance phase.

The development team prepares the Impact Analysis & LLDD (Low Level Design Document). The base documents required for coding are BRD, SRS, HLDD.

BRD + SRS => Unit Test Cases

HLDD => LLDD (Low Level Design Document)

LLDD + Unit Test Cases => Code

Testing

After development, the prototype/code goes through different rounds of testing. Generally, there is an internal testing to check if the code works as expected and then through a system testing to ensure that the software solution works as per the requirements when interfaced with other systems.

During this phase errors are detected in the software. The testing process starts with a Test Strategy and Test Plan that recognizes test-related activities, such as test case generation, testing criteria, and resource allocation for testing. The code is tested and mapped against the design document created in the design phase.

Deployment, Support and Maintenance

During the deployment phase, the solution is implemented and is made available to relevant stakeholders for use.

Based on its operationalization, the business users may come up with 'new or revised' enhancements (change requirements), which are usually managed by a Business Analyst. Depending on the project's scope and timeline, new iterations could also form, which may lead to a new SDLC to commence and similar duties being repeated by the project team.

This phase is handled by the AMS (Annual Maintenance & Support Team). AMS is made up of developers and QA from the original team with the same skill set that handled the project.

92. Explain the defect lifecycle?

Tips: *Discuss different defect statuses and defect management activities, along with defect tracking tools. The widely known tools*

are HP QC/ALM, JIRA, Bugzilla, and IBM Rational ClearQuest. Also, discuss any automation testing tools you have used; known automation tools are Quick Test Professional (QTP), Selenium, Load Runner, etc.

Answer:

Defect management is a vital phase of the Software Testing Lifecycle (STLC). As a Quality Assurance Analyst, I have been an integral part of the testing process in most of my projects.

Defect/Bug life cycle generally comprises different statuses of a bug/defect. Defect/Bug passes through 7 different statuses before it gets closed. A defect can also be moved to 4 disposition states.

Defect Life Cycle: When a defect is found for the first time it is marked with a 'New' status.

Defect Life Cycle – Workflow Phase Diagram:

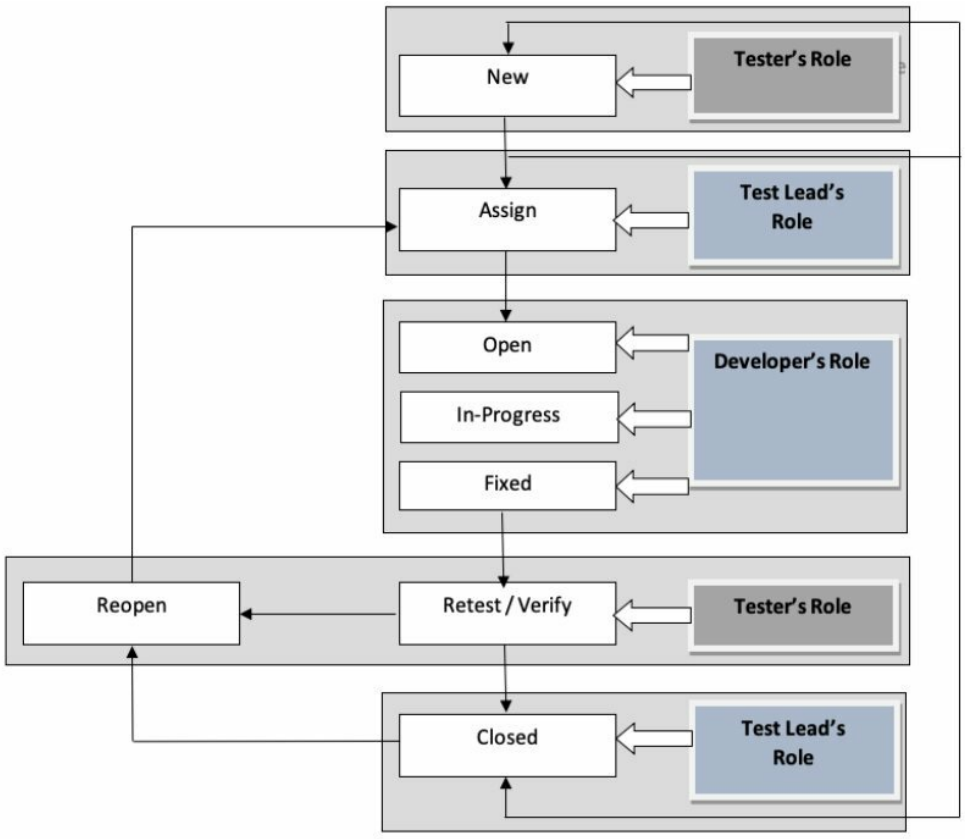

Figure: Defect Life Cycle

When an error is found, the status is set to ‘New’ by the tester; as soon as the defect is reported to a developer, the status changes to ‘Assigned’; after being assigned, developers can choose to ‘Accept,’ ‘Reject’ or put the defect in a ‘Deferred’ status. If the defect is accepted, status changes to ‘Open’ and when developer starts working on it the status is changed to ‘In Progress.’ Sometimes, defects can be deemed “non-actionable” due to various project constraints; and developers can then choose to set the status to ‘Rejected’ or ‘Withdrawn.’ ‘Deferred’ status usually means it is not to be delivered in current phase or iteration (i.e., it may still be a defect but is determined to be not feasible to resolve in the current iteration).

Once developers resolve the defect, the status changes to ‘Fixed’ and is assigned back to the tester to pick up for testing. Most bug-tracking tools like Bugzilla, JIRA, or ALM will notify the testers about the updated status (i.e., bug resolution) and will create an action for them to ‘Re-Test.’ While re-testing, if the testers ascertain that the defect has not yet been resolved fully, then they change the status to ‘Reopen’ and assign it back to the developer and the cycle will follow again. After another fix by the developers and following a testing round by the testers, the final status will be set to ‘Closed’, if the defect is resolved fully.

93. What are the different documents a Quality Assurance Analyst prepares?

> ***Tips:*** *Quality Assurance Analyst prepares a wide variety of documents throughout a project lifecycle, depending on the methodology followed/practiced by an organization. In a traditional (Waterfall) environment, a Quality Assurance Analyst is responsible for creating many documents, whereas, in an Agile methodology, the documentation could be relatively less.*

Answer:

Over the years, working as a Quality Assurance Analyst, I have been involved in preparing various test documents that are as under:

- Test Strategy
- Test Plan
- Test Specification/Test Scenarios
- Test Cases

- Daily and Weekly reports
- Test Metrics & Defect Metrics and
- Test Closure Reports

An experienced Quality Assurance Analyst contributes in the testing phase by developing a test plan and test case documents along with a Quality Analyst.

94. Which different artifacts you refer when you write the test cases?

Answer:

The main artifacts a QA refers to while creating test cases are:

- Business Requirements Document-BRD
- Functional Requirements Specification-FRS/FRD
- System Requirements Specification -SRS
- Use Cases
- Wireframes
- High Level Design Document

95. What is a "use case testing"?

Tips: *To answer this question, candidate must know clearly what a use case is and details about it.*

What is a use case?

A Use Case is one simple form of SRS. It defines system boundaries in the form of straight flow (Positive Path) and alternate flow (Negative Path) of the system in a user understandable language. It does that in diagrammatic representation and describes various functionalities by illustrating possible scenarios a system could offer. It contains a list of actions defining the interactions between an entity and the system to achieve a desired goal. A Business Analyst along with a Solution Architect is responsible to produce use case document. Sometimes SRS can be replaced by use case if the use case is written precisely covering all flows in detail.

- *Business Analyst creates this document based on requirements collected from stakeholders.*

- *Business stakeholders use the document to understand the software requirements.*
- *Developers use the documents for implementing the code and designing it.*
- *Testers use, use cases for creating the test cases.*

Answer:

A use case defines an actor's interaction with the system. Use case testing is used to test the functional requirements defined in the use case between an entity and the system where entity/actor can be a human or any external system.

Here is a simple use case for a Login scenario:

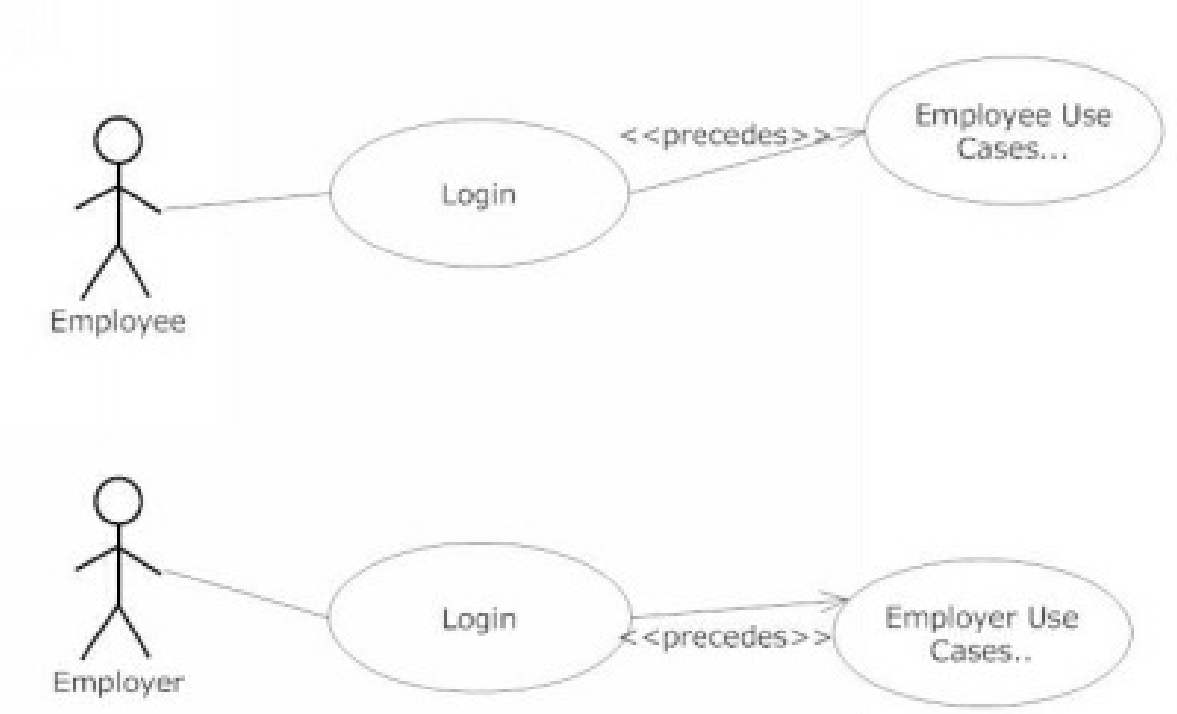

Figure: Login Use case

Example of a Basic Flow:

To log a user into a system, the system will prompt the user to enter in their username and password. Once valid login credentials are logged in, the system will authenticate and validate the entered credentials and log the user in.

Example of an Alternate Flow:

When a user enters an invalid login credentials, system should generate an error.

A tester not only tests the scenario in the use case but also tests functional requirements described in the use case. A QA also makes sure about creating various test case scenarios based on basic and alternate flows included in use case.

In order to identify and execute the functional requirement of an application from start to finish "use case" is used and the techniques used to do this is known as "Use Case Testing."

96. What is a Test Strategy document and what are the components of it?

Answer:

A Test Strategy is the topmost document created in the testing hierarchy under STLC and is a high-level document which is usually developed by a Test Manager/Test Lead. This document defines “Software Testing Approach” to achieve testing objectives. 5 W’s (What, When, Which, Where and Who) define the sections in test strategy document. Test Strategy is a non-modifiable document. Test strategy focuses on the approach and scope of the project.

The possibility of missing any test activity is very low when there is a proper test strategy in place. The Test Strategy is normally derived from the Business Requirements Specification document.

Sections of the Test Strategy document:

- Introduction
- Purpose
- Objective
- In Scope and Out of Scope features
- Test Environments
- Assumptions, Observations & Dependencies
- Suspension & Resumption Criteria
- Communication Protocols for status reporting

- Test Deliverables
- Risks and Mitigation
- Test Management & Governance
- Test automation tools & Other tools
- Test measurements and Metrices
- Defect Management & Defect Metrics
- Roles and Responsibilities
- Change and Configuration Management
- Training Requirements

97. What is a test plan and what are the different components of it?

Tips: *Below listed test plan components are by IEEE, you can answer the question accordingly based on your experience. The IEEE standard for a test plan is IEEE829. Standards say that if any section in the document is not useful to your project do not delete the section from the template but enter 'N/A' for the section and fill up only those sections that are required for your project. It is easy to forget the sequence or components while answering this question; to make it easy you can prepare a base sequence and practice your answer around it.*

For example:

1. *Test planning*
2. *Feature to be tested*
3. *Task and Deliverables*
4. *Schedule, risk and recourse management*

Answer:

A test plan is the second document in the testing hierarchy which is created by a Test Lead/Sr. tester detailing the objectives, resources, and processes to be followed for a specific test in a software or a system. Test Plan is derived by 'How' and 'Why'. Test Plan is derived from the Test Strategy and has the detailed plan of action to cover the requirements and success rate for the test execution by defining various types of testing to be covered.

A test plan includes the following components:

- Test plan identifier
- Introduction, Purpose & Objective
- Test items
- Features to be tested
- Features not to be tested
- Test Approach
- Item pass/fail criteria
- Suspension and resumption requirements
- Test deliverables
- Types of testing
- Environmental needs
- Roles & Responsibilities
- Recourse Management
- Schedule & Milestones
- Risks and contingencies management
- Defect Management & Governance process
- Approvals & Sign offs

98. What is a test case and what are the different components of it?

Answer:

A test case describes an input, action, or event and an expected response, to determine if a feature of a software application is working correctly. In other words, test case is a step by step representation of an input, action or an event which is also termed as Test Scenario or Test Condition or Test title or Test Name.

- Test case ID
- Requirement ID
- Test Scenario
- Test Description

- Test Data (optional)
- Steps Number
- Step Description
- Expected Result.
- Actual Result.
- Status (Pass/Fail)
- Defect ID

Having a requirement ID and defect ID in the test case document is a best practice as it makes it easy to create traceability or mapping between requirements to test scenarios to test cases to defects.

99. What is a traceability matrix and how can it be useful?

Answer:

Requirements Traceability Matrix (RTM) in any software development project, is an integral part of the test documentation. It is a document that is used to validate that all the requirements are mapped to test cases and all defects are mapped to the test cases for those mapped requirements. This helps to ensure 100% requirements coverage along with success rate of the requirements that will be covered in the testing phase. Moreover, this is to be used while tracing which requirements had what kind of defects.

100. What is the difference between verification and validation?

Tips: *Verification and Validation in simple terms is verifying the items and then validating (confirming) them by finding the issues.*

Answer:

Verification is a process of evaluating software at the development phase. It helps you decide whether the product of a given application satisfies the specified requirements. ***Verification is building the system right.***

Validation is the process of evaluating software after the development process and to check whether it meets the customer requirements. ***Validation is building the right system.***

Below diagram describes the verification & validation process for software application on both ends of V from requirements specification to coding on

one hand of V and then coding to user acceptance testing on the other hand of V.

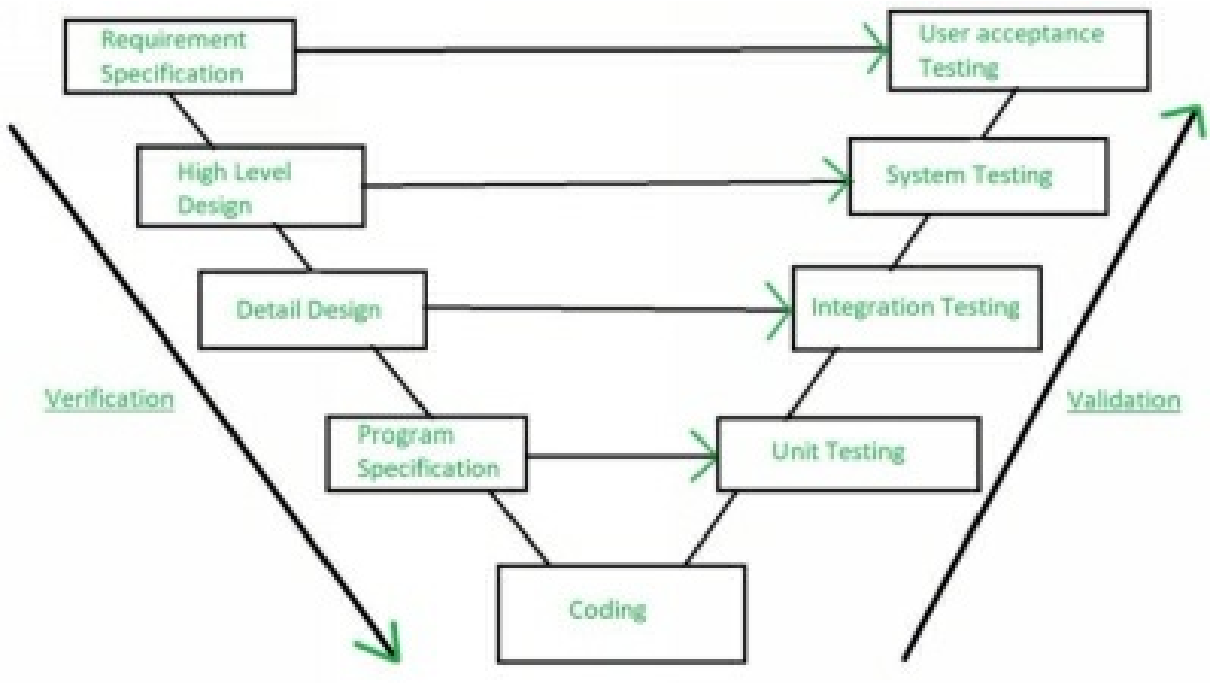

Figure: Verification Vs Validation

101. Explain testing levels or types of testing

Answer:

There are four levels of testing.

Unit Testing

Unit testing is the testing of an individual unit or group of related units. It is often done by the programmers to test that the unit he/she has implemented is producing an expected output against given input.

Integration Testing

This is a level of testing in which a group of components/units are combined to produce an end-to-end integrated system which when tested validates the communication between the components. Also, the interaction between software and hardware is tested in integration testing if software and hardware components have any relation.

System Testing

System testing is the process to ensure the correctness and completeness of

the system to achieve customer satisfaction by delivering near to bug free system. In short when any input is given to the system, the system does what it is supposed to do.

Acceptance testing

Acceptance testing are of two types:

Alpha Testing: This is the type of testing when the end-user is invited to the vendor's campus with his team to conduct a round of acceptance testing. A benefit of alpha testing is that the customer gets support from the development team and the test team located on campus, hence allowing the customer a privilege to change/modify any requirement. This is the final chance for the end customers to suggest ideas and change anything they think is not per their expectations. This is called Pre-acceptance Testing or Alpha Testing

Beta Testing: This is the type of testing when the system is deployed at the customer's location for the end client and his users' team to use the system for their regular day-to-day operations. In this type of testing, customer does not get support from either the development or the test team. However, the customer's queries raised during this level are routed through a single point of contact (SPOC) deputed at the customer's location. This is called User Acceptance Testing. User Acceptance Testing focuses on the business-related testing.

By performing acceptance tests, the testing team can find out how the product will perform when it is installed on the user's system.

102. Explain different types of software testing.

Tips: *Generally, interviewers ask how many types of testing you know, or have you performed. Here, we have listed all the major and well-known types. Candidates should go through all the testing types and try to remember them by conceptualizing their meanings.*

Answer:

Software testing is divided into two types as shown under:

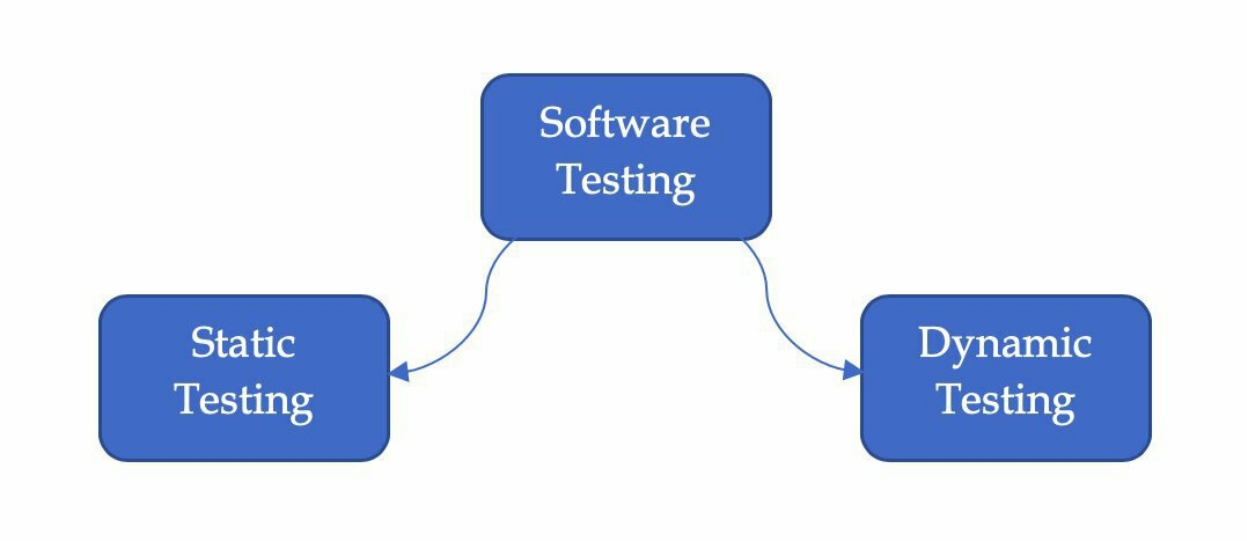

Figure 3: Types of Software Testing

Static Testing: A software testing technique which is used to provide an assessment of documentation by finding and eliminating errors or ambiguities in documents such as requirements, design, test cases etc. It is about prevention of defects which means if the documentation is assessed at an early stage, lot of defects can be prevented from progressing to the later stages of testing which saves cost. All manual or automated reviews done during initial phase of testing to capture defects during early STLC are termed as static testing

Static testing has following sub types:

1. Reviews
2. Walkthroughs
3. Inspection
4. Audits
5. Error guessing

Dynamic Testing: Dynamic testing is further divided into two types:

I. Functional Testing
II. Non-Functional Testing

I. Functional Testing

Functional Test means testing the business logic behind an application. Functional testing is further divided into following types of testing:

Smoke Testing:

Smoke testing is a type of testing done to ensure the health of a system. It is done by examining all the basic components of a software system such as links, buttons, navigations etc., to ensure the system can be accepted for further detailed phases of testing.

Sanity Testing:

Sanity testing is the type of testing in which random/adhoc test cases are selected from the most vulnerable test cases and executed before the system is released for acceptance testing. This round of testing ensures that the identified test cases are working fine. Sanity testing is neither documented nor scripted. Sanity testing exercises only a component/function of the system which is most vulnerable.

System Testing:

System testing is a type of testing where end-to-end testing is conducted to ensure that software meets the expectations of the customer's requirements. During this phase of testing the main focus is to test the functionality of the system based on the requirements by executing test cases derived from test scenarios and deliver a near to bug free system. This also consists of UI based testing that is run during the test execution phase to test the business logic and functionality of the application from the front end.

Regression Testing:

When any new changes are made to the existing system, the testing done to ensure that these new changes do not impact the existing functionality of the system is called Regression Testing.

Regression Testing should be performed when there is:

- Change in code/system component
- System modification based on the new requirements
- New feature(s) added
- Existing feature(s) modified

- Defect fix

Regression test case suite is 1/3rd of the system test case suite and only those test cases are included in the regression test suite which are most vulnerable and the test cases with the modified functionality. This is the phase when the system or application is identified as a candidate to perform automation testing. For conducting automated testing, the system has to be stable and none of the severities (severity 1, severity 2 and severity 3 defects) should remain in the system. At minimum, two rounds of manual testing should be performed to make the system stable for running automated testing.

System Integration Testing:

System Integration Testing tests the integrated components of an end-to-end system. In this testing phase, the focus is on the communication between the two components that are integrated. In short, the main purpose of a system integration testing is to test whether the two systems are communicating successfully. Integration testing also consists of API testing that is specifically run during this phase to target the testing based on the request and response on which the application is built.

User Acceptance Testing:

User Acceptance testing is often done by the customer/client/user to ensure that the product meets the given requirements and works as was expected. User Acceptance Testing focuses on the business functionality of the system.

This type of software testing usually takes place at the client's location, also commonly known as **Beta Testing**.

Once entry criteria for UAT is satisfied, following steps need to be performed by the test team:

- Creating UAT test plan document
- Identifying UAT scenarios
- Creating UAT test cases
- Test data preparation
- Run UAT test cases

- Record results
- Confirm business objectives
- Test closure reports and sign off

Alpha Testing:

Alpha testing is simulated or actual operational testing by potential users/customers or an independent test performed by the customer's team at the vendors' site. That means during this phase of testing, customer is invited at the vendor's location with his team to conduct a round of testing for a formal internal acceptance of the system. Alpha Testing is often employed for off-the-shelf software as a form of internal acceptance testing before the software goes to Beta Testing.

Beta Testing:

In this phase of testing, the testing is conducted at the customer's location by the users who do not have any support from the developers or the testers. Beta Testing is performed after the completion of Alpha Testing, and can be considered as a form of external user acceptance testing. Versions of the software, known as beta versions, are released to a limited audience outside of the programming team known as beta testers. The software is released to groups of people so that further testing can ensure the product is nearly equal to bug free.

Beta versions can be made available to the open public to attain meaningful feedback and render continuous value even before a full system deployment.

A/B Testing:

A/B testing (also known as split testing or bucket testing) is a method of comparing two different versions of a system component against each other to determine which one performs better. AB testing is essentially an experiment where two or more variants of a page are shown to users at random, and statistical analysis is used to determine which variation works well.

Running an AB test that directly compares a variation against a current experience lets you ask focused questions about changes to your system, and

then collect data about the impact of that change. A/B testing allows individuals, teams, and companies to make careful changes to their user experiences while collecting data on the results. This allows them to construct hypotheses, and to learn better why certain elements of their experiences impact user behavior.

II. Non-Functional Testing:

Non-functional testing is defined as a type of software testing which checks the non-functional requirements of a system. It is designed to test the readiness of the system as per the operational parameters such as response time and throughput of the system which cannot be addressed by functional testing.

Some of the common non-functional testing types are:

- Performance
- Load testing
- Scalability
- Capacity
- Availability
- Reliability
- Recoverability
- Maintainability
- Serviceability
- Security
- Regulatory
- Manageability
- Environmental
- Data Integrity
- Usability
- Compatibility Testing
- Disaster Recovery Testing
- Compliance Testing
- Portability Testing
- Efficiency Testing
- Reliability Testing
- Baseline Testing

- Endurance Testing

Installation Testing:

- Most software systems have installation procedures that are needed before they can be used for their main purpose. Testing these procedures to achieve an installed software system, is known as installation testing.
- It may involve full/partial installation or upgrades and is typically performed by the software testing engineer along with the configuration manager.

Compatibility Testing:

Compatibility Testing is a type of software testing which checks whether a software solution is capable of running on different hardware, operating systems, software (including different versions), applications, network environments, browsers and/or mobile devices.

Destructive Testing:

Destructive testing attempts to cause the software or a sub-system/function to fail. It verifies that the software functions properly even when it receives invalid or unexpected inputs. It helps to check the robustness of a software product.

Software Performance Testing:

Performance Testing is generally executed to determine how a system or sub-system performs in terms of responsiveness and stability under a particular situation/load and measures the response time and throughput of the system.

The goal of Performance Testing is not to find bugs but to eliminate performance bottlenecks.

Performance Testing is performed to provide stakeholders with information about their application regarding its speed, stability, and scalability. More importantly, Performance Testing uncovers what needs to be improved before the product goes to the market. Without Performance Testing, the software is likely to suffer from issues such as: running slow while several

users use it simultaneously, inconsistencies across different operating systems and poor usability.

Usability Testing:

Usability testing is a method of testing the functionality of a system by observing real users as they attempt to complete tasks on it. This also includes checking the User Interface of the system.

It is concerned mainly with the use of the application. This is not a kind of testing that can be automated; actual human users are needed, being monitored by skilled UI designers.

103. Explain Agile Methodology.

Answer:

Agile is an iterative, collaborative, and incremental approach/methodology/framework/process of soft-ware development. The agile methodology assumes rapid collaboration between cross-functional teams, promotes adaptive planning, is iterative in execution, and focuses on quality-driven solutions through continuous improvement. In an Agile approach, product or process can be divided into small incremental builds/phases/iterations; each iteration generally lasting approximately 2-4 weeks; with every iteration involving cross-functional teams working simultaneously on various areas, such as; planning, requirements analysis, design, coding, unit testing, and acceptance testing.

Agile methodology promotes customer collaboration and rapid change request handling throughout the software lifecycle.

104. Define Scrum (OR Agile-Scrum).

Answer:

Scrum is a subset of Agile. It is a lightweight framework and the most widely used Agile methodology framework. A Scrum process is distinguished from Agile processes by specific concepts, practices, and methods. Scrum environments typically allot three key roles: A Scrum Master, Scrum Team, and Product/Project Owner. A Quality Assurance Analyst may play the role of a Scrum Master or can be a part of the Scrum Team, depending on the

project.

The features/requirements to be developed are categorized as the product backlog. A complete product backlog can be divided into small sprint backlogs, and each sprint may range from 2-4 weeks. The features/requirements are described as **user stories**.

There are four different types of meetings that are typical in an Agile-Scrum environment:

i. Sprint Planning:

This is the first meeting that is held at the beginning of a new sprint and typically lasts up to 2 hours. This is a very critical meeting where the scope of work is determined by planning and reviewing sprint backlog items.

ii. Daily Stand-up:

This is the first meeting in a Scrum framework under a sprint which is simply a time box of a month or less. Every day there is a quick 15 minutes meeting called as a Stand-up meeting where generally 3 topics are discussed:

1. What was covered since last meeting?
2. What is the intended task for the day?
3. Are there any impediments and solutions to impediments?

This is when the Scrum team gathers to discuss their work; each team member shares their minutes regarding what they did yesterday. What they plan to do today and/or follow-up reports on any special assignments or obstacles hindering their progress.

iii. Sprint Review:

At the end of the sprint, the Scrum team holds the sprint review meeting to discuss accomplished goals/milestones throughout the sprint. This meeting usually lasts for an hour but can be extended depending on the length of the sprint.

iv. Sprint Retrospective:

This is the last meeting, held after the completion of the sprint. This

meeting gives an opportunity to the sprint team to review developed functionalities and derive lessons learned to be applied to future sprints.

105. Explain product and sprint backlog in a Scrum environment.

Tips: *The product backlog is generally a term used to define the number of requirements in an Agile-Scrum environment. This is usually managed by a Product Owner/Project Team. A Quality Assurance Analyst is expected to pull many hats in an Agile-Scrum environment; he/she could also be the one who manages the product backlog in the capacity of a Product Owner.*

Answer:

The product backlog defines the requirements for the project. These requirements are generally written in the form of user stories, prioritized by the highest customer value. It is managed by the product owner, updated, and refined over the project cycle as information and requirements are gathered.

At the beginning of each sprint, the team reviews the product backlog and identifies the high-priority user stories which are to be completed within the sprint timeline.

There are two types of Scrum backlogs:

i. Product Backlog:

The total number of user stories to be developed for the entire project is called “product backlog.” This is created once and maintained over the life of the project. The product backlog is usually updated/reviewed on a weekly basis. The collection of user stories before finalizing them into a product backlog is called an Epic.

ii. Sprint Backlog:

The number of user stories to be completed in one sprint is called “sprint backlog.” This is created at the beginning of each sprint; it is managed by the project team and contains a detailed list of all the tasks that the team must complete for each user story in the sprint. The Sprint Backlog is updated/reviewed daily.

106. What are the different types of Scrum meetings?

Answer:

There are five different types of scrum meetings.

i. Sprint Planning:

These meetings are held at the beginning of a sprint, where complete sprint activities are planned. Usually, all team members, including Scrum Master, Product Owner, and Project Team are the participants. In this meeting, the team discusses the major product backlog items and estimates the delivery for implementation.

ii. Daily Stand-Up:

This is the first meeting of the day, scheduled every day, at the same time, with the same group. In this meeting, all project team members gather and discuss their major activities/involvements from the previous day, as well as their actions/meetings/plans for the current day. Although not a common occurrence, any changes to objectives, milestones, or new obstacles found are discussed so that the entire team is aware.

iii. Product Backlog Refinement/Backlog Grooming:

This meeting is primarily aimed at addressing any changes or grooming of existing backlog items. Here, the approach is to discuss and finalize any modifications required to the existing functionalities in the Backlog.

iv. Sprint Review:

This meeting is held at the end of a sprint, where discussions around deliverables and functionalities that were structured during the sprint cycle take place.

v. Lessons Learned/Sprint Retrospectives:

The team discusses the sprint's successes and defines 'lessons learned' to avoid future failures.

107. What are User Stories?

Tips: *It is fairly common for a beginner Quality Assurance Analysts to mix up User Stories with Use Cases and Test Cases. All these are*

distinct terms with specific meanings. In traditional way of testing (non-agile) user stories are termed as requirements. In an Agile-Scrum environment, requirements are called User Stories. Use cases are a type of UML diagrams, which can also be written as Use Case Scripts to describe requirements. Test Cases are procedural flow for testing system functionalities, written by a Quality Assurance Analyst.

Answer:

A User Story is used in an Agile-Scrum environment to capture and describe a set of requirements. These are written, keeping end-users'/stakeholders' perspectives in mind. User stories should be written in a way that are understandable by both the development team, test team and business users. A user story can be written on flashcards, which induces brainstorming activities within the stakeholders' group.

User stories should be prioritized according to the highest value they render to the stakeholders, paving a road map to product development. Each project may have several user stories which are categorized as a product backlog. The product backlog can be broken into small, multiple sprints, and stories to be developed in one sprint are called sprint backlog. Each sprint is usually 15 days long. Normally, a project team develops 30 user stories (approximately) per sprint.

The recommended format to write a user story contains the below components:

Who: This term describes a role/persona/user.

What: This term describes the requirement or a function or action.

Why: This term describes the value of implementing the user story.

108. Explain the role of a Quality Assurance Analyst in different methodologies?

Tips: *Although the primary role of a Quality Assurance Analyst does not change in different methodologies, the responsibilities may vary as per the method the organization is following. The Quality Assurance Analyst's role differs mainly in the areas of documentation, client collaboration, team administration, and*

requirements management.

Answer:

The primary role of a Quality Assurance Analyst does not change between different software development methodologies, although the tools and techniques used by a Quality Assurance Analyst can fluctuate according to the needs and aspects of any given project or development lifecycle.

Quality Assurance Analyst's role in the predictive environment (Waterfall) is substantial in gathering, analyzing and documenting requirements into a BRD, whereas, in an adaptive approach (Agile), they would be more inclined towards facilitating conversations with stakeholders and developing user stories.

In a predictive approach, the Quality Assurance Analyst connects with the stakeholders in the initiation, planning, and requirements phase of the lifecycle and does not respond to the changes until deployment. However, in an adaptive environment, the Quality Assurance Analyst collaborates with the customers throughout the lifecycle, hence, responding to the change requirements at all phases of the lifecycle.

Quality Assurance Analysts typically work individually and independently in a predictive environment. On the contrary, undertaking various roles and working in cross-functional teams is a crucial element in an adaptive environment. It is expected of a Quality Assurance Analyst to operate in a prescribed manner in Waterfall as the duties are responsibilities are predefined, while in Agile, the role is evolutionary and pushes for innovation.

109. What is your experience in conducting UAT?

Answer:

I have remarkable experience in preparing and conducting UAT sessions with stakeholders. Typically, UAT sessions are conducted with users prior to system deployment. In my recent project, we deployed system releases every three months, and I conducted UAT session(s) before each release.

In preparation for UAT sessions, I prepare a UAT plan document, which mainly covers project deliverables, change requirements management plan, test cases, and test data. Once prepared, I share this document with the

stakeholders prior to the meeting and schedule a kick-off meeting, when/if required.

While in a UAT session, I provide a system walk-through and encourage stakeholders to perform testing by executing major test cases. I generally offer relevant test data and training manuals to support testing. The ultimate objective of this activity is to get the approval of stakeholders on the UAT. Change requests derived from the session are analyzed carefully with the project team, and I conduct follow-up sessions to resolve these issues with the stakeholders.

SITUATION/SCENARIO-BASED QUESTIONS

Situational interview questions provide an excellent way for an applicant to emphasize his/her past accomplishments and highlight outstanding professional skills and competencies. These questions also offer ample 'personality assessment criteria' for the Hiring Manager/Human Resources panel to make hiring decisions.

Not all questions in a job interview will be situational; however, an upward trend is being increasingly noticed with the number of such questions being asked (consider at least 1/4th of interview questions). It is recommended that you sketch high-level situations related to the few topics below (and more!) before the interview day and practice your speech. Unlike other typical 'content-oriented' or 'technical' questions, these should sound less like a rehearsed speech (don't be too artificial) but should not make you go blank (or spell-bound). If you have a few situations crafted/thought-through from previous experiences in your head, chances are you can readily employ those situations and swiftly navigate through such questions. Your answers should emphasize that you focus on issues and facts as opposed to people's or your own opinions.

Here is the most known and powerful STAR acronym for answering situation-based questions:

S – Situation:

What is the context (background/scenario) of your situation?

T – Task:

What impact did the situation have on your tasks? How does the situation affect you?

A – Action:

What is it that you did? How did you resolve the issue? What strategies/skills did you employ?

R – Result:

What was the outcome of your actions? Did you learn something new about yourself? Learned new people/task management skill? How does this improve you today? How can you bring this new strength to the table for the job at hand?

We like to think of these questions as 'story-narrations' with a recount of

positive learning for you. We recommend not to overemphasize 'What Happened?', instead, emphasize 'What did you do?', all in no more than three minutes. Often, candidates focus more on following the exact STAR pattern to answer such questions, which should not be the case. If you cover the high-level problem in a situation and its resolution, you are on the right track.

1. **How do you resolve conflicts?**

OR

What if the team-members do not agree with each other's solution or have an internal conflict? How would you manage such a scenario?

> ***Tips:*** *Situations or conflicts may arise due to different reasons. Sometimes various team members may have varying understandings of a single component of a system, or simply put, some requirements are complex in nature. No matter what the situation is, exceptional coping and coordination skills can mitigate any conflicting scenarios. Discuss having experience in resolving scenarios with conflicts. You may not have had experienced an exact situation in the past, in those instances, discuss any related or similar situation from before.*

Answer:

I would like to talk about my recent project, where I had to deal with the conflicting views of team members during a testing workshop. As part of my QA duties, I was performing acceptance testing on behalf of the end-users and realized there were some pertinent defects in the payment module of our application. Based on the BRD the test cases outlined that when a user gets to the payment screen, they should be given an option to change currency than the one based on their region/country of shopping.

Having found no such requirement built in the system, I logged the bug in our bug management tool – JIRA and assigned its status to 'New'. After a while, I noticed that the developers had 'Rejected' the bug on the grounds that it did not match the technical requirements that were shared with them. As all the related test cases which focused on payments module were getting affected by this bug, I knew something needed to be done immediately to not miss key milestones of our testing cycles.

I used my analytical and problem-solving skills to evaluate the entire situation and decided to gather the supporting documents which stated this requirement as a 'must have'. After this, I met with the developers' and BA teams separately for time being and acquired additional reasoning for developers' opposition in addressing the issue. This approach allowed me to focus on both groups' rationale for differing fronts.

To get all of us at a decision-making juncture sooner, I involved the Lead Project Manager and relied upon his expertise to manage a peaceful arbitration between the BA team, developers, and other testers. In my capacity, I steered the discussions in a direction where the focus was onto addressing the issue at hand, rather than indulging in blame-game tactics. As this was an important acceptance criterion from the end-users, I knew only through peaceful resolve and discussion can we have the issue fixed and its solution included in the system.

Ultimately, developers accepted the bug, and we were able to proceed to the remaining stages in the testing cycle. By funneling effective stakeholder management and communication skills, I was able to mitigate an issue which could have turned sour for both the teams, resolved the conflict, and helped in preserving an amicable work environment.

From all my past experiences, I can conclude that conflicts are inevitable in any project, but it is their thoughtful management that can harmonize relationships without risking the timely implementation of solutions.

2. **In a system application currently in production, one module of code is being modified. Is it necessary to re-test the whole application or is it enough to just test functionality associated with that module?**

   Tips: *The scenario itself describes the term "Regression Testing". In majority of the cases when one particular module is modified, it is always necessary to test the related modules and sometimes the whole application.*

   Without testing the effect of modification of a system, a Tester should not move to the next phase of the STLC as this change may affect the outcome of the system not only from a functional point of view, but also from a non-functional view.

   In certain cases, where the module is independent, a Tester may not be required to test the all the modules, but one must take into consideration its effects, while answering this type of a question. It is with questions like these that one gets to demonstrate their impeccable detailed orientation.

Answer:

When the code for a module is modified, it must undergo the testing process.

The effect of this change on the other modules must be tested in conjunction. The process of re-running functional and non-functional tests to ensure that previously developed and tested software module still performs as expected after a change, is called Regression Testing.

If regression testing is not performed properly, it may lead to improper/incomplete system and the team may need to devote additional hours into coding and testing again in the future. This process is not only time-consuming but puts a strain on budget and human resources. In worst cases, the improper execution of regression testing can lead the project in a different direction or even failure.

A tester can understand the relationship between various modules, sub-modules, and requirements by making use of Traceability matrix document.

In some cases, where the module/sub-module or a system component being changed is not associated with any other module/sub-module or a system, it can be tested independently.

3. Describe a time when you introduced a new idea or process to a project and how it improved the situation?

> ***Tips:*** *This question is centered on knowing your interpersonal and decisive analytical/leadership skills more than knowing which organization/ position you were in at the time you suggested a new idea. This question can be answered in multiple ways. You can either discuss a novel approach you took to something that was stagnated/inefficient/outdated, either in the work sphere or from personal experience. The question is aimed at knowing if you harbor innovation/creativity and can be a self-starter. Your answer should convey that you can identify an issue that needs improvement and act on it immediately to bring in heightened efficiencies.*

Answer:

While working at XYZ, I was the lead BA on a COTS project implementation. As under any Business Process Management Perspective, the first and foremost issue at hand is to standardize and streamline many ‘similarly aimed’ processes into something which reduces un- advantageous dependencies and further refines the processes.

I started the project by inheriting many such redundant and time-

consuming processes. As it had been a few years since any business process reengineering was endeavored in the organization, I initiated discussions with key internal partners and drew people's attention to features that required updates.

I formed a mid-size team of 8 participants and created a GAP analysis document. I geared the review approach on items that had the most impact on COTS software implementation and gradually worked my way through areas that had less impact on it.

Regular process review meetings offered members a chance to brainstorm ideas designed at improving current processes and developing new processes that had clear lines of reporting, communication, and task assignment. By clearly defining roles & users and outlining associated tasks, it gave way to eliminate unnecessary requirements.

A pilot launch of the new initiative was undertaken for a six-month period, and adjustments were made to fine-tune ongoing review & monitoring activities. I am confident to say that the organization truly benefited from my approach, and this was credited to be one of the significant reasons for the success of the project.

4. Describe a time/situation when you worked under a high-stress environment. How did you handle the high work-pressure and your workload?

> ***Tips:*** *When an interviewer asks you this question, they are looking for someone with a positive attitude who can work towards managing multiple tasks/projects coherently. It is typical in certain positions (Project Coordinator, Quality Assurance Analyst) that you would be required to take on tasks that have not been undertaken in a long time (such as following up on backlog items). Your answer should directly clue the employer into thinking that your organization skills are an excellent match for the position. It is also recommended to not 'pass on the blame' to others in your team, as it may look poorly on you as a team player. Talk about the 'situational-reasons' for the overload and not 'personal.'*

Answer:

I would like to discuss a situation when my previous company had

successfully acquired a new business, and we were required to shift the new client-base to our existing database in a short period of time. These activities needed to be wrapped up around the same time as the implementation month of the project I was already working on. As a Quality Assurance Analyst, I was expected to handle my 1st project and supply new project's requirements to the technical team within the defined timeline.

I, along with the support of my Manager, planned for the work ahead of us and created a work-breakdown structure for both the projects. For the existing project, I delegated some of the responsibilities to my colleague Quality Assurance Analyst and took upon more of an oversight role under my Project Manager's awareness. I shortened the frequency of my touch-point meetings with the project team to every three days from *weekly* so that there is a fast turn-around, quick decision-making, and early identification of matters requiring escalation. For my new project, I worked closely with the Project Manager, SMEs, and Database Architect on a regular basis. I assisted the Database Architect by developing Entity Relationship Diagrams to provide a technical relationship between the tables and data.

Careful planning and organization of tasks helped deliver both the projects within the allotted time. I learned how to effectively manage the project team and work as well as not let the high-stress environment affect my performance.

5. What is the most challenging situation you have faced during testing and how did you overcome it?

Tips: *By asking this question, the interviewer wants to know if one can face challenging situations and resolve and bring themselves out of them. Even if you have not experienced such a situation professionally, you can draw some insights from your personal experiences. The answer to this question should be given in a systematic and structured manner. Start by narrating a situation to the interviewer that seemed challenging/tough. Describe the pain points you underwent s when such situation arose and discuss the steps or techniques you used to overcame them and get yourself out of that challenging situation.*

Answer:

In my previous project, during its testing phase when all functional testing rounds were completed and the application was ready for Alpha testing (acceptance testing), I identified a vulnerable test suite. In order to validate what I had identified was truly was issue, I conducted additional tests. To my surprise I found that the integration with the third-party interface was broken, thus not fetching us the results as were expected. I immediately communicated the issue to my fellow testing teammates for verification on repeatability of the issue or to determine if it needs to be categorized as a ‘one-off instance’.

Once it was confirmed that the issue was repeatable by other testers, I connected with the development team and brought the issue to their attention. In parallel stream of activities, we were expecting the end customer to be at our location for acceptance testing, so there was a lot of pressure as the integration tests were not going smoothly. Developers reviewed the code on a priority basis but were unable to find its root cause. Meanwhile, the end customer’s team arrived at our location and were in a somewhat hurry to complete the UAT within a span of 2 hours. This was a high-pressure situation as we did not want to tell the customer that integration tests were breaking. So, as a testing SPOC on the project, I made them comfortable by asking a few questions to learn what it is they were looking to change before the final deployment at their location.

I engaged the customer in a technical conversation about the process and shared the system’s flow. In the meantime, developers were able to resolve the issues and I verified the changes to ensure no glitches remain in the system. Consequently, I was able to perform sanity testing and bargain additional time by putting the end-customer’s focus onto testing the basic flow.

Once the developers were assured that further flaws/bugs/glitches remain in the recent code/changes after having completed Beta testing, I provided an end-end system walkthrough, within the remaining portion of the customer’s stipulated time. Thus, with a calm, resourceful mind and meticulous coordination among the team mates any challenging task can be transitioned into a success story or an opportunity for improvement & learning.

SKILLS-BASED QUESTIONS

1. **What are your strengths?**

   Tips: *Always discuss your Quality Assurance Analyst expertise or related strengths. Strengths from other areas could be brought up as well, with greater emphasis to be given to highlight your forte in Quality Analysis. Remember to prepare at least 2-3 strengths ahead of the interview. Generally, strengths do not require an explanation as compared to weaknesses.*

Answer I:

While working as a BA for X years, I have honed my analytical thinking and problem-solving skills, along with my competent Quality Assurance Analyst skills.

Answer II:

I have also developed project management skills, including time and resource management. This has allowed me to manage project deliverables even under tight timelines and limited resources.

Answer III:

I thrive on new challenges and look for avenues to gain as much knowledge as I can. I thoroughly enjoy reading business articles and connecting with industry experts to gain from their insights & experiences.

Answer IV:

I have acquired domain-specific expertise in the areas of banking, retail, and insurance, along with my technical skills.

2. **What are your weaknesses?**

   Tips: *You may choose to talk about your weaknesses from other or related business areas, but it is recommended not to bring forward vulnerabilities from the Quality Analysis profession. It has been noted that employers/HRs do not appreciate 'disguised weaknesses' (attributes which truly are strengths, but one chooses to position them as weaknesses), such as:*

- *I am too good to be true, and I think my team members have an issue with that, so I am trying to counterbalance my skills.*
- *I like to make sure that I achieve surpassing perfection in my work; thus, many times, I find myself spending way extra time ensuring my work is error-free.*
- *When I am working on a project, I just don't want to meet deadlines. Rather, I prefer to complete the project well ahead of schedule.*
- *Being the perfectionist that I am, I do not just meet the deadlines; instead, I complete all my tasks way ahead of time as compared to my counterparts.*
- *These will be professional faux-pas, so stay away from sugar-coated weaknesses!*

Answer I:

Sometimes, I spend more time than necessary on a single task or take on tasks personally that could easily be assigned to someone else. Although I strive not to miss a deadline, it is still an effort for me to know when to move on to the next task. To overcome this, I have started assigning priorities to my tasks and organize project deliverables accordingly.

Answer II:

I struggle with delegating tasks to team members, due to trust and performance reasons that they may not be able to accomplish the tasks within the given timeframe and with the same quality. To get rid of this weakness, I have started to define milestones and deliverables before handling over the work to anyone. This approach has tremendously benefited me and others in my team as trusting working-relationships are built.

Answer III:

I have diverse experience with working on multiple tasks concurrently, but there are some tasks that require extensive research, analysis, and undivided attention. In order to deliver all wide-ranging tasks within the expected timeline, often, I have observed that quality gets compromised. To overcome

such, I now ask for help early-on or request time extensions so that those tasks requiring expertise and extra due-diligence, do not get compromised.

Answer IV:

When responding to stakeholders' requests/ requirements, I used to spend a lot of time discussing simple requirements, which had led to failure in accomplishing meeting agenda in a single workshop. I have learned to prepare a solution before the session, to eliminate extended discussions over simple requirements.

3. **How do you handle failure as a Quality Assurance Analyst?**

   Tips: *The way you answer this question could stand you out in terms of how you handle and resolve project or requirements failure. This question is disguised under two intentions:*

   I. How transparent are you in acknowledging your failures?

   II. What have you learned, or what is your approach when you are struck by a failure?

   You do not necessarily need to talk about project failure, but if you choose to, common examples can be - not meeting the timeline, not meeting the client's exact expectation. Discuss your many skills such as organization, people, and task management skills, your proficiency in improving tasks and processes. You should sound honest and convincing at admitting your failure(s) while building the interviewer's confidence that with your capabilities (e.g., keeping sanity intact, focus, and positive attitude), you can overcome any project failure.

Answer:

As a project's success is heavily contingent upon the work of a quality assurance analyst's, I strive to make my work as close to error-free as can be. The seasoned professional that I have become over the years, I take my work and commitments, thoroughly, irrespective of the methodologies and processes or stage of the project development life cycle. This strategy has allowed me to stay on top of my tasks and strike a balance between project scope and timeline without letting failures affect my performance for long.

In my last project, we had missed the imple-mentation date by two weeks, which was mainly attributed to unexpected personal issues faced by two of the key members in my team. I, being the lead Quality Assurance Analyst for the project, did not foresee that such a situation would have adverse consequences on the project delivery at the time. As anyone going through a tough time may do, the performances of my team members started deteriorating. My mistake being, I failed to flag this situation to senior management early-on and not devising a mitigation plan. Nevertheless, as we missed the 1st schedule date, after that I was quick enough to realize where we had gone wrong and asked for additional resources. Looking back, I can say, re-defining scope and asking for timely help were my two biggest learnings. I take pride in knowing that a calm and composed head and determination to strike back on, with improved zeal, are my mantras to handle any failure and for it to not become a repeated activity.

4. Where do you see yourself in the next five years?

OR

What is your career plan?

> ***Tips:*** *If you are a Junior Quality Assurance Analyst, focus your answer more on building QA kills. Saying something like, "I want to become a Project Manager, right away" may not be a great strategy.*
>
> *Say something along the lines of, you envision becoming a Project Manager in the long run (after three years or so). Mentioning of quick/immediate transition does not show long term affection/ connectivity/commitment to the Quality Assurance Analyst job. If you are an intermediate/senior Quality Assurance Analyst, then discuss how you want to avail experience in different domains, roles, and your commitment to achieve that. You can bring forward any certification you are preparing for or any efforts made to enhance your skills/education portfolio.*

Answer:

I've been practicing ~~Business~~ QA Analysis for the last two years, and I want to grow as a Senior Analyst and eventually as a Project Lead. To attain those roles, I am sincerely expanding my domain know-how and learning the

duties/responsibilities undertaken by a Project Lead.

I just pursued my Scrum Master Certification, and I am now preparing for certification. I have recently started an online course to brush-up my technical skills.

5. What are the skills required by a Quality Assurance Analyst?

Tips: *It is recommended to discuss the few skills listed in the first paragraph below. In addition to that, you can (should) discuss other QA Analysis skills. Having stated positive skills does not require in-depth clarification. Simply stating them and/or elaborating in 1-2 sentences, is good enough.*

Answer:

The most important skills required by a Quality Assurance Analyst are as under:

- Ability to understand requirements
- Creating test documents, test reports and various matrix
- Creating test scenarios, test cases and a creative mind to break the software system using various techniques
- Software testing techniques
- Domain and technical knowledge,
- Creation of test data
- Detail oriented approach to analyze the defects
- Communication skills (verbal and written), and
- Interpersonal and problem-solving skills

6. Why did you leave your last job?

Tips: *It is not recommended to talk about personal situations at the interview time. (e.g., conflict with team/manager).*

Answer I:

My recent project is over.

Answer II:

Due to the simple and repetitive nature of projects, there is/was no

opportunity to grow in my current/most recent job, and I want to further pursue my career as a Senior Quality Assurance Analyst by facing newer challenges and expanding my skillset.

Answer III:

I have worked at my current organization for the last four years and have honed my experience and skill-set. I feel confident to take on more responsible roles that will steer me to think/act outside of my comfort zone.

Answer IV:

My company is downsizing currently, although, I have not been notified of any decisions, I am proactive in my job search to secure a position in an established and continuously growing organization, like yours. My Project Manager is well-aware of the situation, and I will be able to provide excellent references, if and when required.

7. **Why are you a good fit for this job?**

OR

Why should we hire you?

> ***Tips:*** *You should match the job requirements, including education, certification, and experience, while answering this question. If you can match the 'must-have skills' listed in the posting, it significantly improves your chances of landing the job offer. If you are pursuing something (educational courses, advancing a skill), you should mention that as well. Extra points can be accumulated if you can convince the hiring manager of how you would be an asset to the company. In your answer, you should not sound too boastful/bragging about your experiences, which may imply 'employer's loss' in not hiring you.*

Answer:

As your company is looking for a candidate with decent experience in using CRM tools, I have been designing, customizing, and implementing CRM applications for the last X years. In particular, I was credited with a successful CRM application customization in my last job, whose domain is

similar to yours.

This position’s educational requirements also assert a preference over someone with a bachelor’s degree. I earned my bachelor’s in Computer Science and went on to completing master’s from XYZ University with a special area of emphasis in Business Improvement and Technology.

As stated in the job requirement, you are looking for someone who is an expert in documentation. I am confident to say that I consider myself an expert in creating QA documents, including test cases, test plan, UAT plan, and training manuals.

In addition to bringing superior communication and proficient documentation skills to the table, I bring along the fine art of building and maintaining client relationships. I have demonstrated this ability in my last role by leading vendor procurement and project implementation activities.

INTERVIEW TIPS

- Dress professional and sharp. Go with tried and tested clothing ensembles:

  For men: Dark color suit, a pair of dress shoes, a matching belt with shoe color.

  For women: A suit or dress with a blazer can also be opted, depending on comfort.

- Pay attention to small details in your attire: tied buttons for shirt/sleeves, polished/clean shoes, neatly tucked-in shirt, spotless, and steamed clothing.
- Stay away from accessorizing your look too much (it may not look work-appropriate).
- Any visible nails (fingers/feet) should be properly trimmed, should look presentable.
- Breath should be odorless. Do not chew gum during the interview process. If you had chewed a gum right before the interview, rinse your mouth or drink some water not to smell strong.
- Do not spray strong fragrance cologne in excessive quantity.
- Well obvious but often missed: put your phone on silent mode or switch it off.
- If you are wearing a digital watch, make sure it is silent and does not make any notification sounds while you are in the interview.
- If you get stressed/tensed before an interview, do things that comfort you down (e.g., quick meditation). Talking to your friends, family, mentor right before an interview also boosts confidence. You should present yourself confidently and professionally.
- Greet the interviewer/panel with a firm handshake and appropriate greeting.
- Carry along three hard-copies (no fold, no wrinkles) of your

resume and keep some samples of your work or work-accomplishments, in case you get asked to present.

- For the first five minutes, you will have the maximum attention from the interview panel, make sure you practice well the ‘About Yourself’ question.
- Clarify any interviewer’s questions/concerns about your profile in detail if they have any.
- Practice the STAR (Situation, Task, Action, and Result) technique of answering situation-based questions. Provide examples from previous employment experience and fine-tune to bring forward an answer which resonates with your personal style and is believable.
- It is advisable to link your situation/story to some deficiency that you had witnessed while in the situation. You will have all buy-ins from the recruitment panel when you answer in a way that elaborates on ‘how you make decisions.’ This helps the hiring manager recognize your core decision-making mechanism, leadership skills, resourcefulness in accumulating information, and your ability to make sound decisions.
- Make sure your speech does not make you sound brash about your achievements and convey others as a failure. If you must talk about a negative incident, talk with humility and sincerity in your speech (it does not sound professional when you snitch about your co-workers, and portray yourself as the only righteous person).
- Learn all the skills, keywords, and abbreviations mentioned in your resume. It can really count against you if you are unable to explain anything from your resume.
- Do not interrupt the flow of the interview, by asking questions before you are given a chance to ask. The interviewer will give you enough time to ask questions that you may have prepared from before/thought about during or after the interview.
- This book takes a holistic approach to providing Business Analysis interview questions and answers. It is recommended to

read through the sample questions and answers a couple of times. Prepare the first few interviews by practicing your answers in front of a mirror or friends and family.

- Pay attention to your facial expressions and body language throughout the interview. Maintain eye contact with all the panel members.
- Research the company and interviewers' profile. Also, prepare your answer, 'why do you want to work for this company?'
- Do some research well before the interview regarding the salary range for the experience you possess, the industry you would be interviewed for and the job requirements.
- Do not initiate salary/compensation discussion, unless initiated by the interviewer. Always have a desired salary range in mind for each position (e.g., $80,000-$90,000 annually). If it is a contractual position, provide an hourly rate range for the compensation expectation.
- Some sample questions that you can put forth for the interviewer (it is wise to prepare a few questions ahead of the interview):
    - Can you discuss more about the project?
    - What is the team-size for this particular project?
    - Methodologies of processes being followed
    - Further steps in the hiring process?
    - How is performance measured in this role?
- Send a 'Thank You' note on the same/next day of the interview, expressing your gratitude for taking the time to interview you. Show how you are still excited to be a part of the team. Make sure the note is short and sweet. You can follow-up with the hiring contact after a week or so.
- Any answer should not exceed two to three minutes. You may need to adjust the answer time, depending on the question. Do not speak too fast or too slow. Watch your pace, specifically

when the interviewers are making notes of your answers.

- As the interview gets wrapped up, exit while thanking the panel with a solid handshake. Express how you await the decision.
- At last, it is not always necessary that you get selected for the position you interviewed for, even though your interview went well. Do not feel demotivated or lose hope if you fail the interview(s). Remember, it is a process, and it may take time and revisions. You should keep putting in efforts and hard work in the right direction and eventually, you will achieve success.

That would be it readers…

Hope you had a wonderful time reading this interview guide,

we wish you the absolute best success!!

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Notes

Notes