

ZOHO CRM

Test Strategy

Test Object	Zoho CRM
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Confidentiality level	High
Date	12/01/2022

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1. Introduction

Zoho CRM is a top-rated sales CRM software service for customer. Zoho CRM is an online Sales CRM software that manages your sales, marketing and support in one CRM platform

2. Objective

The objective of the test is to verify the functionalities of ZOHO CRM – All Leads page, Edit Lead page & Lead Details page functionality works according to the requirement specification.

3. Staffing

Following test personnel is assigned to ZOHO CRM (All leads page, Edit lead page, Lead details page) functionality tasks-

- I. Assigned person - Aminur Rashid Ifty – Applicant for Jr. SQA Engineer, SQA Department

4. Testing Deliverables

Testing will provide specific deliverables during the project. These deliverables fall into three basic categories: Documents, Test cases/Bug Write-ups and reports. Here is a list of the deliverables that will be provided-

- I. Test Case
- II. Test Status report
- III. SQA Certificate
- IV. User manual
- V. Testing check list

5. Test Schedule

Type	Name	Start date	End Date	Total	Assigned to
Web Application	Zoho CRM	6/1/2022	12/1/2022	6 days	Aminur Rashid Ifty

6. Defect Tracking

All The issues that may be found during different test phases will be reported in JIRA. All issues will be initially assigned to development lead. The development lead will analyze any defects that may be reported and will assign to respective developers for proper resolution.

7. Test Environment

I. Hardware

-Intel core i3 8th gen or above.

II. Software

Test URL: <https://www.zoho.com/crm/>

III. Application

Zoho CRM

IV. Web Browser

Mozilla Firefox.