Large Travel Management Consortiums – Product Engineering

Overview (Client Profile)

Travel Management Consortiums helps companies make the most of what they spend on travel. For travelers, this means keeping them safe and productive, and equipping them to make good choices on the road.

Project Description

- CommD is a combined application which handles voice and email interactions simultaneously with the help of Genesys PSDK.
- Voice Interactions include outbound / inbound calling, Transfers of Call, Conference Calls.
- Email Interactions include outbound / inbound emails, Transfer Emails, Reading Standard Response Library, Email History.
- It also provides Statistical Information of Voice to Agents.

Scope, Environment

Environment:-
- Windows XP/ Windows 7
- .Net Framework 4.0
- SIP Phone
- Application is hosted on each agent Desktop/Laptop.

Scope:-
- Development of New Applications, Modification of Existing Applications, Release and Project-Specific Functional Testing, Regression Testing, End-To-End Testing and Interface Testing

Business Challenges

- Dependency on Client , to access different Genesys Servers.
- No Design or Requirement Document exists, still the functionalities need to be developed.
- No testing strategy was there.
- Dynamic change in scope and schedule definition for test components

Shree Value Adds/ Business Benefits

- Client provided VPN Connections for US and EMEA.
- Test Plan and Test Schedule was developed and executed as per the schedule.
- Multiple Regression Testing to make Application Bug free.
- Single Code Base for Both Voice and Email.
- Task and bugs are maintained in TFS