



Qualitia



Salesforce Service Cloud Test automation journey of Aditya Birla Finance Limited (ABFL)

14 November 2024



- Implementation across 5 LOBs: Retail secured, Retail unsecured, Corporate , Digital & Wealth
- 687 Case Type / Sub type / Category
- Request, Query, Complaint Categories
- Case Creation through different channels
- Integrations with peripheral applications (e.g. customer portal, chatbots)

- Bi-weekly sprint cycle
- Testing scope included:
 - Total 7000 test cases/ test data combinations
 - SLA variation testing
 - Integration testing with peripheral applications (e.g. customer portal, chatbots)

Challenges:

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- Time was the biggest constraint to complete the testing
 - Testers got 1 or 2 days to complete the testing
 - Regression testing effort for all 7000 test cases was 212 person days in one environment
 - Testing was to be done on UAT environment to ensure zero defect leakage to production

Qualita Boson accelerated and time to market



testing cycles



- 'One click' to approach to generate automated flows for user profile-based journeys
- 100% no-code approach increased speed of automation
- Superior automation design led to 60% re-usability
- Easy to associate all the test data combinations ensured 100% test coverage
- 7000 test cases automated in 3 months by five test engineers
- With auto-update functionality of Qualitia Boson, test automation was updated in less than 60 mins for application changes
- Regression testing cycle reduced from 3 weeks to 2 days

End result of test automation investment at ABFL

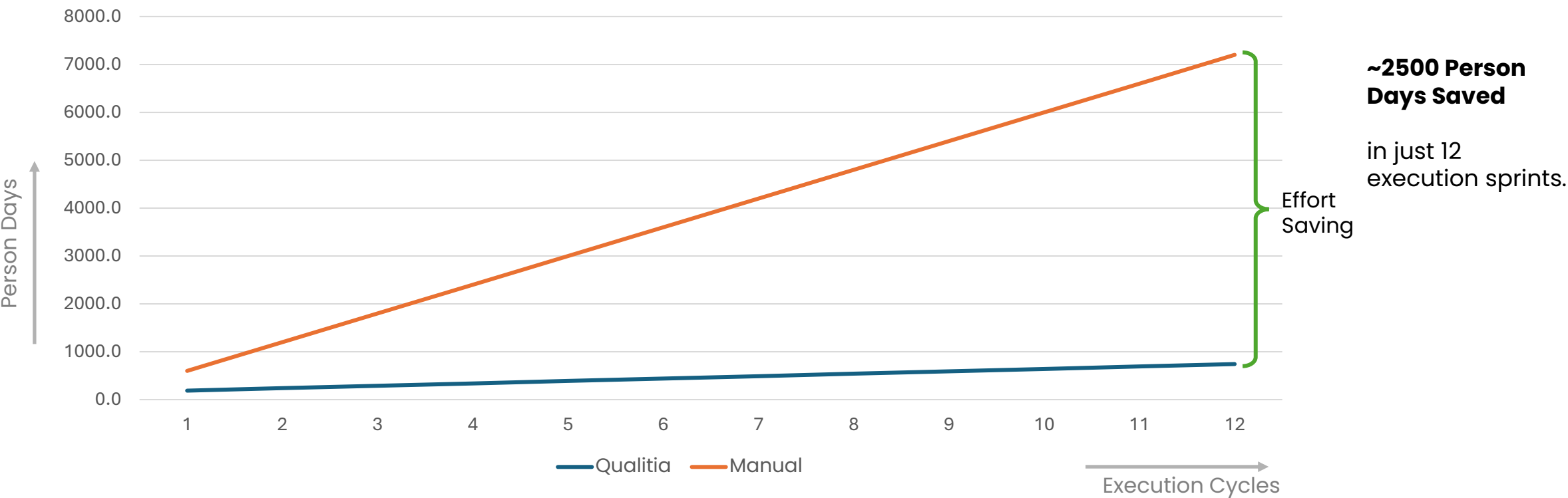


Test Case combinations
687 CT / ST with
10 Data variations each ~
6800 Test cases

Manual execution time
per cycle for
6800 Test Cases
212 person days

Automation
execution time for
6800 Test Cases
3 person days

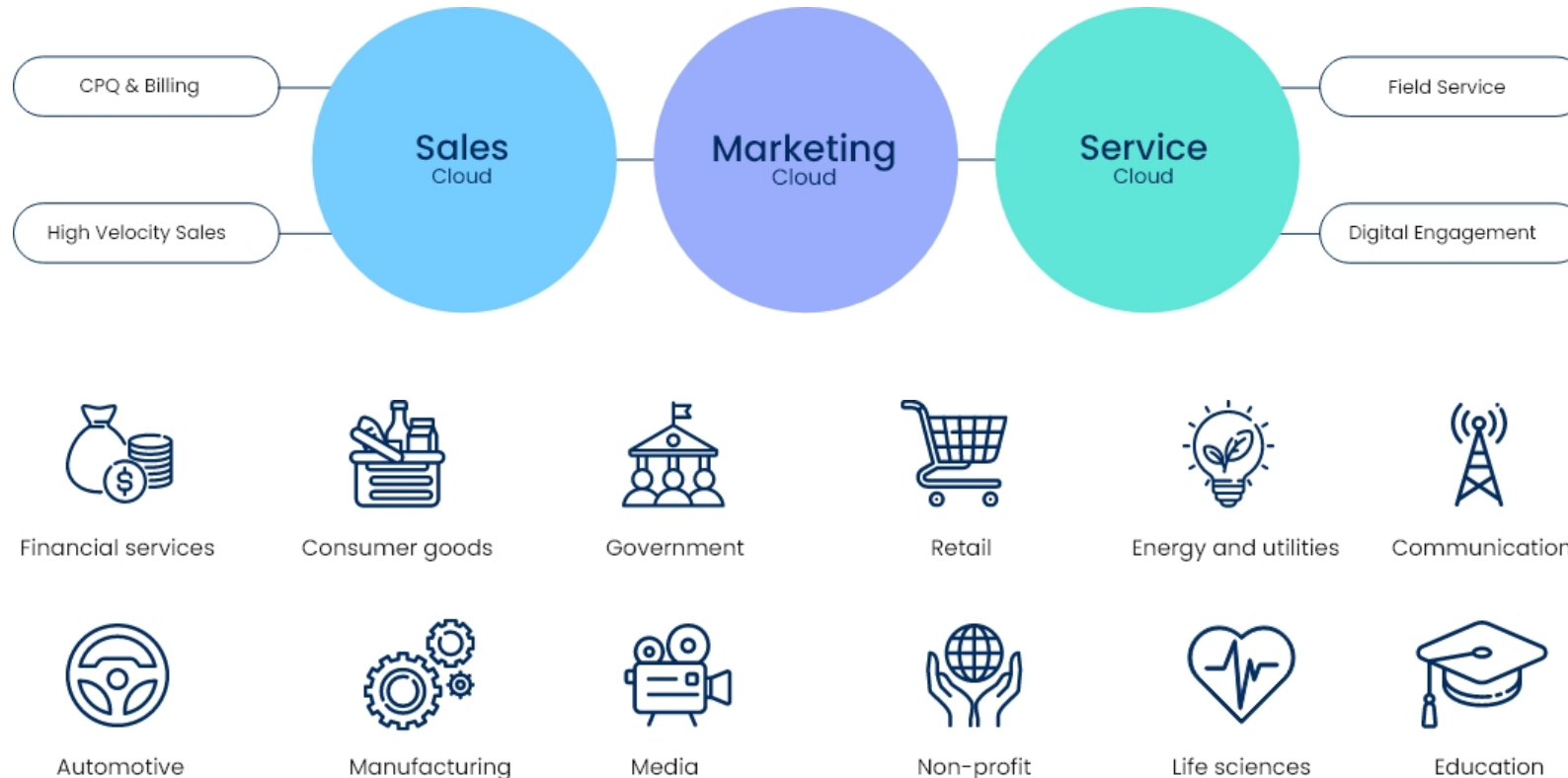
ROI and Breakeven



About Qualitia Boson

Accelerate  Time to Market by 30%

Qualitia Boson's support for clouds



Qualitia Boson generates
with 'One Click'



automated flows,



Eliminate the effort of building test automation

- 10x faster
- 100% no-code
- In-sprint automation

Salesforce Objects as well as custom objects

- Generate automation for UI as well as APIs
- Ready to execute in all environments

Ease of defining user journeys and test criteria

- Roles based flows
- Now, anybody can automate

Qualitia Boson updates your On 'Release Arrival'



test automation,



Be ahead of time like never before

- Ready on release arrival
- Zero communication gaps
- No weekend burnouts
- In-sprint automation

Qualitia Boson will identify every change

- Mandatory fields
- Enhancements in workflows
- Roles & permissions
- Addition of new components

Update all the scripts with your permission

- Roles-based journey updates
- Impact analysis dashboards
- 100% reliable

Qualitia Boson ensures 100% reliability



No more script failures!

- AI that heals failures due to dynamic UI elements, Shadow DOM, and hidden identifiers.
- Qualitia ensures 100% reliability in script executions.



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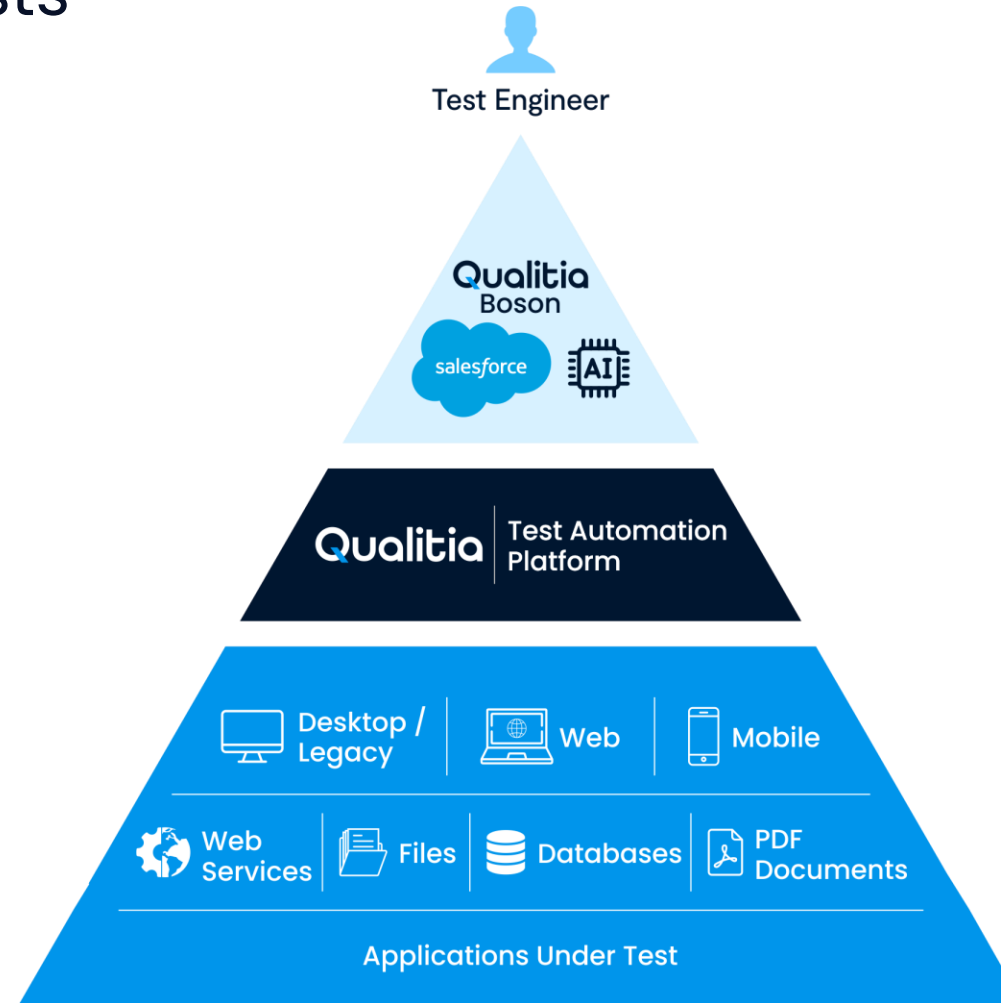
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Qualitia Boson interacts with all other applications for end-to-end integration tests



Automate last-leg validation on PDF, APIs, Legacy systems, and Mobile apps without writing a single line of code.

Qualitia Boson revolutionizes automation with Salesforce metadata and AI, streamlining workflows for unparalleled efficiency.



Qualitia Boson

Measurable Value Creation for  clients

Measurable value creation for everyone



Business Leaders

- 30% accelerated 'Time to Market'
- Excellent user experience from the very first release
- No-piled up backlogs



Engineering Heads

- 100% confidence in release quality
- Reduce implementation time and cost by 30%



QA Leaders

- Arrest 80%+ of defects in the QA environment in each sprint
- Reduce cost of quality by 70%



THANK YOU

www.qualitia.ai

