



COMPLEX CRM AUTOMATION

CUSTOMERTIMES USECASE



TESVAN A COMPANY OF QUALITY

 tesvan.com

 sayhello@tesvan.com



WHO ARE WE?

ABOUT US

Tesvan is a Quality Assurance company offering a comprehensive range of testing and quality assurance services to ensure the highest level of quality for your products.

We take the ownership of automating and streamlining the quality assurance process for detecting hidden issues and accelerating your market entry. We ensure a new level of quality for your products and services by hunting down and reproducing the trickiest of bugs.



[Explore More About Us](#) → [Portfolio](#)

WHO IS OUR CLIENT?

ABOUT CUSTOMERTIMES

Customertimes is a global consulting company that provides a wide range of services and solutions to help businesses transform their operations and enhance their customer experience.

Customertimes offers services in several areas, including **Salesforce consulting**, digital transformation, data management, and artificial intelligence. The company's team of experts includes consultants, developers, and designers who work closely with clients to understand their needs and develop customized solutions to meet their business objectives.



 CUSTOMERTIMES

TESTING TYPES

SCOPE OF THE WORK

Upon initiating our collaboration with Customertimes, we were required to test their **Salesforce platform-based products**. Our team was tasked with delivering manual and automated testing for web and mobile applications.

AUTOMATION TESTING

- Functional testing
- UI testing (mobile)

MANUAL TESTING

- Regression testing
- Smoke Testing
- Functional testing
- UI testing
- API testing
- Load testing

[Explore Our Services →](#)

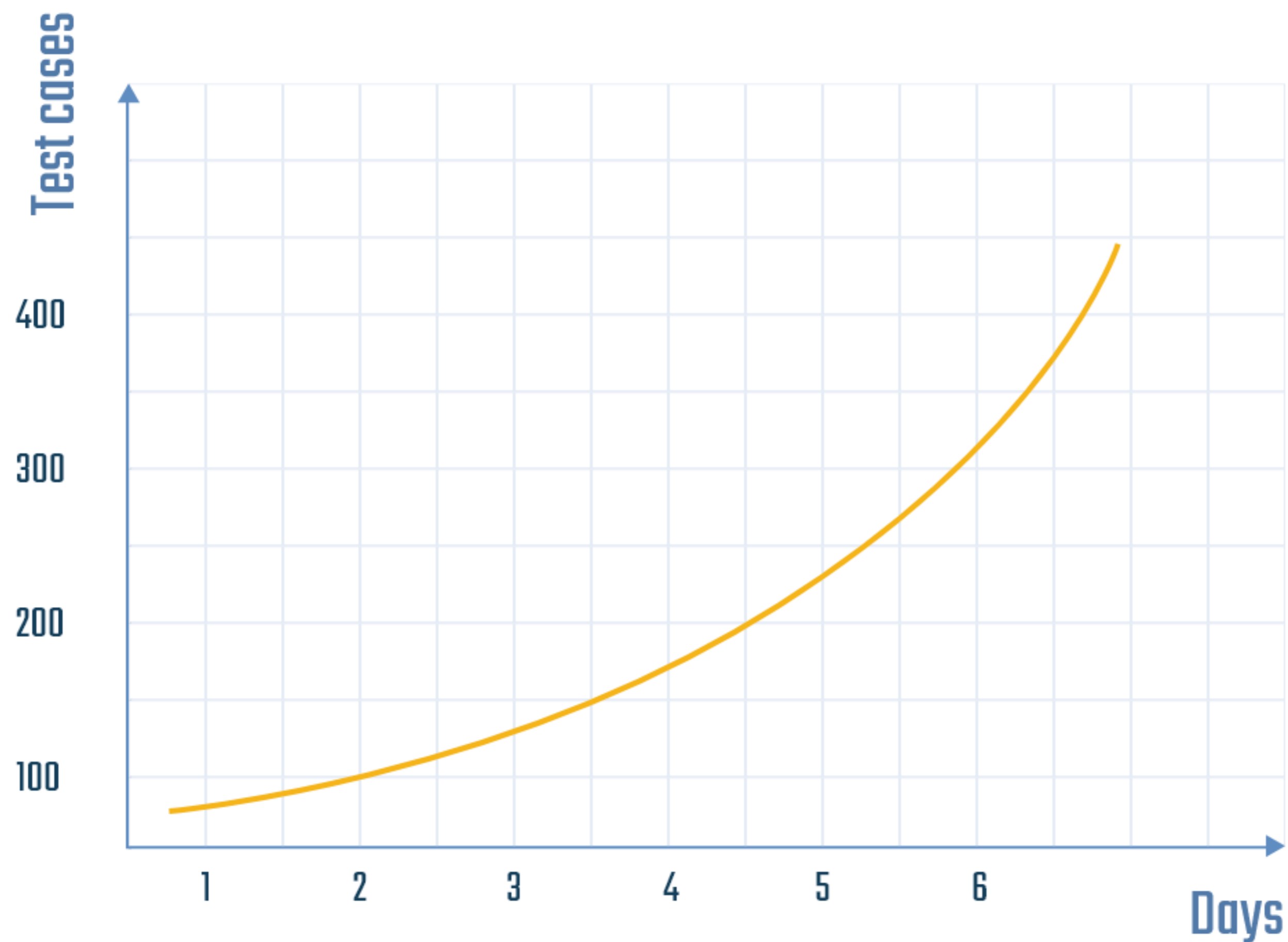
 [QA Services](#)

 [Other Services](#)

LOAD AND CAPACITY OF THE TEAM

MANUAL TESTING

Test Case Coverage Over Time



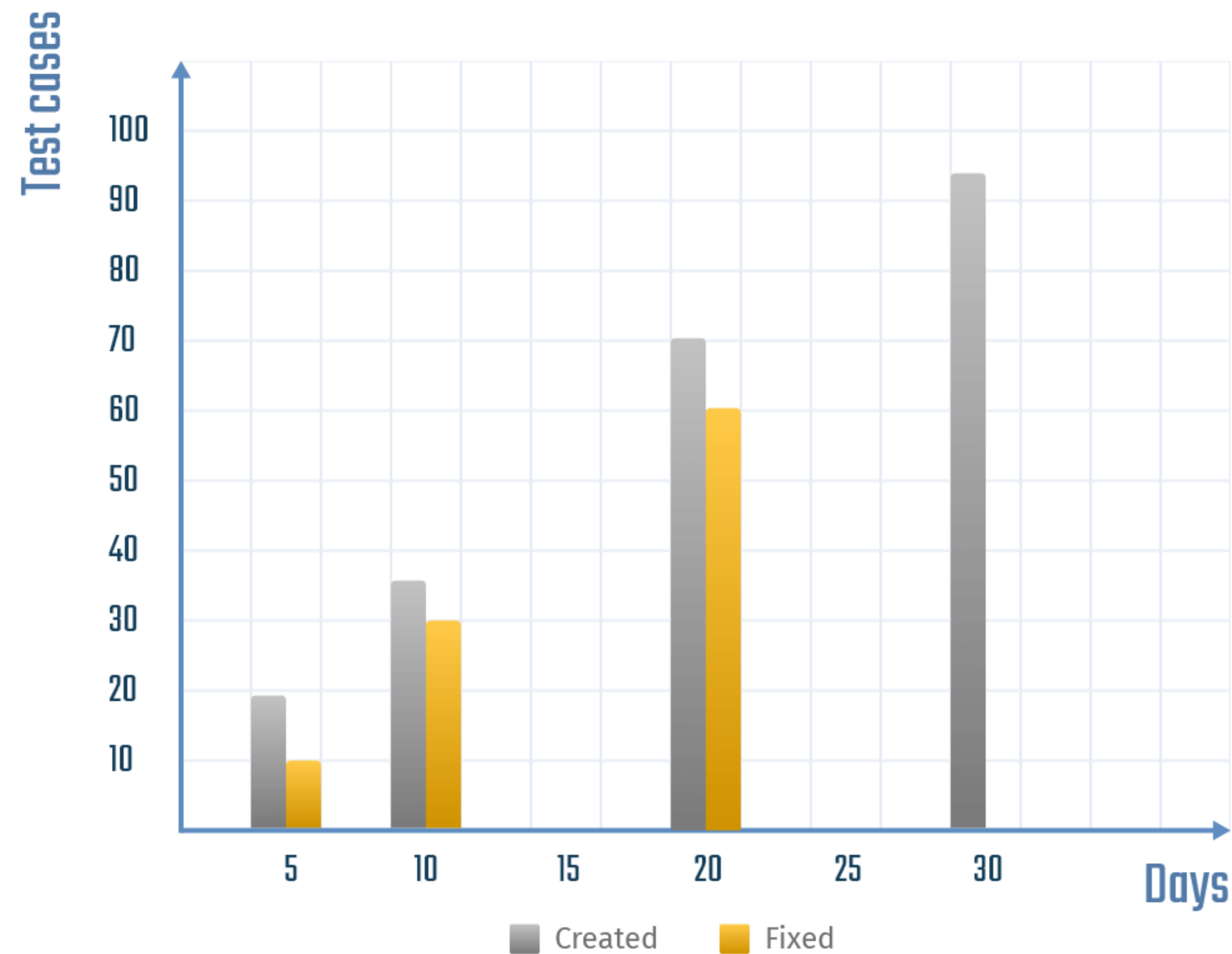
Manual Regression testing

Our team has the capacity to handle up to **359 test cases** within a period of **6 days**, with the exact number depending on the complexity of each individual test case.

LOAD AND CAPACITY OF THE TEAM

AUTOMATION QA

Test Case Coverage Over Time



Automation Mobile testing

Given the complexity of the cases, it may require extra time. On average, it takes **one month** for the entire team to create the automation of **93 test cases** and **58 were fixed in 18 days**.

WHAT DOES WE USE?

FRAMEWORKS AND TOOLS

FRAMEWORKS



Selenide (Java) with Appium

TOOLS



OUR WORKFORCE

OUR TEAM

We have a dedicated team of experienced QA engineers who have diligently worked on testing Customertimes products, consistently delivering desired results which meet all their expectations.



Ani Vardanyan

Team lead / QA Engineer



Lyudvig Petrosyan

QA Engineer



Marine Melkonyan

QA Engineer



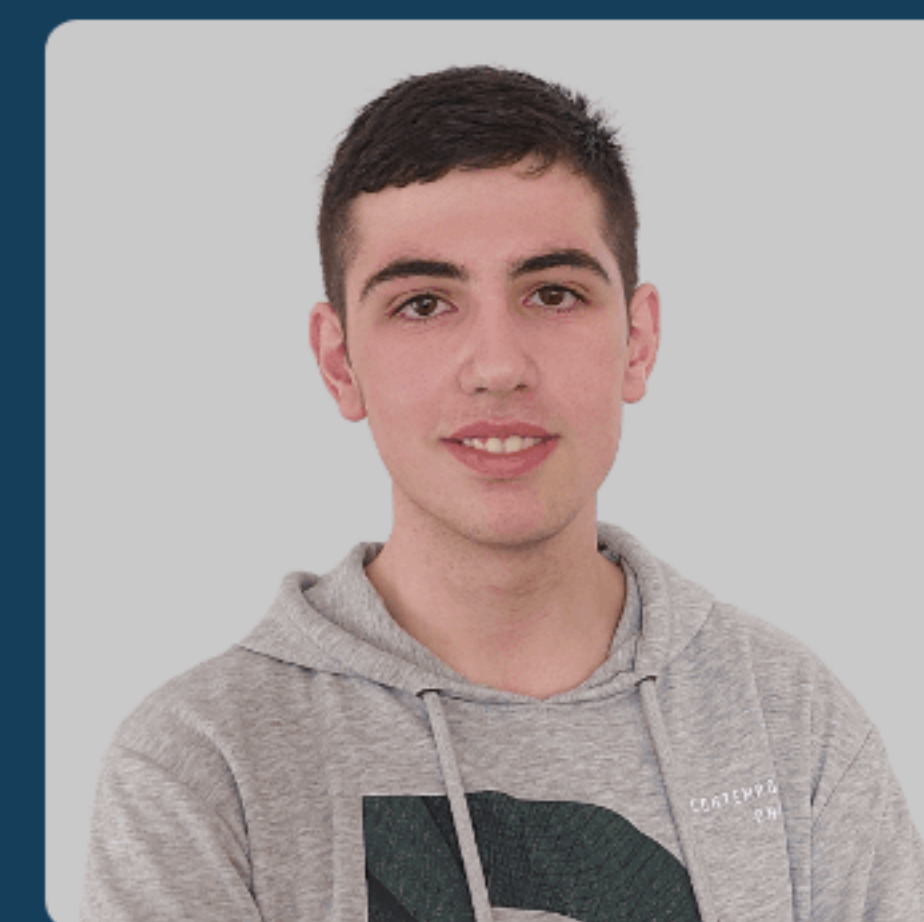
Mariam Petrosyan

QA Engineer



Narine Petrsoyan

QA Engineer




Norayr Petrosyan

QA Engineer

REFERENCE

RECOMMENDATION FROM CUSTOMERTIMES

Reference for Tesvan's QA Outstaffing Services

 **Andrey Skuratovsky** <andrey.skuratovsky@customertimes.com> Today at 20:45
To: sayhello@tesvan.com

Confidential [Learn more](#)

Dear Tesvan Team,

As the Chief Technical Officer of Customertimes, I have a profound responsibility to ensure the quality and reliability of our software applications. After extensive research and collaboration with several outstaffing service providers, we partnered with Tesvan in November 2022. We have been consistently impressed by the quality of your QA services and have not felt the need to look elsewhere for these services since.

The team at Tesvan is knowledgeable, courteous, and always ready to negotiate. They display an exceptional commitment to our project and their attention to detail is notable. One key aspect that sets Tesvan apart is their ability to consistently deliver well-structured and comprehensive software testing solutions, whilst maintaining clear and timely communication - a trait we greatly value.



Tesvan's contributions, particularly in QA UI automation of our CT Mobile iOS application and Salesforce package, have been significant. Your team's commitment to manual testing for regression testing, smoke testing, and implementation of Automated Testing has driven a new level of quality to our products and services, ensuring they remain robust and reliable.

I highly recommend Tesvan's services for any company seeking dedicated, high-quality QA outstaffing services. Should you need any further information or wish to discuss my experiences with Tesvan in more detail, please feel free to contact me.

Best regards,
Andrey Skuratovsky
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