Mobile Application Testing for Claims Payment

The Client: A leading US based insurance company

The Requirement:
Needed to comprehensively test iPhone based Claims payment functionality integrated with Siebel based CRM system

- Existing payments functionality within Siebel CRM system should continue to function as is and should not be broken
- The iPhone application should be user friendly while maintaining system integrity and stability
- The iPhone application should be stable under all connectivity options including Wi-Fi, internet services and manage to successfully remain in-sync with the server at all times

The Approach:
- Testing multiple deliverables thoroughly under various system conditions to ensure all requirements are met
- Perform automated Regression testing to ensure existing functionality is intact

The Challenges:
- Multiple types of Payments associated with various types of insurance claims need to be triggered, captured through QR code and processed further through iPhone and subsequent systems

The Solution:
- Targeted individual functionalities and designed extensive test scenarios to test and confirm the successful functioning of each of the target areas of the application
- Repeatedly triggered multiple payments, captured information into the iPhone application through QR code and used all available payment methods to process payments for the policy holder
- Developed automated test scripts using Quick Test Professional to test Regression payment functionality
- Tested the iPhone application user interface to ensure that it was user friendly and that the end user experience with regards to functionality and screen navigation was of the highest quality