

2024

CASE STUDY

TELSTRA BOOSTS SALESFORCE TEST AUTOMATION WITH INFLECTRA

THE COMPANY

Company: **Telstra International**

Industry: **Telecommunications**

Locations: **NA, Europe, and APAC**

Team size: **20 automation testers**

Projects: **10**

THE CHALLENGE

Telstra International faced growing demands for an advanced test automation for its Salesforce platform. The strict security standards, however, required full security review and approval of any automation solution, adding complexity to the selection process.

THE OBJECTIVE

The company's goals included expanding the automation scope, enabling non-technical team members to actively participate in automation, and significantly accelerating the test execution process.

TOOLS USED PRIOR

- **Selenium**
- **Gauge + Taikoo**

Although these tools provided some support for basic automation tasks, they proved insufficient for automating complex applications like Salesforce.

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THE INFLECTRA SOLUTION

SpiraTest and Rapise were deployed to build a comprehensive and reliable regression test suite for Salesforce. Rapise's flexibility enabled Telstra to automate repetitive and complex tasks within the Salesforce environment, such as regression and daily sanity testing. Furthermore, the team utilized SpiraTest to effectively manage and document their testing processes, ensuring that all tests were thoroughly planned, executed, and tracked for maximum efficiency and accountability.

RESULTS AND BENEFITS

The implementation of Inflectra's solutions yielded significant results for Telstra:

- **Test Coverage:** Test coverage improved by 80%, ensuring that a more comprehensive set of test cases could be executed across the Salesforce application.
- **Regression Testing:** A reusable regression suite allowed the team to execute full regression tests weekly, providing confidence that changes or updates to Salesforce would not introduce errors.
- **Automation Efficiency:** Reduced reliance on manual testing, boosted overall testing efficiency, reducing human error, and improving project agility.

WHY CHOOSE

- Telstra International had previously experienced success with Inflectra's platforms on other projects
- Rapise, in particular, stood out for its extensive support for Salesforce automation
- The user-friendly interface of Inflectra's solutions allowed non-technical team members to get involved in automation tasks, aligning perfectly with Telstra's goal of democratizing automation within the organization.

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TESTIMONIAL

“ We have found Rapise to be a great automation tool, enabling us to complete regression and daily sanity testing efficiently. In the future, we plan to update the Rapise scripts to include downstream systems

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Nicholas B, Telstra International



FUTURE PLANS

Telstra International plans to further extend the use of Inflectra's tools, particularly Rapise, by automating downstream applications within their technology ecosystem. This strategic expansion will ensure that the company maintains robust test coverage across all critical systems, supporting their continued growth and innovation in the telecommunications sector.

LIKELIHOOD TO RECOMMEND

Extremely likely: 10 out of 10

SUPPORT SATISFACTION

Satisfaction Score: 8 out of 10

For more information on how Spira can benefit your organization, contact sales@inflectra.com