

INFOSYS SALESFORCE
APPLICATION TESTING
SERVICES



Introduction

A rapidly changing technological landscape, relentless competition, and rising customer expectations have intensified the focus on customer relationship management for every business. To address this need, a wide range of diversified industrial solutions is available to enterprises today. Among these, Salesforce is a proven leading platform that successfully streamlines customer relationship management (CRM) and enables business growth.

As organizations increasingly rely on Salesforce to manage their critical processes, the role of rigorous testing becomes more important in ensuring system reliability, data integrity, and optimal

performance. Implementing and integrating various Salesforce cloud applications is a complex and data-intensive activity. Fast-paced technological expansion and ever-evolving digital customer needs pose additional challenges. To address these issues holistically, enterprises need a proven quality assurance process.

Infosys has adopted innovative testing methodologies to overcome the complexity of Salesforce testing. Infosys Salesforce application testing services leverage innovation, quality assurance, and the latest technologies to ensure robust as well as scalable customer journeys across finance, retail, healthcare, communication, automobile, and manufacturing domains.

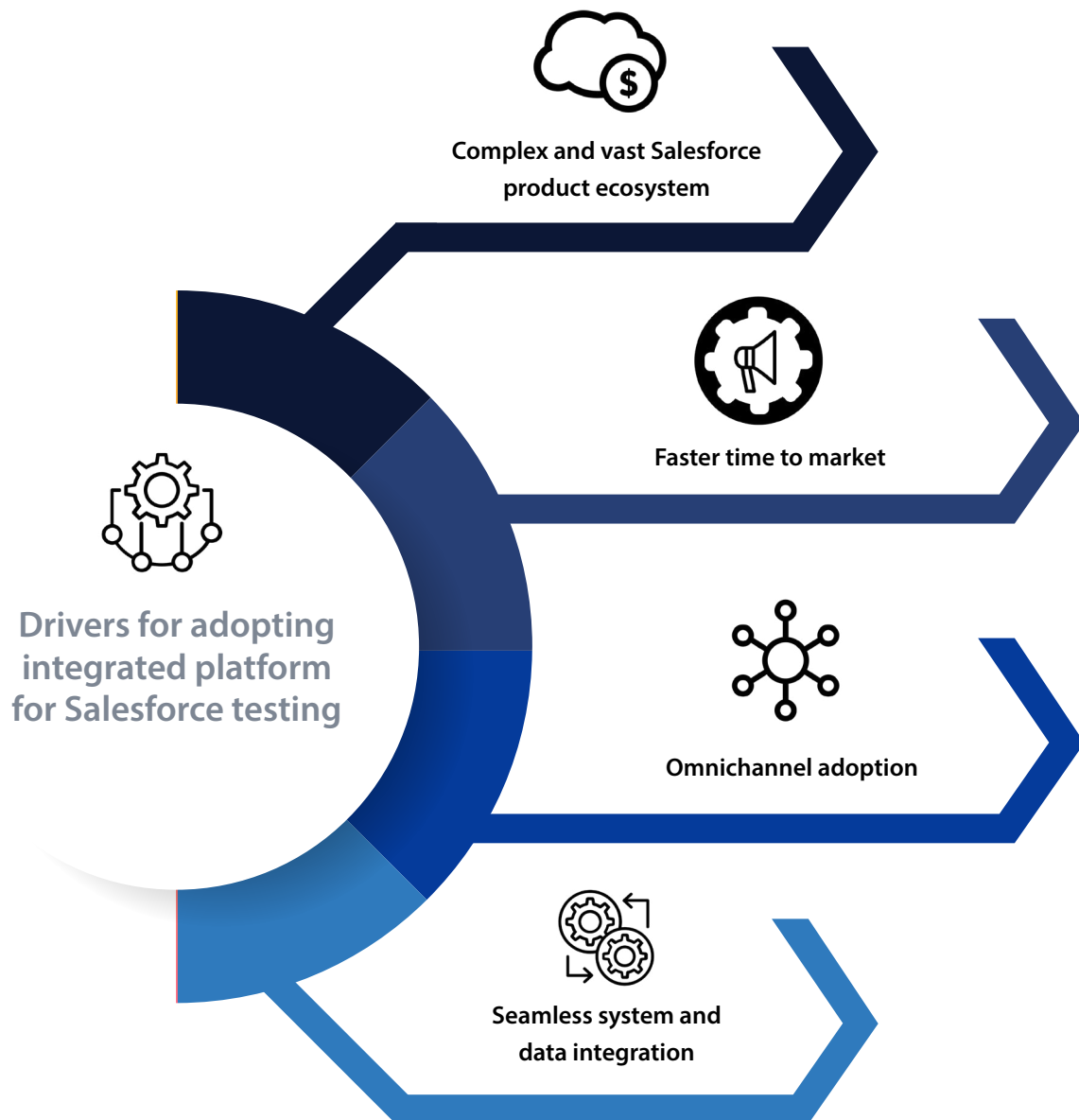


Figure 1: Drivers for adopting integrated platform for Salesforce testing

The Infosys Solution

Infosys Salesforce Quality Engineering Platform is based on a tailored approach designed to optimize Salesforce as well as connected devices testing. A combination of open source, artificial intelligence (AI), and IP tools ensure enhanced user experience and enable re-usability, efficiency, faster time to market, and higher productivity.

The comprehensive platform offers a blend of reusable test assets, dedicated mobile labs, scalable automation frameworks focused on unlocking the full potential of Salesforce.

This enables enterprises to efficiently adopt accelerated business transformation programs with Salesforce cloud CRM while ensuring high quality, scalability, and flexibility. Infosys helps businesses navigate the vast and complex Salesforce ecosystem with omnichannel adoption, seamless third-party integration and faster time to market.

The platform caters to businesses across industries in their Salesforce application lifecycle management.



Figure 2: Testing across Salesforce application lifecycle management

Infosys Salesforce Quality Engineering Platform empowers organizations to address their Salesforce testing challenges effectively by offering these key capabilities:

▶ AI-driven Salesforce Quality Assurance

Getting a head-start in testing activities makes a sizeable impact on release timelines. Our AI-driven smart test case generator is well trained in various Salesforce product requirements as well as the overall ecosystem. This helps streamline test case generation. Use of generative AI ensures improved time to market. The platform offers:

- Generative AI lead test case generator solution for over 10 Salesforce products
- Production log, defect analytics, and hot spot identification to improve product quality
- Industry-specific generative AI test solution for a range of industries including communication, retail, finance, healthcare, insurance, manufacturing, and more

▶ Salesforce Testing Accelerators

The team has curated 1000+ reusable test cases for sales, service, and marketing as well as for cloud applications in various industry verticals, enabling efficiency and scalability.

▶ Infosys Package Test Automation Platform (IPTAP)

iPTAP leverages an open-source technology framework for automation. This provides greater flexibility in running test suites across multiple browsers. Its low-code/no-code features enable

parallel execution and seamless integration with DevOps tools. The platform includes components for data load, reporting, test suite, and cross-browser testing, enabling faster test script creation with 95% accuracy.

▶ Embedded DevOps Quality Engineering

To ensure seamless and effective deployment of Salesforce applications and efficient DevOps operations, the platform uses continuous integration, continuous testing and continuous delivery (CI/CT/CD) methodology along with CI/CD pipeline.


▶ Dedicated User Experience Labs

The platform deploys dedicated mobile labs, device simulation, and non-functional testing for a superior user experience. The security and performance testing of products ensures that data security and application stability remains intact. Omnichannel testing of Salesforce mobile applications ensures seamless product experience across digital channels.


▶ Salesforce Product Release Testing Solution

To ensure 100% test coverage, periodic product releases from Salesforce are analysed automatically for any impact on existing business processes and associated testing.







Get a head-start with our generative AI led test case generator and re-usable test components



Launch quicker with our pre-built DevOps-ready CI-CD solutions



Scale faster using our centralized tool-agnostic automation solution



Get social media ready with our omnichannel device lab

Figure 3: Infosys Salesforce Application Testing Services



Benefits

Discover endless possibilities with Infosys Salesforce Application Testing Services and redefine how well you connect with your customers. We help you:



Why Infosys

Infosys has a dedicated Salesforce centre of excellence where we innovate and implement the best practices in testing for various Salesforce products and industry-specific solutions. Our rich consulting experience provides a broad spectrum of quality engineering solutions under one umbrella. Our alliance with various software testing tool providers gives our customers the ease of onboarding these testing tools in their ecosystem.

As an end-to-end Salesforce product ecosystem application testing partner, Infosys helps organizations conduct relevant testing to ensure faster time to market. We achieve this by leveraging proven expertise and extensive experience in the validation of greenfield implementations. Using a large repository of test scenarios and automated solutions with tool-agnostic commercial, open source and proprietary frameworks, we enable process optimization and operational excellence along with cost optimization and trusted quality assurance.

Success Stories

Rapid rise in user adoption with 65% increase in deployment efficiency of Salesforce applications for a leading UK telecom service provider

Infosys accelerated the client's digital transformation program by deploying Salesforce's Configure-Price-Quote (CPQ) lead-to-cash process for over 15 products in multiple phases. The team automated test cases for the Salesforce Communication Cloud, Experience Cloud, and Service Cloud including key application programming interface (API) based scenarios. Infosys optimized the application deployment and operations with the power of hyper-automation and analytics. This resulted in 99% reduction in defects, 40% rise in productivity, and enhanced user experience, leading to rapid rise in user adoption.

Achieved 50% faster time to market with 99% test coverage for a leading European manufacturing company

Infosys implemented a mature CI/CT/CD pipeline with Azure DevOps integrated regression automation suite for web and mobile applications. This ensured fast and frequently repeatable releases. The solution enabled 96% regression automation, with more than 500 test cases automated for over 10 applications across the web and devices. As a result, test data was created speedily after a sandbox refresh, leading to 30% effort reduction in data creation.



Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance come baked into every solution delivered.

For more information, contact askus@infosys.com



© 2023 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

[Infosys.com](https://www.infosys.com) | NYSE: INFY

Stay Connected   