



CYQUENT

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N.E.W - Product Assist Portal for Warranty Management



The Project

The client wanted to develop a Product Assist Portal for Warranty Management that caters to MP (Master Policy) and DSL (Daily Sales Load) customers. The end clients for these products were Office Max and Best Buy.



The Solution



Cyquent provided the following services to this project:

Quality Assurance

- In depth review of the project documents (scope document, business justification statements, etc)
- Review of project status documents, meeting minutes, etc.
- Review of the project planning documents (project plan, risk management plan, etc.)
- Interviews with all stake-holders and team members
- Requirements Analysis
- Creation of the requirements traceability matrix
- Test Planning, execution, and reporting
- Testing the accuracy of the product based on the written specifications and requirements

The Technical Writing & Documentation

- Gathered business requirements by interviews and JAD sessions with Business/end users.
- Analysed the requirements and documented them in requirements documents as System Flows and System Requirements.
- Created the technical specifications document using use case format.
- Use MS Visio to represent Workflow Diagram(s) for the functionalities.
- Created Test Case Documentation for the requirements
- Maintained all the documents during the entire system life cycle
- Created the operating procedures and the user manual for the system



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