

But the problem that occurs is that it is a fake data and it will define the performance to some extent but it is not actual.

The main testing is done in the actual productive environment...

Stress testing should have the standard document...

Online system should be tested for ...

For better testing and for getting the original performance the system should be run in the actual environment for a longer period of time mainly for the batch system testing.

When to Use:

- It is done for the applications where the turnover is very huge.
- When there is large volume of work means the processing is huge.
- When the applications can handle the volume of processing without failing.
- It can be work in the live environment.

Load Testing:

The disadvantages are:

- It is very time and resources consuming
- In the traditional approach it should be tested during time.

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For Example: Many years ago when the internet speeds get heavy or slow and the user asks for help then the respondent guide the user to open the web browser and checks some of the options and then the internet gets better but the question is how does he/she able to guide? The answer to this question is the “**User Support Software**”. They have some question like “**What browser you are using?**” which they asks to the user and on that answer they get the narrations displayed on the screen and guide the user according to that guide.

Nowadays the call centers have software’s which have the questions like:

For Example: SAP has a customer support and have millions of customers to which they have to respond they mainly asks for the tools and the interfaces on which they user is currently on and according to that respond to the user. No matter how big the organizations get they have only one customer support software and the help desks gets increased by this the call center gets centralized. But when the application is deployed to the customer the tool is not deployed, the flow, procedures and the paths is defined clearly to the customer. The tools and the user manual is provided to the customer call center so that when the user asks for help than the customer care center is able to provide the help. The customer care is also able to send the help to the customer in form of a video tutorial or recording as required to the provided link in the manual.

Objective:

- The main objective of the operation testing is the completeness of the computer operator documentation. There are two types of the computer operator one the application user and other is the call center’s help desk. Both needs the complete and updated documentation. The problem is that the system remains in evolution, in maintenance and gets upgraded and for that the manual also needs to be updated.
- One of the objectives of Operation testing is to ensure that all the necessary support mechanisms such as “**Job Control Language**” functions properly.

Job Control Language:

Means the domain jargons, domain vocabulary. It defines the tools are to be used and the language which is used should be understandable. The person should be literate enough who knows the language and the task very well.

Example: if want to post the result then what does “**Post the result**” means. It can be taken as to submit the result or the result has been submitted but want to confirm it.

Example: on the Web browser the user also gets the support inform of “**See Also**” or “**Did you mean this**”

Everything is getting automated so does the Customer Support should also get automated.

- The evaluation of the completeness of the operator training should also be conducted and ensured. How he/she is going to help is a concern whether the training is complete or not.

Example: When somebody calls 117 for the phone number of Bahria University Islamabad Campus then the respondent will confirms it and will start the recording which will be narrating the telephone number rather than doing it by himself.