

The screenshot shows the Eigen Tech website. The navigation menu includes: PRODUCT, CASE STUDIES, CAREERS, BLOG, ABOUT US, CONTACT US, and a dark blue button labeled SPEAK WITH US. The main content area features the headline "Bring your questions, unlock your answers" followed by three paragraphs of text and another SPEAK WITH US button. To the right is a diagram illustrating the NLP process with sample questions and highlighted text in a document.

Bring your questions, unlock your answers

Eigen's natural language processing (NLP) software goes to work on your documents to answer your unique questions.

Fast-moving organizations in highly-scrutinized industries use Eigen to get down to the data points that drive their businesses.

We place the power of machine learning in your hands so you can extract text and get answers.

SPEAK WITH US

What is the governing law?

What is the collateral quality?

Is interest on any loans based on LIBOR?

Is there a cross-default provision for Party A?

Thought Frameworks Case Study: Functional Testing of Eigen Tech - AI

Summary of the Product:

Eigen is a research-led artificial intelligence company, using machine learning to unlock the value of the world's qualitative data. They have been developing core technology using insights from Lewis's PhD research in laser physics at the University of Oxford.

Backed by Goldman Sachs and Temasek, the company provide flexible and accurate natural language processing (NLP) technology to clients across New York and London financial industries.

More info at www.eigentech.com

Business challenges:

Eigen needed a quality solution to automate a number of heavily manual and expensive processes pertaining to their existing applications. They wanted to ensure an efficient and effective testing approach with an impact on implementing an AI strategy plan and provide greater flexibility for consumers.

The applications were diverse and cover a wide variety of financial services. They range from mobile payments to lending, investment, budgeting, consumer banking, insurance etc. with focus on different functions like, digital banking, risk & compliance management, data visualization analytics, security & fraud detection management, and more.

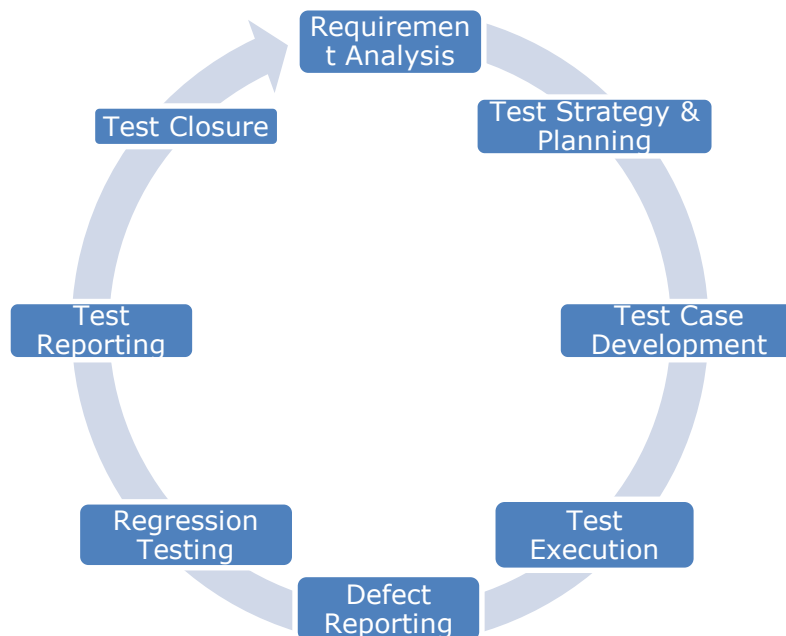
Technical challenges:

- Large scale integrations and multi-tier functionalities every alternative day.
- Complex transactions processing life cycle with constant changes to their development requirements.
- Strong regulatory compliance requirements from product owners with significance to Quality Assurance across various dimensions of their application/product.
- We need to set up the interface and the elements to suit their business needs.
- Constructive co-ordination between global development teams and our testing team for smarter business outcome.
- Test scripts covered all new functions or features with deeper coverage without disrupting their existing features.
- AI related challenges to revolutionize the entire sector and deliver better customer experiences.

- Testing team created all the AI & data required for the feature testing

- Test Coverage focused towards :
 - AI related Functional Testing ensuring the application works seamlessly, providing a comprehensive experience to the users
 - Compatibility Testing to identify any potential inconsistencies and detecting errors before the product is delivered to the end user.
 - Applied crucial Usability Testing approach to build various user scenarios and features used by bank, checked in real-time as well as virtually.

- Test Phases
 - Requirement Analysis Phase
 - Test planning and preparation phase
 - Execution phase
 - Stability test phase
 - Staging verification phase



➤ **Progress and Coverage:**

- All the new feature test case execution and reporting.
- Daily Tasks like test design, Scripting and implementation using Natural Language Processing (NLP).
- Covered few areas related to Performance Testing by analyzing the application UI and creating the test scripts.
- All the defects heightened using the bug tracking tool (JIRA).
- Daily and weekly QA status report summarizing the test execution summary, List of bugs raised and their status.
- Cross browser testing of the application in IE, Edge, FF and Chrome browsers.
- Tests done in QA test Environment.

➤ **Defect Reporting:**

- Log Defects into JIRA, best bug-tracking tool because of its easy to use framework.
- Defects assigned to the development team for fixing with tool that directly integrates with the code development environments making it a perfect fit for developers as well.
- All the blocker and major defects communicated on priority to the client as and when the investigation was completed.

➤ **Highlights:**

- 700 plus feature test cases designed during the project tenure.
- 400 plus various defects identified, fixed and retested.
- We understood that AI is undeniably valuable and necessary for transforming testing to meet client's real time risk assessment with new expectations.

➤ **Accomplishments:**

- Applied AI/ML practice into actions such as prioritizing testing and automation, generating and optimizing test cases, enhancing UI testing, reducing tedious analysis tasks, and helping to determine pass/fail outcomes for complex and subjective tests.
- Enforced the latest testing innovations to increase business agility and gained a competitive advantage on their applications.
- Designed 700 test cases and logged 400 plus defects within a span of a month.

- Eigentech app testing along with integration of Admin user role.
- Created new business value in the AI space related to data, system integration and complex human interactions including visual tests.