

# Telephony Refined: Success story of Phone.com with Ecosmobs' QA services



Project ———  
Case-Study ≡

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# The Client

**Phone.com** is an established player in the telephony industry. They have provided cutting-edge VoIP telephony services to thousands of customers in every industry.

With their expansive client list, they pride themselves on a telephony system that is both reliable and efficient.

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# The Challenge

The company sought rigorous QA/testing for its comprehensive VoIP telephony system. They needed to confirm the reliability of numerous telephony features, requiring both manual and automated testing. The primary hurdle was an initial unfamiliarity with FreeSwitch and Kamailio troubleshooting and a critical need for detailed log reports for issues.



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# The Process

Ecosmob's team implemented a multi-dimensional strategy:

Conducted Manual, Regression, and Load Testing to elevate system performance and ensure a bug-free operation.

Tailored testing procedures to fit Phone.com's unique needs, blending conventional methods with cutting-edge automated scripting.

Utilized various tools like SIPp for load testing and scenario simulation, SNGREP for call flow analysis, TestRail for test case management, and JIRA for task and bug tracking.

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# Handling of **Unanticipated Issues**

Ecosmob's team addressed unforeseen challenges with composure, organizing tasks by importance and collaborating with **Phone.com's** development team.

The QA team adapted test cases and conducted additional testing where necessary, preserving the project's quality and integrity.

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## The **Impact**

Ecosmob's comprehensive testing strategy substantially improved **Phone.com's** service quality and operational efficiency. These accomplishments included:



Ensured every telephony feature, including Extension to Extension calls, On-net and Off-net calling Call Queues, and more, operated flawlessly.

Proactively resolved potential issues to optimize the product experience for end-users.

Reduced manual testing time significantly through custom SIPp scripts for automated testing.

Successfully extended an initial 12-month contract to over 2.5 years, with **Phone.com** adding additional QA resources based on Ecosmob's performance.

Identified more than 100 opportunities for improvement, earning **Phone.com's** trust.

# Key Deliverables

Ecosmob's deliverables were instrumental in maintaining high-quality standards and process transparency. The team provided:



# Continuous Improvement

The project underscored the effectiveness of Ecosmob's rigorous communication protocols, precise QA documentation, and the team's adeptness in detailed bug reporting using JIRA.

Ecosmob's collaboration with **Phone.com** served opportunity to refine their established QA processes further.

An enhanced understanding of complex telephony system architectures, particularly cluster-based models, was cultivated.

Ecosmob reinforced its commitment to excellence throughout the engagement by enriching its troubleshooting processes with detailed problem analysis and root cause identification.

This project has not only validated Ecosmob's expertise but also driven the evolution of its best practices.

*Ecosmob's dedication to excellence has been consistently recognized by **Phone.com**, resulting in continued collaboration and expansion of the team with additional QA resources.*

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# Communication Strategy

Ecosmob ensured effective and timely communication with the stakeholders through:

Regular status updates and documentation sharing.

Daily meetings and real-time Slack communications for swift issue resolution.

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