



# Revolutionizing Salesforce Testing for Comcast: A Success Story



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## About Comcast

Comcast Inc., based in Philadelphia, is a global telecommunications giant and one of the largest pay-TV, cable TV, and home internet providers in the U.S. Its vast portfolio spans film production, TV broadcasting, digital media, and theme parks, alongside its internet and cable services, making it the world's second-largest broadcasting and cable television company by revenue.

Comcast's stronghold in the telecom industry stems from its ongoing efforts to adapt to evolving consumer needs. To keep up with market demands, the company invests significantly in infrastructure upgrades and emerging technologies for streaming services, boosting network capacity and delivering faster speeds.

<b>Name</b>	Comcast
<b>Website</b>	<a href="https://corporate.comcast.com">https://corporate.comcast.com</a>
<b>Platform</b>	Salesforce
<b>Industry</b>	Media & Entertainment, Telecom
<b>Headquarter</b>	Philadelphia, Pennsylvania, USA
<b>Revenue</b>	US\$121.6 billion (2023)
<b>Employees</b>	186,000 (2023)
<b>Founded</b>	1963

## About Webomates

Webomates is a state-of-the-art patented AI software Testing as a Service platform residing in the Amazon cloud, that provides functional software testing for User Interfaces (including native), mobile applications, APIs, and set-top/gateways.

*Webomates' platform is both language-agnostic and deployment environment-agnostic.*

Webomates CQ leverages the power of its patented AI engines and the experience of capable testers to create hundreds or thousands of test cases and scripts and execute them using multiple testing execution techniques like AI automation, and AiHealing®.

## Abstract

Companies are increasingly looking for ways to release high-quality software faster without compromising on quality. **Comcast**, already familiar with the efficiency of Webomates AI in accelerating their current **Salesforce ecosystem**, recognized the value of extending this trusted solution to streamline their upcoming integration between Salesforce, Unified Planning, and other legacy systems.

Comcast sought a more efficient approach to testing the integration between Salesforce Mulesoft and their existing technologies, reducing their reliance on manual efforts. Webomates provided an automated solution that streamlined both UI and API testing, significantly enhancing the process.

This case study discusses how Webomates' AI-driven testing platform transformed Comcast's approach to Salesforce testing, highlighting the advantages Salesforce could gain from utilizing Webomates' solutions.

## Business Challenge

Comcast's team was handling testing manually, which was both time-consuming and limiting in terms of coverage. Although they successfully created and executed **278 test cases manually** for new features, the manual process meant they couldn't efficiently test the full Salesforce system or predict how new features would affect existing functionalities.

Comcast faced several challenges:

### Limited Test Coverage

Manually testing new features led to **gaps in coverage** across the entire platform.

### Cost & Time Inefficiencies

The team spent **excessive time** maintaining and updating test cases with each new feature or integration

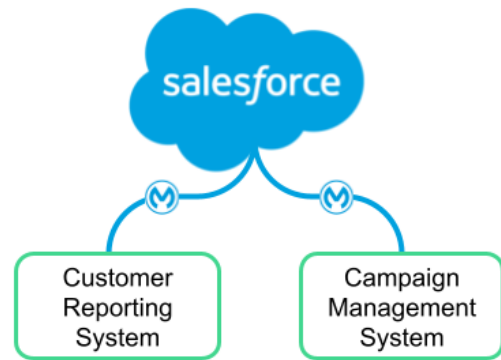
### Complex Integration

Testing tools like Mulesoft required **advanced techniques** to ensure smooth data flow across systems

## Webomates and Comcast Collaboration

### Comcast's Requirements:

- End-to-end regression testing for Salesforce UI and API
- Automated testing across multiple environments
- Integration testing with Mulesoft and other third-party systems
- Quick validation with smoke tests for fast feedback after changes
- Full regression testing cycles with AI-driven healing to maintain stability



### Goals for Webomates:







## Webomates Solution



### Automating Salesforce Testing

Webomates deployed its AI-powered CQ platform to automate testing for Comcast's Salesforce system. In a matter of weeks, we automated hundreds of test cases, covering both UI and API layers, including integrations with Mulesoft.

### Key Features of the Solution:

**Comprehensive Coverage**

All critical Salesforce features and integrations were rigorously tested through automation.

**E2E Testing**

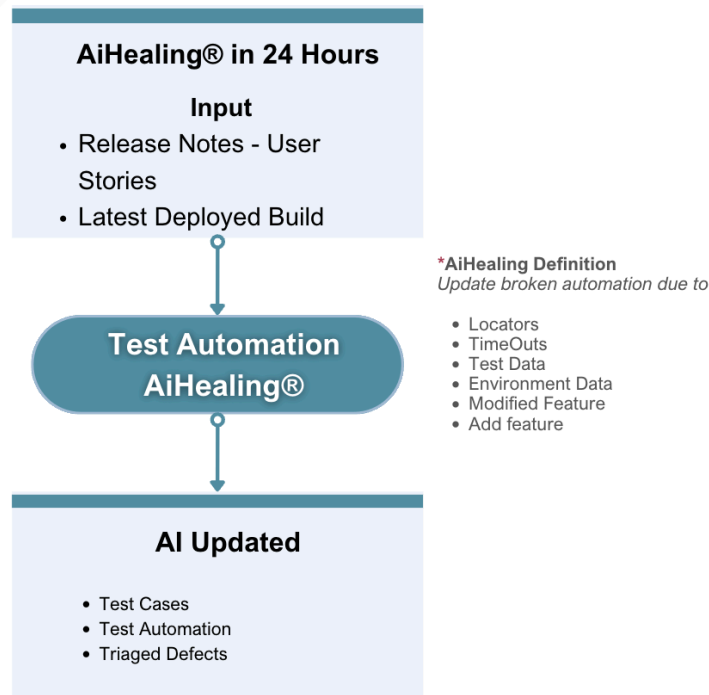
Testing UI and API layers together ensured every part of Salesforce worked as intended

**Multi Environment Testing**

Tests were run across staging and production environments to ensure consistency and reliability

## AiHealing®

One of the key differentiators of Webomates' platform is **AiHealing®**, our patented technology designed to streamline test case maintenance. By automatically addressing broken test cases caused by changes in the code or environment, AiHealing® ensured that Comcast's automated testing processes remain uninterrupted, even after updates or bug fixes. This advanced solution significantly reduces the need for manual intervention, minimizing downtime, and enhancing overall testing efficiency.



### AiHealing Results:

- **60%** of test cases initially failed but were AiHealed and fixed automatically, allowing them to be re-tested within the same cycle.
- Automated tests were continually updated to match new Salesforce releases and changes, ensuring seamless integration.

Current Test cases statistics as of September, 2024

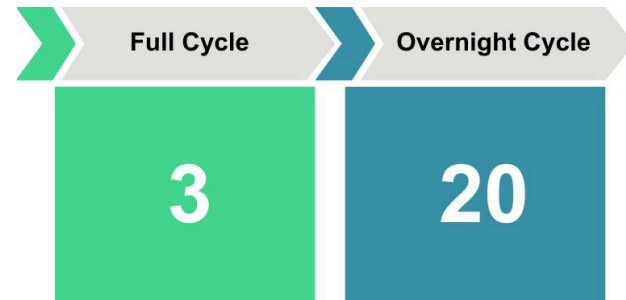




## Regression Testing

Comcast benefited from two types of regression testing:

- **Full Regression:** A comprehensive 24-hour test cycle was conducted for each build, covering all modules and integrations before moving to production. For Comcast-Salesforce, Webomates successfully ran **3 full regression cycles**, ensuring end-to-end coverage.
- **Overnight Regression:** Shorter, targeted test cycles focused on specific modules, delivering results by the next business day. Webomates executed **20 overnight regression cycles** for Comcast, providing fast feedback on critical components.



## Smoke Testing Results

Through our collaboration, Comcast saw dramatic improvements in their Salesforce testing:

- **Expanded Test Coverage:** Webomates' automated testing provided broader coverage than manual methods, reducing the risk of untested areas.
- **Reduced Manual Effort:** *Webomates' AI-based test automation significantly reduced manual efforts for the Comcast team, saving them the equivalent of 134 person-weeks, over 5 months of manual work.*
- **Faster Release Cycles:** With automated regression tests running continuously, Comcast was able to release new features in a month and with greater confidence.
- **Cost Savings:** Automating the testing process reduced overall QA costs while improving quality.
- **Effective Defect Identification:** The testing process identified **41** potential defects within the integration.
- **High Defect Accuracy:** An impressive **81%** of the identified defects were validated, highlighting the precision and effectiveness of Webomates' AI-powered testing.
- **Integration:** **600+** Mulesoft Integration Test Automation



## Conclusion

Webomates' work with Comcast demonstrated how automated testing can transform Salesforce integrations and testing processes. By reducing manual effort, improving test coverage, and speeding up release cycles, Webomates enabled Comcast to deliver higher-quality software more efficiently.

For Salesforce, partnering with Webomates would bring similar benefits, empowering teams to streamline testing, automate complex processes, and accelerate software releases with confidence.

Webomates is ready to partner with Salesforce, providing the tools and expertise needed to ensure seamless testing and integration across all projects.

## More About Us

### Fast Track Your QA with Webomates

Unleash the Power of a cutting-edge  
AI-Powered Testing Service

Webomates provides cloud-based Testing as a service (TaaS) to leading software companies. Our unique one-stop software testing service is augmented with Artificial Intelligence offering a wide range of features, including AI-based automated test case generation, test suite execution, and test maintenance with AiHealing®, smart centralized dashboard and much more. The smart reporting includes detailed testing results and comprehensive analysis along with actionable triaged defects.



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