

UST QE360

SERVICE DEFINITION



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Service Overview

UST QE360 is an AI-powered continuous testing platform that automates test design, execution, monitoring, and optimization across the SDLC. Capabilities include AI-based user story validation, scriptless and scripted automation, synthetic test-data bots, CI/CD integration, accessibility, performance, API, mobile and web testing, and built-in analytics dashboards.

Service Scope – Platform Capabilities

Area	Details
Automation	Scriptless & scripted automation across Web, Mobile, API, Database, CLI
AI features	AI-driven test generation, test-case optimization, user-story validation
Quality Monitoring	Continuous quality monitoring and insights
Test Data	Synthetic test-data generation
Integrations	CI/CD pipeline integration (Jenkins, GitHub Actions, Azure DevOps, Jira)
Accessibility	WCAG-aligned accessibility testing
Performance	Performance testing enablement and analysis

Service Scope – Operational Services

Service	Description
Onboarding	Platform onboarding & environment setup
Configuration	Configuration guidance and best-practice adoption
Operations	Platform operation, updates, and product enhancements
Training	20 hours of training & installation support (Scriptless)
Support	Incident management as per SLA

Out of Scope

Not Included	Notes
Application development	Customer application or feature delivery
24×7 support	Available as an add-on
Bespoke integrations	Items outside current QE360 require separate agreement (covered as part of testing services)
Process re-engineering	Org process change outside the platform scope
Environment operations	Operation of non-QE360 customer infrastructure

Customer Responsibilities

Responsibility	Description
Access	Provide required access to environments, CI/CD, repositories, LLM, Cloud infrastructure
Hosting (On-Prem)	Provision and secure infrastructure where applicable
Security	Secure application and non-QE360 environments, Client side Infosec approvals
Remediation	Respond to quality, compliance, and vulnerability findings

SMEs	Provide SMEs to collaborate on support cases
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Service Process

Severity	Response	Target Resolution
P1 – Critical	1 hour	1 business day
P2 – High	4 hours	2 business days
P3 – Medium	8 hours	5 business days
P4 – Low	16 hours	Quarterly

Support Hours

- 9AM IST to 6PM IST Monday to Friday
- Support for Critical issues available post business hours
- Extended support will be arranged by the team as required.

UST QE 360 Support process

- User reports defects via email (UST_QE360@UST.com) defect will be automatically logged in the ticketing system/Service Delivery Portal
- Severity for the reported defect/issues is set with respect to the platform and will be driven by the SLA definition.
- The UST QE360 support team will review the issue reported by the user and assign the correct severity based on the severity definitions
- UST QE360 maintenance & support team will make every effort to achieve the target resolution time, however, the time needed to provide a correction may vary depending on the amount of coding and testing needed for the correction.
- Customer need to ensure that a resource is assigned to work with UST QE360 support team to provide information or verification on an ongoing basis, until the issue is resolved.
- New Features requested in the Defect reporting process will be treated as a Low severity defect with no SLA impact
- The support SLA does not apply to Feature requests / enhancements required by the customers. The New Features requested by customers should follow the Change /enhancement request process.

Defect Severity Levels

Severity	Definition
Critical (P1)	Errors that renders QE360 Platform nearly unstable or introduces a high degree of operational risks. No Workaround is available, and the use of QE 360 is halted until the error is addressed. Many users and/or core functionality of platform is severely impacted.
Major (P2)	Errors that renders essential functionalities of QE360 to be consistently unavailable or obstructed and cause a moderate level of hindrance. Workaround maybe available but use of QE360 is degraded and causes continuous production disruption. Moderate number of users are impacted but overall QE360 continuous to function.
Minor (P3)	Inconsistent errors causes inconvenience, but which doesn't impede the normal function of the QE360. An Error that occurs inconsistently and affects nonessential functions or is an inconvenience which impacts a small number of users. Visual errors where the graphical display of the platform is not ideal but still functioning correctly.
Cosmetic (P4)	Error has a small degree of significance or is a minor cosmetic issue or is a one-off case when the error occurs infrequently and cannot be reproduced easily. Errors that does not impact the daily use of QE360. Error is something that doesn't affect the normal use and can be accepted for a period, but users would eventually want it changed.

Training & Enablement

20 hours remote training for Scriptless model, web-based learning modules, and feature-release orientation sessions.