

UST Agentic AI QE
Platform (SQUAD-TEC+)
SERVICE DEFINITION



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Service Overview

UST Agentic AI QE Platform (SQUAD-TEC+) is a collection of AI agents designed to improve efficiency across the software development lifecycle. The capabilities can be accessed directly from the Agentic AI Platform UI, integrated seamlessly with IDEs such as Cursor-AI to enable QE Agents as MCP tools within the IDE, and consumed in an API format for integration with other existing tools in the landscape.

Service Scope – Platform Capabilities

QE AI Agents	Details
User Story Validator	Validates and refines user stories to eliminate ambiguity and prevent defect amplification. Available as a plugin for JIRA, ADO, and IDEs.
Test Pack Generator	Converts user stories into optimised, end-to-end test scenarios to ensure comprehensive coverage and traceability.
BDD Generator	Translates Manual test cases BDD scenarios, improving collaboration between business and QA teams while accelerating automation readiness.
Automation Script Generator	Generates ready-to-execute automation scripts directly from test scenarios using AI-driven code synthesis.
Performance Test Plan Generator	Automatically designs performance test plans aligned with business SLAs, system goals, and load requirements.
Performance Test Scenario Generator	Creates targeted and parameterised performance scenarios to validate scalability, stability, and responsiveness.
Performance Test Script Generation	Automates the creation of Jmeter performance scripts for faster, repeatable, and reliable load testing cycles.
Defect-Driven Coverage Analyser	Analyses defect patterns and convert them into delta test scenarios to improve test coverage.

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	Require separate agreement
Process re-engineering	Requires a separate agreement to rebuild the capability within the customer's landscape

Environment operations	Operation outside the platform within the customer's infrastructure
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Customer Responsibilities

Responsibility	Description
Access	Provide required access to environments, CI/CD, repositories
Hosting (On-Prem)	Provision and secure infrastructure where applicable
Security	Secure application and environments
Remediation	Respond to quality, compliance, and vulnerability findings
SMEs	Provide SMEs to collaborate on support cases

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

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 Platform support team will review the issue reported by the user and assign the correct severity based on the severity definitions
- The Platform 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.
- Customers need to ensure that a resource is assigned to work with the Platform 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 render the Platform nearly unstable or introduces a high degree of operational risks. No Workaround is available, and the use of the platform is halted until the error is addressed. Many users and/or core functionality of platform is severely impacted.
Major (P2)	Errors that render essential functionalities of the platform to be consistently unavailable or obstructed and cause a moderate level of hindrance. Workaround maybe available but use of the platform is degraded and causes continuous production disruption. Moderate number of users are impacted but overall platform continuous to function.
Minor (P3)	Inconsistent errors cause inconvenience, but which doesn't impede the normal function of the platform. 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 do not impact the daily use of the platform. 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, web-based learning modules, and feature-release orientation sessions.