The Qui-Donc Service

- Literally: “Who then?”
- Reverse telephone directory (Annuaire inversé) offered by France Telecom.
- It is an automated phone service.
- Seems no longer active, but similar online services exist in many countries.
- Our task: create a decent test suite for this system.
- Case study by Utting & Legeard.

Informal Requirements

- The system answers a call with its welcome message:
  - “Welcome! Press * key.”
  - Message is repeated 3 times.
  - Each time with 6 seconds timeout.
- If * is not pressed, system plays the notallow message:
  - “Buy a new phone, idiot!”
  - It then hangs up.
- If * is pressed, system gives the enter message.
  - “Enter a 10 digit number followed by #”
  - Repeated 3 times; timeout 20 secs.
- If no digits followed by # are pressed, system plays the bye message.
- If a number followed by # is received, then . . .
  - If the number is special short number (112)
    * an explanation for that number is given
    * “press * to enter another number!”
  - Else if number is not 10 digits:
    * play error message
    * goto enter process
  - Otherwise look up number in database.
    * If number does not exist: play sorry and then goto enter process.
    * If number does exist: goto info menu.
- The info menu starts with the info message:
  - “Press 1 to spell the name,
  - press 2 to hear the address,
  - press * for another search.”
- And this is what it does:
  - 1 & 2: respond and return to info menu.
  - *: back to the enter process.
  - No keys: repeat info 3 times with 6 sec timeout, then bye-bye.
- At any time: caller may hang up.