

LESSONS LEARNED IN CROWDTESTING

Ron Werner,
Team Lead Mobile Testing



KRAUT
TESTING
?



CLOUD TESTING ?



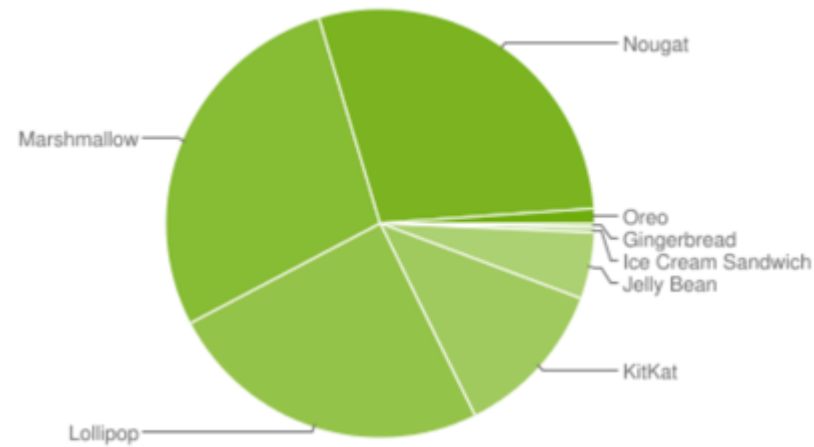
CROWD
TESTING
?



CROWD TESTING !



Version	Codename	API	Distribution
2.3.3 - 2.3.7	Gingerbread	10	0.3%
4.0.3 - 4.0.4	Ice Cream Sandwich	15	0.4%
4.1.x	Jelly Bean	16	1.7%
4.2.x		17	2.6%
4.3		18	0.7%
4.4	KitKat	19	12.0%
5.0	Lollipop	21	5.4%
5.1		22	19.2%
6.0	Marshmallow	23	28.1%
7.0	Nougat	24	22.3%
7.1		25	6.2%
8.0	Oreo	26	0.8%
8.1		27	0.3%



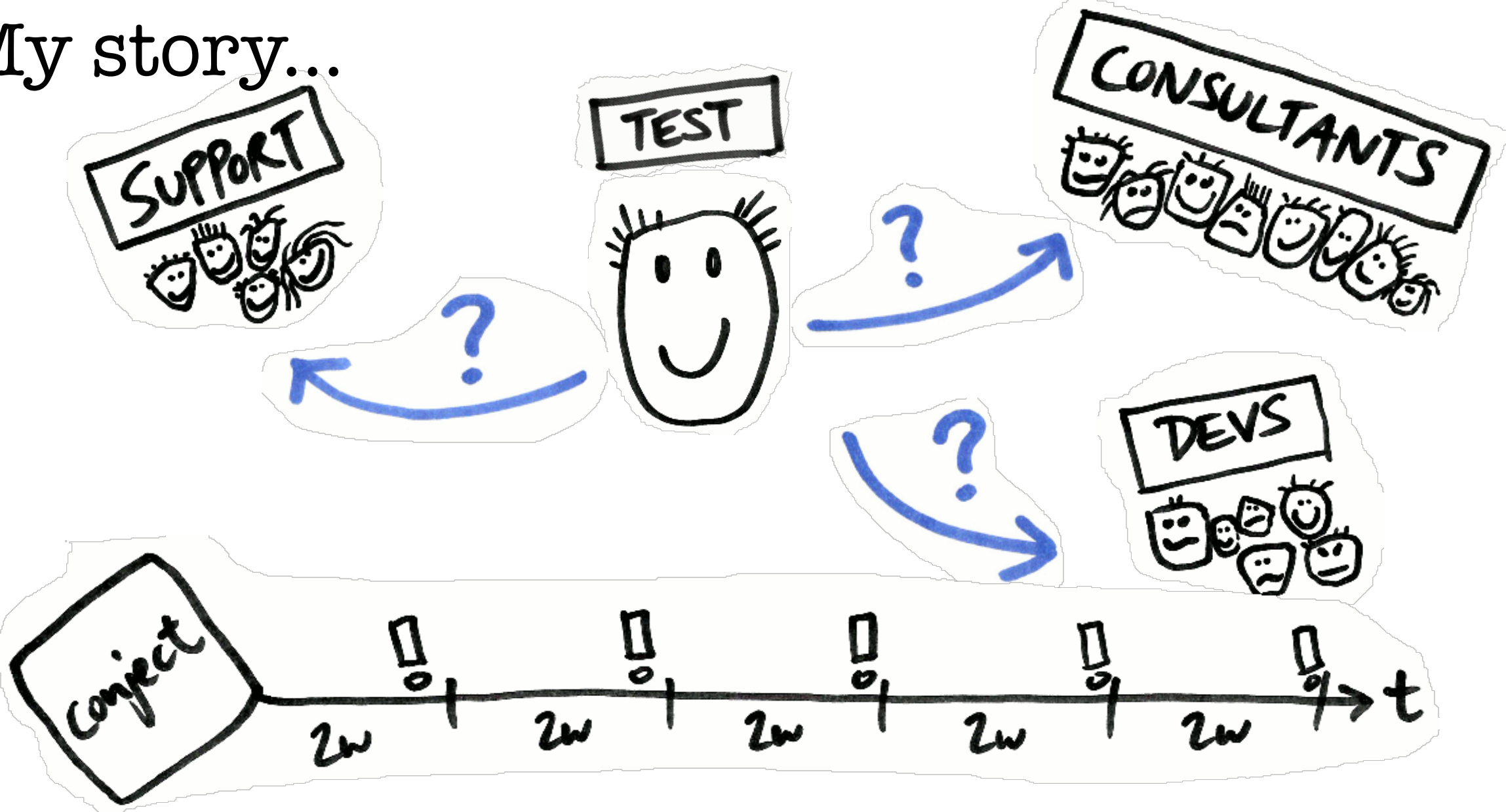
Data collected during a 7-day period ending on February 5, 2018.

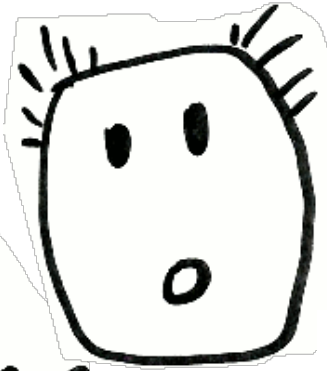
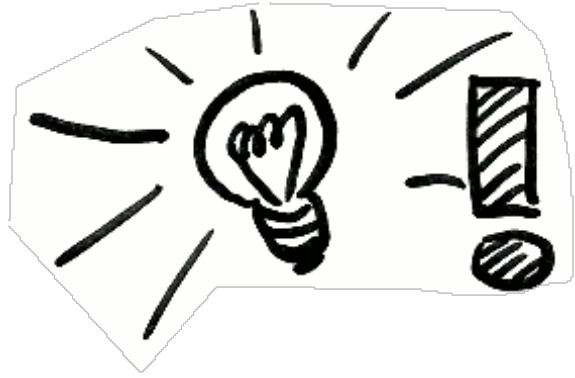
SO THE
STORY
BEGINS

...



My story...





BUGFINDERS



passbrains



rapiduser tests

TestFairy



T-Systems
T-SYSTEMS MULTIMEDIA SOLUTIONS

U Test



APPLAUSE



TESTTailor



TESTER WORK

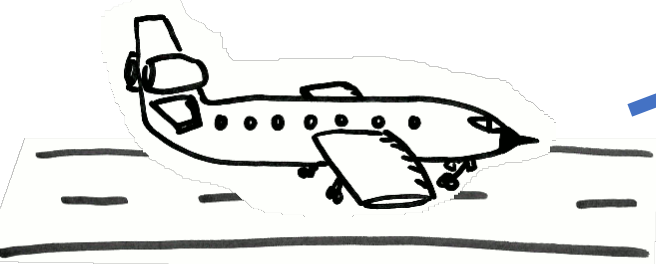
test IO



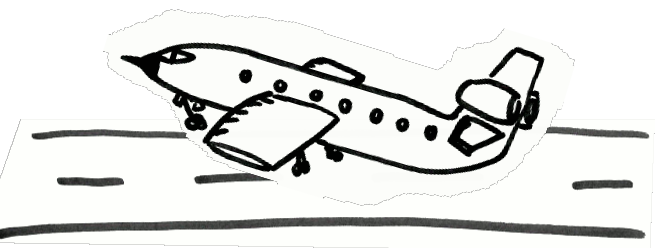
Ubertesters

Optimizing mobile testing process

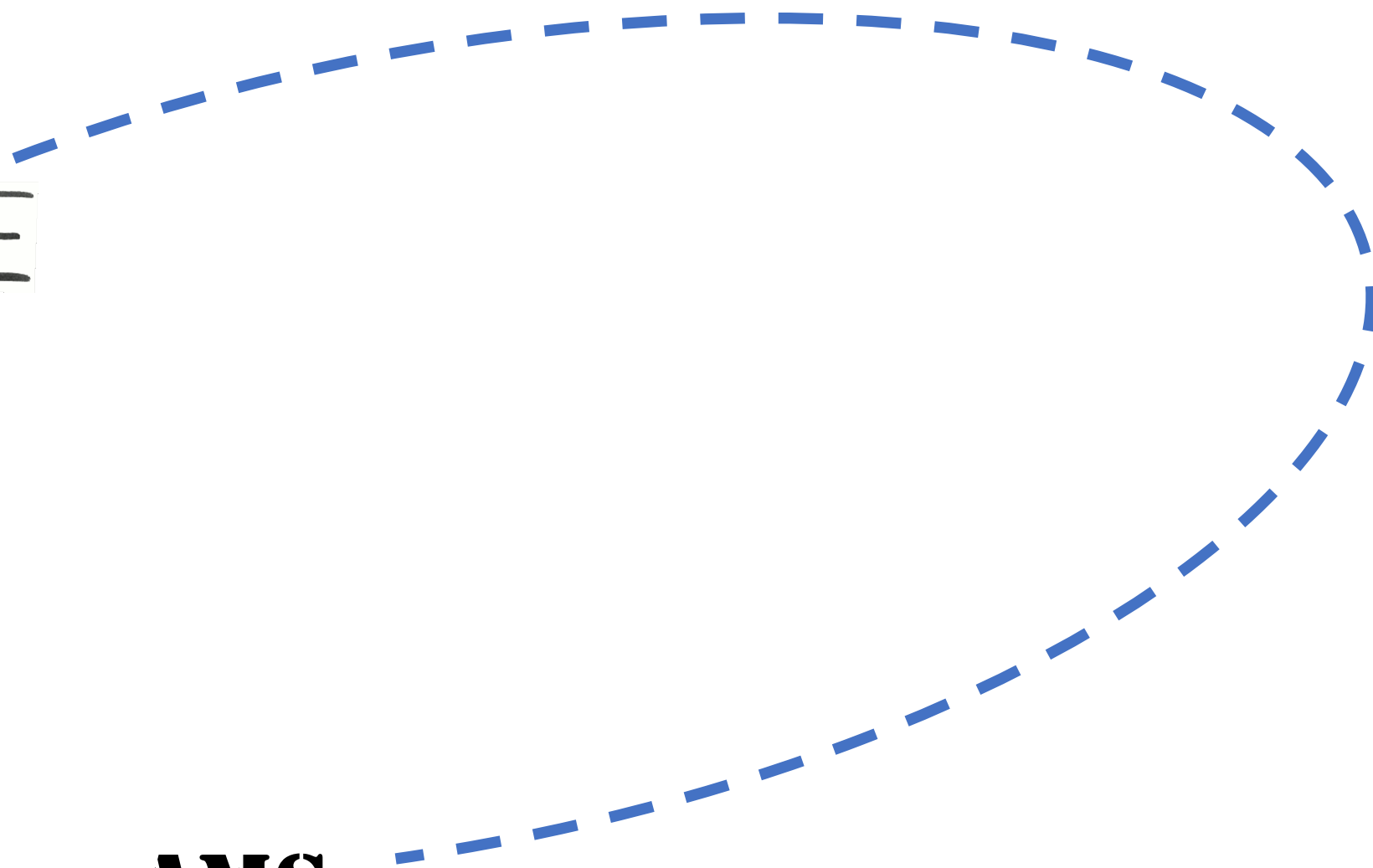
#FlightPlan

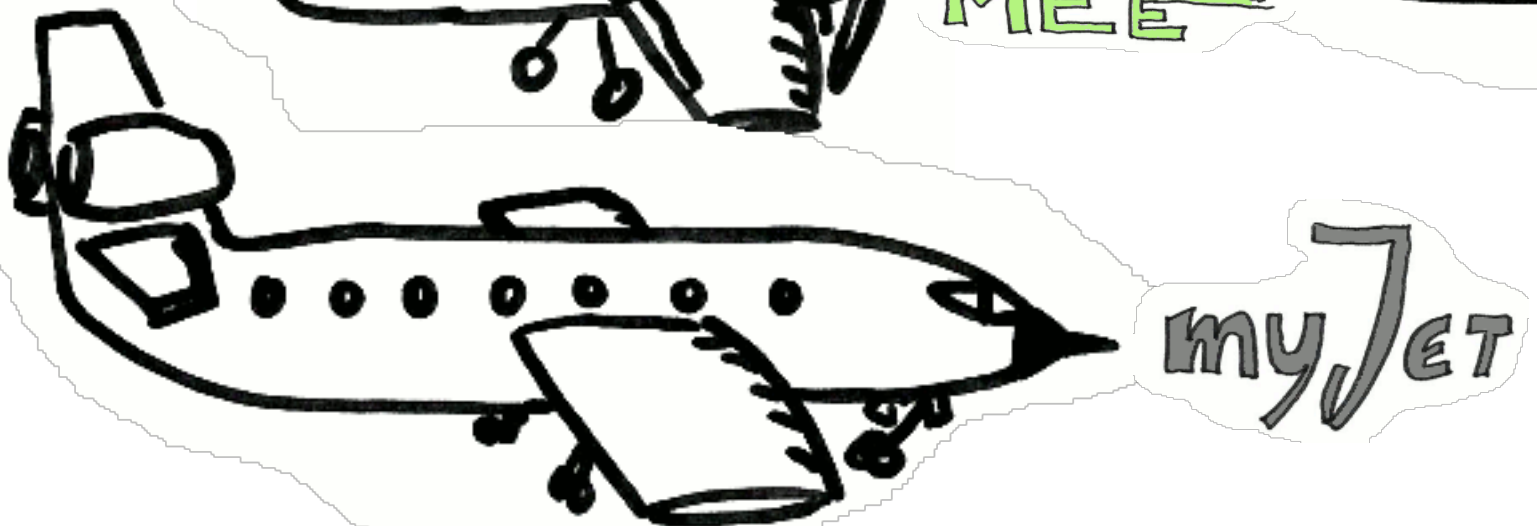
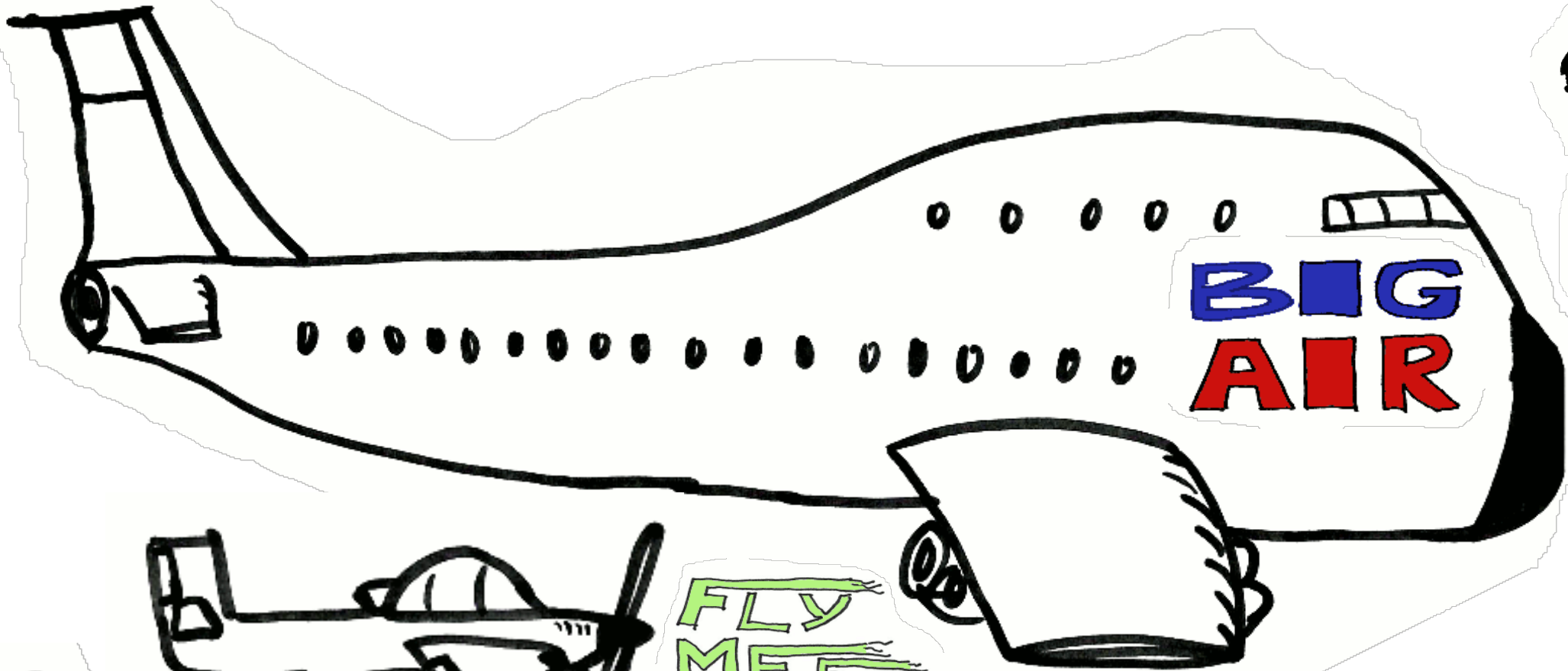


MUC



AMS





#1

应该是
"调头"



إلى الأمام
مباشرة



- Testcases ?
=> Expl. Tests!
- Expl. Tests,
IE10, no JRE?
=> Testcases,
no IE10, JRE!

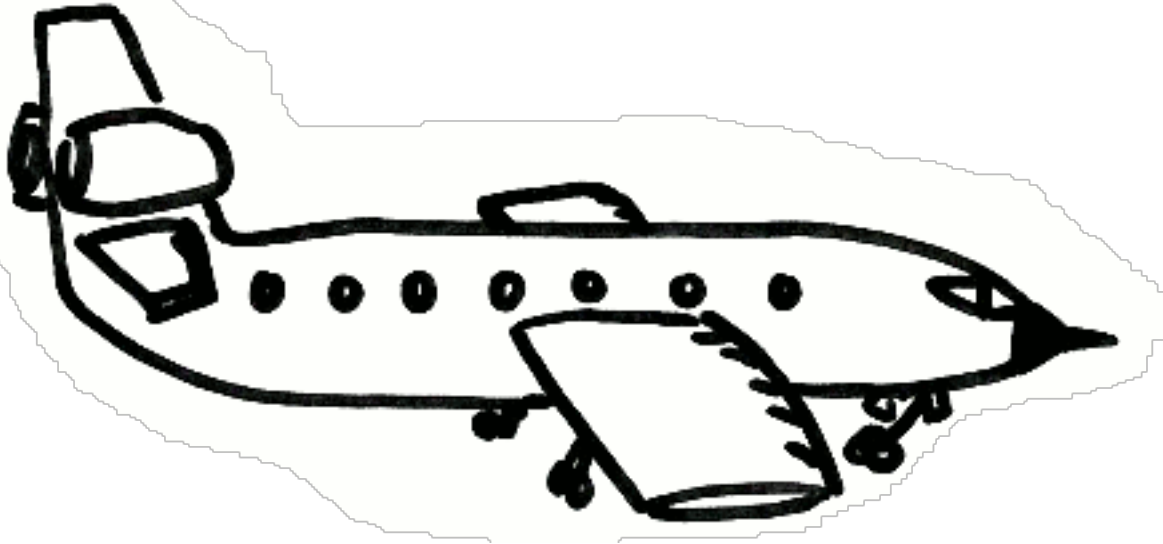
#2



- System immature
- Excel for TCs
- Screenshot hell

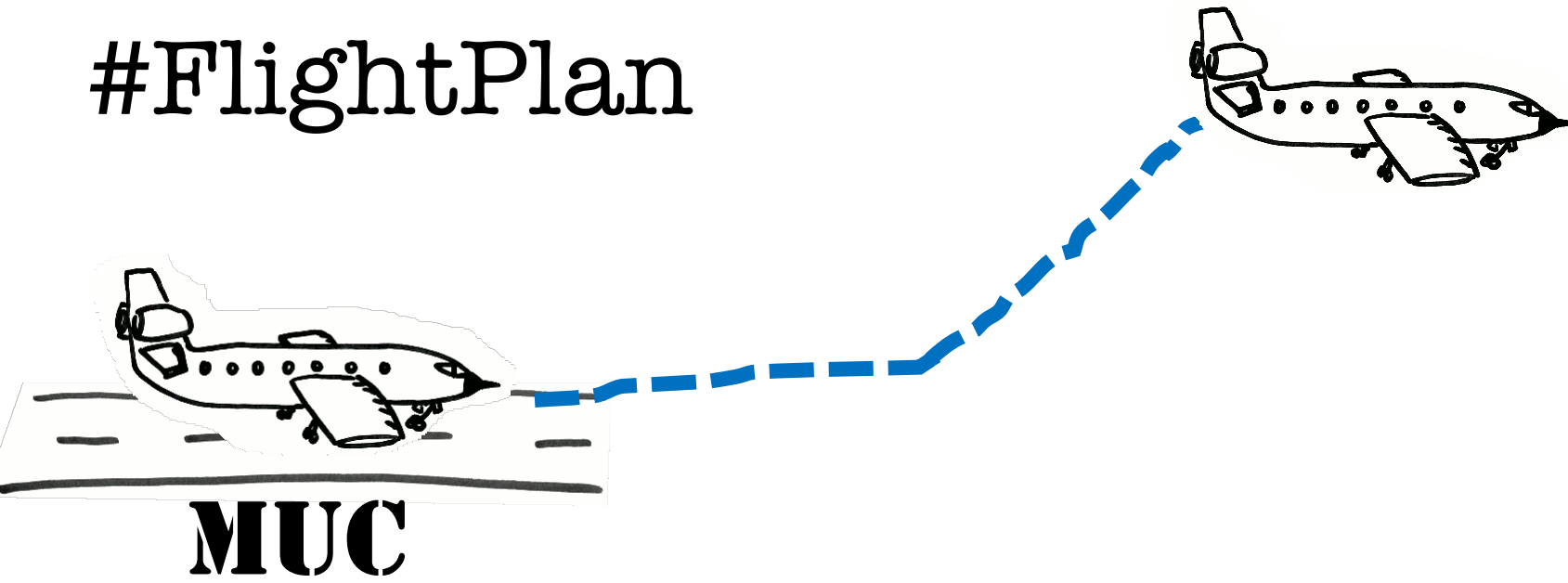
#3

myJet



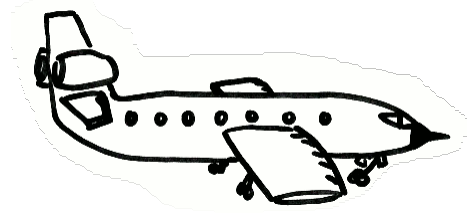
- On time (< 2 days)
- Mature System
- Flexibility
- Preferred Testers
- 24/7

#FlightPlan

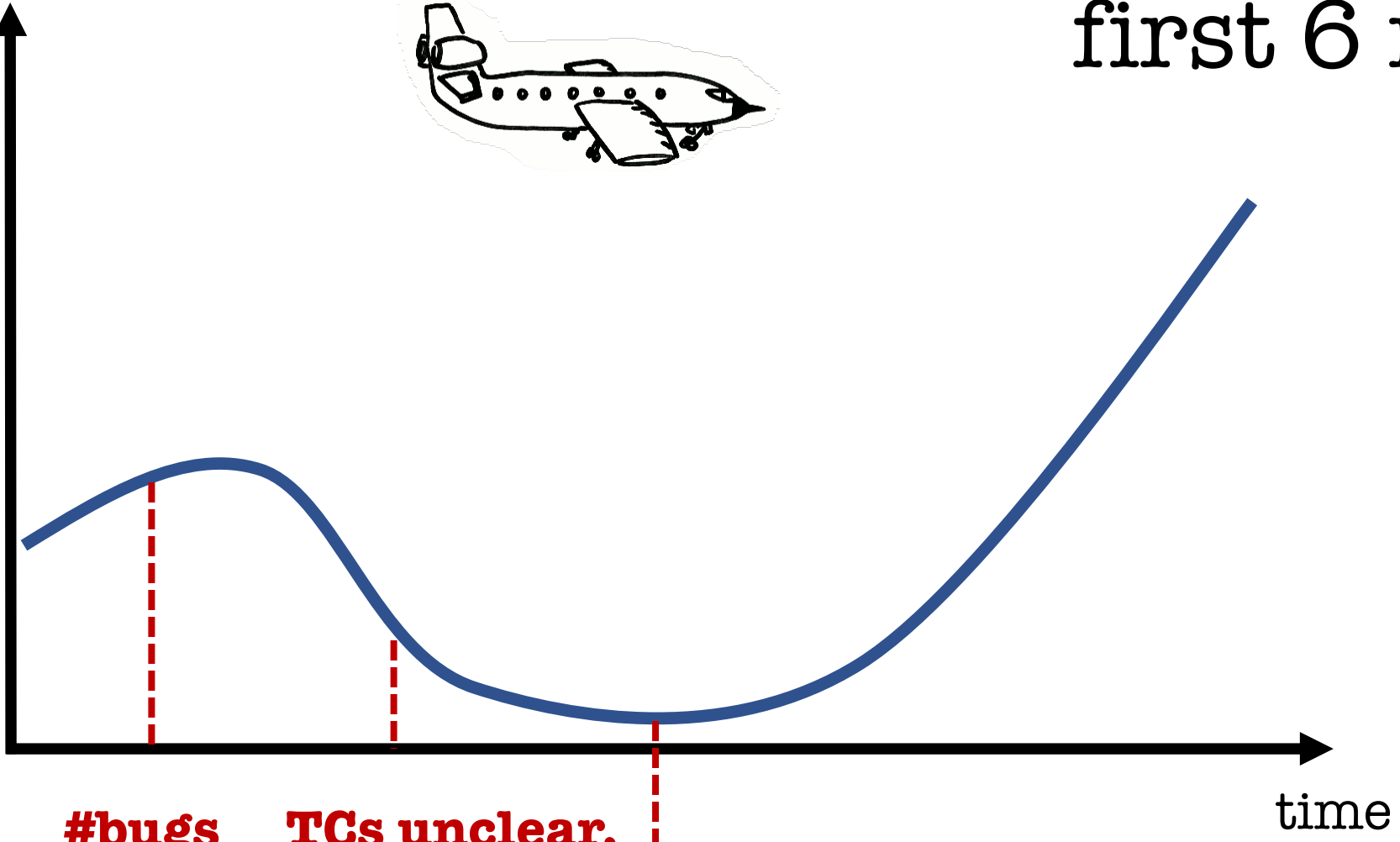


AMS

success
+
invest



first 6 months...

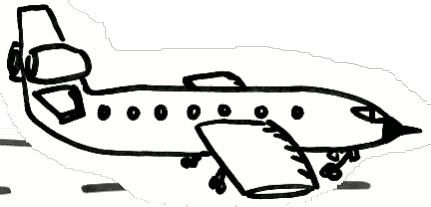


#bugs

**TCs unclear,
Testdata
overhaul**

**Testdata reset,
non-dest. TCs**

#FlightPlan

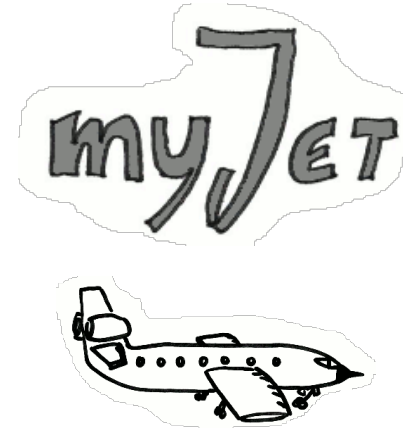
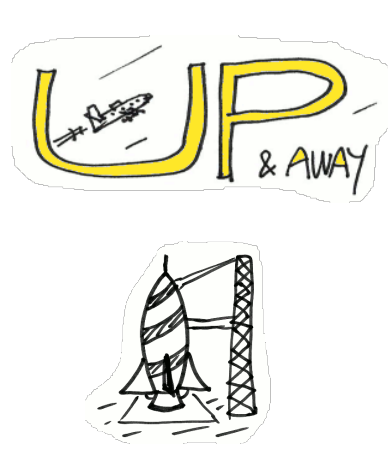


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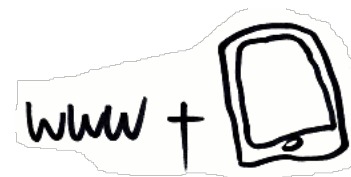


- App altered
- Bad performance
- Not on time (> 2 days)

- Few devices
- Not on time (> 2 days)
- Resigning problems
- Platform

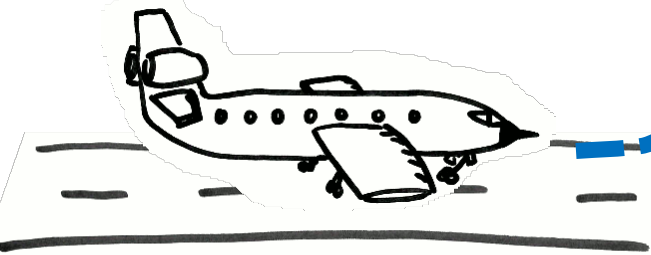
- Promising platform
- Nice pricing
- EATEN!

- Negotiation rounds...

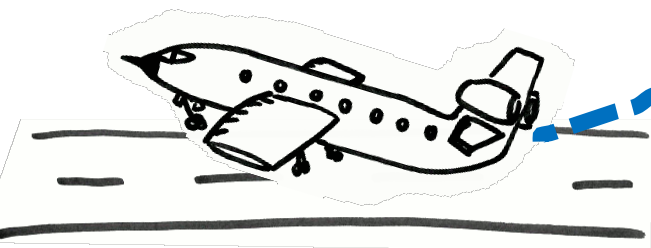


- Great Team
- All devices
- No resigning problems

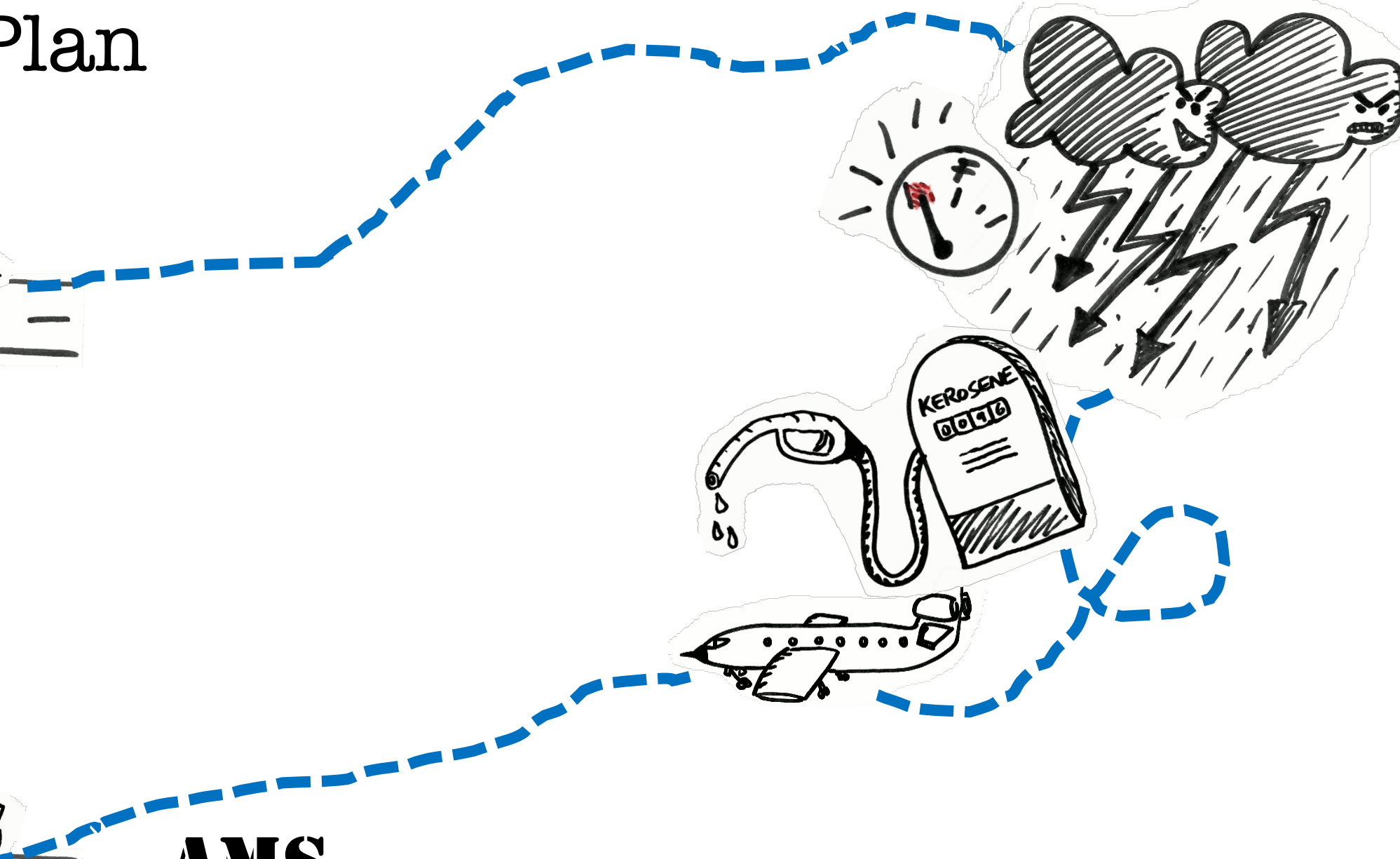
#FlightPlan



MUC



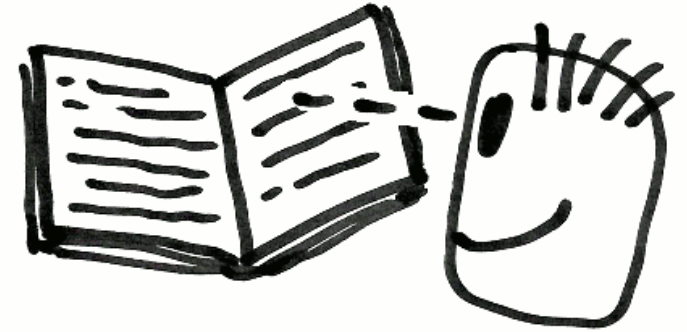
AMS



FIVE
LESSONS
LEARNED

#1: DO YOUR RESEARCH

- Test/TC Management System
- Pricing model
- **Tester Motivation**



Discussion

Hi Coen,

I sent you guys a screenshot. If they are manipulating the site while testing it is out of my hands. I don't want to fight. It is not worth it. Just the funny thing is that you ask us for more bugs as their number is small and after we work our asses off to give you some issues they are discarded. Customer has obviously changed something. I cannot get a Page not Found error just like that and then 2 hours later this error is not there any more.

I really don't have the time to go through all of this because of \$4.

I would discard the bug, but I don't have an option to discard it.

Best,



commented 2 days ago

Change History

DISPUTED by [REDACTED]

12/03/2012 at 12:33 PM

Unfair!

This is a GUI bug and not a functional one. It could have been accepted at least as feedback, as this is absolutely true what I have found. Rejecting is unfairly lowering my rating.

REJECTED by [REDACTED]

12/03/2012 at 12:16 PM

The expected result in our test is actually: "Startpage of conjectPM is opened"

We know the formatting is off, because it needs to be embedded into the conject website in order to have all CSS style sheets. But it should work (the user should be able to login nonetheless)

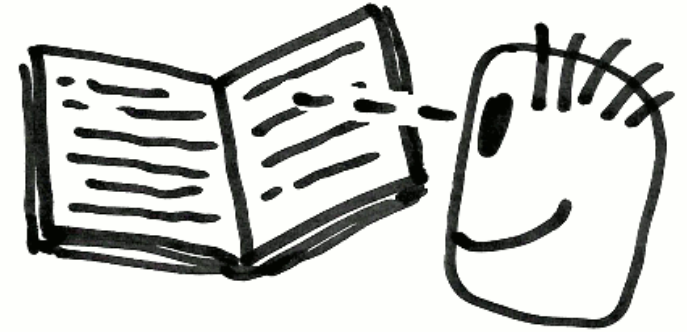
No.

No!!

No!!!

#1: DO YOUR RESEARCH

- Test/TC Management System
- Pricing model
- **Tester Motivation**
- **Register as Tester yourself**
- **Bug retests included?**



#2: DO YOUR HOUSEKEEPING

- Concise TCs
- Distinct & independent Test Data
- Non-destructive Tests
- Resettable Test Data



#3: START WITH A PILOT



- Small scope – worthwhile investment
- Dry run communication channels:
 - Test Manager
 - Testers
- Get a grip on response times
- Availability of target OS & devices

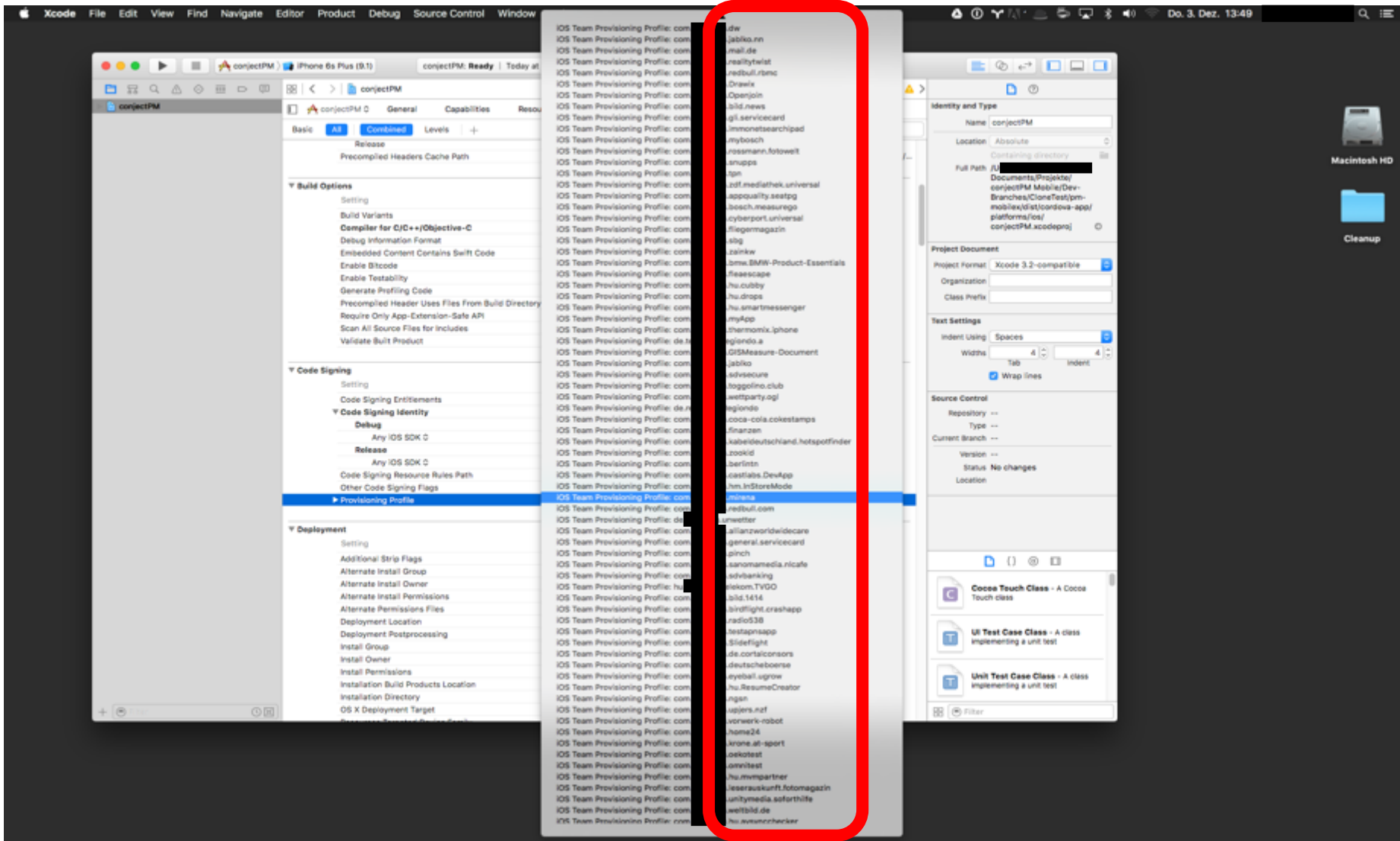
#4: APPY END

- Testing the same app?
- App distribution - how?
- Resigning mechanism (iOS)



Resigning?

Resigned,
with
resignation.



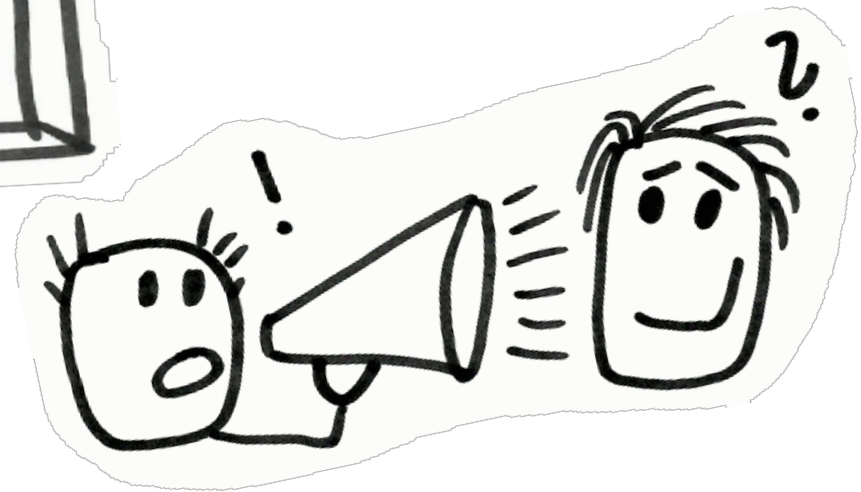
#4: APPY END

- Testing the same app?
- App distribution - how?
- Resigning mechanism (iOS)
- Can you do update tests?
- Specific Target Groups (A/B/C)
- Specific problematic devices



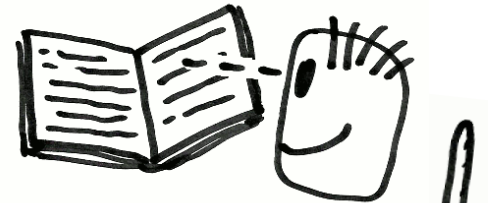
#5: COMMUNICATION

- Is it **EASY**?
- Feedback cycles: Bug reports, TM & Tester Communication, Tester Feedback
- Retest possible, how fast?
- Bug report quality



wrap up

#1: DO YOUR RESEARCH



#2: DO YOUR HOUSEKEEPING



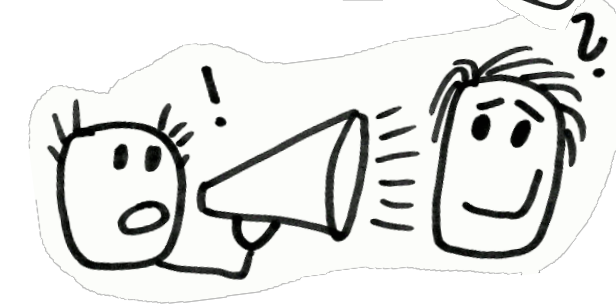
#3: START WITH A PILOT



#4: APPY END



#5: COMMUNICATION



ON A
FINAL
NOTE:

“The bitterness of poor quality
remains long after the
sweetness of low price
is forgotten.”

attributed to Benjamin Franklin

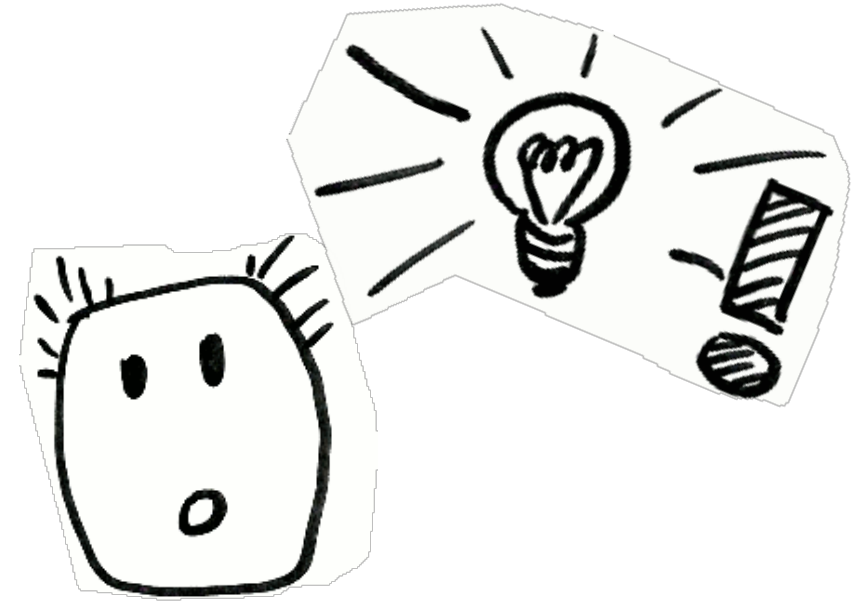
“Crowdtesting is **only** successful as part of an integrated test strategy.”

Ron Werner, ETC 2018

CROWD TESTING !



Thank you!
Any questions?



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ron.werner@qualityminds.de