



# BETA TESTING

Essential part of  
development?

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# INTRODUCTION

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eptron

JEKATERINA  
KOKINA

Software tester and  
test team lead



DACE  
KRAUČUKA

UX designer and creative  
team lead

# INTRODUCTION

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We are IT development company, working with web, mobile and interactive application projects.

We are building our own products and also providing services to outside partners and clients.

Our in-house team includes development, design and testing teams

# HOW DID WE GET THE IDEA ABOUT OUR INTERNAL TESTING EVENT?

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- To test usability, overall impression and attitudes towards design
- Receive feedback about possible faults or ideas for improvements
- Learning by doing – organization of testing events for people with no testing experience

“USERS ARE NOT ALWAYS LOGICAL, AT LEAST NOT ON THE SURFACE. TO BE A GREAT DESIGNER YOU NEED TO LOOK A LITTLE DEEPER INTO HOW PEOPLE THINK AND ACT”

Paul Boag @boagworld

# BETA TEST IN SOFTWARE TESTING



- Definition
- Performed by real users in a real environment

User acceptance  
testing

Unit  
testing

Integration  
testing

System  
testing

Alpha  
testing

Beta  
testing

# WHY YOU NEED TO DO BETA TEST?

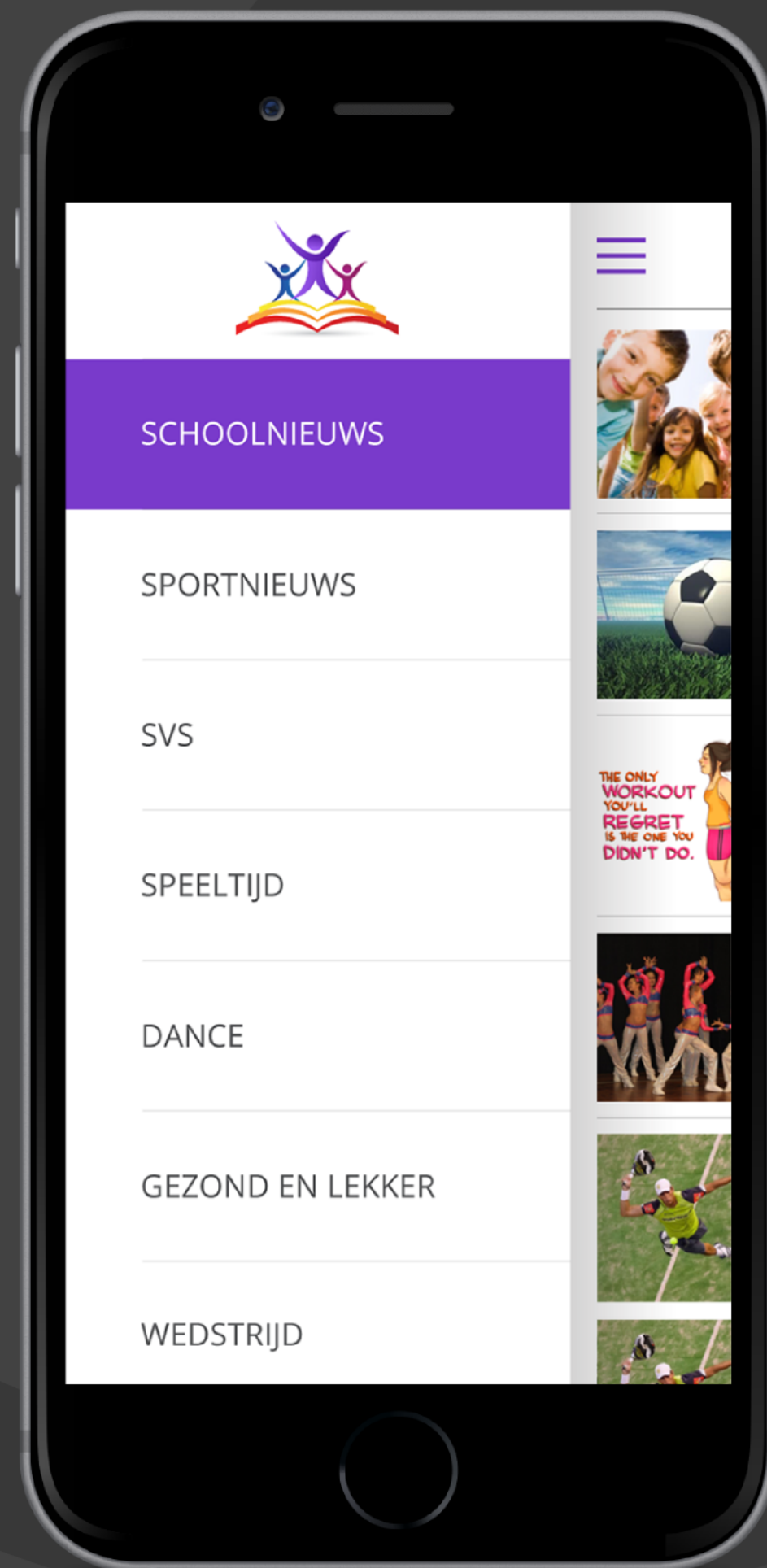
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- Reduces risk via customer validation + increased quality
- Beta stresses products more than alpha testing
- Customer input into a product is critical to its success and is part of all quality systems (ISO 9001, Six Sigma, etc)
- Beta complements all other aspects of product development

# APPLICATION SPECIFICS

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## Buzzit

Module based mobile application  
for top-down communication  
inside large communities,  
organizations or enterprises



# APPLICATION SPECIFICS

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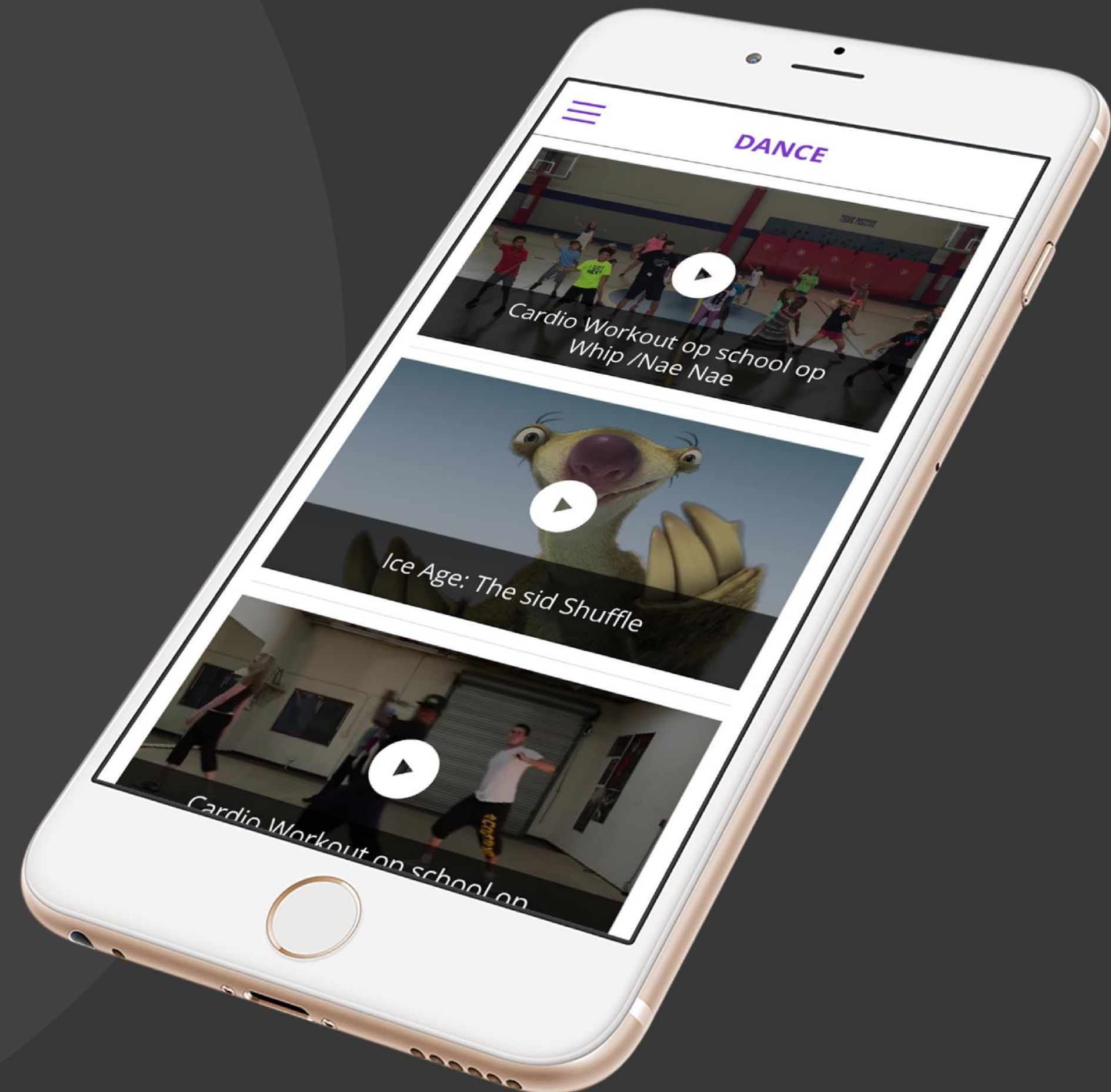
Existing modules include articles, surveys, booking tool, external links, profile page, video page



# APPLICATION SPECIFICS



Structure and design is built thinking about broad spectrum of potential users and customers



# PROCESS OF BETA TESTING

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- 1 Planning
- 2 Selection of test candidates
- 3 Test environment setup and product distribution
- 4 Collecting the feedback
- 5 Evaluating feedback
- 6 Beta conclusions

# OUR EXPERIENCE EVENT ORGANIZATION

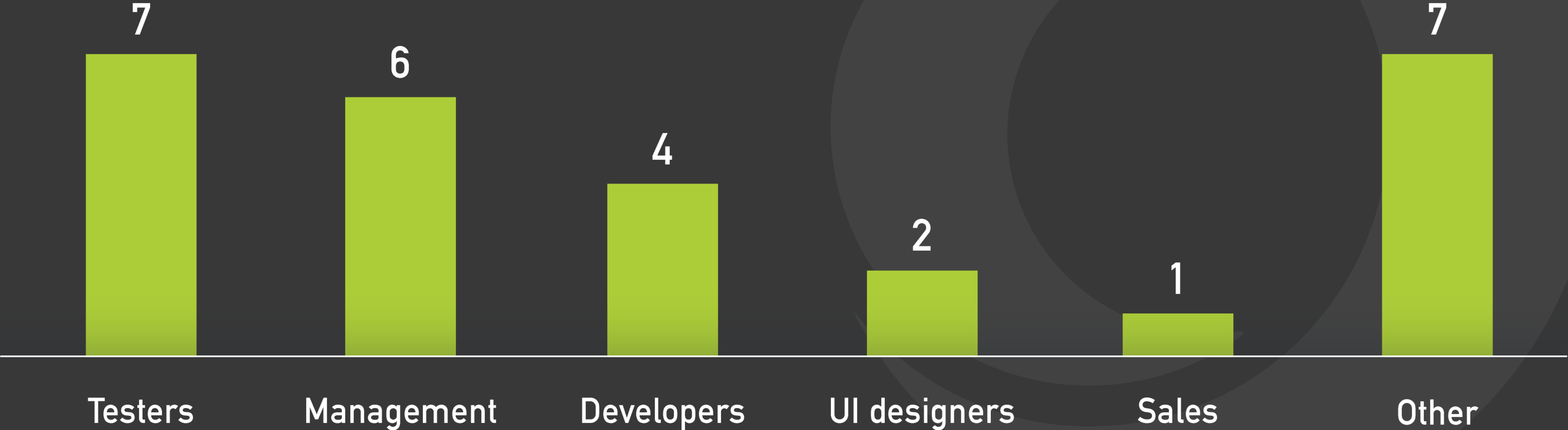


GOAL	SCOPE	DATE & APP VERSION	TEST ENVIRONMENT	TEST APPROACH	USERS
<p>Prepare for application release:</p> <ul style="list-style-type: none"><li>• find more issues in the application</li><li>• gather feedback about usability</li></ul>	<ul style="list-style-type: none"><li>• 6 functional app areas</li><li>• list of features</li></ul>	<ul style="list-style-type: none"><li>• Set date of event</li><li>• Agree on app version</li></ul>	<p>Mobile devices (at least 2 tablets):</p> <ul style="list-style-type: none"><li>• iOS - 50%</li><li>• Android - 50%</li></ul>	<ul style="list-style-type: none"><li>• SCENARIO 1</li><li>• SCENARIO 2 (exploratory)</li></ul>	<ul style="list-style-type: none"><li>• More than 20 users</li><li>• 6 professional fields</li></ul>

# GROUPS OF EMPLOYEES ATTENDED



Number of attendees: 27





# OUR EXPERIENCE: HOW?

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- The common meeting was organized for the event participants with Agenda:
  - Short introduction session about the event, it's purpose and application.
  - Instructions: the high level instructions were provided for the participants how they will proceed with tests.
  - Installation: the installation of the application on users devices will be made before the testing
- Testing session - test execution by individuals
- Reporting and feedback - documentation of found issues and reporting of the feedback
- Closure activities - summary about results and statistics next day

# OUR EXPERIENCE: HOW?

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- 1 Instructions
- 2 How to install application
- 3 Roadmaps for testing provided: **SCENARIO 1** and **SCENARIO 2**
- 4 Link for Android app
- 5 Link for iOS app
- 6 Form for Issue Report
- 7 Feedback form



# TEST EXECUTION DETAILS



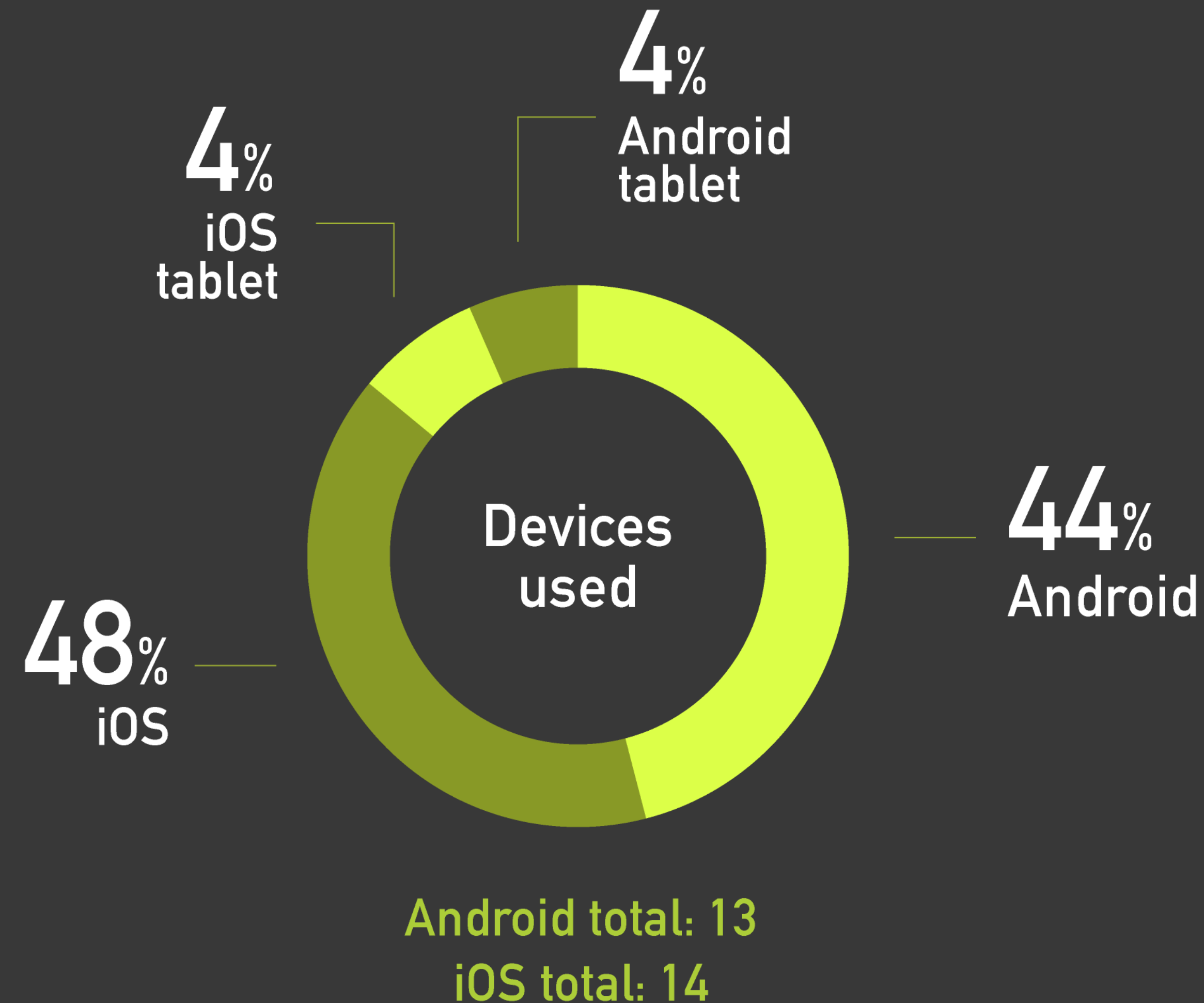
6  
SCENARIO 2  
(exploratory)



21  
SCENARIO 1

- 70% of users did the extended test scenario with predefined steps - **SCENARIO 1**.  
**AIM** - for user to check all user flows we are interested in
- 30% of users tested using unscripted scenario following the intuitive test approach - **SCENARIO 2**.  
**AIM** - more natural user flow experience

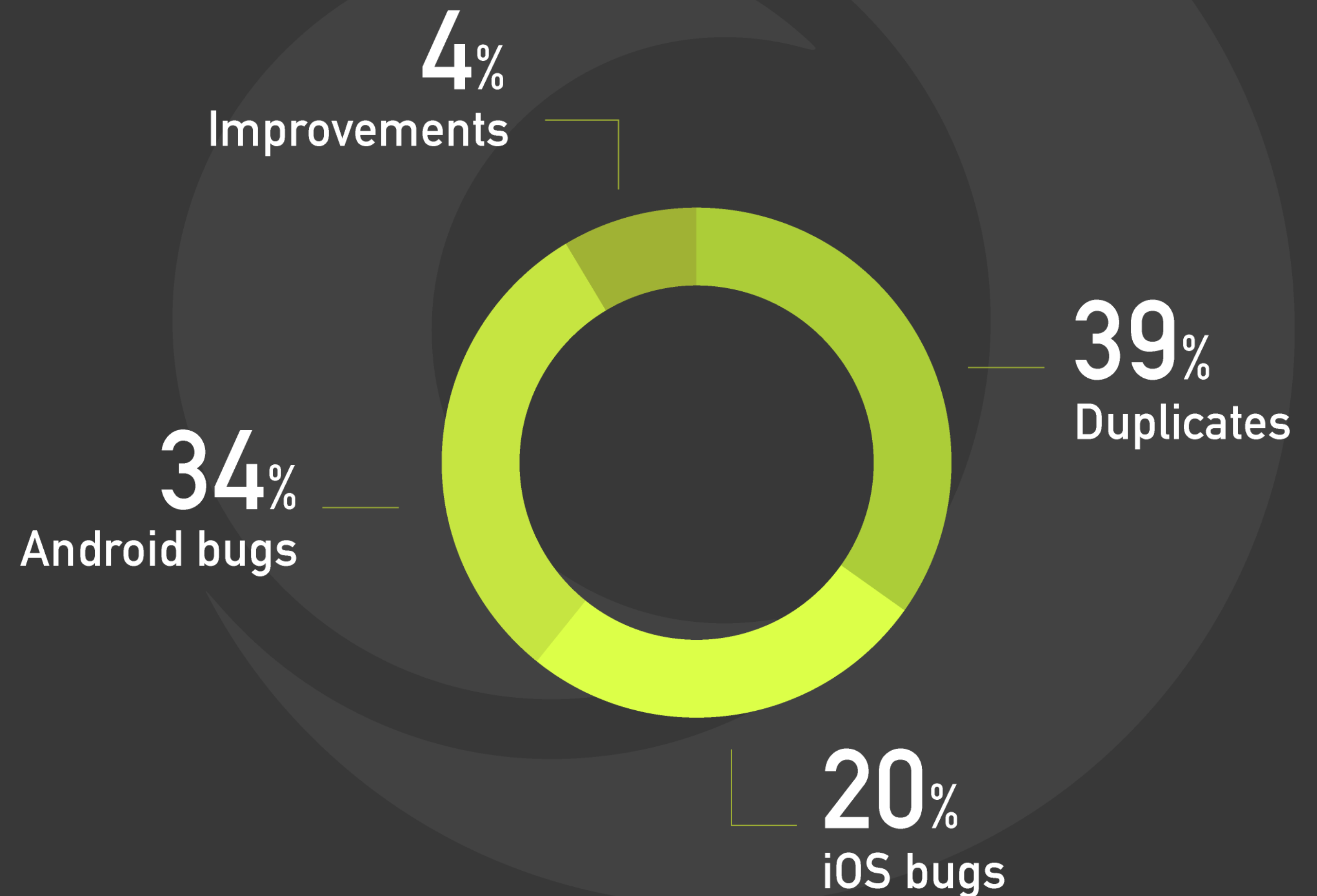
# TEST EXECUTION DETAILS



# OUR EXPERIENCE: TESTING RESULTS

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## Summary of reported issues



# OUR EXPERIENCE: PROGNOSIS, QUESTIONS AND RESULTS

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Is the application  
simple enough to use  
without any manual?



Average grade  
on usability

# OUR EXPERIENCE: PROGNOSIS, QUESTIONS AND RESULTS

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Is application structure  
easily understandable?



Average grade  
on structure

# OUR EXPERIENCE: PROGNOSIS, QUESTIONS AND RESULTS

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Was it hard to learn  
something new for  
navigation?

Average grade



Most popular grade: 10

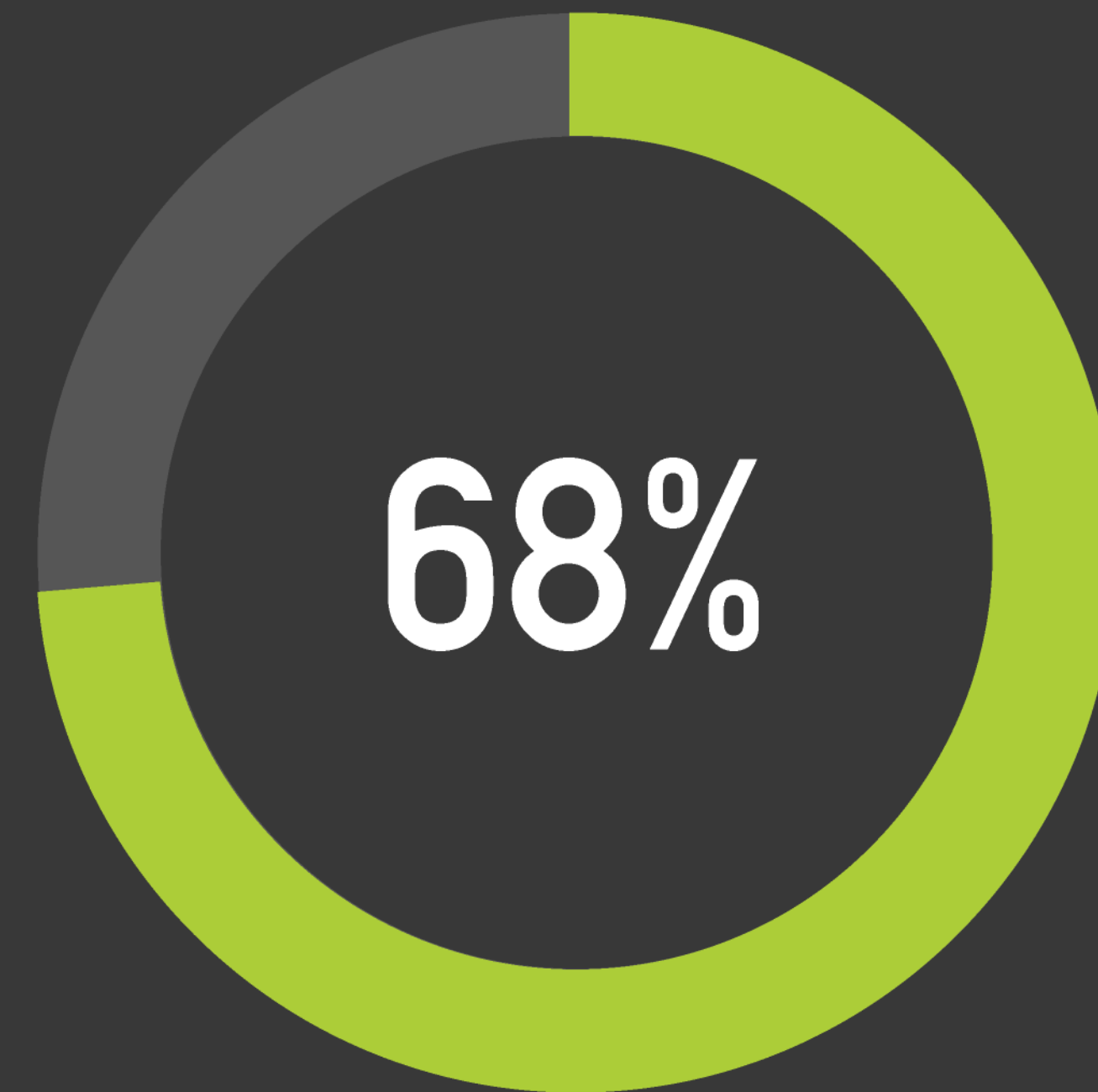


# OUR EXPERIENCE: PROGNOSIS, QUESTIONS AND RESULTS

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Would you be willing  
to use application in  
the future?



Percentage of  
positive answers

# OUR EXPERIENCE: PROGNOSIS, QUESTIONS AND RESULTS



As before testing, we knew Android version has more bugs – we prognosed that iOS version will receive better overall ratings and design ratings



The testing goals of the event were achieved:

- new bugs found
- improvements raised
- critical areas identified
- user feedback collected

# RECOMMENDATIONS

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- Estimate the effectiveness of the event
- Plan carefully all details of the event beforehand
- Avoid application late deliveries

# LINKS

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- <http://www.guru99.com/alpha-beta-testing-demystified.html>
- <http://istqbexamcertification.com/what-is-beta-testing/>

# THANK YOU!

Q&A

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