Crowdsourcing - the Future of Software Testing?

Kerli Rungi
Service Delivery Manager, Testlio
AGENDA

● Testlio - who, what, why
● In-house vs crowdsourced testing
● How we do it?
● The future of software testing
Testlio - who, what, why
Testlio

- A testing company founded by testers
- We help companies launch better products faster
- We are ridiculously passionate about testing
- The products we test touch over 650 million users every month

- Expert testers (testlions) in more than 40 countries
- We accept less than 3% of applicants
Mission - Why do we exist?

Connecting enterprises with the best testers in the world to provide amazing customer experiences

Quality
Speed & Scale
Passion & Partnership
Customers

- Snapchat
- Strava
- Outlook
- NBA
- Pipedrive
- CBS Interactive
In-house vs Crowdsourced
Challenges of In-house Testing

- Demand to release often and fast
- Mobile device fragmentation
- Cost of in-house team management
- Lack of testing experience and skills
- Lack of end-user experience
- Test automation as the silver bullet
What Type of Testing?

- Functional (exploratory and regression)
- Platform and device compatibility
- Localization and location-based
- Usability
- Accessibility
- Automation scripting
How we do it?
General QA Concept

● Measure, learn and improve mentality:
  ○ Processes, work methods and tools
  ○ Internal knowledge sharing
  ○ Wider testing scope and coverage
  ○ Lessons learned and root cause analysis

● There’s always room for improvement!
General Process

- Account Executive
- QA Project Manager
- Test Lead

- 24h Test Cycle
- Platform integration
Service Models

- Test case creation
- Nightly testing (manual, automated)
- Weekly/bi-weekly/monthly manual testing
  - New features
  - Regression
- On-demand functional testing of new features
- On-demand fix verification
- ...

...
Platform

Test cycles

Task lists
- Network traffic tests
  - 17 tasks
- Android functionality tests #1
  - 24 tasks
- Onboarding functionality tests
  - 19 tasks
- Chat functionality tests
  - 3 tasks

Issues 9

- Function “Edit and Send” crashes the app
  - #18523
- The chat screen turns black when calling
  - #12563
- App becomes unresponsive when sending emojis during video chat
  - #15346
- App becomes unresponsive when sending emojis during video chat
  - #15346
- Video/voice call continues after tapping on the stop call button

Chat

- Mike Jones
  - Welcome back, let’s crush bugs!
  - 9:15
- Christina Brookes
  - Hey, nice to be back on this project!
  - 9:12
- Mike Jones
  - Yep, give me 5 minutes - I’ll get right on it.
  - 17:42
- Timothy Robinson
  - Can someone review today’s issues please?
  - 17:30

Activity

- Mike Jones
  - 9:15
- Christina Brookes
  - 9:12
- Mike Jones
  - 17:42
- Timothy Robinson
  - 17:30
Challenges in Crowdsourcing

● Collaboration
  ○ Remote teams
  ○ Time Zone differences and language barriers
  ○ Lack of influence on client’s in-house QA processes

● Environment management
  ○ Build distribution
  ○ External environment availability and stability
  ○ HW and SW product combinations
Challenges in Crowdsourcing

- Product knowledge
  - Lack of product documentation (for planning)
  - Limited product knowledge
- Freelance testers
  - Accountability, availability and engagement
  - Meaningful career path
  - Recruitment
What does the Future hold?
Future of Testing

● Increasing focus on quality, speed and scalability - crowdsourcing
● Testers need to become more “techie”
● Higher demand of exploratory testing skills
● AI/ML capabilities growth in testing tools
● Big Data testing (analytics)
We make QA magic happen, every day

Thank you!