



Case Study: Wet 'n' Wild, Sydney Crowdsourced Testing

How crowdtesting kept an eCommerce revamp on track

Executive Summary

Application Type

- eCommerce website
(www.wetnwildsydney.com.au)

Test Types

- Functional Exploratory testing (guided)
- Scripted testing
- Regression testing
- Cross Browser / Cross Device / Compatibility testing

Key Results

- Ramped up to 40 Australian testers in a few hours
- Speed: 90% of testing complete within two days
- Total duration: Entire test cycle and reporting completed in five days
- Coverage: 27 different device/browser/OS combinations
- 93 valid defects found and fixed before deployment

eCommerce Functions Tested

- Accounts area
- Group bookings
- Path to purchase
- Promotions module

Service Delivery Model

- Managed Service: A professional Test Manager managed the crowd, validated defects and prepared deliverables

Deliverables

- Defect Log (reviewed, validated, duplicates removed)
- Two test cycles
- Test Summary Report

Background

In October 2014, a range of enhancements were made for the Wet 'n' Wild Sydney website, including new modules for discounts, group bookings, season passes and various extras. However, with temperatures hotting up and a flood of customers about to descend, Wet 'n' Wild's third-party supplier had neither the time – nor the budget – to test these enhancements on all required devices and browsers. With the revamped website due to launch within weeks, Wet 'n' Wild Sydney turned to crowdsprint crowdtesting to run a pair of comprehensive test cycles in an extremely short time frame.

84% defects found within the first 48 hours

85% of scripted test cases executed in first two days



Solution

Speed and timings were key success criteria. In a matter of days, test requirements were completed and approved. Within a week, the entire test environment was up and ready. This included providing credit card details for testers, writing the test cases, and liaising with the client's IT team to securely manage tester access.

Thanks to our crowdtesting platform, within a few hours we assigned 40 testers with exactly the right experience for both the exploratory and scripted testing. Similarly tight turnarounds were found throughout the project: our testers found 90% of defects in their first 48 hours; and our second test cycle and final Test Summary Report were delivered in under a week.

Test coverage was another key success factor. Ten combinations of browsers and devices were under test, plus testing needed to cover off a range of operating systems. Also, testing needed to range across the entire website, including: path to purchase, login and sign up, my account, promotions, plus all brochure-ware webpages. Furthermore, know issues were out of scope, and the project's existing defect log was reviewed and taken into account by all our crowdtesters.

50%

of defects found were major, critical or show-stopper

Client Response

Our client was particularly impressed by our speed, efficiency and accuracy. A large volume of bugs were passed to the developer during each test cycle – so the developer was able to start fixing defects immediately. To coordinate testing and prioritise defects found, our Delivery Manager was in touch each day with Wet 'n' Wild's parent company, Village Roadshow. Crucially, 95 validated defects were found in just a few days. Over 50% of these defects were categorised as 'major', 'critical' or 'show-stopper'.

To summarise: with a local Delivery Manager, a comprehensive process to manage our testing network, and a thorough defect validation process, we delivered an extremely thorough testing solution in a very short amount of time. What's more, our testing network is based offshore, so the entire testing solution was delivered for a very competitive price.