



# QA@BPA – Manual Testing for a Gaming Site

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## Client

A leading Gaming company in the US

## Application

A website where users can play online and also download games

## Business use

This website is used by 'gamers' who can play games online, download games, rent out movies, learn about upcoming games/movies/TV shows, join a gaming community to exchange ideas etc.

## Challenge

BPA was not involved in the development activity. The website was a very dynamic site where store updates used to happen twice every week. These updates were released to QA, Pre-prod and finally Prod environments. BPA was involved in conducting the UAT for these releases across environments. The QA window was a very narrow one, in which a lot of features had to be tested.

Also, since this site encountered an average of 2 billion hits per year, it was very crucial that the user experience had to be given utmost importance and QA had a very important role to play here.

## Solution

The contents that were expected to be up on the site were provided to BPA in a spreadsheet. QA@BPA checked the website against this spreadsheet manually.

In order to ensure the user experience was the best, the BPA QA team constantly reported on various parameters as follows:

1. Page weight: Information about the size of the pages in the website including the embedded images. This report helped the development team to gain understanding of the areas that can be worked upon to improve the overall performance
2. Page Download time: Information about the average time each page took to download into the local browser.
3. Page Proximity: The shortest distance that had to be traversed from the home page to reach a particular page. This information helped the development team to check if there is an alternate mechanism to reduce the number of clicks required to reach a particular page.
4. Content Redundancy: Information on objects that are redundant in the application. This information helped the development team to check if there was duplication of information and whether it could be avoided to ensure reduction in traffic.



5. Back to Home Page: This report gave a list of pages within the website where the navigation back to the home page was missing. This helped the development team to identify key pages where 'Return to Home Page' feature was a must and was missing.

Apart from the above, QA@BPA also produced a report listing broken links across the website so that these could be set right by the development team.

These reports were produced on a daily basis using a tool called Maxamine and these reports helped the development team rectify various problems in the website.

Also, to ensure a quick turnaround time, BPA provided 20 X 5 QA service to the client by having the team members work in shifts.