test IO

Questions to Ask Your Crowdtesting Vendor

⑦ Who are your testers?

Crowdsource testing vendors vary in their approach to sourcing testers. Some use Mechanical Turk, so they find people who are not professional software testers, and who may be able to follow a script but are unlikely to be as effective in following that script as an automated test. Every vendor has a headline number (20,000! 50,000! 1,000,000!), but more isn't necessarily better, because people who know how to discover and characterize issues are not a commodity. At test IO, our testers have professional software testing experience, and you can rely on them to discover issues with your software that your in-house team hasn't found, and that your automated tests wouldn't catch.

⑦ How do I actually set up a test?

Because they are using low-skill workers, some crowdsource vendors require that you document your test cases step-by-step, and if your test cases aren't clear, they will produce ambiguous results. Test IO will run human-driven test cases and more loosely defined exploratory tests that give you the kind of feedback that makes the difference between a great user experience and a one-star rating on the app store.

⑦ Can I test just part of my application?

Some crowdsource vendors lack ways of directing their testers to focus on part of the application, so the entire app is under test every time. Test IO divides your app into logical sections so you can focus testers on discovering issues where you need them to.

⑦ How long have you been doing this?

Crowdsource testing seems easy, but it's actually hard. Anyone can source unskilled people from Mechanical Turk or similar platforms and parcel out tests to them, then provide you with results that look pretty but waste your time – and thus there are many such vendors. Test IO was founded in 2011 and is the market leader in continuous human testing in Europe, with major brands like BMW, Deutsche Bahn, and Europcar among our customers. We've honed our process and improved our tester community over the years to deliver useful and actionable reports for our customers, so they can move faster with confidence. We don't waste your time.

Can I test an iOS app? How do you distribute the app to testers?

Some crowdsource vendors don't work well with iOS apps or require you to have Testflight accounts for their testers, which complicates the process. Test IO resigns your app with our Apple enterprise certificate so we can distribute it to as many testers as we need to with no effort on your part.

What controls do you have in place that prevent me from seeing useless bugs?

Some vendors, particularly the immature ones, give you a list of everything the testers found with no checks. We use technology to screen out duplicates and minor variations of the same issue, and every test run is overseen by an experienced team lead who scrubs the bug list before you see it, so what you see represents a combination of machine and human intelligence. We don't waste your time.

How are your testers paid?

When testers are paid by the bug, there's an incentive to report minor issues or variations of the same issue. At test IO, our testers only get paid if you accept the bug, and they get paid more for bugs that are more important. So their incentives are aligned with your goals.

Our most experienced and highest-rated testers get more opportunities to test and provide release-readiness feedback for you. These people evaluate apps for a living and have proven their value, so their judgment – especially in aggregate – is very, very good.

How long do test cycles last?

Some vendors only run 48-hour test cycles, regardless of what kind of test it is or what you might need. With test IO, you're in control of the duration of the test, so you can fashion different kinds of tests for different scenarios. Make sure whoever you're working with moves at the speed you do.

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⑦ Can I test as often as I want?

Some companies limit the number of tests you can run. At test IO we want you to test as often as you need.

⑦ What if something changes on our end?

Some vendors are rigid in their approach and require prolonged negotiations and set-up fees whenever something changes in your product or your environment. We like you to think of test IO the way you think of all the cloud-based services you rely on in your development/ deployment process – like Heroku, or a CI system. When you need more or need something different, we're flexible enough to accommodate you.

Learn More

Get to know more about test IO and how we can enable your company to test smarter, code better and ship faster.

Visit us online at: test.io

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