



To succeed in business it is necessary to make others see things as you see them.

Dedicated Game Testing Project

Abstract

Client had made significant investment in developing the industries' best rated games. Client had to ensure that the games acquire the best of the usability to attract optimum number of gamers. As these games were involved with lots of payment and points based transaction, it was a prime challenge for client to ensure that at all time all the site users' remains happy and satisfied with clients' games. Client was looking for an offshore test partner who understands the complete game rule and functionality in very short span to accelerate the project. Gateway was selected as an offshore test partner to perform manual testing of Dice and Card based games developed by other persons of our client. With Gateway's effort, Games' usability was improved by 40% which rated the game ahead with the competitors' games.



Case Study

Client Profile

The client is a Canada based online Dice and Cards games operator in USA and Canada. Their Games needed extensive testing to analyze Game rules, functionalities, Usability, the transaction of game points and money involved and competitiveness with other similar games in the market.

Business Need

Client had made significant investment in developing the industries' best rated games. Client had to ensure that the games acquire the best of the usability to attract optimum number of gamers. As these games were involved with lots of payment and points based transaction, it was a prime challenge for client to ensure that at all time all the site users' remains happy and satisfied with clients' games.

The Game engines were required to be tested in accordance with the International Game Rules and Regulations. The walkthrough certification was to be given in line with I-Tech Labs. It also impacted the overall quality of testing along with associated costs and time.

Client was looking for an offshore test partner to:

- Understand the complete game rules and functionality in very short span to accelerate the project
- Create the use cases for manual testing of the application and generate proper documentation for the same

Challenges

The main challenges Gateway faced were:

- Application's complexity
- Non availability of formal functional documentation resulting in requirement of close collaboration with the client's development team for understanding, verification and execution of testing and bug resolving process.
- Communication and close track of all communication between the Client and their Development team.
- Ongoing changes in the application in terms of new features, enhancements and changes.
- Verification of application report details against the inputs and values in database.

And other technology constraints related to application and game rules and logic based professional compatibility.

Case Study

- Test all the games for following:
 - International Game Rules
 - Random number generator
 - Game Engines
 - Functionality
 - Usability
 - Localization of Game website
 - Transactions Involved
 - On different platforms; Applet (MAC and IE), Desktop, Mobile.
- Execute and maintain test repository

Gateway's Solution

Gateway was selected as an offshore test partner to perform manual testing of Dice and Card based games developed by other partners of our client. Gateway team had to ensure the overall quality of deliverables is achieved within the agreed timeline.

A proper communication channel was established between the client and its Development team to ensure that no gaps are left during the final testing. Weekly summary calls were made to ensure that Gateway team is in line with the development team and Client's expectations.

The Verification & Validation was done on basis of International Game rules and use-cases developed by Gateway QA team in line with the knowledge transfer from development team. Application access was given by client on Gateway's local test environment.

One of the major challenges in the execution was non-availability of formal functional documentation of the application. To overcome this limitation, we devised an iterative approach with the client. For each functionality group,

Benefits

- Games usability was improved by 40 % which rated the game ahead with the competitors' games
- Games performance was improved by 30%
- Increased efficiency of testing by least knowledge transfer time taken from the Client as our game domain expertise helped us a lot in testing and improving the quality of the games.
- Walkthrough against well-known testing lab in Australia gave a high level confidence to our client in making the games live.
- Close communication with client & development team from Gateway made the dead line achievable.

Technology

- J2ME, Java Socket Programming, Java Swing, JDBC, PHP, MySQL, Smarty
- Linux, Windows, Mac
- Mantis BT (Bug tracking tool)

Industry

Gaming



Case Study

Gateway followed the following approach iteratively.

- Knowledge transfer over collaboration tools like GotoMeeting and voice communication for understanding of application flows
- Documentation of test cases for the modules under consideration
- Test Case Approval from the client
- Testing of games and daily reporting pattern for the Bugs and Issues found
- Verification and closure of each issue in line with the priorities defined
- Closure and acceptance

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