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Testing Console Games: Leaving no dues on user experience

Client Overview

- Global Video Game Company, recognized as the top 30 game developers with wide ranging successful game titles

- One of their game titles (game under test) is a Third-Person Shooter Game developed for PC and Consoles - Xbox One, PS4, and Switch
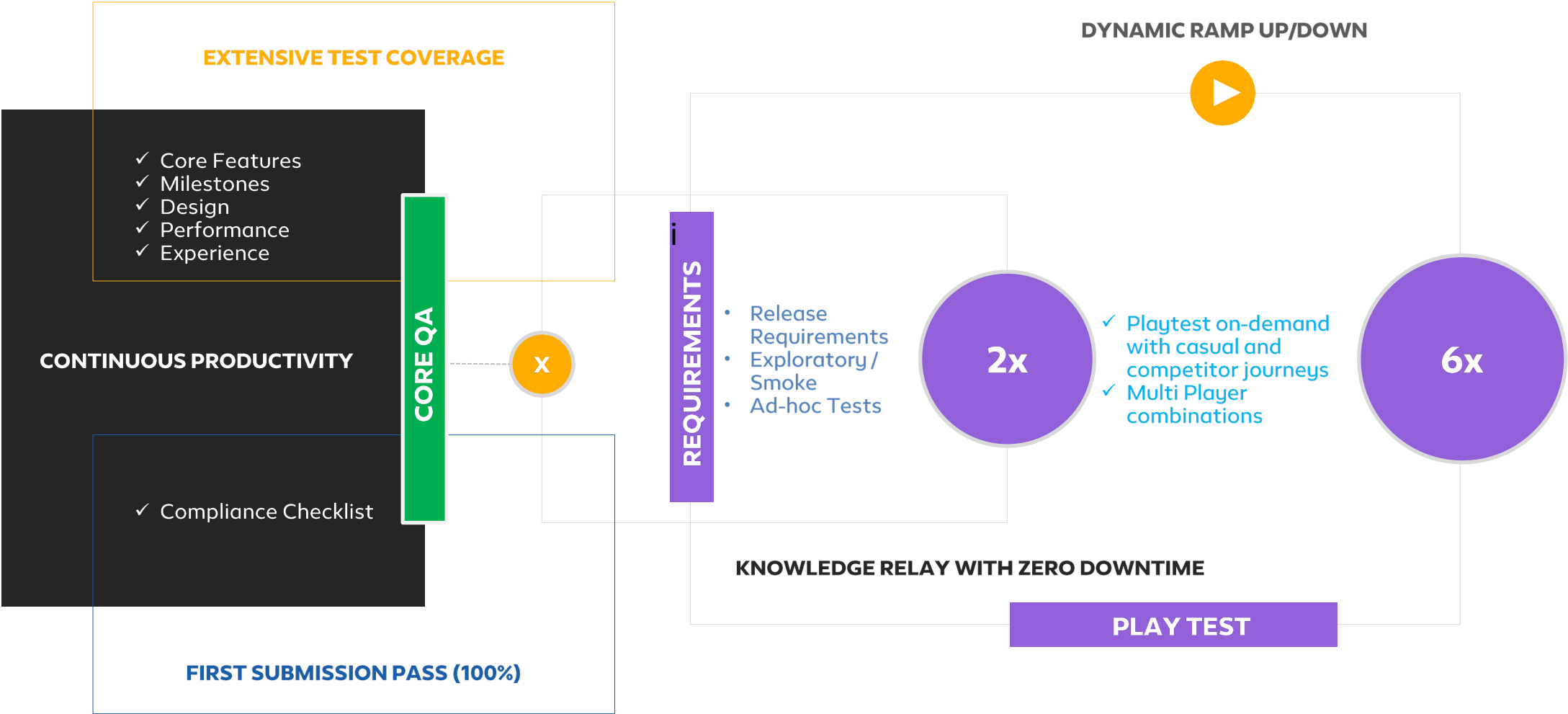
Business Requirements

- Engage an integrated QA team that operates in line with the game development and ensures comprehensive quality

- Perform Gameplay tests, functional validations and feedback on the unique abilities of the game

- The testing partner should verify integrity to consistent user experience

- Perform compliance checks (up to date requirements) for Consoles

Key Challenges

- Engaged a core team and a flexi team for extensive QA operations on core functionality, compliance and playtest requirements

- Flexible QA solutions (in a dev culture of least dependence on test cases and documentation) with strong knowledge of game play and expert notes on traceability

- Compliance Checklist execution for the updated console requirements on Xbox and PS4

- Conducted cross play and cross save consistency and seamless experience checks across consoles and PC.

- Dynamic Regression as function of the agile feature additions

- Detailed bug reports with appropriate comments, tags to related game features, reproduced defect screen images etc.

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EXTENSIVE TEST COVERAGE

- ✓ Core Features
- ✓ Milestones
- ✓ Design
- ✓ Performance
- ✓ Experience

CONTINUOUS PRODUCTIVITY

CORE QA

- ✓ Compliance Checklist

FIRST SUBMISSION PASS (100%)

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REQUIREMENTS

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- • Release Requirements
- • Exploratory / Smoke
- • Ad-hoc Tests

DYNAMIC RAMP UP/DOWN

▶

2x

- ✓ Playtest on-demand with casual and competitor journeys
- ✓ Multi Player combinations

6x

KNOWLEDGE RELAY WITH ZERO DOWNTIME

PLAY TEST

Our Solutions

- Test Charger
- Checklist Coverage
- Daily/Weekly Reports
- Scrum Notes
- Bugs(JIRA)

Business Impact/Benefits delivered

- Dynamic team ramp up & down - scaled up to 50member team for playtest & console requirements

- Immersive team & feature traceability:
Knowledge acquisition & retention application of knowledge to showcase QA integrity & veracity; team accountability & involvement was key when test cases are constantly evolving

Zero slack in knowledge transfer ? catching up with the core game dynamics

- 100% first submission pass on console releases

- Effective communication with dev team & following up for bug fixes helped meet the timelines effectively. Every hour delay in completing the testing would appreciate 1% increase in overall cost for the client.