

Testing of Console Games



Client Overview

- Client is an industry-leading video game developer at the forefront of the free-to-play, games as a service model. Their games have been played by more than 70 million people worldwide on PC, mobile, and console and they are trailblazers of the F2P and cross-play movements.
- **Key requirement:** End- to-end functional validation of their multi player console games.
- **Testing Types:** Functional testing, Performance testing, Compliance testing, Integration testing, User acceptance testing and Playtest testing.



Business Requirements

- To validate end-to-end functionality of the PS4 and Xbox console games.
- To engage an integrated QA team of testers who have extensive experience in console gaming, operates in-line with the game development and ensures comprehensive quality.
- To provide a safe testing environment where client data is secure.
- Perform compliance checks (up-to-date requirements) for consoles.
- To provide flawless end user experience.



Key Challenges

- Increased testing hours due to the size of the build and frequency of newer builds.
- Measuring game application performance across multiple consoles in the market.
- Meeting client deadlines during tight schedules with the available headcount in the team.
- Ensuring flawless user interaction with the application interface.
- Ensuring compliance checks for all consoles.



Deliverables

Daily status reports, defect reporting, test case documentation, suggestions to improve the quality of the game application.



Our Solutions

- Engaged QA team for extensive QA operations on core functionality, performance, UAT and compliance test.
- Tested and reported gameplay and UI of the game, verified game's UX in player perspective and performed load and stress tests on the game servers.
- Developed 1000+ test plans across various projects and 60000+ defects were logged during the testing phase across various projects.
- 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.
- Detailed bug reports with appropriate comments, tags to related game features, reproduced defect screen images etc.
- Flexible QA solutions with strong knowledge of game play and expert notes on traceability.



Tools/Technology

- Discord, Steam, Epic Launchers, JIRA



Business Impact/Benefits delivered

- Delivered promised performance with excellent additional requirements for quality and user experience.
- 100% First Submission Pass on PlayStation®4, Xbox consoles.
- Effective communication with dev team and follow-ups for bug fixes helped meet the timelines effectively.
- Reduced defect leakage by 96% during the test cycle.
- Covered 90% testing with current features and patches.
- Extended QA support which helped in cost saving of the customer as compared to testing by the inhouse QA team.
- Reported high priority and major issues and made sure they are fixed on the current sprints for the following releases.



Engagement

- **Project duration** – June 2020 - Ongoing
- **Team Size** – 54 per project



USA

Cupertino | Princeton
Toll-free: +1-888-207-5969

INDIA

Chennai | Bengaluru | Mumbai | Hyderabad
Toll-free: 1800-123-1191

SINGAPORE

Singapore
Ph: +65 6812 7888

UK

London
Ph: +44 1420 300014