

Testing of E-Sports Titles



Client Overview

- Client is a US based developer/publisher specializing in competitive titles which include squad-based shooters, third-person MOBAs, Hero shooters and third-person shooters. Several of which have been critically acclaimed and are a main-stay in their respective genres.
- **Key requirement:** Low to High-end hardware comparison to the latest in gaming, current-gen consoles from major manufactures such as Sony/Microsoft/Ninten
- **Testing Types:** Functional Testing, Compatibility Testing, Performance Testing, User Acceptance Testing, CERT/Compliance Testing.



Business Requirements

- To provide a flawless end user experience for a competitive gaming environment.
- To ensure full functional validation of the several competitive titles and provide certification testing such as TCR/TRC/Lot checks as required.
- To conduct periodical stand-up meetings, bug triage and retrospective meetings after completion of releases.
- To provide further support for patches and updates as required.
- To provide daily status reports and weekly metrics



Key Challenges

- Procurement of skilled resources on a short notices.
- Difficulty in requisition of certain hardware due to local availability or import laws.
- No standardized game design documentation.
- Validation of the game functionality by choosing the best fit mobile devices
- Measure application performance across multiple PCs & Consoles.



Deliverables

Daily status reports, Defect reporting, Test case documentation, Suggestions to improve the quality of the game application.

Good evening everyone,

Please find the Daily Status report for 07th Sep 2022 below:

Test Builds:

- **XB1:** PTS X.XX.XXXX.XX
- **PS4:** PTS/Cert X.XX.XXXX.XX
- **PC:** X.XX.XXXX.XX
- **XSX:** X.XX.XXXX.XX
- **iOS:** X.XX.XXXX.XX

Team Breakdown:

- 1 XB1/PC, 1 XSX/PC, 1 PS4/PC, 1 PC, 4 IOS

Test Focus:

1. Worked on CERT Test Plans.
XB1/XSX are at 97% completion and PS4 is at 93% completion. We estimate to finish this round of CERT testing early in the next shift.
2. Adhoc on gameplay
Focused on different elements/areas of the game to identify any issues that might've risen due to the implementation of the latest update/patch. The focus was on the usage of existing characters/items in the new Custom game mode
3. [Custom game mode](#) checklist – Completed.
Custom game mode checklist has been completed on XB1/XSX/PS4/PC & IOS. All the issues found have been uploaded to the database and have been tagged with the relevant mode name.

New Issues:

- **08** New issues reported today – iXie bug filter

Key	Summary
1	[PC][Functionality][UI] Save/Revert pop up fails to appear again on closing it once by pressing 'Esc' button.
2	[PC/XB1/NX] [VFX] Pop smoke grenade disappears on viewing it from certain angles
3	[PC/PS4/XB1/NX] [Functionality] Cosmetics equipped right before loading into match fail to get applied
4	[PC][UI][Customization] 'Change character' button disappears on switching tabs from weapon swap page.
5	[Cert] [Sony] [R4038/R4038A] Line drawings provided by SIE and photographic images of SIE products are not being used in compliance with the "Usage of Product Images".
6	[Cert] [Sony] [R4040/R4040A] The latest "PlayStation®4 Product Group Naming Conventions" are not being used for PlayStation®4 system and SIE-licensed peripherals in the application.
7	[Cert] [Sony] [R4005/R4208] Title shows incorrect default age and parental level as per the age guideline provided.
8	[Cert] [MSOFT] [XR-003-02] Placeholder text is displayed upon selecting the Skins under the STORE menu

QA Comments:

- **None.**

- Due to varying the complexity of an E-Sports title, the process of effort estimation varies from title to title. Below we can see the process of estimation for a 4v4 arena shooter, assuming that cross-play is available between multiple platforms.
- The testers are selected from a pool of experienced resources and new hires (If required) are sourced who are particularly versed with the type of title that is to be tested. These factors contribute to a considerable turn-around time for the testers to familiarize with the title.
- A test build is run to calculate the amount of effort required for either a complete sweep or specific feature test (as per the requirements). The calculated effort is then delegated to the client.

Form of test	Estimated Man hours per tester/per platform
Game Familiarization	4-8 Hrs
Functionality Sweep	8-16 Hrs
Progression test	8-16 Hrs
Cert/Compliance testing	24-40 Hrs

*This is just a sample of the effort estimation for a 4v4 to 6v6 arena shooter.
**These numbers could exponentially vary for a MOBA title such as DOTA or LoL due to their character/item numbers.



Our Solutions

- Created check-lists to ensure the game functionality (Friend invites, Party invites, Lobby creations, Game mode/Map selections, Player movement commands, Player equipment and Other gameplay interactions)
- 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.
- Performed compatibility tests to check if the game is running with major lag/Frame rate issues on multiple system configurations.
- Created testing guidelines for functional testing of all the features of the game with precise steps to walk through each mechanic
- Made sure the game supported different screen resolutions without clipping/truncating buttons and texts.
- Performed GUI testing to check the parts of user interface & graphics: button layouts, screen flow, menu backgrounds, color schemes, game content, screen transitions etc.
- Performed retests on fixed defects and played around the defects to make sure the connected mechanics/Features are intact.



Business Impact/Benefits delivered

- Delivered promised performance with excellent additional requirements for quality and user experience.
- Earned clients trust to create a whole new scope of multiple projects closing into the company. (IDK, frame this right)
- Developed streamlined process for division of work, hitting multiple forms of testing in each day to ensure full coverage of the game.
- Reported time to time 'Improvement/Suggestion' tickets considering global polish and refined user experience.
- Ensured key features always met required testing time, additionally focusing on meta features on the game for maximum satisfaction of the clients.
- Reported high priority and major issues and made sure they are fixed on the current sprints for the following releases.



Tools/Technology

- Epic Games
- Steam
- Slack
- Discord
- Signiant App
- Twin Gate
- Nintendo Developer Tools
- OBS Studio
- Discord
- PS4 Neighborhood
- AMD Software
- Nvidia Shadowplay
- Microsoft Game Development Kit
- Microsoft One Manager
- Jira
- Microsoft Teams
- Office 356



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