

# Enhance Testing Effectiveness With AI-Infused Testing

FORRESTER®

## AI-INFUSED TESTING IS A COMPETITIVE ADVANTAGE

Firms using AI-infused testing realized a number of business benefits:\*

**77%** Improved productivity

**77%** Greater business coverage

**68%** Accelerated delivery

**68%** Improved quality

**64%** Improved CX

## TRADITIONAL SOFTWARE TESTING TOOLS FALL SHORT

Decision-makers using only traditional automation/manual testing have low satisfaction with...‡



Reusability of  
testing assets



Test management  
tools



Testing execution  
tools

## FIRMS WANT TO IMPROVE HOW AND WHAT THEY TEST

Among those using  
only traditional  
automation/manual  
testing...‡

**75%**

struggle to stabilize CI automation pipelines and quickly differentiate between failures.

**73%**

want to bring more analytics-based insights to their risk-based testing approach.

**60%**

want to identify and optimize what to test when software changes happen.

## FIRMS USING AI-INFUSED TOOLS DELIVER QUALITY SOFTWARE FASTER

Those that have  
adopted AI-Infused  
testing saw:§



**5.67%**

average increase in  
velocity via faster  
release cycles



**10.8%**

average decrease  
in production  
defects



**12.1**

average percentage  
point increase in test  
automation coverage

Base: 316 NA and UK software testing technology decision-makers

\*Base: 90 NA and UK software testing technology decision-makers using AI infused testing

†Base: 226 NA and UK software testing technology decision-makers who use only traditional automation/manual testing

§Base: 84 NA and UK software testing technology decision-makers who use AI-infused testing

Source: A study conducted by Forrester Consulting on behalf of OpenText, December 2021