

ReadyTalk

ReadyTalk drives efficient QA Testing with Micro Focus® Silk4J.

Challenge

ReadyTalk wanted to build a testing system that could be easily accessed by an Agile team. It was essential for this system to have a usable test that was built on each iteration. A stated goal was to have an automated testing solution that could be simply executed by someone with little programming experience.

Solution

READYTALK

Founded in 2000 and headquartered in Denver, Colorado, ReadyTalk delivers audio and web conferencing services that empower customers to conduct audio and web conferences of all sizes—from small ad hoc meetings to large webinars. ReadyTalk combines ease-of-use with sophisticated marketing tools to increase audience engagement, event ROI and meeting productivity. Unlike other services, ReadyTalk

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DAVID DEMMER

Quality Engineer
ReadyTalk

gives customers a full suite of tools for training, collaboration, sales demos, webinars and more.

COMPLEX TESTING SCENARIO REQUIRED AN AUTOMATED SOLUTION

The domains for recorded playback of meetings and webinars were becoming a problem to manage. It was becoming increasingly difficult to manage all of the different domains. Additionally, it was a challenge for option recognition playing across all domains. ReadyTalk wanted to build a testing system that could be easily accessed by an Agile team. It was essential for this system to have a usable test that was built on each iteration. A stated goal was to have an automated testing solution that could be simply executed by someone with little programming experience. This system should offer QA a way to drive tests without having to manually execute each routine.

ReadyTalk was not in a position to replace existing tools. It was seeking a solution that did not demand a specific change management tool for its source code, and it wanted to use the tools that were already in place.

“Silk4J easily broke out of the main infrastructure. It allows us to integrate easily with our other open source system,” says David Demmer, ReadyTalk Quality Engineer.



At a Glance

■ Industry

Telecommunications

■ Location

United States

■ Challenge

ReadyTalk needed an automated testing solution that could be used by someone with little programming experience.

■ Solution

Use Silk4J as a lightweight solution that automates the functional testing process.

■ Results

- + Introduced a lightweight, easy-to-use solution
- + Provided the ability to detect defects, which saves time

SILK4J PROVIDED A LIGHTWEIGHT, OPEN SOLUTION

Silk4J is a lightweight solution that does not get in the way of the test automation engineer. When evaluating Silk4J compared to the competition, ReadyTalk strongly felt that the competition was heavyweight and would lock them into a proprietary language. It was clear that the ReadyTalk team understood the domains and interactions for Silk4J.

The ReadyTalk team was pleased that Silk4J did not overburden the team with all of the object mapping. The competition to Silk4J embedded much of the object mapping, which was not a need for ReadyTalk. Silk4J offered the QA team the chance to push tests—a key differentiator when evaluating tools for automating the functional testing process. “The ability to apply unique handle identifiers for the automation framework to identify GUI objects under the Win32 domain enabled robust test methods that could be executed continuously in a nightly build environment,” says David Demmer. “The nature of continuous integration and testing allows for sanity checks to be made prior to the internal consumption by the rest of the engineering team, and in this automatic test environment, it is crucial for Silk4J to perform and report errors in the system with little involvement in diagnosing the behavior. The unique handles allowed for a robust object recognition

system where most recognition attributes changed based on the Win32 domain rendering of component SWT widgets under the Avian virtual machine.” He continues, “The unique object handle identifiers always remained the same throughout the test execution life cycle.”

HIGHER QA, PRODUCTIVITY AND LOWER TEST COSTS

ReadyTalk faced a unique business challenge—should an object recognition system be built manually? The move to Silk4J would yield some important benefits in the long term for the development and testing teams: higher QA productivity and lower testing costs, higher test coverage, consistent and repeatable test results, and reduced costs associated with defects.

It was imperative that ReadyTalk had reliable test automation capabilities for regression, cross-platform and localization testing, especially for its newest product: ReadyTalk Web Meeting 6. Web Meeting 6 introduces unique differentiators to the marketplace: no participant downloads, smart marketing tools, collaborative features—all built on new open-source technology, Avian.

ReadyTalk’s launch of Web Meeting 6 would have been very difficult if not for simple, robust, and quick script creation and ease of maintenance that can be replayed cross-browser.

With any development and testing effort, it is crucial that efficient and clear communication is in place between different machines. ReadyTalk needed to incorporate effective peer-to-peer testing as there was a large team accessing tests via separate machines. Additionally, when refactoring, it is extremely important to know the ‘health’ of the system at any time. The team must know that particular changes to the code base have passed their automated tests.

EARLY DETECTION OF DEFECTS DELIVERS SIGNIFICANT BENEFITS

The introduction of Silk4J to ReadyTalk has helped the team continue to launch feature enhancements in an Agile development environment with a high degree of confidence. Many of these enhancements interact with many sensitive areas through system integrations. ReadyTalk’s reliance on Silk4J helps it detect risk failures with test automation.

With Silk4J, ReadyTalk expects to continue to save enormous amounts of time by early detection of defects in a repeatable process where little downtime is necessary. When automation exposes a defect in a test case flow, a test member triages the root cause and a solution is introduced. This will continue to give engineers time to explore more granular end-to-end testing scenarios that a target user may trigger.

As ReadyTalk continues its evolution with Silk4J, it anticipates further improvements in reliability as testing would be executed on a more frequent basis and build verification testing could be an indicator for when the tested application is sent to the team for development and testing. The team will derive continual benefit on risk

assessment whenever a new enhancement or feature is launched.

Silk4J's future at ReadyTalk also involves expanded testing with the exclusive use of Silk4J as the lone object-recognition system. "We anticipate we will utilize complete life cycle testing

using Silk4J along with other test solutions, but the heart of its use will be for object recognition and playback," says David Demmer. "Silk4J meets our needs because it is a lightweight solution that does not get in the way of the test automation engineer."

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