Dogfooding @ Carousell

Abhijeet

Who knows what dogfooding is?

What is Dogfooding?

Eating your own dog food, (**dogfooding**), is a scenario in which a company uses its own product to **find issues with functionality** and **user experience**.

Why dogfooding?

Increases product knowledge.

Encourages innovative thinking, different opinions, increases enthusiasm for the product.

Employees get to be the first users
and first issue reporters.

Happy users on production! :)

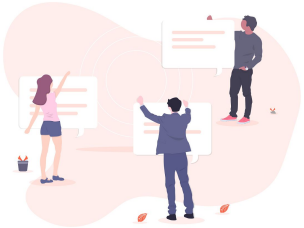
Basic principles

- All new features/changes go through dogfooding before releasing to production.
- Dogfood builds are separate builds than production builds.
- Only dogfood test users can see the new changes. Production users cannot.
- Each dogfooding activity follows a structured process.
- Communication platform encourages both engineering teams and dogfood participants to discuss issues and fix them.
- Anyone in the organization can download, test and give feedback.
- Feedbacks and issues reported by dogfood participants are addressed before releasing to production.

How we do it?

Developer building & testing

Dogfood announcements



Reports & feedback from dogfooding

Release to users!

Team dogfooding (Test party)

Carousell employees testing a feature

What happens in team dogfooding?

Team dogfooding (Test party)

Setup test party meeting inviting all team members and any other members from other engineering teams

Create structured checklist for test party

All participants should test the feature

Document all issues found in test log of the test party

Document all issues found in test log of the test party

Prioritise issues found and fix them

Build ready for company dogfooding

What happens in company dogfooding?

After team dogfooding

Company dogfooding

PM announces build for dogfooding

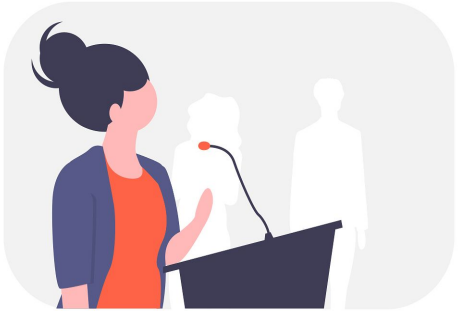
Participants volunteer & test the feature

Participants give feedback and report issues

Team prioritises issues and fixes them

Release build gets tested

Build released to production



Dogfood announcements

#dogfood-announce

☆ | 303 | 3 | Read-Only Channel

Search

Tuesday, March 5th

Jianyuan Chen 5:39 PM

Search Improvements - Category Suggestion 🔍

What's New?

- When using Car related keywords as search query (e.g. "honda"), we can expect more relevant category suggestions
- Easily browse listings in Cars for Sale category simply by text search

How to test

- **iOS build 952+**
- **Android build 1642+**
- Login with Staff account in SG marketplace
- Tap on search bar while in GC homescreen
- Enter any car related keywords - try car makes/model name/body type (e.g. "audi", "coupe", "civic")
- Tap "Search" or "Enter" on the on-screen keyboard

Special thanks

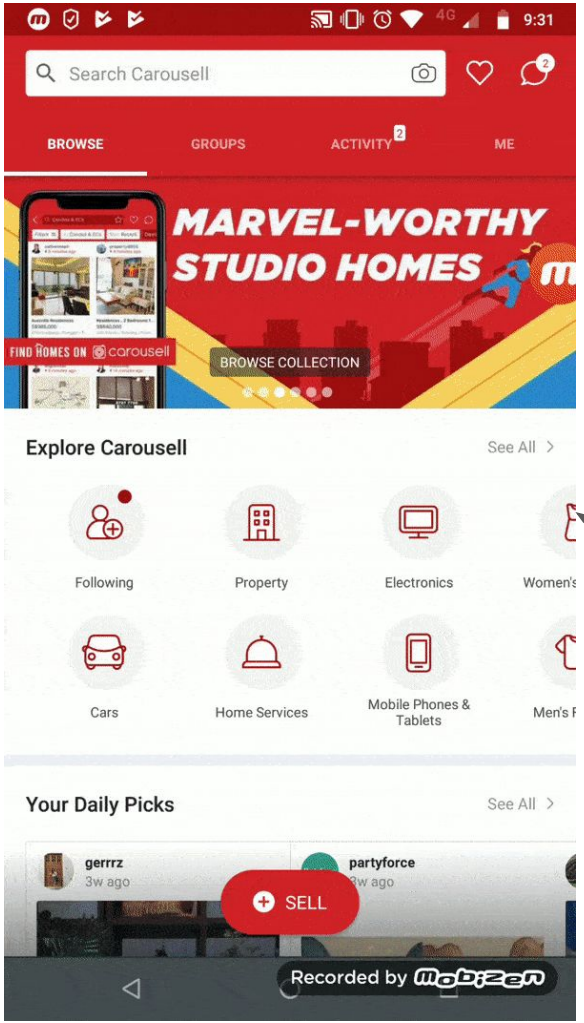
@Achi Chen @lucasvchen for helping with backend solution and @cyrandy @benh for the valuable advice

cc @cars-team

Questions, feedback, bug reports? Ping @jianyuan in #dogfood-reports (edited)

11 7 6 7

Testing and reporting



Slack bot that lets you submit a bug directly from a slack channel and creates a JIRA bug ticket and assigns to a team

Abhijeet Vaikar 3:16 PM

@trinity report bug

Only visible to you

trinity APP 3:16 PM

Which platform(s) do you want to report a bug for?

Android | iOS | Mobile

Web | Mobile Web

All Platforms

trinity APP May 3rd at 3:21 PM

BUG REPORT #3517: Messages sent from email conversation are not seen on chat

What steps did you take?

1. Login as user [redacted] on 1 phone
2. Send a chat message to the user ([redacted]) on a listing.
For example send an image and some text.
3. [redacted] should not be logged in to the app.

Show more

Reporter

[redacted]

Assignee

[redacted]

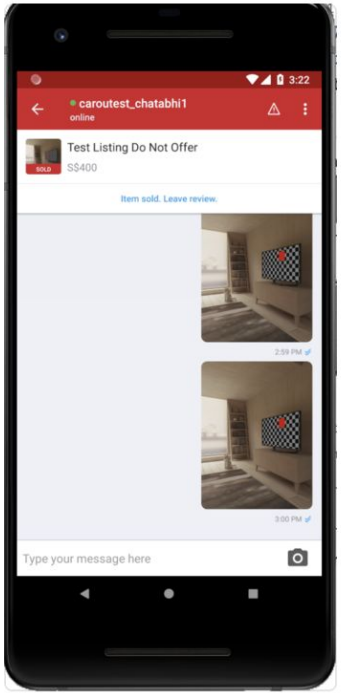
You can attach screenshots and videos by replying to this message and adding @trinity in the description of your upload.

5 replies

Abhijeet Vaikar 3 days ago

@trinity

Pasted image at 2019-05-03, 3:22 PM



trinity APP 3 days ago

Your file has been attached to the bug!

Tools used in the process

JIRA Helpdesk to onboard employees for downloading dogfood builds

TestFlight for distributing dogfooding builds for iPhone users in the company

Beta by Crashlytics for distributing dogfooding builds for Android

Google Play Store for releasing dogfood builds on beta testing

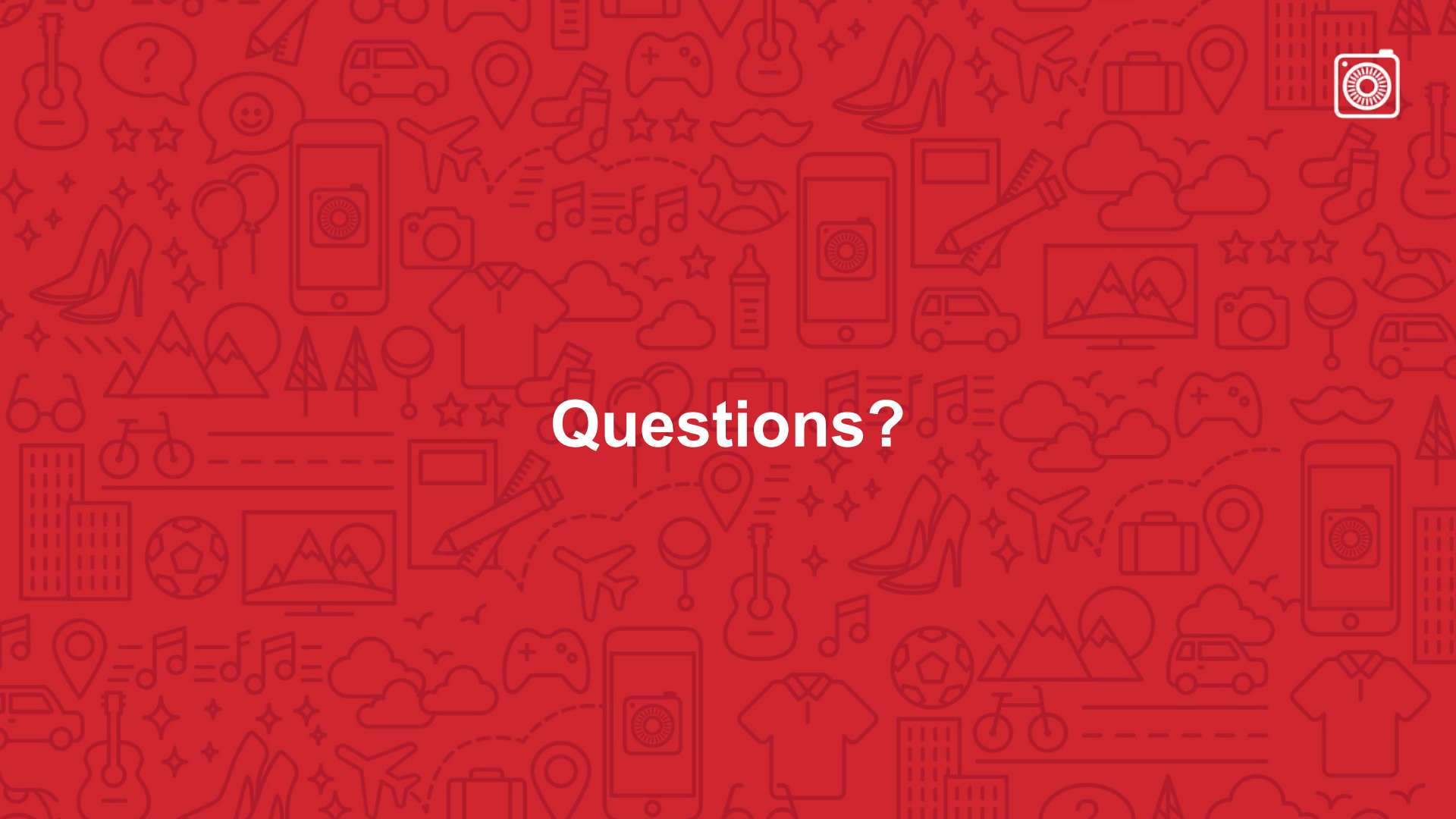
LaunchDarkly to control dogfood features visibility to test accounts

Learnings

- Dogfooding has proven as a good additional quality process and tool to ship product with confidence.
- With the structured process in place and by conducting many sharing workshops, we have been seeing lot of contribution by employees in our org.
- On a daily basis, many employees provide feedback and report issues on the app that help Carousell become a better platform for selling and buying.

What’s next?

- Incentivisation for dogfooding participants.
- Encouraging more participation from employees who have not contributed at all.


Questions?