

# Beta Test T3 Review- Responses to Updated App

## Summary

After the T1 round of testing the feedback from the testers was analysed and checked against the promised functional and non-function requirements as defined at the Initial Operational Capability Milestone (IOCM). This review helped to determine which features were “nice to have” as opposed to critical/core functionality which should be part of the 1.0 production release.

Each tester was presented with a summary of the comments which they had made previously during the initial round of Beta testing. The team was not able to fulfil all of the requests/comments made during the testing due to the need to prioritise the features which were promised for IOCM. The changes were not explained to the testers prior to the re-test in order to not bias their interpretation of the new app.

Due to frequent testing prior to the initial beta version, no functional problems were identified in the beta test feedback. The changes were therefore related to non-functional usability matters.

We found that one functional requirement which had not made it to the IOCM phase was audible alerts. This was included in the app for the T3 testing. After user testing, it became clear that adding width to the app window solved the majority of minor problems which were identified in the previous round.

The beep was helpful to the users, as it augmented the visual cues that a new single user chat or group chat had arrived. After the final testing, a minor adjustment to the audible alarms was added to improve consistency/predictability of it happening. This was the only change the team found necessary considering the positive feedback that had been received.

## Test Methodology

Testing was conducted in accordance with the [IOCM Test Model](#), Section 4.2. Test users opened multiple instances of the app in order to test opening a new account, logging in and creating single or group user chats. A key indicator of the non-functional requirements was the user's ability to maintain multiple chats and multiple chat types (single/group) within the same user interface.

## Test Results

No quantifiable failures occurred which would be decided by a pass-fail criterion e.g. user failed to log in to app. This was because the basic operation of the app is quite simple and well designed.

Generally, user errors were able to be rectified by the user themselves without intervention from the tester. None of the testers needed to refer to the user manual. Minor tweaks and refinements are still possible, however the product (particularly after improvements incorporated from Beta test feedback) was deemed to have met all functional and non-functional requirements, thus ready to be deployed to the production environment as a 1.0 release.

Test user feedback from the first and second round of the testing is summarised in [Beta Test Form User Responses](#). Feedback from the first round of testing lead to the following improvements:

1. The width of the app was increased. This eliminated possible truncation of the username and/or button text next to contact names
2. Chat messages were colour-coded for each user. This was an additional visual cue to quickly identify the source of the message, which was particularly useful for group chats.
3. An audible beep was included to help signal to the user that a new message had arrived.

After the second round of testing, the feedback was very positive and there was only some minor confusion around when an audible beep might occur. The final change for the 1.0 release of the app was a more consistent audible beep whenever a message arrives and the particular contact/group chat is not in the foreground.

## Next Steps

Test results indicated that the final version of the app met all functional and non-functional requirements: refer to [Requirement Model](#) for more information. There are further features which could be incorporated both as a result of user feedback and features which were already part of the roadmap, but postponed for a future release. These include but are not limited to:

- Secure chat
- LDAP/Active Directory integration
- User search
- Chat search
- User account management
- Local caching of user data

It bears re-stating that the final production ready version of the app met all functional and non-functional requirements.

With the exception of secure chat (which was a stretch target) the other enhancements are for the benefit of administration and user productivity and not related to the core functionality which has already been achieved. Certain trade-offs in the security and decentralisation of data would occur for some of these features to be implemented.