

HUGE

Hello.

August 13, 2015
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NYC Testers Meetup

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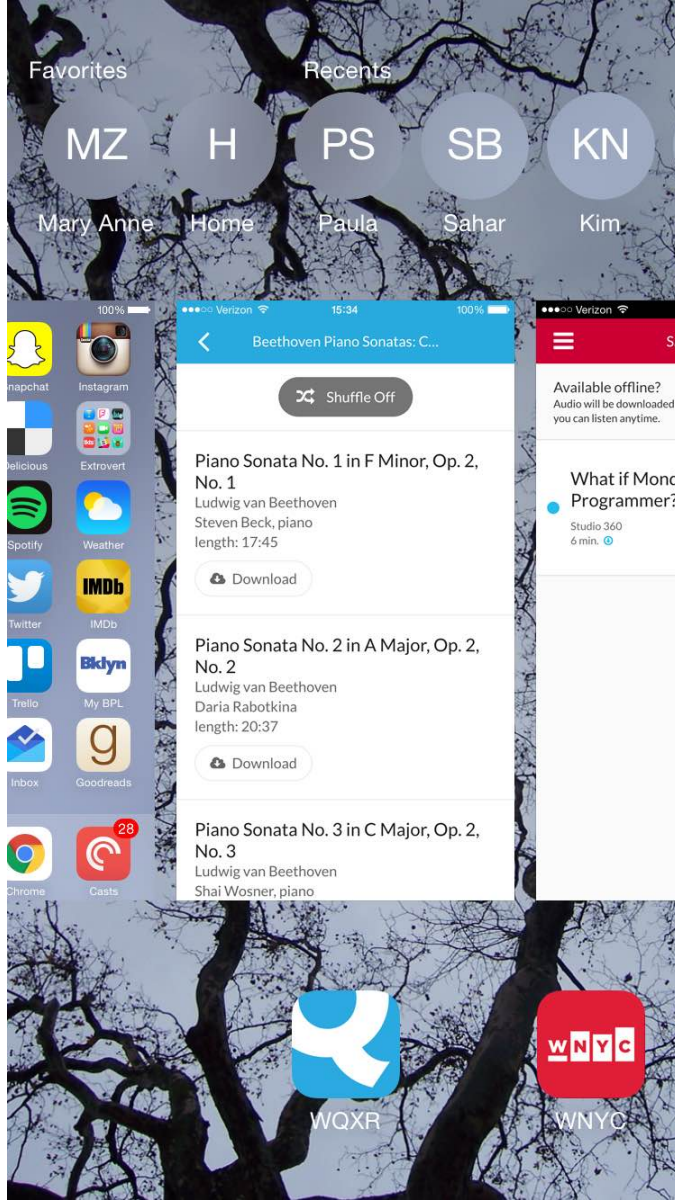
Challenges in Testing Mobile Audio Apps.

Agenda



- 1. Things you might expect from a mobile audio app.**
- 2. Challenges I've encountered.**
- 3. Getting feedback.**

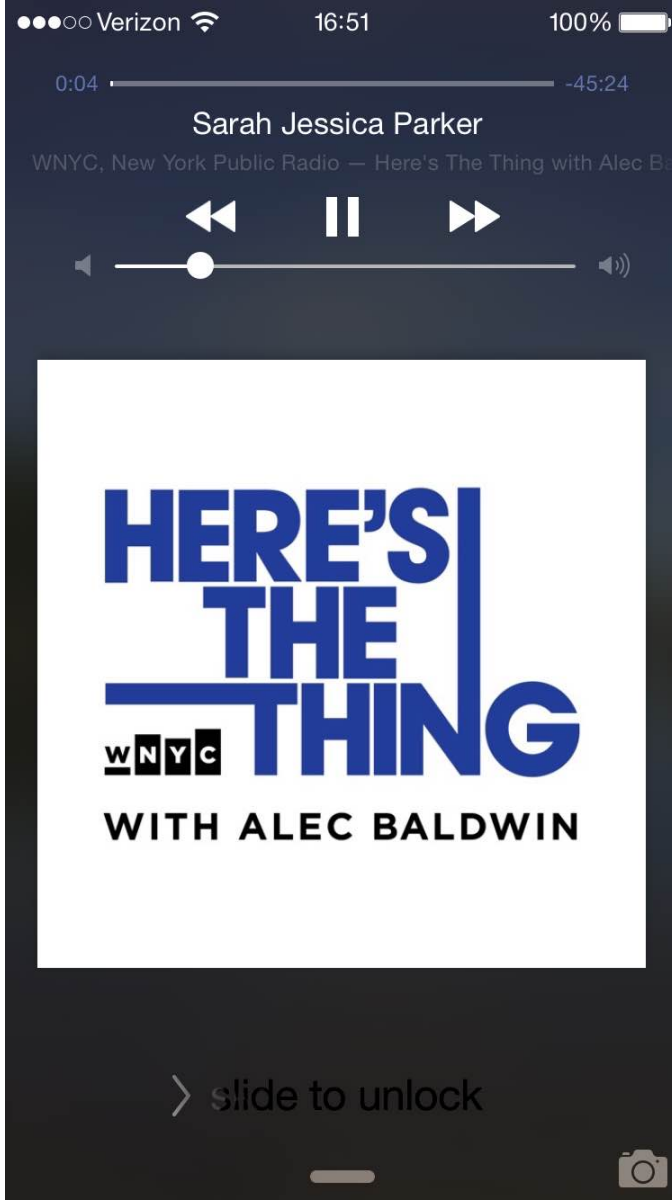
Things you might
expect from a
mobile audio app



Force close

Force closing an app that's playing audio should:

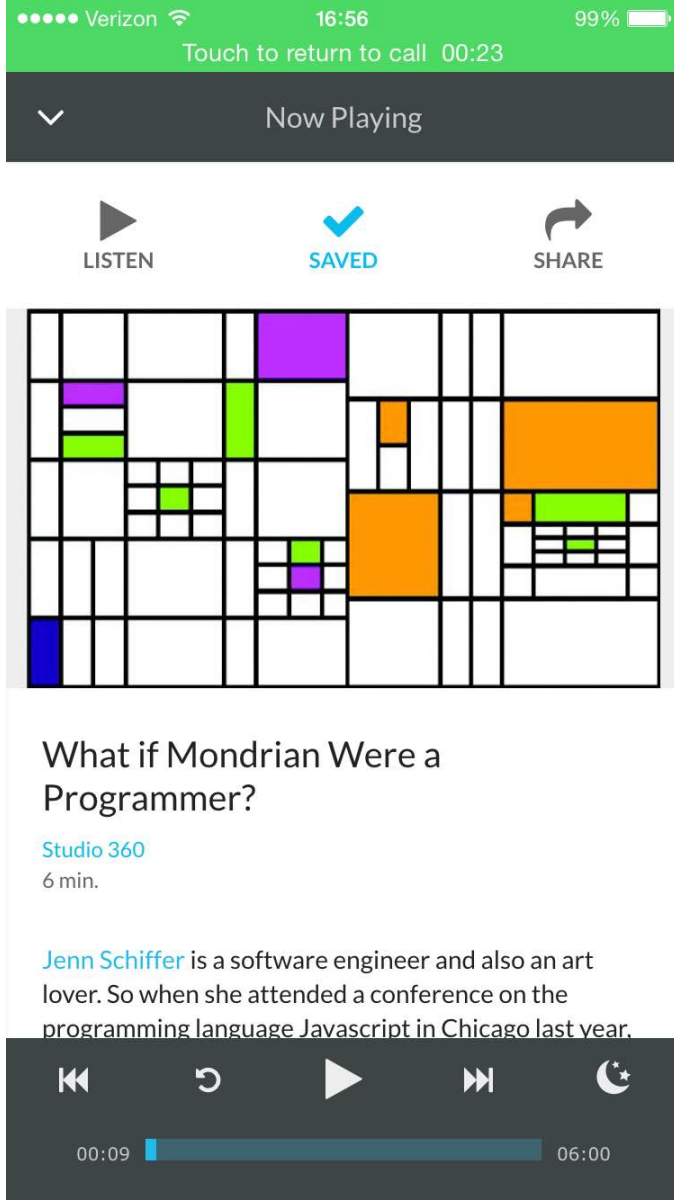
- Audio fades out to pause
- If it's on-demand, your progress is saved
- Play button switches to a pause button



Lock screen

When you're playing audio and you lock your phone:

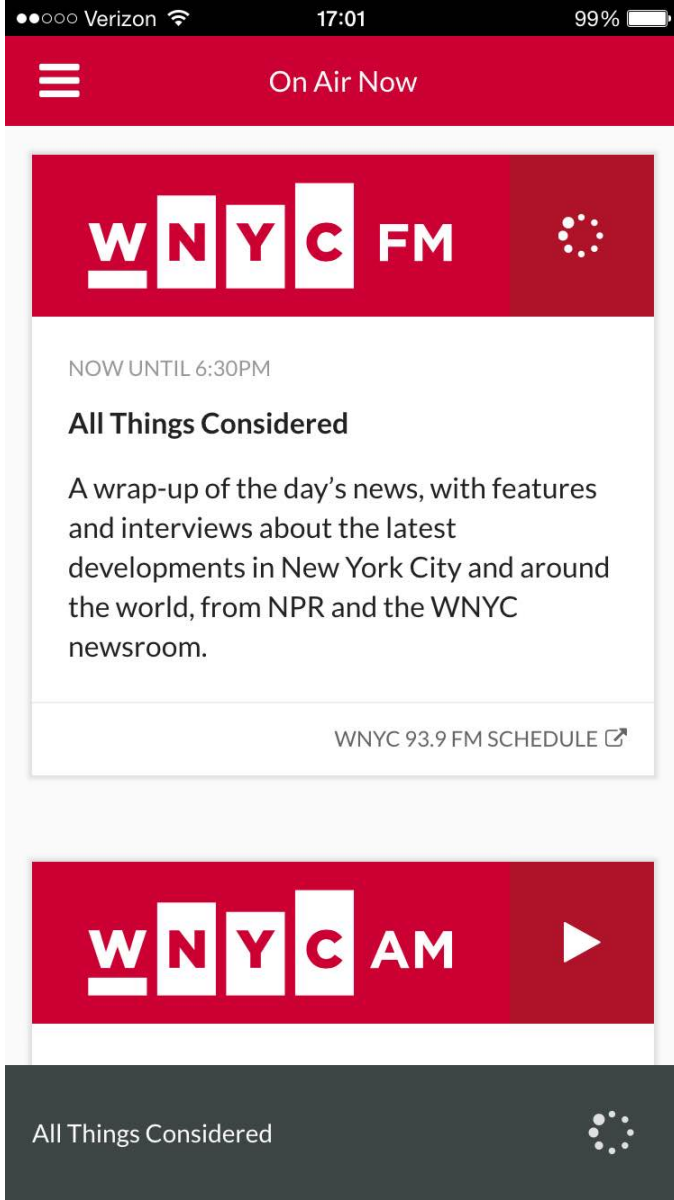
- Audio continues to play
- Metadata appears on the screen
- Play/pause, previous/next, and volume control app



Other apps

When you're playing audio and you start playing audio/video in another app, you answer a phone call, or you're recording audio:

- Audio from old app fades out to pause
- Audio from new app fades in to play
- Push down header doesn't crush your app



Other app features

When you're playing audio and you're navigating around your own app:

- Screens still load
- Playing on-demand audio interrupts live streaming audio and vice versa
- Metadata updates in lock screen as live stream or on-demand playlist changes
- Hardware buttons control volume
- Impact on battery life is reasonable

**Challenges I've
encountered**

Radiolab

Goat kicking



Goat kicking

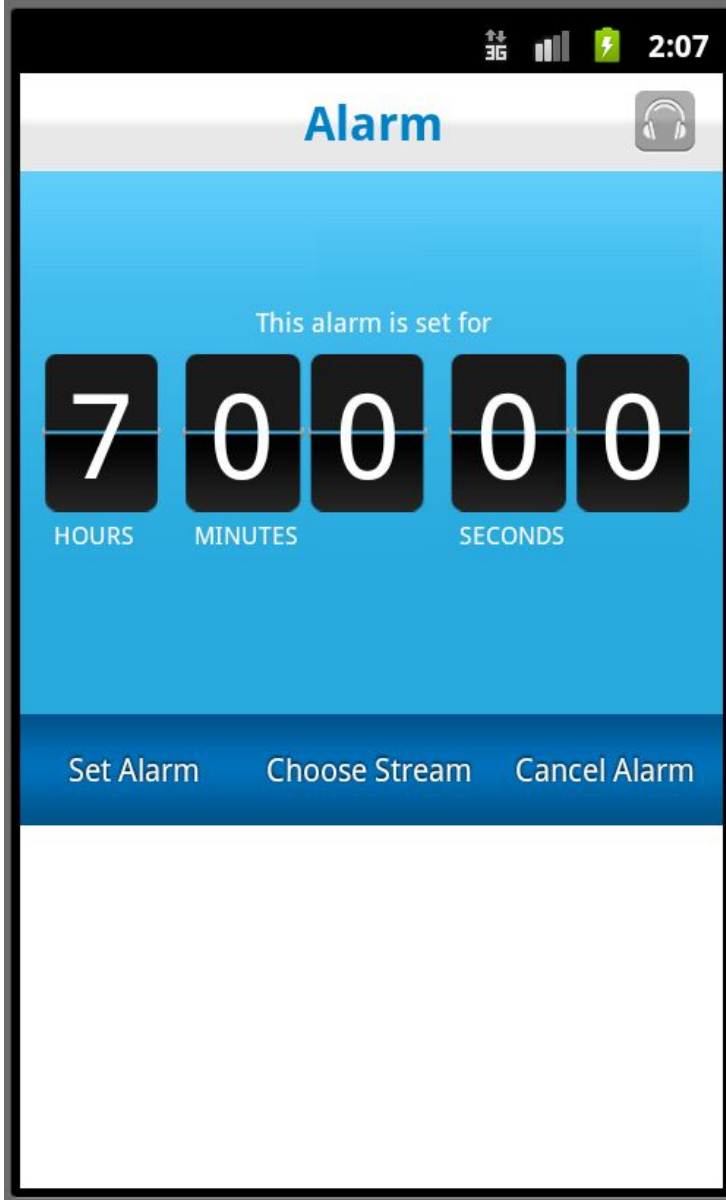
- Tapping the goat played a short audio clip and caused the goat to kick.
- Clips chosen randomly from a group of 15 ranged from a couple seconds to a couple minutes in length.
- If you were playing a podcast when you tapped the goat, would you expect the podcast to resume?

It depends!

If the goat kicking is short (<1 minute), the podcast should try to resume. Otherwise you'll have to go back to the player and press play.

WQXR

Alarm UX



Android allows you to multi-task.

You can have a different app in the foreground or lock your screen and still have audio playing.



7:00 am

WQXR New York

Remember: for the alarm to work, you must leave the app open and on the screen, with your phone plugged in.

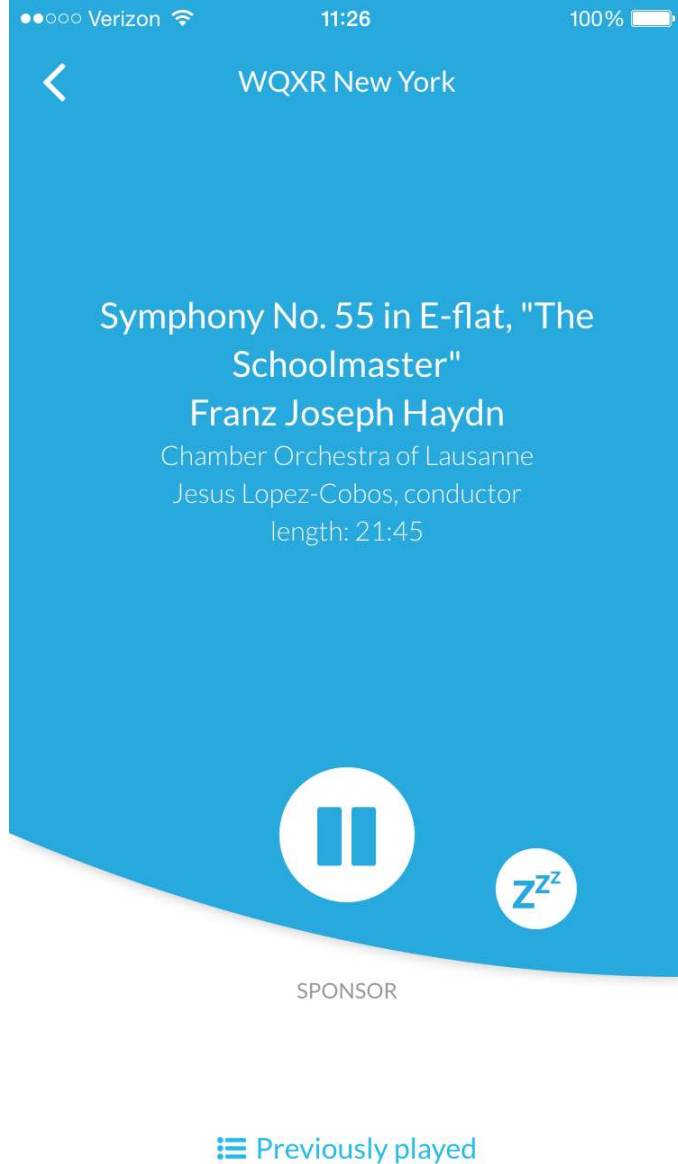
CANCEL ALARM

iOS doesn't.

- The app has to be in the foreground AND unlocked for the alarm to play music!
- Other alarm apps only make alarm sounds or require you to open the app and take action.

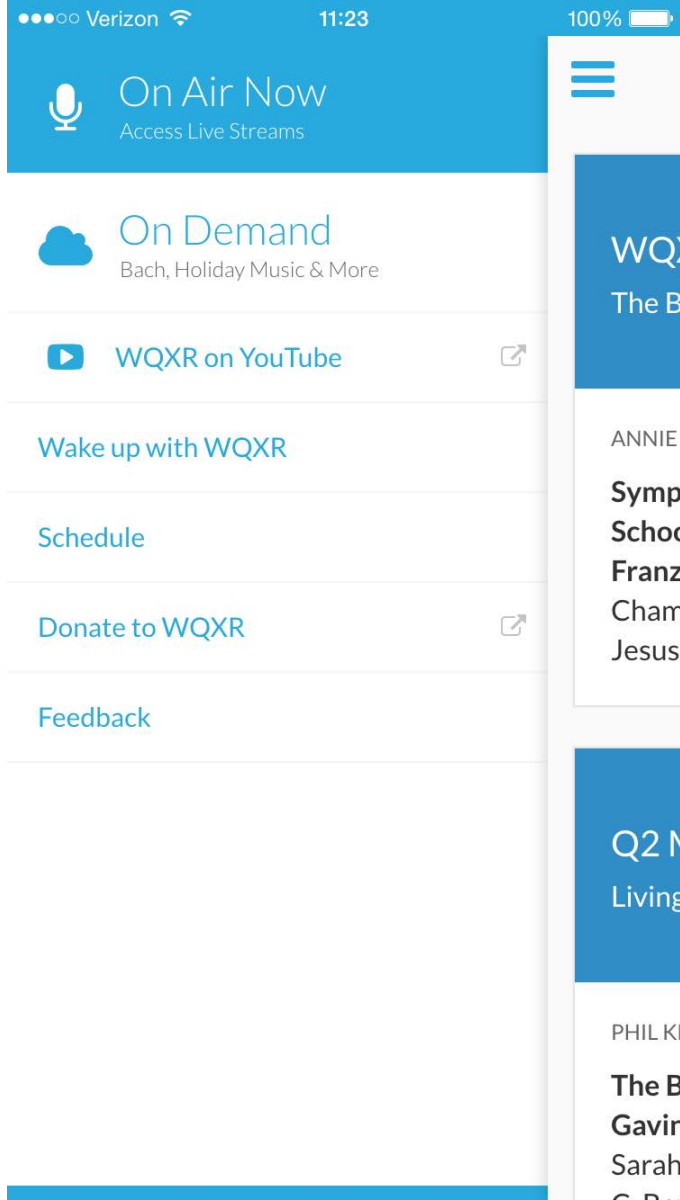
WQXR

Video interrupt



Video interrupt

- The audio is in a native view.
- The video is iframed in a web view.
- Playing a video doesn't stop the audio from playing and vice versa!



Get rid of the iframed web view.

- Kick the user out of the app and take them to the YouTube app instead.
- Use the box with the arrow icon so they know what's happening before they tap.

Getting feedback

Talk to these people:

- 1. Internal stakeholders**
- 2. Customer service**
- 3. Users**

Improve your
feedback loop.

Ask people what they don't like about your app:

- 1. Listen.**
- 2. Believe them.**

Tell them when you've fixed it.

Questions?

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Done.

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