

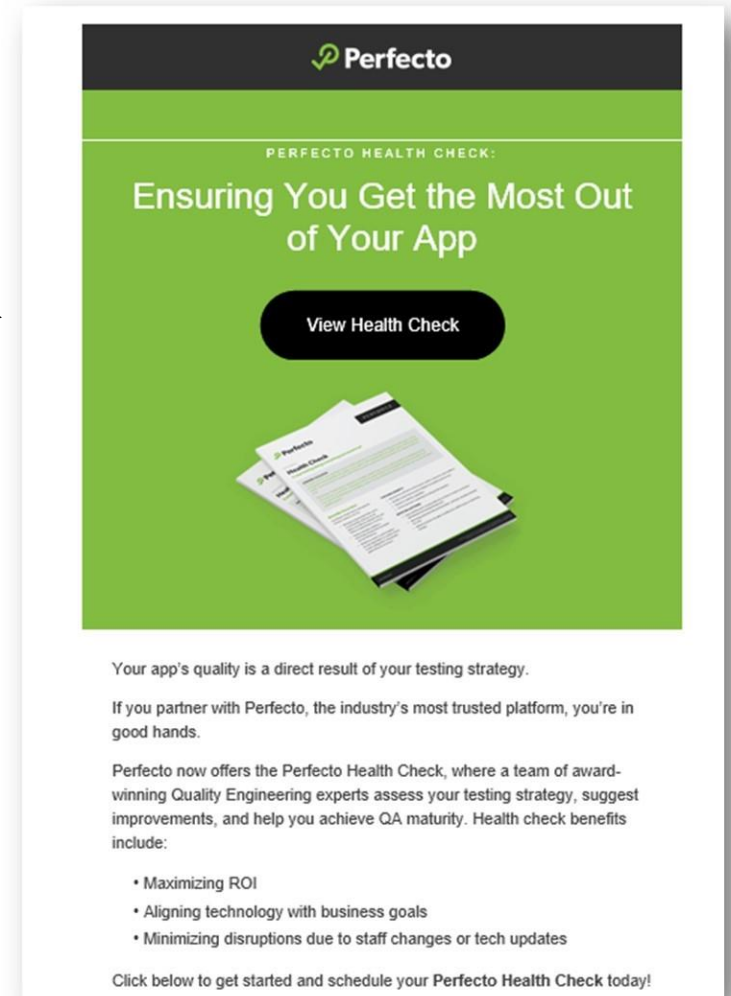


Perfecto | NRG Development Inc

Monthly Connect – 09.19.2024

Current Status

- 2 empty cradles – 0 device credits
- Assign temporary technical account manager beginning October 2024
- Perfecto professional services health check
- Blazemeter demo 09.20 (Service Virtualization) →
- Introduction to Delphix team (Test Data Management)
- Revisit scriptless mobile/web (Codeless Automation Tool)



Perforce:

The Industry Leading Continuous Testing Solution



Performance Testing

Delivers deep, actionable insights into application performance under load, leveraging scalable, real-time analytics to ensure optimal speed and reliability, crucial for high-quality application delivery.



Mobile Testing

Test with the best. Access the world's biggest testing cloud with over 10K devices, advanced automation capabilities, and enterprise-grade security.



Packaged App Testing

Streamlines the validation of complex applications with ready-to-use, scalable test suites, reducing the time to market and ensuring seamless functionality across diverse platforms.



Functional Web Testing

Enhances test efficiency and software quality with an intuitive, scriptless environment, accelerating the identification and resolution of functional issues for faster, more innovative product releases.



UX Testing

Optimizes user experience through comprehensive testing scenarios, ensuring applications are intuitive and user-friendly across various devices and platforms.



API Testing & Monitoring

Delivers rigorous API validation and real-time monitoring, ensuring seamless integration and functionality of services in complex systems.



Test Data Management

Provides robust, AI-driven, synchronized test data generation, along with fully masked production data in virtual environments solves all test data needs.



Service Virtualization

Enables uninterrupted testing by simulating unavailable systems or services, ensuring development and testing continue seamlessly without access to live production environments.

BlazeMeter: Redefining the Frontier of Performance Testing

Performance Testing

Simulate massive user loads for robust application performance.

Functional & Web Testing

Automate for flawless application functionality in all scenarios.

API Testing & Monitoring

Ensure API reliability and responsiveness with comprehensive tests.

Service Virtualization

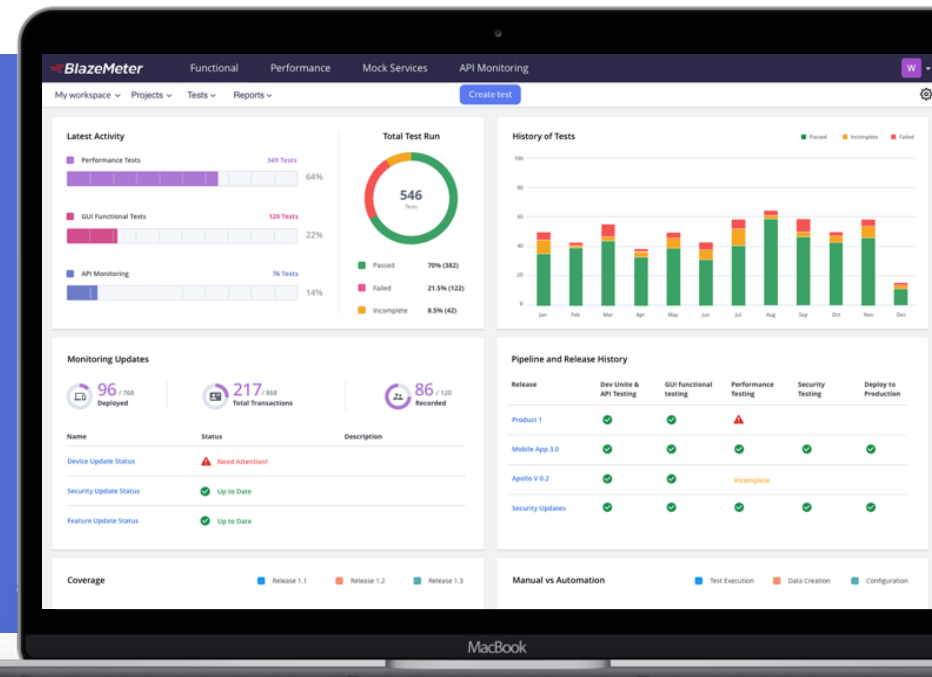
Enable early and dependency-free application testing.

AI-Driven Test Data

Use AI for efficient and accurate test data generation.

BlazeMeter's core strengths lie in its diverse range of functionalities, each uniquely crafted to empower your testing processes and deliver unparalleled results.

- Industry-leading platform for performance & functional testing, API testing & monitoring, service virtualization, and test data delivering scalable and accurate testing solutions.
- Integrate into CI/CD pipelines, facilitating agile and DevOps practices with BlazeMeter's 'as code' and IDE integrations.
- Real-time analytics and comprehensive reporting for insightful performance optimization and bottleneck identification.
- Simulate real user conditions with ease, ensuring your applications perform under varied and extreme conditions.



Delphix: Transforming Enterprise Data Management and Control

Database Virtualization

Enables rapid provisioning of database copies, providing on-demand access for development, testing, and analytics without the wait.

Data Masking

Secures sensitive data with sophisticated masking techniques, ensuring compliance and privacy without compromising data utility.

Data Compliance

Helps maintain stringent data compliance with automated controls, supporting regulations like GDPR and HIPAA.

Continuous Data Integration

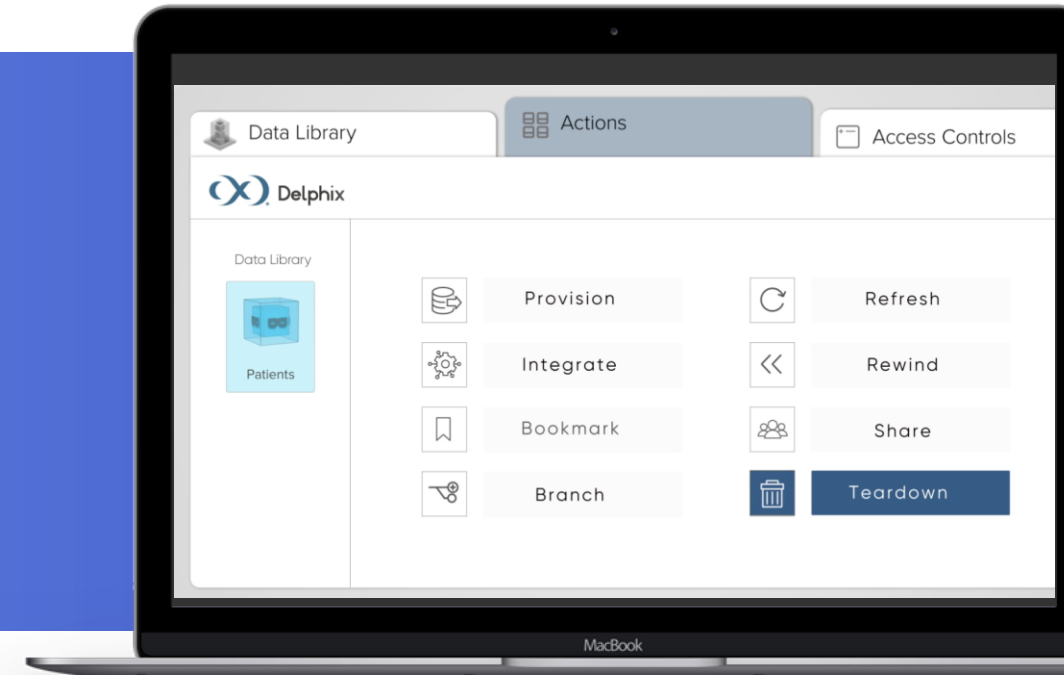
Streamlines the continuous integration of data changes, enabling real-time synchronization across environments.

Data Recovery & Rollback

Provides fast data recovery and rollback capabilities to quickly restore data to a point-in-time before errors or corruption occurred.

Delphix's mastery lies in streamlining data operations across the enterprise, ensuring robust data delivery and compliance with unmatched agility.

- Transforms data operations with an integrated platform that enables automated data versioning, masking, and delivery, optimizing DevOps and agile methodologies.
- Enables leading enterprises to streamline data management, secure sensitive information, and achieve significant cost savings with advanced virtualization technology.
- Recognized for transforming data management practices, offering a premier solution for on-demand data environments and regulatory compliance.
- Sets the benchmark for data control, providing rapid access to secure, virtual data environments, supporting informed decision-making and efficient development.



Perfecto Cloud Update

Cloud upgrade to 24.11

[24.11 Release Notes](#)

[Perfecto Latest Updates](#)

[Perfecto Status](#) →

SUBSCRIBE TO UPDATES

24.11 Release

Summary

- [Scriptless Mobile enhancements](#)
- [Notice: Action required for upcoming Gradle plugin update](#)
- [Platform support | Real devices](#)
- [Platform support | Virtual devices](#)
- [Browser support](#)

➤ Perfecto Newest Devices:

Google: Google Pixel 9, Google Pixel 9 Pro, Google Pixel 9 Pro XL,

Google Pixel 9 Pro Fold

Samsung: Samsung Galaxy Z Fold 6, Samsung Galaxy Z flip 6

Samsung: Galaxy S24, S24+, S24 Ultra

Apple: iPhone 16 Series

OS & Browser Updates

iOS versions 14 to 18.1 Beta 2

Android versions 8 to 15 Beta 4.2

Browser Support

Mozilla Firefox 130 and 131 Beta

Chrome 128 & 129 Beta

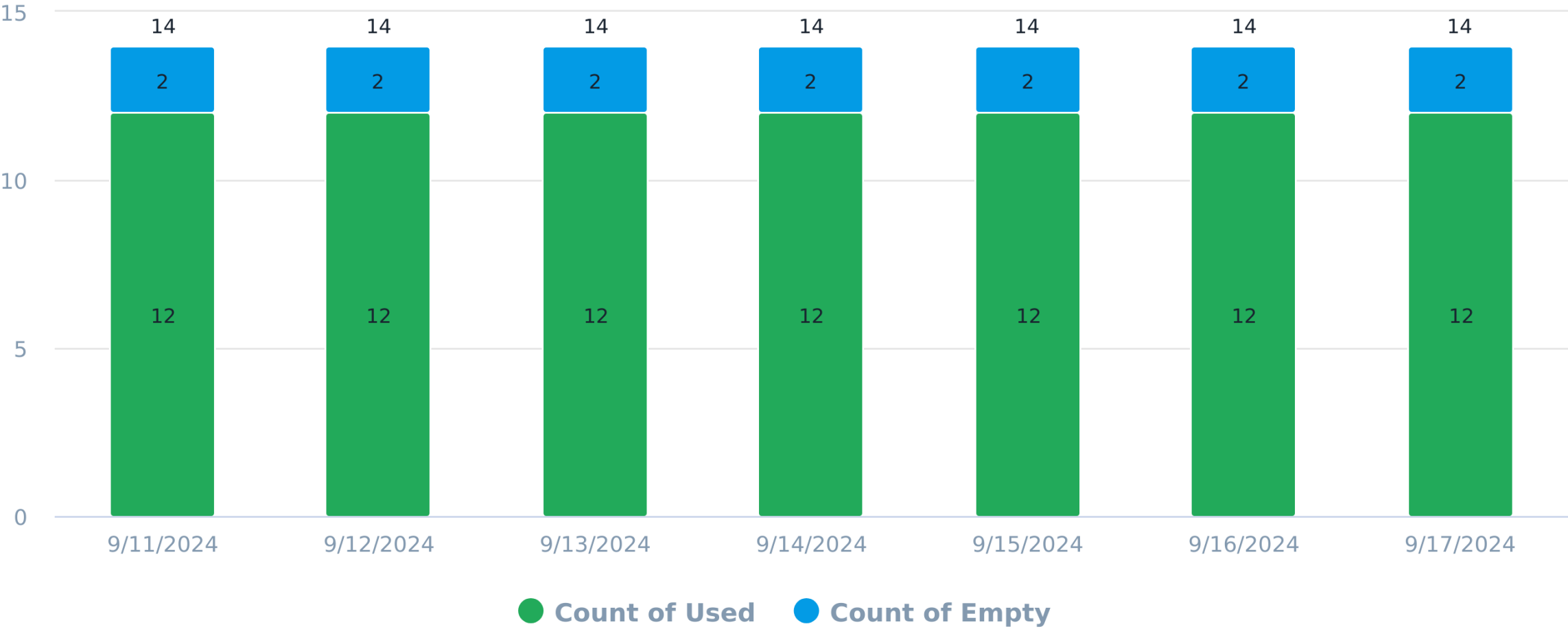
Microsoft Edge 128 & 129 Beta



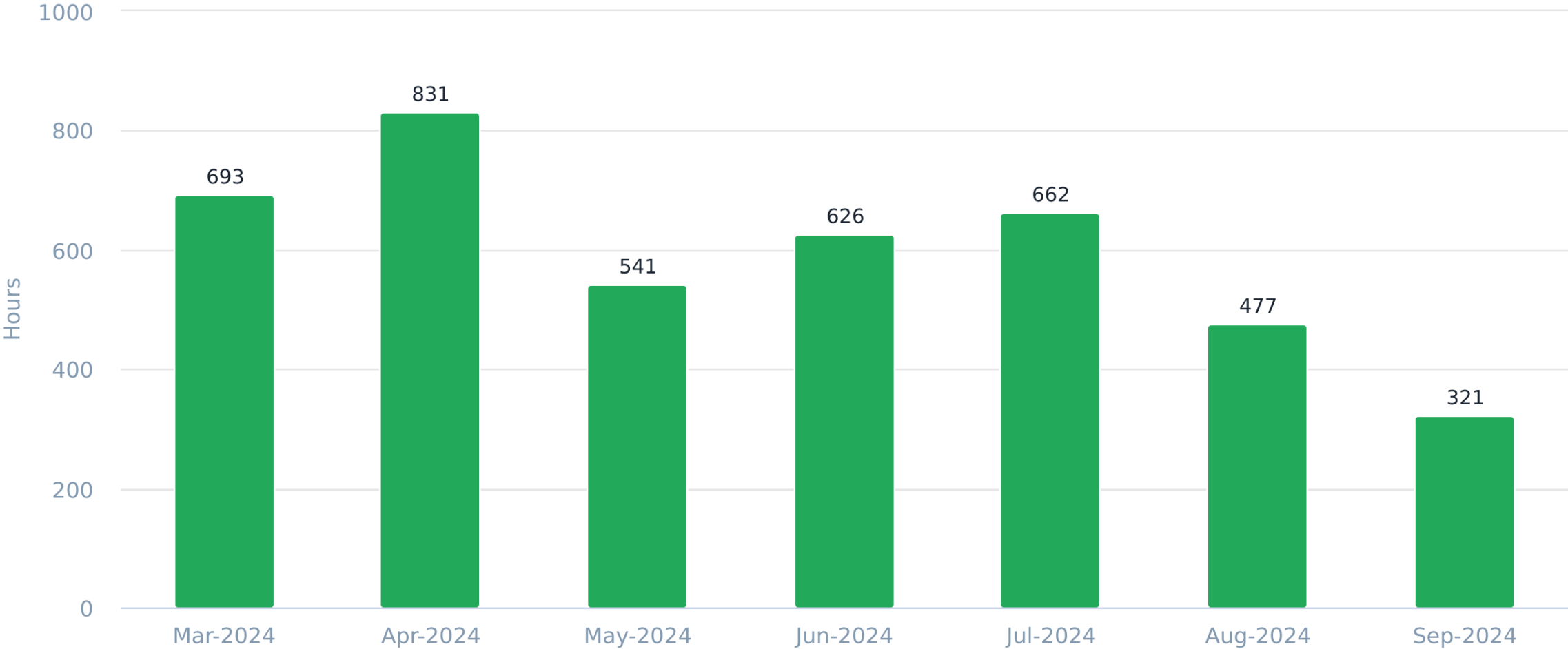
A dark, blue-tinted photograph of a group of people in a meeting. In the foreground, a man with a beard is pointing at a laptop screen. Other people are visible in the background, also looking at the screen. The scene is dimly lit, with the primary light source coming from the laptop and possibly a window in the background.

Reporting Metrics

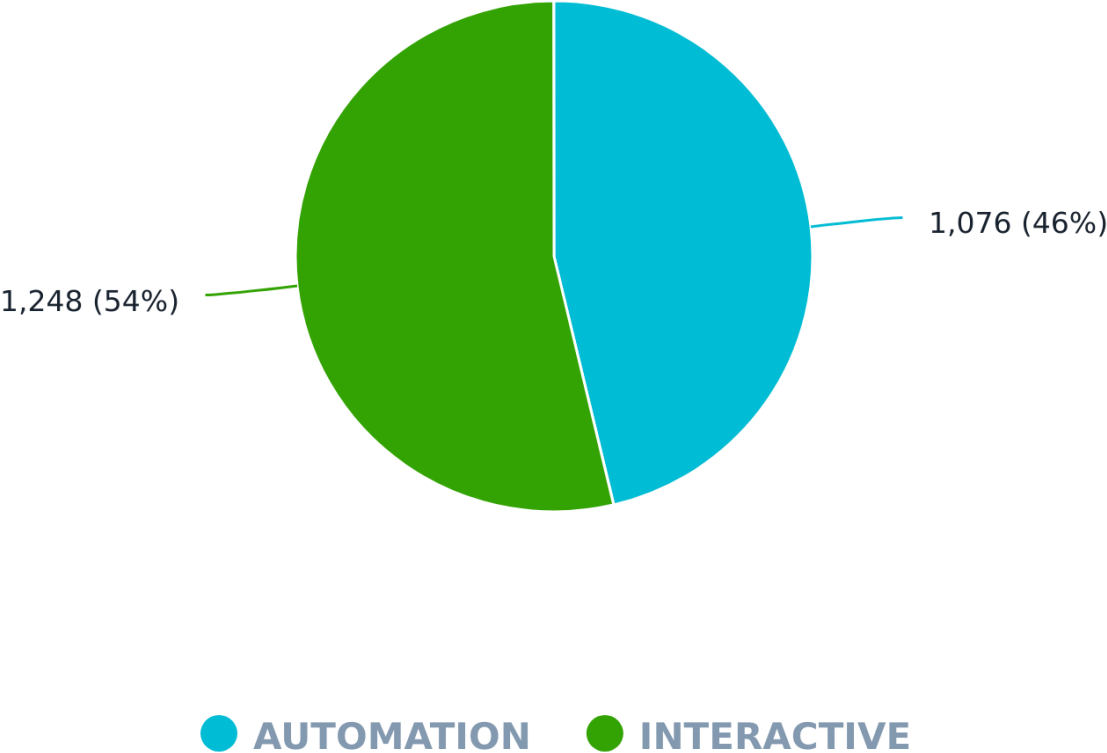
Cradle Utilization



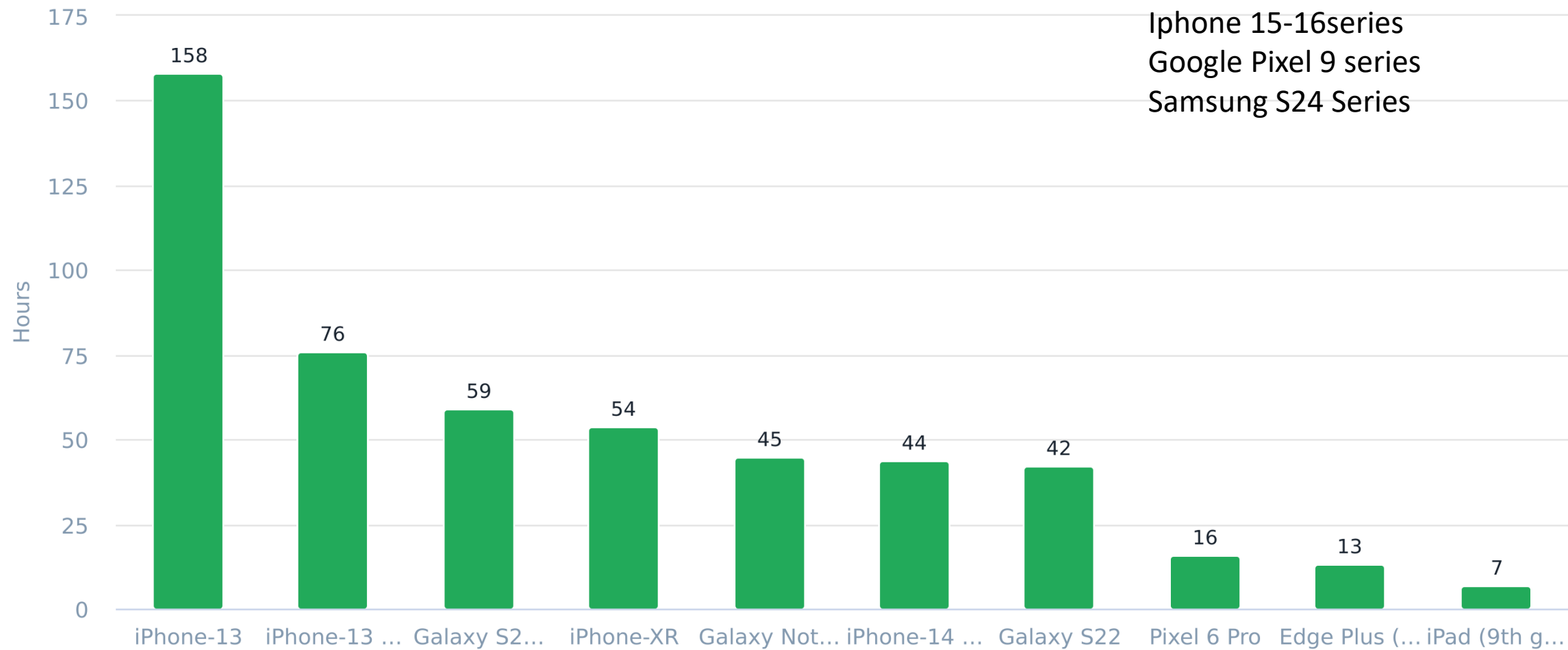
Mobile Usage (Hours)



Mobile Usage - Manual vs Automation Reporting Executions (Last 30 Days)



Top 10 Mobile Device Coverage



Suggestions:
~ 2 series behind on each brand
Add:
Iphone 15-16series
Google Pixel 9 series
Samsung S24 Series

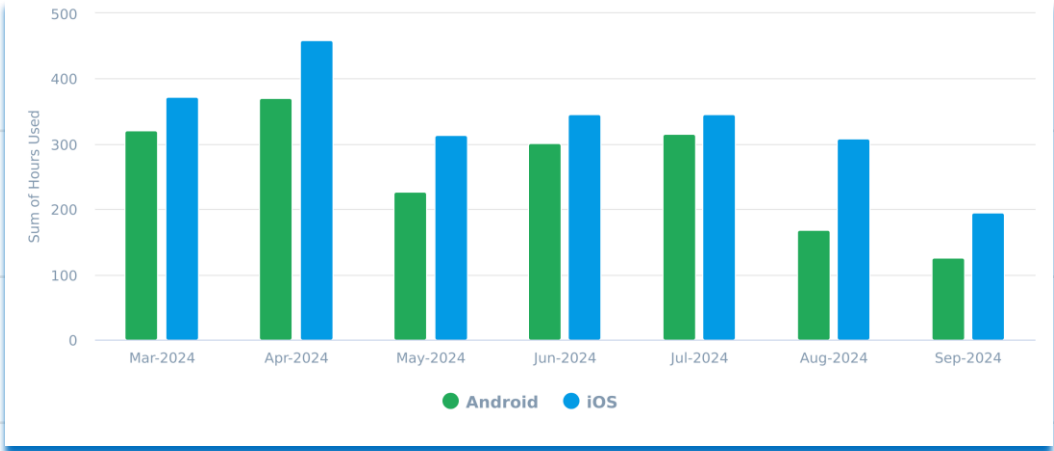
Least Used Devices

Least Used Devices		
Model	Device	Hours Used
Galaxy Tab A8 10.5	R9JT20B80CP	3.08
iPad (9th generation)	00008030-001E45880C04C02E	6.63
Edge Plus (2022)	ZY22FVDD7Z	12.58
Pixel 6 Pro	21141FDEE003KG	15.93
Galaxy S22	R5CT44DMBWV	41.58
iPhone-14 Pro Max	00008120-0002383E029B401E	44.45
Galaxy Note 20 Ultra	R5CNA02KNDX	45.47
iPhone-13	00008110-001C61241E3B801E	53.44
iPhone-XR	00008020-001D49A81A33002E	53.99
Galaxy S22 Ultra	R5CRC2532LT	58.50

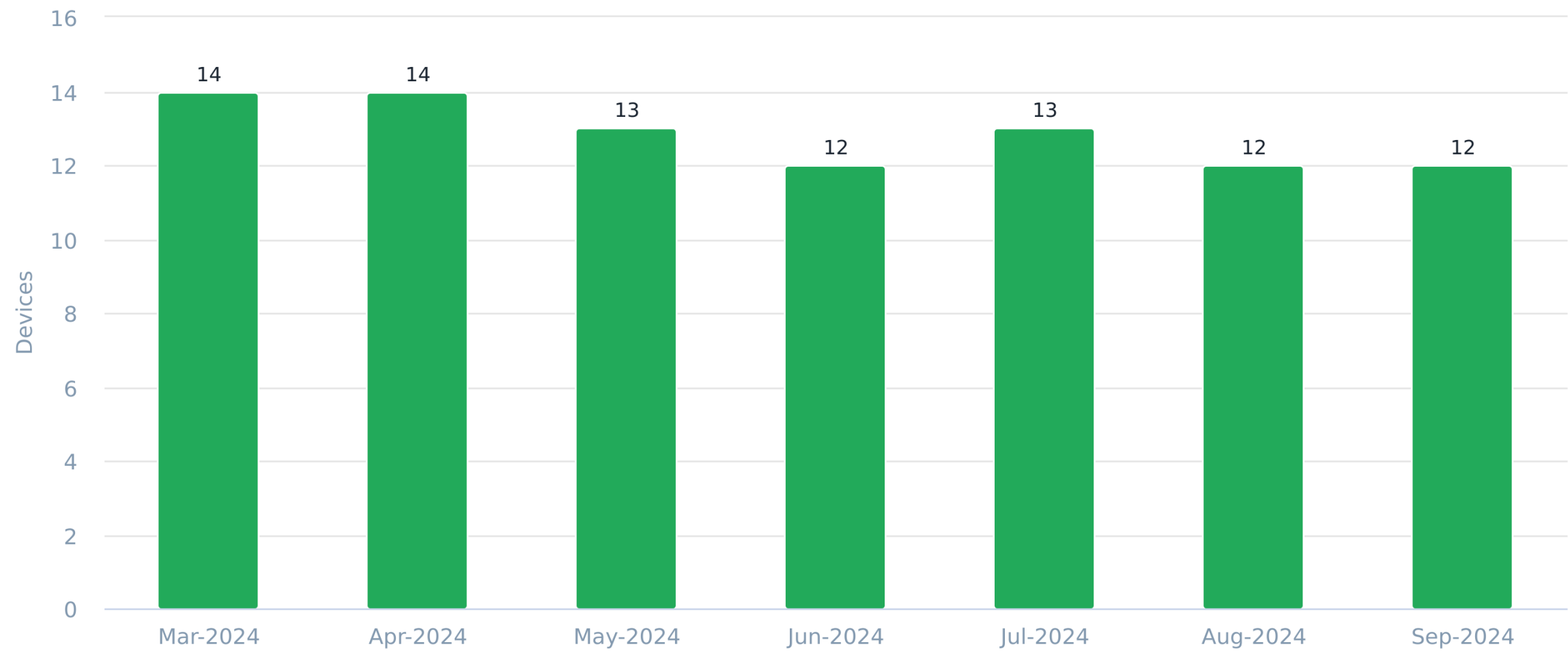
Top 10 Mobile OS Coverage (Last 30 Days)



Perfecto Supported Platforms



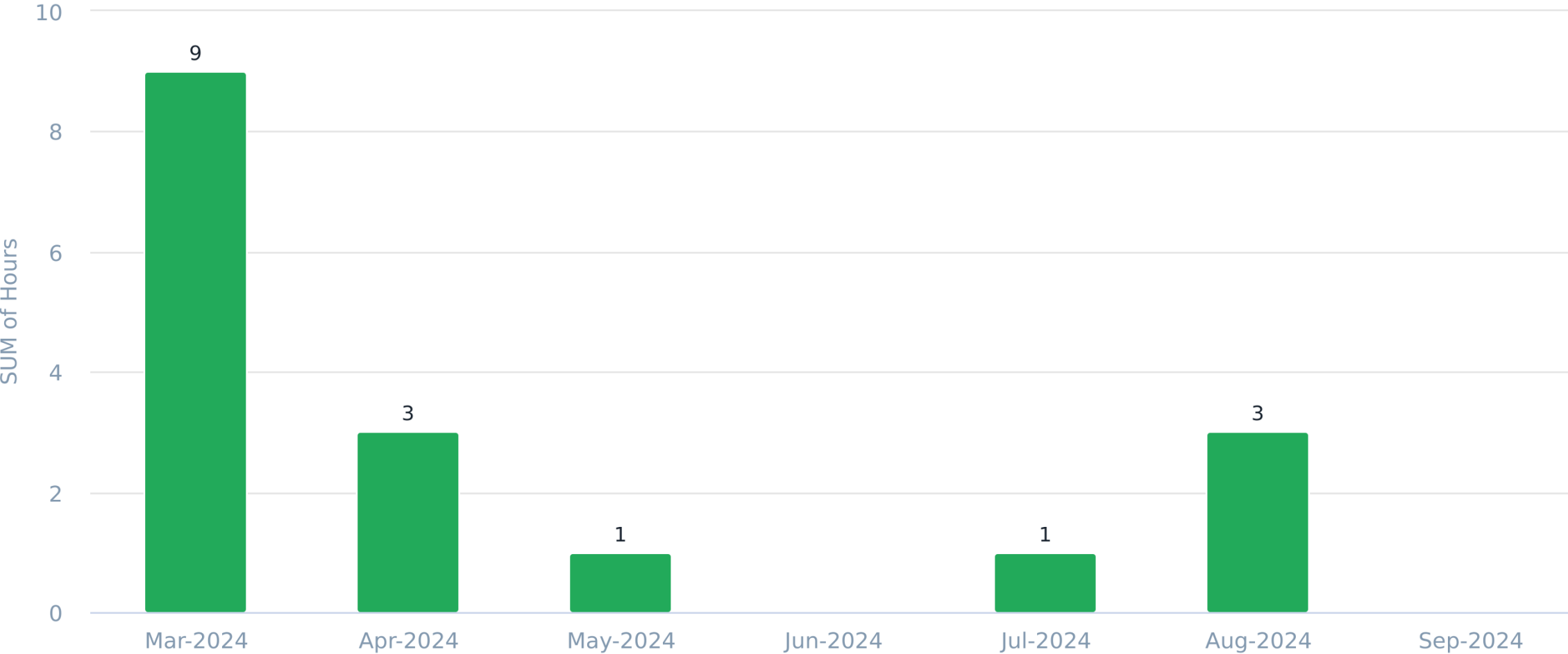
Unique Devices



A dark, blue-tinted photograph of a group of people in a meeting. In the foreground, a man with a beard is looking at a laptop. Other people are visible in the background, some looking at the laptop. The image has a blue overlay. A white-bordered inset box is positioned on the left side of the image, containing the word "Web" in white text.

Web

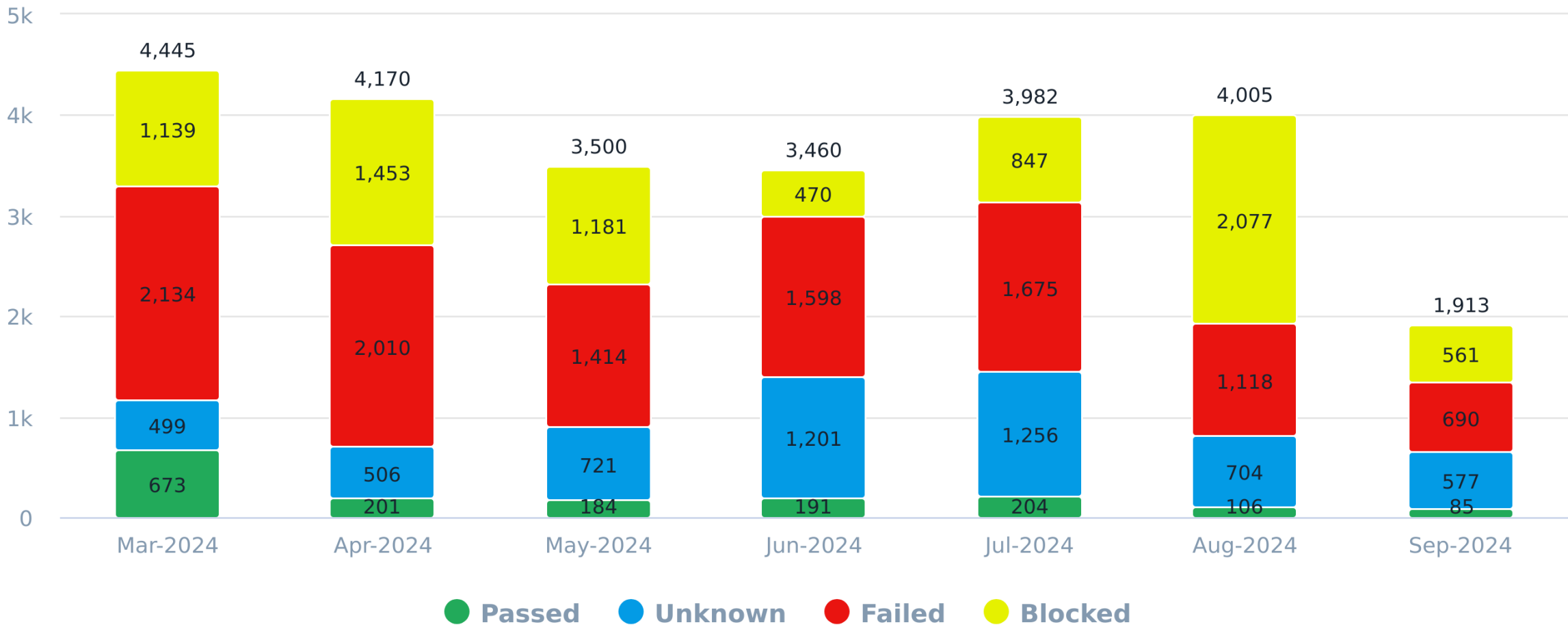
WEB Usage (Hours)





Total Automation Reports

Number Of Automation Executions - Per Month



AI-powered RCA: Visual analysis-based assignment of failure reasons

identify the underlying error behind test failures. This enhanced approach to RCA empowers you to identify the true root cause of failures quicker instead of having to painstakingly sift through possibly thousands of non-informative error messages daily.

Blocked Tests - Top 10 Reasons	
error_reason	Executions
Device in use	849
Device in error	128
Device not available	3

Top 10 Test Failure Reasons	
error_reason	Executions
Session Inactivity	617
App crashed	13
Element not found	2



Helpful Tips & Links

- Perfecto Support & Best Practices
- Support Escalation Process
- Perfecto Support and Maintenance SLA's
- Device Best Practices
- Helpful Links

Contacting Perfecto Support



Self Service Portal

<https://www.perforce.com/support/request-support>

Private Cloud

<https://<customer-name>.perfectomobile.com/>

Click Support → Admin Support.

Perfecto Community

<https://support.perfecto.io/>

1. Cannot guarantee specific old OS version on Devices
2. For BYOD provide lead time of approx. 3 business days after device is received by Perfecto

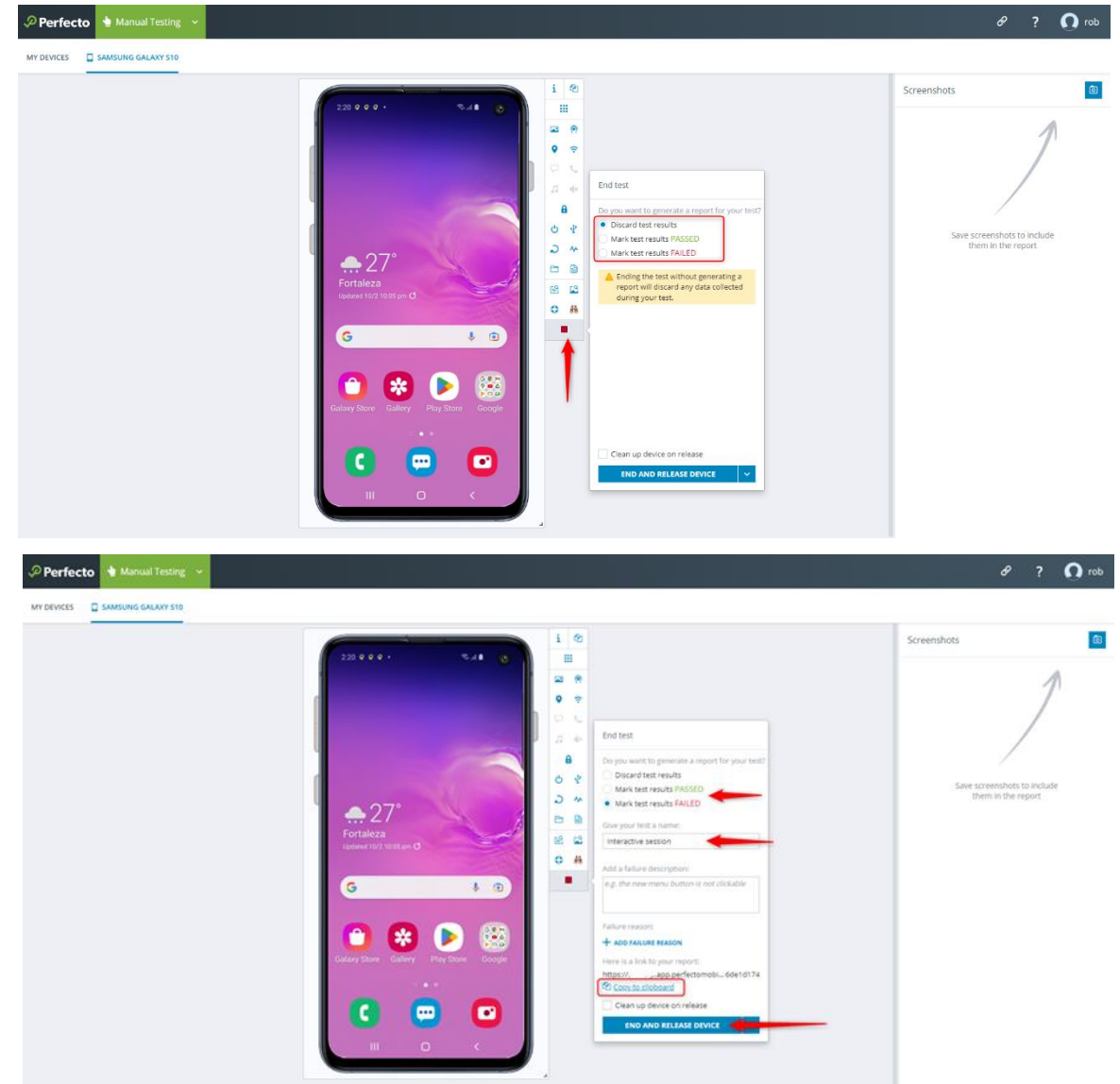
Contacting Support Best Practice

Capture & Share your topic through a Perfecto Report.

To generate a report following an Interactive test, just follow the options in the boxes that appear when ending the test with a Passed or Failed option:

You can name the test as well as provide any notes in the description field. Also click the link to quickly copy the test URL to your clipboard. This will allow you to easily share in your support case.

Be sure to select End And Release Device, so the report will be generated.



Device Best Practices

- **Existing Device Swaps & OS Upgrade Requests:**
 - For device coverage compliance reasons. Team Cloud Admins must raise the support requests for Swaps & OS upgrades.
 - A [support case request](#) with the device IDs you would like swapped or upgraded is all we need, and our datacenter team will action these.
 - **Note:** Device OEMs do not allow upgrades/downgrades to specific OS versions. Device Swaps are limited to one swap per week per license.
- **New Device Orders:**
 - Please raise these requests directly to me. I will assist you with ordering new devices with your available device credits or assist you with obtaining new device credits.
 - Please be sure to include:
 - Device Model detail and Device Group that should be assigned.
 - Example: iPhone 14 Pro Max with the “Huntington” Group assigned.
 - If you would like to have the device connected upon arrival, please confirm the device ID that should be disconnected.

Current Support and Maintenance SLA's

Current Support and Maintenance SLA's

Severity	Response Time	Resolution Time
Urgent / Critical / Emergency	30 min	2 hours
Severity Level 1 – High	30 min	8 Hours
Severity Level 2 – Medium	4 Hours	2 Business Days
Severity Level 3 – Low	8 Hours	5 Business Days

Production SW Defects

Severity	Response Time	Resolution
Urgent / Critical / Emergency	30 min	Hot Fix (patch)
Severity Level 1 – High	30 min	Future Release
Severity Level 2 – Medium	4 Hours	Future Release
Severity Level 3 – Low	8 Hours	Future Release

Adding Devices	SLA
Device Requests	10 business days till delivery to Data Center after request through Device Wizard by CSM Upcoming/Newly Released Devices, we accept Pre-Order Requests, and make every attempt to connect the device on the device release date.
Device Connection	3 business days after delivery of device

MISC	Guidelines
Device Swaps	<ul style="list-style-type: none">• Submit a Perfecto Support case• Device swap limit is 1 swap/cradle per week.• Takes approx. ~24 hours.
Device Maintenance	<ul style="list-style-type: none">• See Link: Enhancing Stability & Device Maintenance

Perfecto Support Case Escalation Process

Send email to perfecto.escalations@perforce.com with these details*

Email Subject: Escalated case #

Body of Email:

1. Escalated case #:
2. Contact Name:
3. Contact Phone Number:
4. Reason for Escalation:

***Remember not every ticket needs to be escalated**

What happens after emailing perfecto.escalations@perforce.com?



Helpful Links

Perfecto Documentation - New features and release notes

<https://help.perfecto.io/>

Perfecto Status – Latest Updates

<https://status.perfecto.io/#>

Contacting Supprt

<https://support.perfecto.io/>

Perfecto Community – Tips & Tricks

<http://developers.perfectomobile.com/display/TT/>

Perfecto Courses- Gain Knowledge

<https://developers.perfectomobile.com/display/PSC/Courses>

Automation Know-how

https://help.perfecto.io/perfecto-help/content/perfecto/automation-testing/automation_testing.htm

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