



Perfecto | NRG Development Inc

Monthly Connect – 01.22.2025

New Meeting Agenda



Feature updates, Cloud release notes



Current status (updated tickets, open discussion for on-going/new issues)



Status on current goals



Metric overview

Goals & Objectives

- Goals & Objectives next 3 months

- Long term goals

Examples:

- 1) Increase test coverage and automation
- 2) Introduce non-functional testing & AI practices with PFTO
- 3) Offshore user assistance
- 4) Development of best practices to maintain and increase PFTO Adoption

Continuous Value Deliverables

Continuous Value Highlights	Frequency
Value Maps Prioritized list of customer driven technical goals and success metrics designed to increase adoption, improve customer technical skills.	Continuous
Customer Facing Cadence Calls: Dedicated meetings to track the progress of technical goals, product adoption and utilization, prioritize issues and proactively discuss best practices.	Weekly -or- Bi-Weekly -or-Monthly
QSR (Quarterly Service Review): Quarterly meeting to review the TSP progress, Usage trend and Analysis, Analyse Support Activities and Review Proactive achievements	Quarterly
Customer Architecture Review: In depth review of the customer environment and framework set up.	Once
Test Health Review: Analysis and identification of the customer test executions: Failure patterns; trends; optimization. Potential gap analysis. Device and OS coverage analysis.	Monthly
Roadmap Review with PM: Forward looking visibility into the Perforce Continuous Testing Roadmap.	Once
Feature review and Demo of the latest product enhancements	Monthly
Perfecto Best Practices Guidance: Using best practices to ensure successful product adoption and utilization of the platform.	Ad hoc
Escalation Assistance: Your Customer Success team will partner with you throughout the Perforce official escalation process.	Continuous
Design Partner Program enrolment- early access program with a prioritization feedback loop that enables customers to test early access features and actively suggest new requirements based on their business needs.	Continuous
Continuous Quality Workshops: A 90-minute to two-hour interactive discovery session between you and your Perforce account team. Covering an in-depth look at high impact problems concerning your applications of choice. Custom recommendations for potential improvements with quantified benefits is provided.	Semi-annual
Business reviews: A strategic partnership meeting that aligns your key stakeholders and decision-makers with your Perforce account team that is aligned to the partnership. The objective is to review our partnerships current state, discuss business impact topics, and review alignment with strategic goals and next steps together in our partnership	Semi-annual

4 Ways AI Transforms Continuous Testing



CREATION

Use already existing requirement specifications, acceptance criteria, and test plans to drive testing directly by that – make the script creation need obsolete.



EXECUTION

Execute tests and navigate through test scenarios with a visual and contextual understanding of the screen, its state, and environmental conditions. Improve test success rate with AI-generated test data.



MAINTENANCE

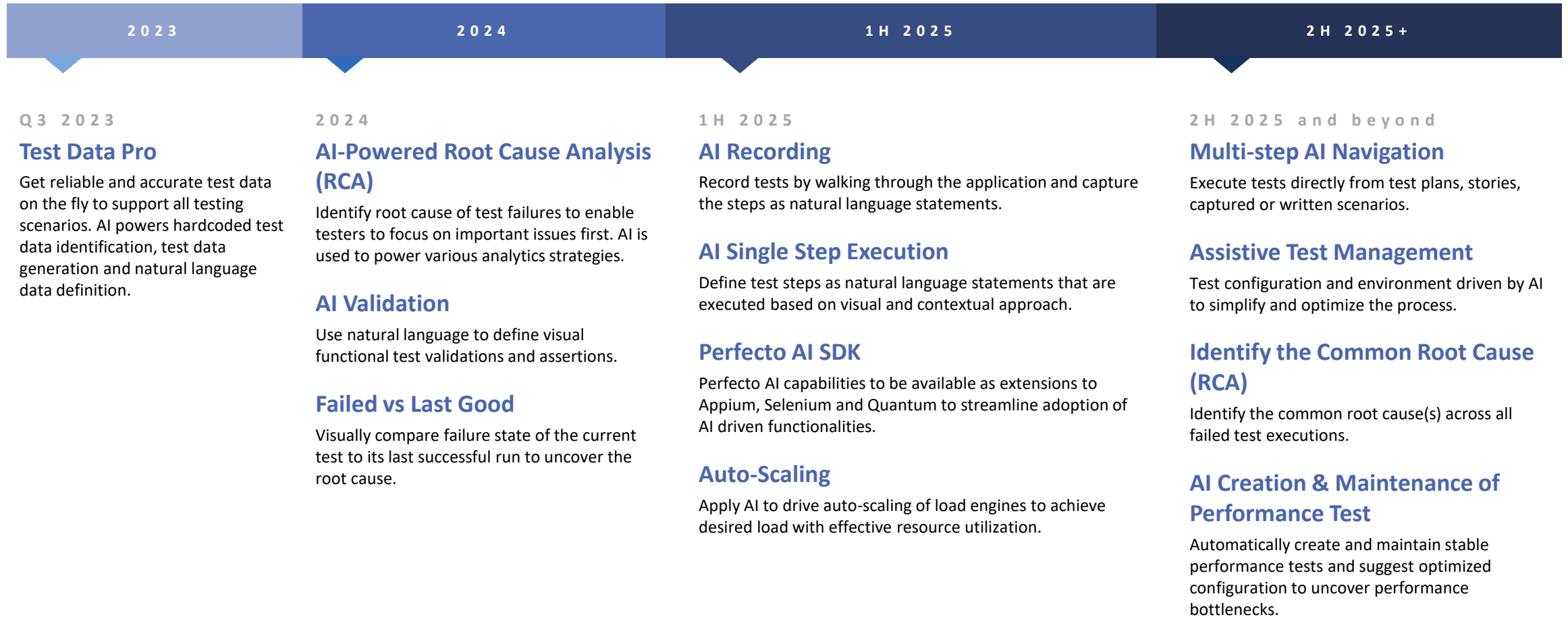
Solve the maintenance problem by reducing the amount of maintenance needs close to nothing.



ANALYSIS

Filter the noise out and keep the focus on critical items that require the immediate tester's attention.

BlazeMeter & Perfecto AI Roadmap



Perfecto Cloud Update

Cloud upgrade to 24.16

[24.16 Release Notes](#)

[Perfecto Latest Updates](#)

[Perfecto Status](#)

24.16 Release

Summary

- [Android offline instrumentation](#)
- [Gradle Plugin enhancement](#)
- [Scriptless Mobile enhancements](#)
- [Color adjustments in the Perfecto UI](#)
- [End-of-life notice: macOS BigSur](#)
- [End-of-life notice: Flutter](#)
- [Platform support | Real devices](#)
- [Platform support | Virtual devices](#)

OS & Browser Updates

iOS versions 14 to 18.3 Beta

Android versions 8 to 16 Developer Preview 2

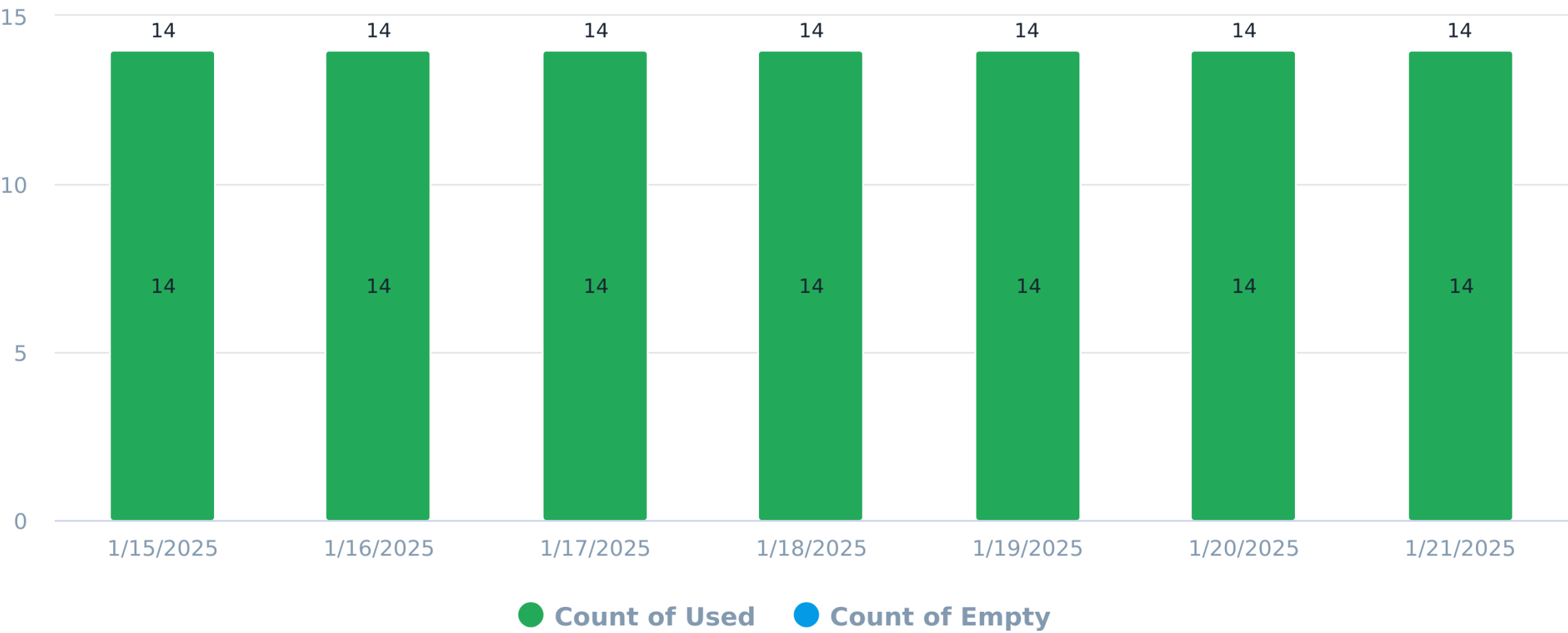
https://help.perfecto.io/perfecto-help/content/perfecto/supported_platforms.htm



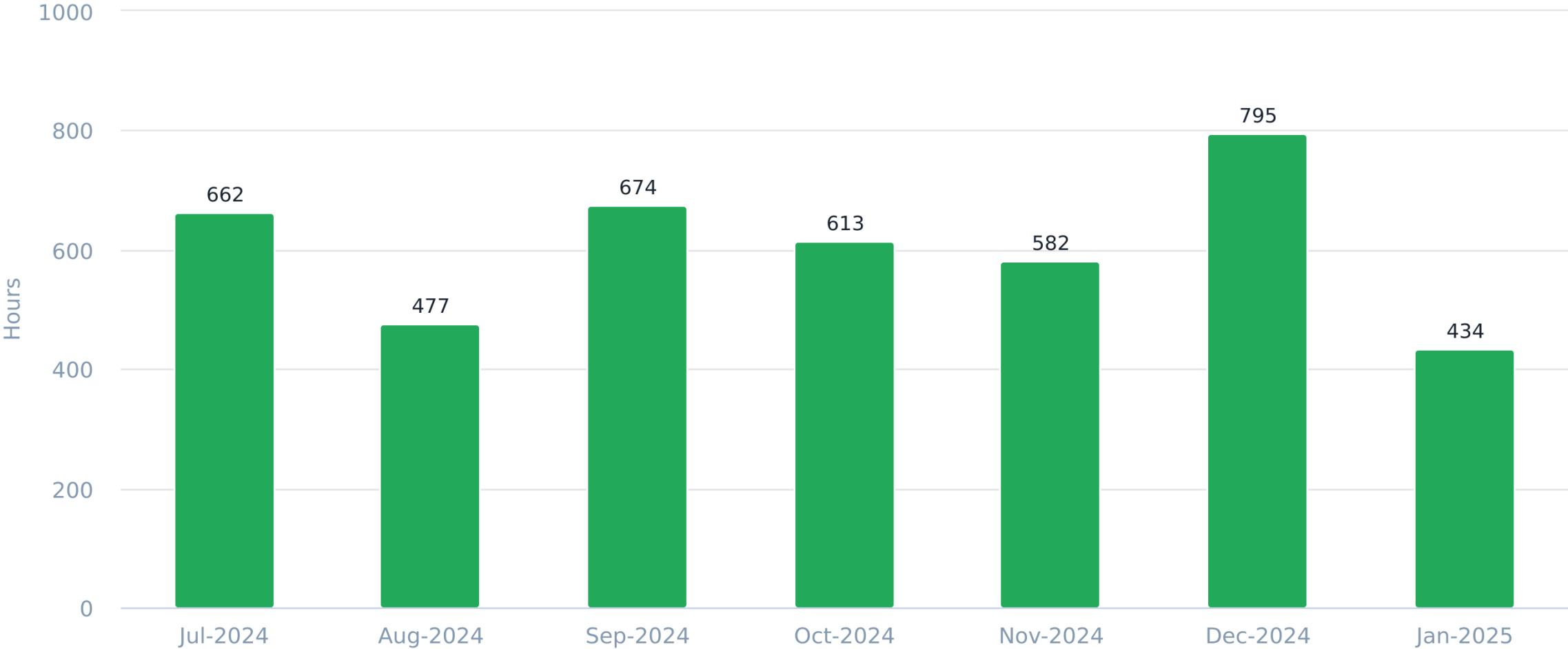
A blue-tinted photograph of a group of people in a meeting. They are gathered around a table, looking at a laptop screen. One person is pointing at the screen. There are papers, a glass of water, and a smartphone on the table.

Reporting Metrics

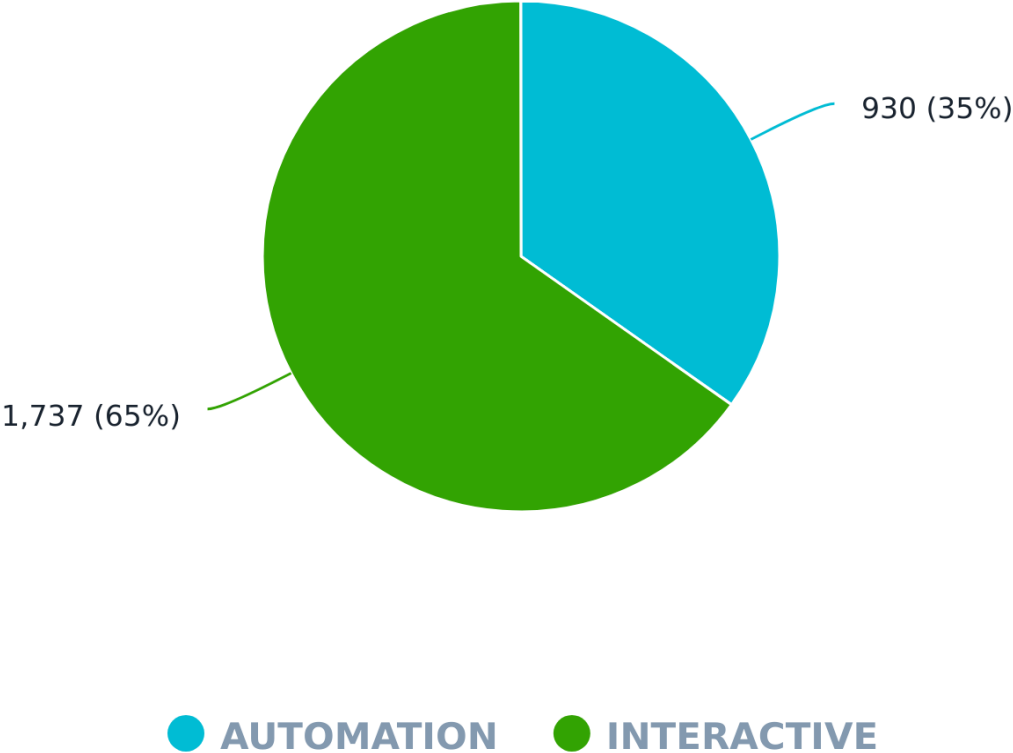
Cradle Utilization



Mobile Usage (Hours)



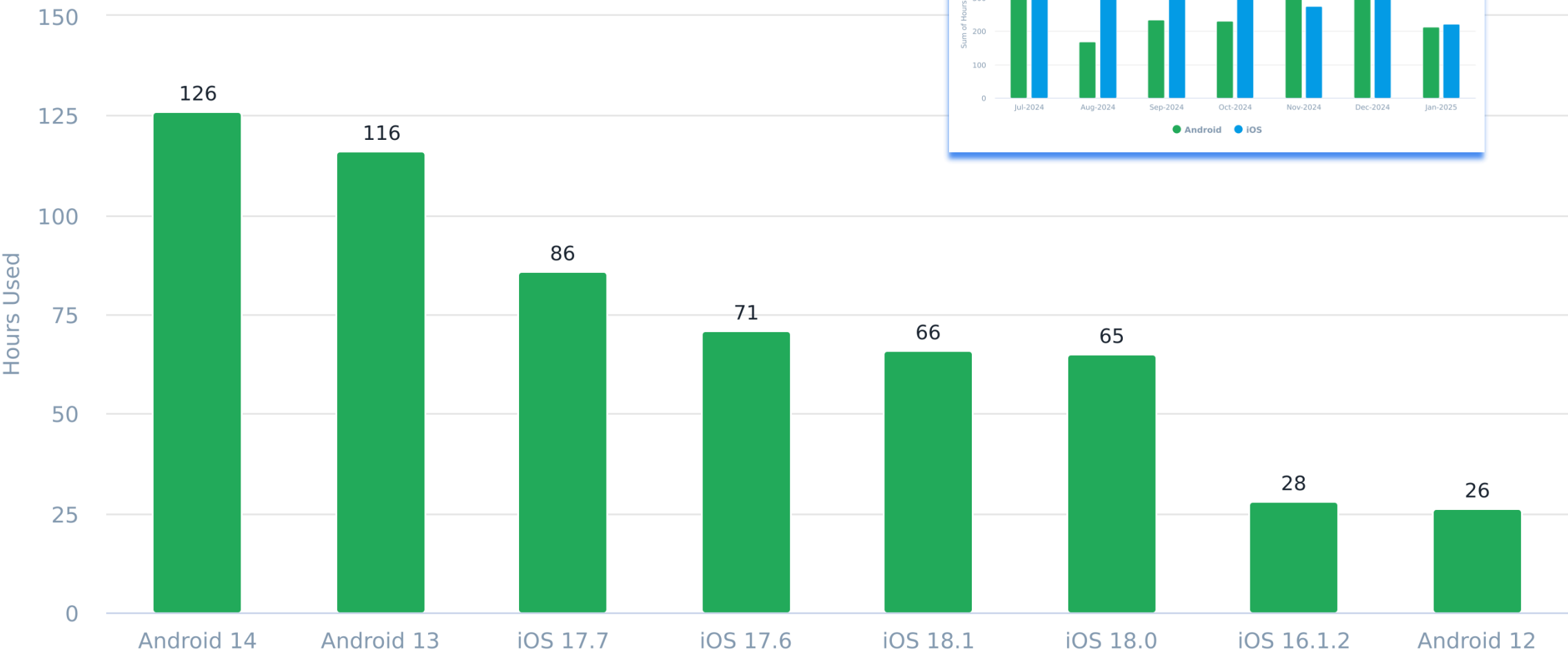
Mobile Usage - Manual vs Automation Reporting Executions (Last 30 Days)



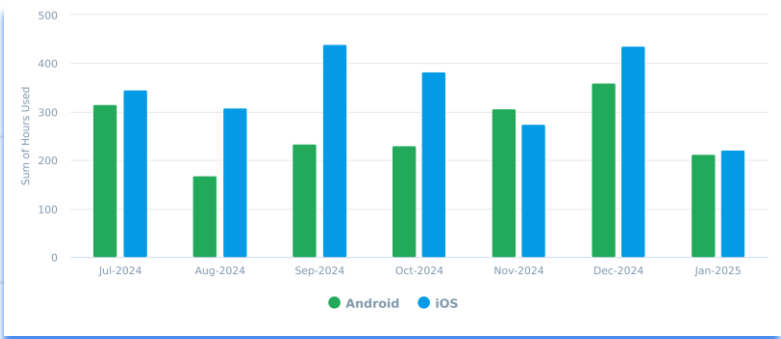
Top 10 Mobile Device Coverage



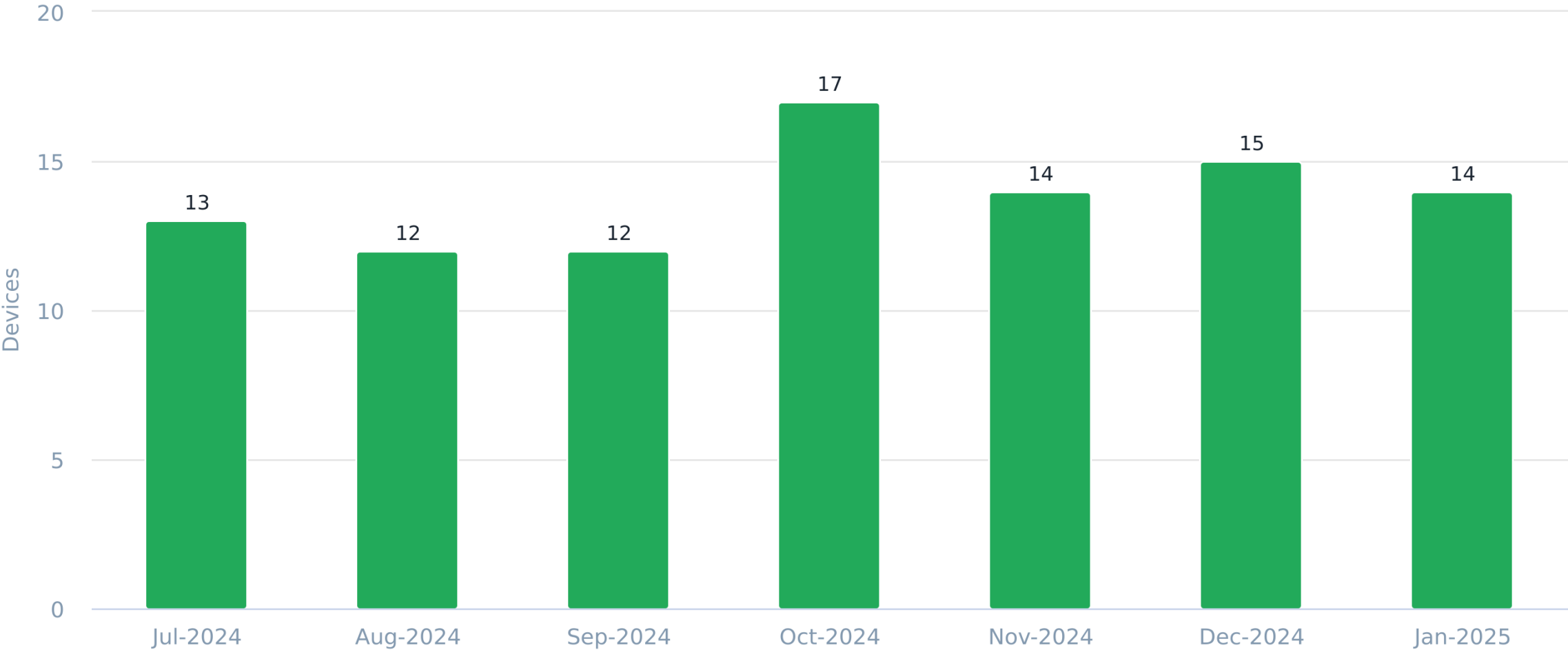
Top 10 Mobile OS Coverage (Last 30 Days)



Perfecto Supported Platforms



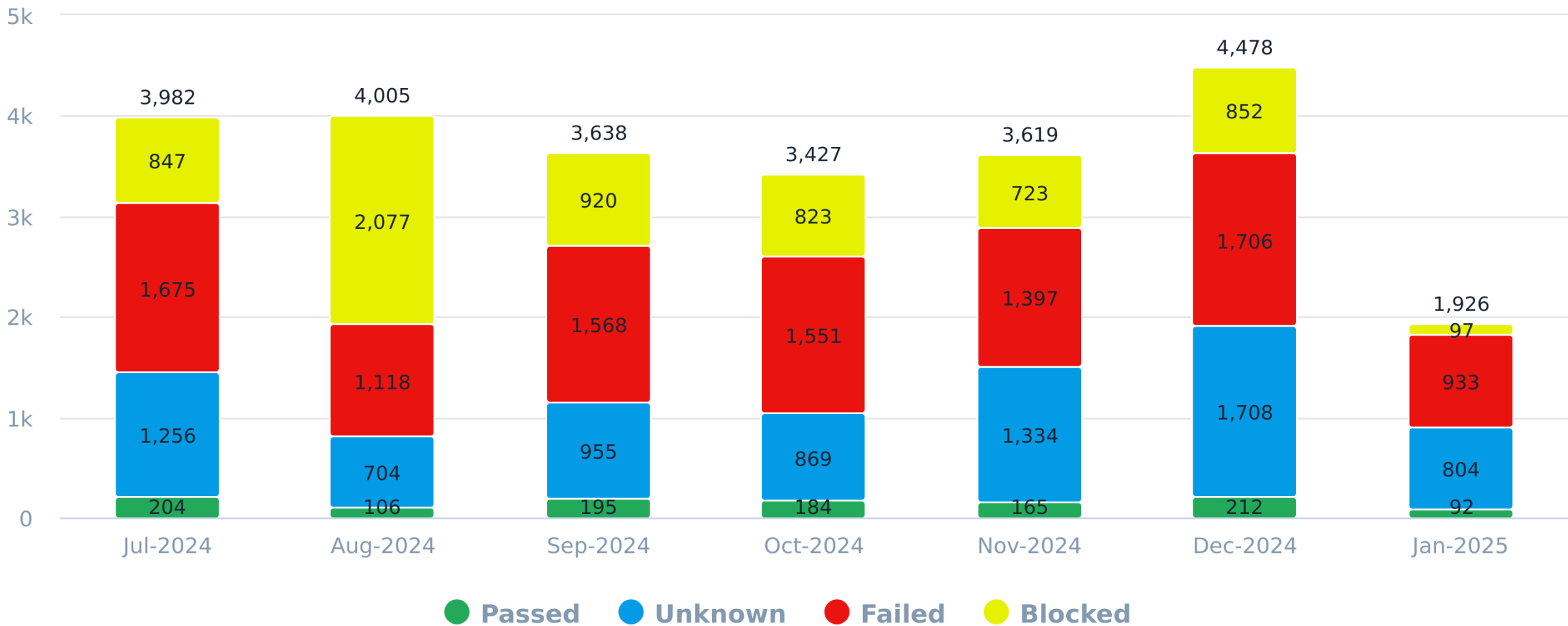
Unique Devices



A blue-tinted photograph of a group of people in a meeting. A man with a beard is pointing at a laptop screen. Other people are visible in the background, some looking at the screen. The image has a dark, professional feel.

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	20
Device not connected	6
Install app failure	1

Top 10 Test Failure Reasons

error_reason	Executions
Session Inactivity	315
App crashed	4



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

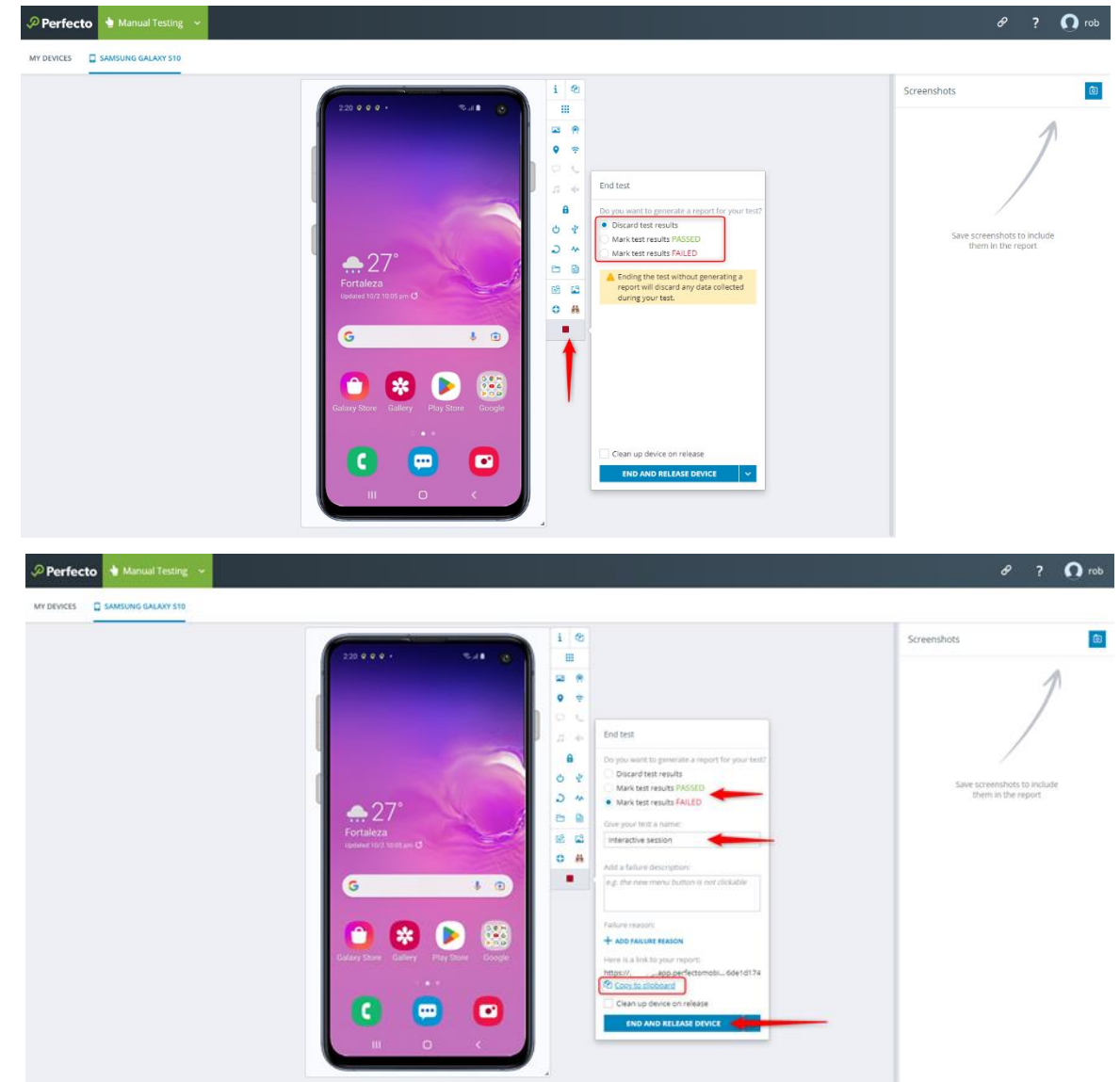
Contacting Support Best Practice

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*

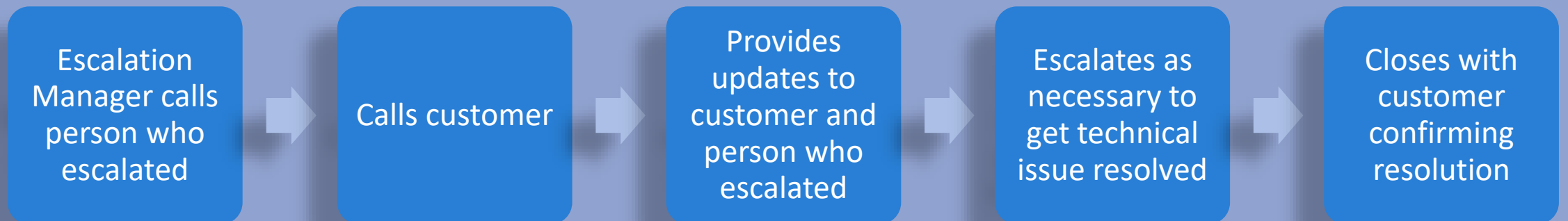
Email Subject: Escalated case #

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

SUBSCRIBE TO UPDATES

