

Hackweek 10/10/14

Project XRAY

Swati Shah

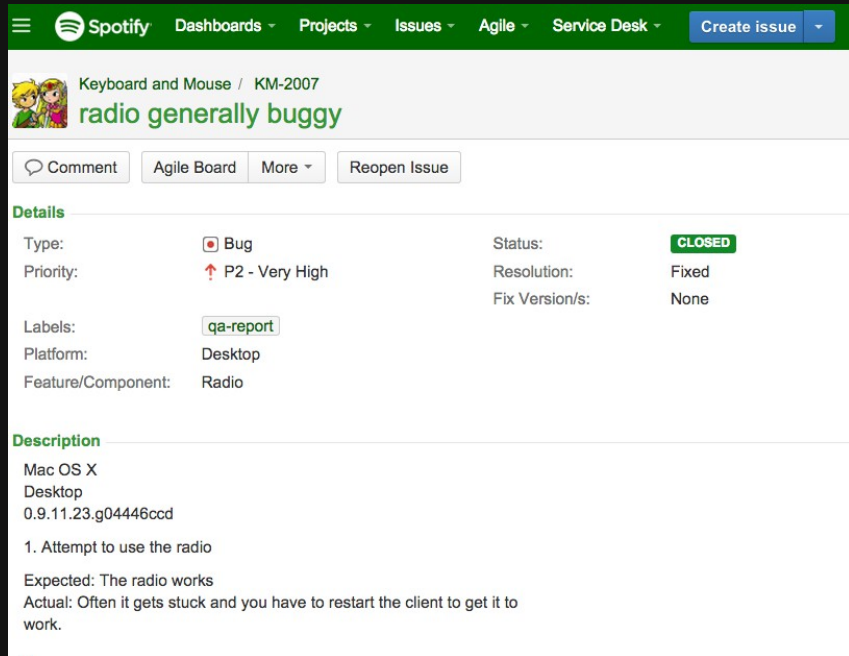


QA Engineer – NOVA Squad (Radio, Discover)

Day to Day Life

- Test releases to ensure features are working
- Improving product quality
- Finding bugs to reduce software costs

How do I find out about problems...?



The screenshot shows a web interface for Spotify's internal issue tracking system. The top navigation bar is green with white text for 'Spotify', 'Dashboards', 'Projects', 'Issues', 'Agile', and 'Service Desk'. A blue 'Create issue' button is on the right. Below the navigation bar, the issue title 'radio generally buggy' is displayed in green, preceded by a small cartoon icon and the text 'Keyboard and Mouse / KM-2007'. Below the title are buttons for 'Comment', 'Agile Board', 'More', and 'Reopen Issue'. The 'Details' section contains a table of issue metadata: Type (Bug), Priority (P2 - Very High), Status (CLOSED), Resolution (Fixed), Labels (qa-report), Platform (Desktop), and Feature/Component (Radio). The 'Description' section contains text about the issue: 'Mac OS X Desktop 0.9.11.23.g04446ccd', '1. Attempt to use the radio', 'Expected: The radio works', and 'Actual: Often it gets stuck and you have to restart the client to get it to work.'

Spotify Dashboards Projects Issues Agile Service Desk Create issue

Keyboard and Mouse / KM-2007
radio generally buggy

Comment Agile Board More Reopen Issue

Details

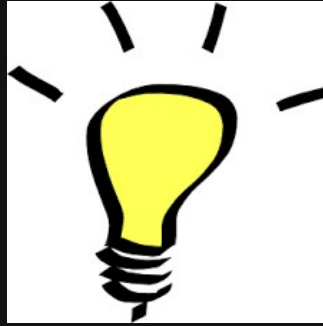
| | | | |
|--------------------|----------------|----------------|--------|
| Type: | Bug | Status: | CLOSED |
| Priority: | P2 - Very High | Resolution: | Fixed |
| Labels: | qa-report | Fix Version/s: | None |
| Platform: | Desktop | | |
| Feature/Component: | Radio | | |

Description

Mac OS X
Desktop
0.9.11.23.g04446ccd

1. Attempt to use the radio

Expected: The radio works
Actual: Often it gets stuck and you have to restart the client to get it to work.



Listen to Customer's Voice

Twitter

User forums

Twitter Data on #SpotifyCares

Data: 100,000 tweets for 1 week

Analysis: Key word searches (Radio,
Crashes, Frustrated) into a
WordCloud



October 10, 2014

'Spotify' in Twitter feed



'Crashes' in Twitter feed

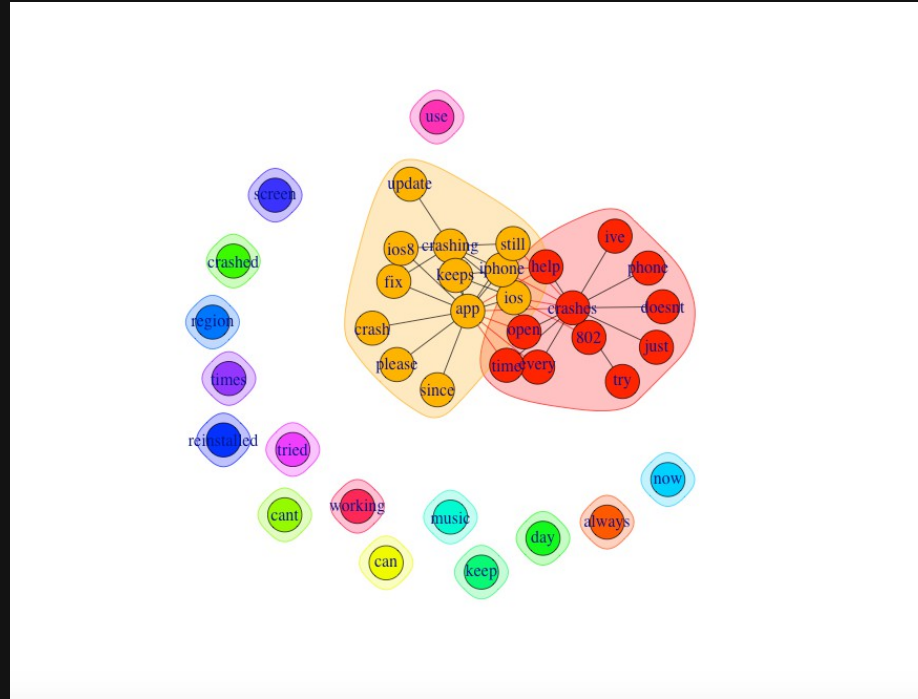


Twitter frequency graph on #SpotifyCares



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Twitter Topic Graph on #SpotifyCares – based on ‘Crashes’



Twitter Top Trending Words on #SpotifyCares



TOP WORDS

thinkpad http lenovo 2 tablet ideapad samsung ibm pc 512mb 20 5075
6 890 upto ram x1 core nae51902 laptops yoga rt accessories nice call notebook 40
thinkcenter desktops carbon 877 thinkpad_lover memory dimm windows tech edge 15 matushin
brand upgrade nec edition november ac anniversary imacoconow 500 20th 1 blognone 8 pc2 2647 4gb 530
replacement rhetoriming scoopit sdram interview zoll 16 649 japanese 667 3260a34 t2 t23 0dtdlph2 t61p ddr2 377 39cm tigerdirect laptop tsukapyon_tw launch 8892
video 9 mac 99 e535 14 a21p xxx nakaken13 engadget adapter amazon amp pc133



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Twitter Sentiment graph on 'Spotify'



Insights about Twitter Feed

- Lots of data – give us idea of related words
- What is useful for QA...?:
 - Knowing the frequency of the all tweets and the date/time of tweets
 - i.e. if tweets go up from 300 per week to 300 a day; near Release Cycle date
- Build Early Warning Detection system via Dashboard
- This would benefit all feature teams (Ads, Social, Platform)
- Use Twitter API for more refined searches



Spotify

October 10, 2014

User Forum Data on Spotify Community

Data: 10 Users Posts with radio tag
Data is much more detailed,
insightful

Analysis: Put data into WordCloud




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User Post in Forum:

ws1482

Garage Band



Posts: 82

Registered: 20-06-2013

Message 1 of 22 (1,529 Views)

Report Inappropriate Content

Shuffle play repeating songs too often

Options ▾

16-03-2014 01:53 AM

I have a 290 song playlist that I just recently totally randomized because I was having the same problem of songs repeating too often. Then today in a span of about 25 songs, I heard the same song play twice. A song should not repeat until every song in the playlist has played at least once. Shuffle play is still repeating songs too often. Can we get this fixed?


P.S.. I'm using the latest version of the mobile app on an iPhone 4

4 people had this problem.

Everyone's Tags:

[#iOS](#) [#iphone](#) [#playlist](#) [#repeat](#) [#Shuffle](#) [View All \(5\)](#)

0 Kudos

+ 

Reply

*

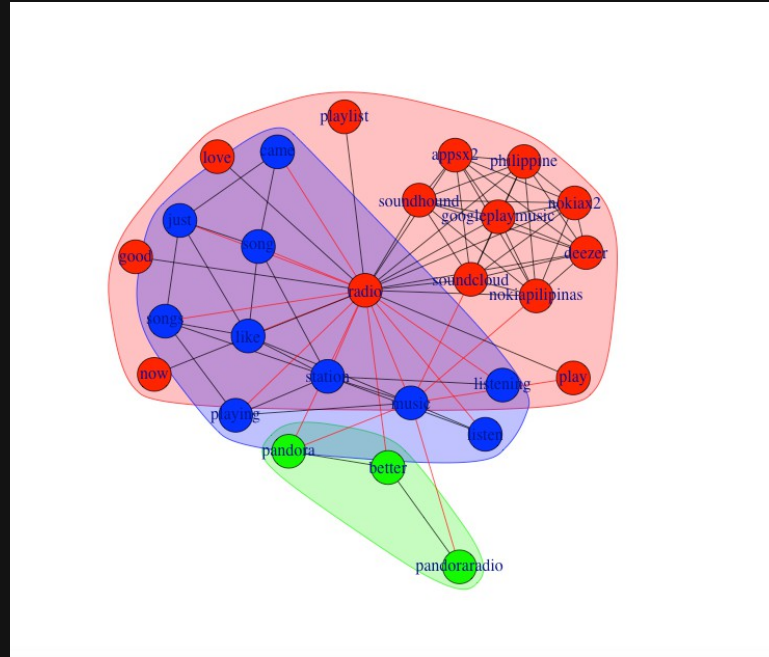


October 10, 2014

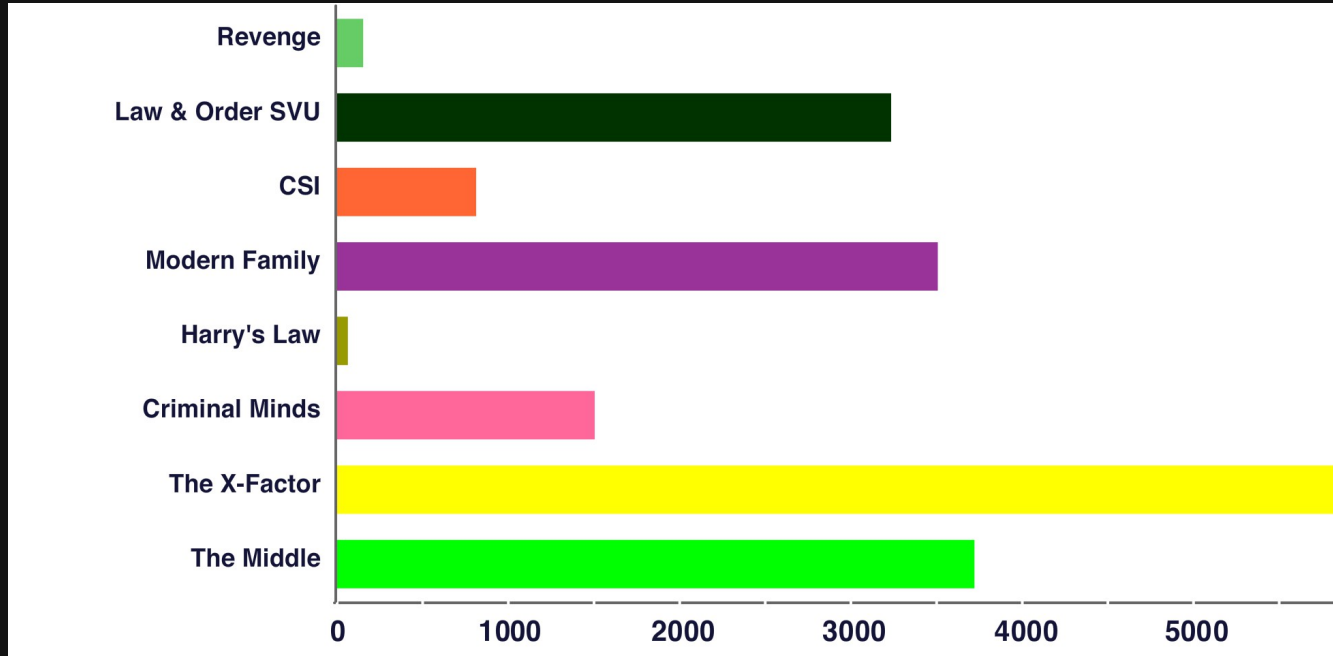
Top # Views of Post (Radio)

| Top Posts & Pages ▲ | |
|---|---------------|
| Today | Yesterday |
| Summaries | |
| Title | Views |
| Home page / Archives | 1,839 |
| You (Almost) Never Have Nothing to Write About: 4.5 Steps to Busti... | 1,715 |
| Daily Prompt: Mirror, Mirror, On the Wall | 1,332 |
| The Art of the Open Letter | 879 |
| Weekly Photo Challenge: One Shot, Two Ways | 650 |
| Weekly Writing Challenge: Fit to Write | 521 |
| Daily Prompt: Too Soon? | 315 |
| Choosing the Perfect Blog Name: Two WordPressers Share Their Sec... | 246 |
| Choosing the Perfect Blog Name: Talking Covers | 193 |
| Beyond Instagram: More Photo Apps | 140 |
| Other posts | 2,269 |
| Total views of posts on your blog | 10,099 |

Top # of Radio Topics



Top Trending Topics – example:



Insights about Forum Data

- Some posts have detailed information from user perspective (i.e. future tracks)
- Generally, less than 10% of users report issues to forums

What is useful to QA...?

- Understand users from another perspective
- See how they use the product in unexpected way (integration other features)
- Customer insights help drive product improvements (i.e. delete stations)
- Understand common topics / trends users are experiencing
- Get feedback for new releases/features in Radio (repeated tracks)
 - i.e. New backend services (Apollo) on mobile (iOS & Android) impacts 5+ million users

Vision: XRAY Dashboard

Shout out to:

Sebastian – CS analytics

Rajiv – Data cruncher

Project XRAY – seeing through
data