

Web Platform Testing

For Jumpsure

by  StarDust





Deborah Walther
Founder

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The reason I would recommend StarDust is because they do more than just report bugs; they get and understand your project and company's vision. On top of that, StarDust is professional and extremely responsive to your needs.



Jumpsure

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StarDust Testing



Who We Are

- ▶ We hunt bugs and provide quality assurance for your digital projects (Website, App, Software, IoT, SDK)
- ▶ We have a complete digital ecosystem with thousands of old and new devices, and BugTrapp, our test organizing software, at the center of our campaigns.
- ▶ We have two testing labs, one in Europe and one in North America, and a community of test professionals in over 60 countries.

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Averaging more than 300 projects a year, we uncover more than 20,000 bugs for clients. These bugs are found as a result of both manual and automated test campaigns for various digital services such as mobile apps, websites, IoT's, and software.

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StarDust Testing

Testing Summary

- ▶ **28, 355** bugs hunted down for over **260** projects in 2018
- ▶ + 50% of the projects were tested on at least 15 devices, by 5 different testers on average
- ▶ Methods used to test the digital service:
 - 28%** guided
 - 64%** exploratory
 - 8%** semi-guided and exploratory



Delphine Guyot
CEO StarDust Testing
North America



Our laboratory testers handle over 300 digital services a year, so our expertise goes far beyond functional testing. It also includes a deep understanding of a positive user experience.



Our Pure Web Clients

BrandAlley


HomeServe

lastminute.com

The Client

For pure web players, providing impeccable service is vital for their success. For startups in this field, a great user experience is even more important.

Jumpsure is an innovative startup looking to make its mark in the real estate sector.

Jumpsure's goal is to help all newcomers settling in New York City find their first apartment.

To do so, Jumpsure invested in a responsive design website to connect newcomers with renters .



The Challenge

To become successful, Jumpsure needed an online platform capable of serving all newcomers regardless of background. This meant having a site that performed perfectly across several devices and configurations including smartphones, tablets, and computers.

Our mission involved the following:

- Finding any bugs affecting the site's functions and graphics.
- Collaborate with Jumpsure's dev teams to set up the proper test environment.
- Highlight any issues negatively affecting the user experience (UX) of the site.
- Provide suggestions to improve the site's UX.



Deborah Walther
Founder

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Our challenge was to build trust between the two parties, newcomers and renters, thanks to an effective website with a great user experience as well as features that function perfectly across mobiles and desktops.

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Our strategy

To best meet Jumpsure's needs, we opted for a test strategy that included:

- › **An exploratory-based methodology executed by our in-lab testers.**
- › **A weekly reframing of the test campaign to meet the evolving conditions of the site.**
- › **A collection of 10 testing configurations including 4 mobiles, 1 tablet, and 5 desktops.**
- › **All bugs were documented using BugTrapp, our bugtracking software solution.**



Julien Picque
Project Manager

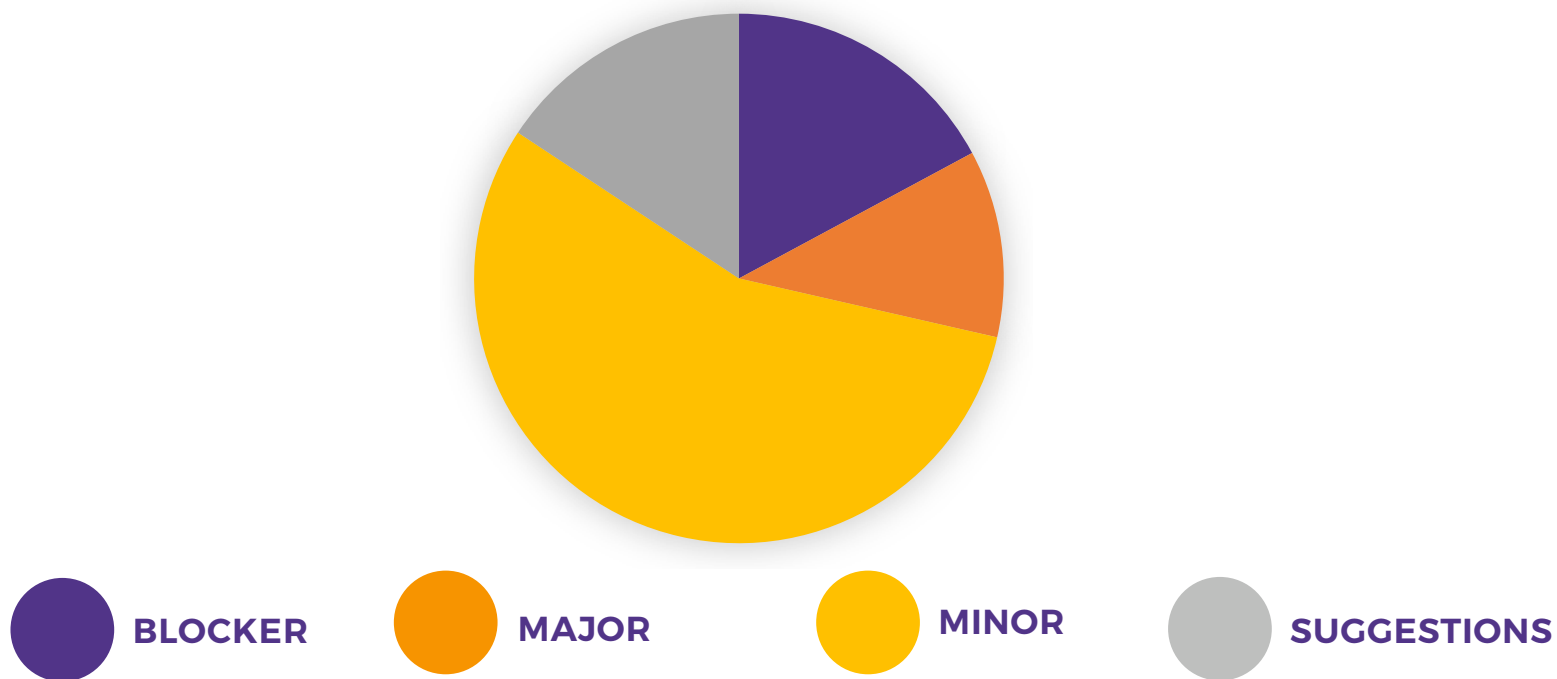
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To test Jumpsure's site, it was absolutely important to use an exploratory methodology which allowed our testers to explore the various aspects of the site in the same manner that customers would use the site. This helped to ensure that the entire site was free from all types of bugs.

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The Results

70 unique bugs were discovered throughout the course of the test campaign. The results are as follows :



The Results

Bug Spotlight

MAJOR

While attempting to submit a request to rent an apartment, a bug prevented the user from entering the dates of the desired rental.

For a service like Jumpsure's, the inability to enter the dates for a rental request would have been disastrous.

The screenshot shows a mobile browser view of the Jumpsure website. The address bar displays 'tps://production.jumpsure.com'. The page header includes the Jumpsure logo and a menu icon. Below the header, there are tabs for 'Cable', 'Internet', and 'Cleaning Service'. A red box highlights the 'Dates' section, which contains a 'Check-In Date' and a 'Check-Out Date' field with a right-pointing arrow between them. Below this, there are two calendar views for September 2018 and October 2018. The September 2018 calendar shows dates from 26 to 30, with the 11th and 19th highlighted in blue. The October 2018 calendar shows dates from 30 to 6. At the bottom, there is a section titled 'Sep 11, 2018 - Sep 30, 2019' with the text 'Original listing dates (check calendar for latest availability)'.

Sep 2018						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Oct 2018						
Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6

Sep 11, 2018 - Sep 30, 2019
Original listing dates
(check calendar for latest availability)

The Results

Bug Spotlight

BLOCKER

When attempting to perform a KYC Verification, the site failed to redirect the tester to the proper page to complete the process. Instead, users were redirected to the very same page.

KYC verification is essential to the security and safety of sites like Jumpsure.

This type of bug could have easily convinced users to abandon the site in search of a better performing and more trustworthy alternative.



The Results

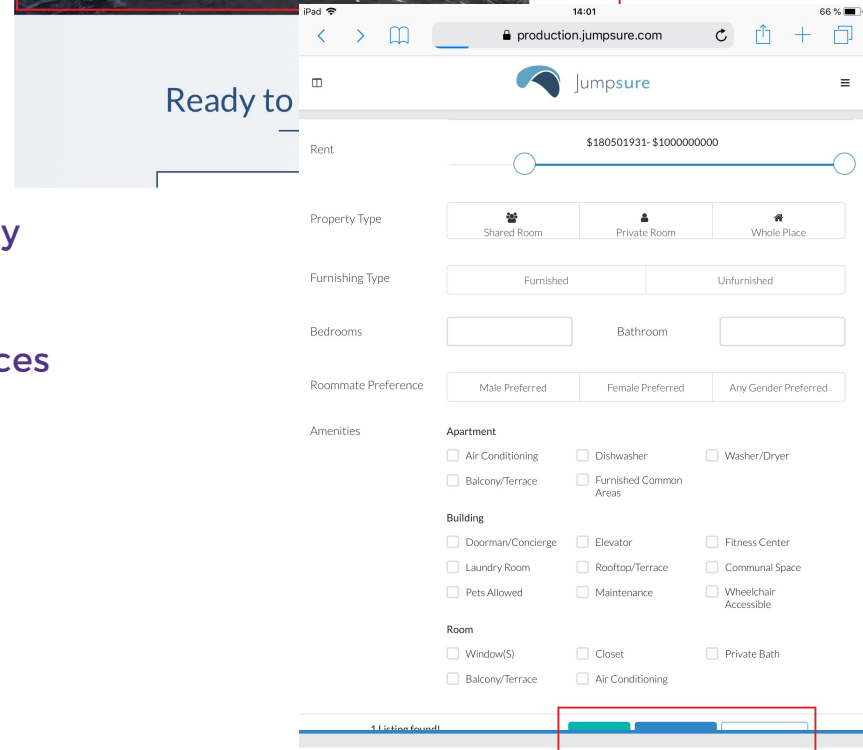
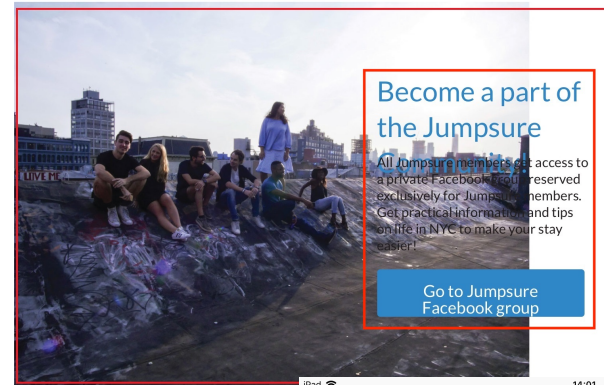
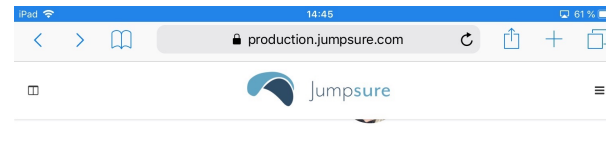
Bug Spotlight

MAJOR

While accessing the site, testers uncovered certain pages that failed to adapt to their device's screen dimensions resulting in awkward graphics and partly visible buttons.

Having a website that works perfectly across all devices is extremely important for pure-web players today.

Bugs like this can negatively affect their KPIs and ability to gain market share.



The Results

Bug Spotlight

MAJOR

After a new account was created, the site failed to send the confirmation email to new users preventing the accounts from being verified.

Uncovering this bug was vital since it had the potential to prevent new users from accessing their accounts and could have led to a higher churn rate for the site.



ABOUT OUR COLLABORATION WITH STARDUST

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What I valued the most about StarDust was their ability to provide a structured and comprehensive bug report. I also greatly appreciated their bugtracking software, which was easy to use, detailed, organized, and overall made it easier to follow up on bug fixes.

The communication channel on Slack was very efficient, and the fact that they speak both French and English was ideal for us. Having testers in different time zones too contributed to a faster execution of our test campaign.

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Deborah Walther
Founder

StarDust Testing



Team

Our team is comprised of **90** people.



Progression

We developed a formidable company with **200** active clients.



Configurations

We have access to more than **3,000** configurations (device/OS/browser).



Learn More

StarDust is the leader in testing and digital solution validation (mobile applications, web sites, emailing/newsletters, IoT's...) and supports companies in their digital transformation and their quality process.

Click here to ask for a demo



Or contact us

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