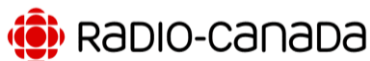


Comprehensive user acceptance testing for the application



The customer

Radio-Canada is the oldest broadcasting service in Canada. A Canadian Crown corporation, Radio-Canada was founded on November 2, 1936.

Radio-Canada broadcasts via various channels (radio, TV, web, apps), requiring quality assurance given its content and large audience, leading to digital fragmentation.

Therefore, it is essential for Radio-Canada to use test devices that match the diversity of devices used by its audience. Radio-Canada called on StarDust Testing (now CTG).

The Challenge

Today, internet traffic is mostly generated by mobile devices. A content provider should have a mobile version that can provide a complete experience for its audience, allowing them to interact with videos, articles, and more.

As the CBC mobile app provides a complete experience for mobile users, detailed quality assurance (QA) and user validation (UAT) were required.

Our mission:

- Validate the general functions of the application on a wide range of devices according to CTG's suggestions.
- Identify the maximum number of bugs.
- Ensure that the quality of the user experience and functions are up to the necessary specifications.

Our strategy

Radio-Canada asked CTG for quality control of its application, INFO.

The app distributes different types of content (articles and videos), offers continuous updates on news, and in-app purchases. In order to identify as many bugs as possible, an exploratory approach was chosen as well as the use of **13 test devices: 10 cell phones and 3 tablets.**

Exploratory testing: **Testers replicate the behavior of a typical user and discover as many bugs as possible in a short period of time.**

Suggestions: Testers are tasked with making suggestions about the app's features and user experience based on their experiences.

The Results

The campaign uncovered 28 bugs, including 7 blocking bugs and 5 major bugs. The majority of the bugs discovered were functional. The campaign was a success because it allowed Radio-Canada to secure the successful launch of its application.

Some concrete examples of the Test campaign

- When reading some articles on the app, the videos embedded in the articles are not displayed, thus preventing the user from watching them.

- When a user clicks on an article, an error message appears, blocking access to the article (Apple iPad4, iOS 10.1.1).
- When a user launches a YouTube video embedded in the article, it is impossible to make the video full screen, making it more difficult to view.
- Incorrect links are published on an article's page.

Who are we?

CTG Canada is a leader in Quality Assurance and User Acceptance Testing of your digital products (website, application, software, connected object, etc.).

CTG has a complete digital ecosystem, with thousands of old and new devices, and Bug Trapp, our test management software.

Overview of bugs in 2023

- 10,000+ approved manual bugs per year (functional, graphic, ergonomic bugs, and suggestions).
- In total, the projects were tested on at least 3000 devices.

[Access the complete overview of the testing landscape at CTG.](#)

Other collaborations in the Telecommunications sector:



francetélévisions

To learn more about how CTG can accelerate your company's digital transformation, contact one of our experts today.

[Click here](#)