

EWT38 Chat Transcript

[12/4/2010 7:18:28 PM] *** European Weekend Testers added Erkan__Yilmaz ***

[12/4/2010 7:18:49 PM] *** European Weekend Testers added phil-kirkham ***

[12/4/2010 7:18:59 PM] *** European Weekend Testers added tonybruceuk ***

[12/4/2010 7:19:33 PM] *** European Weekend Testers added alek.fedorko ***

[12/4/2010 7:49:57 PM] *** European Weekend Testers added sapphirelinda ***

[12/4/2010 7:51:31 PM] European Weekend Testers: Hi everybody, welcome to EWT38

[12/4/2010 7:52:04 PM] European Weekend Testers: How many people are on their first Europe Weekend Testing session?

[12/4/2010 7:52:20 PM] Erkan__Yilmaz: Hello, I am new

[12/4/2010 7:52:28 PM] sapphirelinda: Newbie here :)

[12/4/2010 7:52:33 PM] alek.fedorko: I am new too

[12/4/2010 7:52:42 PM] phil-kirkham: my first one for a long time

[12/4/2010 7:53:16 PM] *** European Weekend Testers added Stephen Hill ***

[12/4/2010 7:53:33 PM] European Weekend Testers: Hi Stephen - we're just starting, you haven't missed anything :)

[12/4/2010 7:54:02 PM] European Weekend Testers: For the benefit of those who are on their very first session, the format of the session is that we spend the first hour on the mission (which sometimes means finding bugs in a product, and sometimes focuses more on the research and communication skills we need as testers), and the next hour on discussion and reflection on what we learnt. Feel free to ask questions throughout if there's anything you don't understand - especially if you feel stuck or lost at any point! Remember the whole point is to have fun and learn - not to get stressed out.

[12/4/2010 7:54:47 PM] European Weekend Testers: I'll introduce the mission in more detail in a moment, but for now, let's start by introducing ourselves. Include your name, where you are, what you do, and your Web site address (if you have one - so we can link to it in the session report. (If you've prepared that in a text file ahead of time - great! Leaves more time for testing :)

[12/4/2010 7:55:26 PM] European Weekend Testers: argh, just accepted a contact request and can't see who it is in my contacts list..

[12/4/2010 7:56:05 PM] Stephen Hill: I'm Stephen Hill a software tester from Norwich, UK. I specialise in address management software and blog at <http://pedantictester.wordpress.com> and am on Twitter (@Stephen_J_Hill)

EWT38 Chat Transcript

[12/4/2010 7:56:12 PM] phil-kirkham: phil kirkham, test consultant - blog is <http://expectedresults.blogspot.com> - also help run the Software Testing Club

[12/4/2010 7:56:26 PM] alek.fedorko: My name is Oleksiy Fedorko

I work at Quadrox as QA and Support Engineer

Blog in russian <http://freality.info/itblog/>

Location: Kiev, Ukraine

[12/4/2010 7:56:44 PM] sapphireelinda: I'm Linda van de Vooren, a software tester in The Netherlands

[12/4/2010 7:56:45 PM] European Weekend Testers: I'm Anna Baik, and along with Markus Gärtner I'm one of the co-founders of the Europe chapter of the Weekend Testers. I'm currently working in Bristol for a fab little startup (and right now we're hiring, let me know about smart, thoughtful testers in Bristol, UK). blog: <http://www.softwaretestingclub.com/profiles/blog/list?user=1qyjeckcl3cxl> twitter: @TesterAB

[12/4/2010 7:57:19 PM] Erkan__Yilmaz: Hello, this is Erkan Yilmaz from Karlsruhe, Germany, my blog is in: <http://www.iaskquestions.com>

[12/4/2010 7:57:32 PM] sapphireelinda: ah, twitter, handy, mine is Sapphireelinda

[12/4/2010 7:58:01 PM] phil-kirkham: @pkirkham on twitter

[12/4/2010 7:58:13 PM] alek.fedorko: @aleksfed on twitter

[12/4/2010 7:58:25 PM] Erkan__Yilmaz: @Erkan_Yilmaz

[12/4/2010 7:58:39 PM] European Weekend Testers: Excellent :)

[12/4/2010 7:58:58 PM] European Weekend Testers: So, let's see today's mission...

[12/4/2010 7:59:21 PM] European Weekend Testers: Context: The helpdesk at your company needs advice on how to raise issues on your company bugtracker: currently the development team is spending time trying to reproduce issues, where the information on the original issue is ambiguous or missing. Issues are also sometimes raised at the wrong severity.

[12/4/2010 7:59:32 PM] European Weekend Testers: Your mission, should you choose to accept it:

[12/4/2010 7:59:40 PM] European Weekend Testers: As testers and bug experts, you've been asked to put together a one page cheatsheet to help them out. No more than one page - these are very busy people, and they won't have time to read it.

[12/4/2010 8:00:19 PM] European Weekend Testers:

EWT38 Chat Transcript

I'll be facilitating the chat today. We'll post a session report after the session at <http://weekendtesting.com/> and we'll also post a transcript of this chat session.

[12/4/2010 8:00:27 PM] European Weekend Testers: But in the meantime - any questions on the mission?

[12/4/2010 8:01:19 PM] phil-kirkham: do the helpdesk simply report issues or do they try and reproduce the problem ? do they have access to the app ?

[12/4/2010 8:01:35 PM] European Weekend Testers: Good question :)

[12/4/2010 8:02:14 PM] European Weekend Testers: They've been asked to try to reproduce the problem before they report. Every support team member has access to the app, and their own test account that they can use.

[12/4/2010 8:02:29 PM] Stephen Hill: What is the skill level of the helpdesk staff? Do they have good problem-solving capabilities? It sounds as if they might need some help with that.

[12/4/2010 8:02:55 PM] Stephen Hill: How much training have the support staff had in raising defects?

[12/4/2010 8:03:21 PM] sapphirelinda: Is there only one line at the helpdesk, or do they transfer calls to 2nd or 3rd line? For which line are we making a cheatsheet?

[12/4/2010 8:03:33 PM] European Weekend Testers: More good questions...ok

[12/4/2010 8:04:17 PM] Stephen Hill: What expectations have been set by the dev/test teams regarding what the support team should be doing?

[12/4/2010 8:05:02 PM] European Weekend Testers: They have a team manager, who they'll run things past. There isn't a split between 1st and 2nd line right now. You'll be making the cheatsheet for the guys who talk directly to the customers.

[12/4/2010 8:05:29 PM] alek.fedorko: what do they expect from the cheatsheet exactly?

[12/4/2010 8:05:45 PM] Stephen Hill: What bug management software do they use at the moment?

[12/4/2010 8:06:15 PM] tonybruceuk: Afternoon all

[12/4/2010 8:06:21 PM] sapphirelinda: Hi :)

[12/4/2010 8:06:26 PM] European Weekend Testers: On 04/12/2010, at 15:44, Oleksii Fedorko wrote:

> what do they expect from the cheatsheet exactly?

Well, not sure really - you guys are the bug experts. What do you think about when you first find something you think is a problem?

[12/4/2010 8:06:33 PM] European Weekend Testers: Hi Tony!

EWT38 Chat Transcript

[12/4/2010 8:06:45 PM] tonybruceuk: Are they able to access the machines the issues occurred on and are the users willing to help with investigation?

[12/4/2010 8:07:12 PM] Stephen Hill: Hi Tony!

[12/4/2010 8:07:16 PM] phil-kirkham: what sort of information has been missing ? is there a consistent pattern ? same with wrong severity - any pattern to this or random ?

[12/4/2010 8:07:26 PM] phil-kirkham: hi tony

[12/4/2010 8:07:40 PM] Erkan__Yilmaz: Hello Tony

[12/4/2010 8:07:47 PM] European Weekend Testers: On 04/12/2010, at 15:44, Stephen Hill wrote:

> What bug management software do they use at the moment?

Hmm - let's make it JIRA - I'm spending a lot of time on JIRA at the mo

[12/4/2010 8:08:42 PM] European Weekend Testers: On 04/12/2010, at 15:45, tonybruceuk wrote:

> Are they able to access the machines the issues occurred on and are the users willing to help with investigation?

Yes, they can access the customer account. Users - it varies, some will, some won't have much time - they have a business to run!

[12/4/2010 8:08:44 PM] Erkan__Yilmaz: "What do you think about when you first find something you think is a problem" -> does the problem seem important for the customer? Can I postpone investigation for later or must I assign now someone there

[12/4/2010 8:09:24 PM] Stephen Hill: What categories of severity/priority have been identified thus far? Has a shared meaning been arrived at? (I notice that this has been a problem in the past with bugs having the wrong priority attached.)

[12/4/2010 8:09:56 PM] European Weekend Testers: What do you mean when you say severity/priority?

[12/4/2010 8:10:06 PM] tonybruceuk: What does this company do and what is the system/software?

[12/4/2010 8:10:09 PM] phil-kirkham: is the helpdesk assigning priority or just severity ?

[12/4/2010 8:11:28 PM] European Weekend Testers: Well - it's JIRA - <http://jira.atlassian.com/browse/JRA-886>

[12/4/2010 8:11:45 PM] Stephen Hill: By severity I mean categories like 1: the issue stops the system from working and there is no workaround; 2: the issue stops the system from working but there are ways round it; 5: the issue does not prevent users from working but it is annoying.

EWT38 Chat Transcript

[12/4/2010 8:12:19 PM] Stephen Hill: By priority I mean that the issue must be resolved within 24 hours (1) right through to they can wait for the next release (5).

[12/4/2010 8:12:38 PM] European Weekend Testers: In terms of "When this bug should get fixed" - that's not determined by helpdesk, they don't set the schedule. In terms of severity - then Stephen's list is good, and that is what we need a steer on from helpdesk

[12/4/2010 8:12:42 PM] tonybruceuk: How important is it for the dev team to know the severity? And are the users customers? If so is there a SLA?

[12/4/2010 9:12:56 PM] *** European Weekend Testers added Ajay Balamurugadas ***

[12/4/2010 9:13:09 PM] European Weekend Testers: I'll paste the chat so far to you privately Ajay :)

[12/4/2010 9:13:36 PM] phil-kirkham: dev team shouldnt care about the severity as long as the priority has been set correctly

[12/4/2010 9:13:41 PM] tonybruceuk: *paying customers

[12/4/2010 9:14:18 PM] Stephen Hill: Good point Phil! :)

[12/4/2010 9:14:46 PM] sapphire linda: Are there different versions/patches used by the customers or are they all upgraded to the latest version? Is there a possibility of taking a snapshot (if supposedly they're using a virtual setup) for dev/test to work with?

[12/4/2010 9:14:57 PM] European Weekend Testers: On 04/12/2010, at 15:52, phil kirkham wrote:

> dev team shouldnt care about the severity as long as the priority has been set correctly

Shouldn't they? I can think of examples where a severity 1 bug (no workarounds, can't work) gets a very different response/fix

[12/4/2010 9:15:00 PM] erkan__yilmaz: how many people are we talking about btw? helpdesk members, dev team + probably amount of customers?

[12/4/2010 9:15:11 PM] phil-kirkham: though if there are 3 priority 2 defects then the one with the highest sev gets their attention first

[12/4/2010 9:15:18 PM] Stephen Hill: OK so we need to help the helpdesk guys determine 'severity'.

[12/4/2010 9:15:45 PM] phil-kirkham: ok, tell me an example of this

[12/4/2010 9:16:03 PM] erkan__yilmaz: Is there some kind of time management problem? e.g. too many customer calls, no time for each one to make it in detail?

[12/4/2010 9:16:08 PM] European Weekend Testers: Erkan - number of people - not quite enough! Everybody busy...

EWT38 Chat Transcript

[12/4/2010 9:16:09 PM] alek.fedorko: [Saturday, December 04, 2010 9:24 PM] Stephen Hill:

<<< OK so we need to help the helpdesk guys determine 'severity'.and help them to write good steps to reproduce

[12/4/2010 9:17:03 PM] tonybruceuk: Are there any areas that the dev team want special attention paid to?

[12/4/2010 9:17:10 PM] European Weekend Testers: Phil: A high severity bug, where customers can't work, there is no workaround: "let's get a fix out fast. It doesn't have to be pretty, it just has to be solid. We'll work on pretty later"

[12/4/2010 9:18:15 PM] European Weekend Testers: Contrast with: "Well, it basically works already. This bug is to make the workflow smoother and remove the annoyances for the customer. What we're proposing - I'm not happy it does that, let's work on this some more"

[12/4/2010 9:18:15 PM] Ajay Balamurugadas: Hello All, I have a question to the group. Are we clear on who the final customer of the cheatsheet is? Are we creating individual cheatsheets or just one combined sheet? @Facilitator: How uch time do we have left? * And do the customers understand English? (funny question) *

[12/4/2010 9:18:38 PM] Stephen Hill: How easy is it for the helpdesk folks to trace through previous support calls to determine how many users have been affected by an issue? Is this information also freely available to the dev team?

[12/4/2010 9:18:55 PM] European Weekend Testers: Good questions Ajay - I didn't mention the time at the start...

[12/4/2010 9:19:02 PM] erkan__yilmaz: can we not just take a cheat sheet which is already existing? and adapt for our purpose?

[12/4/2010 9:19:40 PM] Ajay Balamurugadas: Hi @Erkan_Yilmaz, it depends on the time left and the final customer in this case (Acc to me)

[12/4/2010 9:19:42 PM] Stephen Hill: Ajay that is an excellent point about whether the helpdesk people all understand English well! :)

[12/4/2010 9:20:01 PM] European Weekend Testers: Timescales: Let's aim to finish up on the cheatsheet in the next 45 mins. Then we'll switch to a debrief.

[12/4/2010 9:20:53 PM] European Weekend Testers: Individual or one combined sheet - that's up to you guys. You can work together as a team to make one, or you can pair up and create several, or you can go solo.

EWT38 Chat Transcript

[12/4/2010 9:21:04 PM] Stephen Hill: OK. Do the support team have an environment in which they can replicate problems or are they reliant on their own desk PCs?

[12/4/2010 9:21:11 PM] European Weekend Testers: I'd suggest TypeWithMe as a good collaboration tool for that

[12/4/2010 9:21:22 PM] European Weekend Testers: Oops - for working on the cheatsheet I mean

[12/4/2010 9:21:46 PM] Ajay Balamurugadas: ok, There seems to be a lot of *healthy* noise here. Anyone interested to pair up?

[12/4/2010 9:21:49 PM] European Weekend Testers: On 04/12/2010, at 15:59, Stephen Hill wrote:

> OK. Do the support team have an environment in which they can replicate problems or are they reliant on their own desk PCs?

Yes, they have an environment where they can replicate problems.

[12/4/2010 9:22:36 PM] Stephen Hill: @Ajay I don't mind. Would you find that easiest?

[12/4/2010 9:22:46 PM] Ajay Balamurugadas: @EWT: How well does the helpdesk team understand English?

[12/4/2010 9:22:56 PM] Ajay Balamurugadas: @Stephen, there we go, let's pair up

[12/4/2010 9:23:08 PM] tonybruceuk: Where is the Dev team based?

[12/4/2010 9:23:13 PM] erkan__yilmaz: I'll take this as starter:
<https://help.ubuntu.com/community/ReportingBugs> and tell you what I would do different, is this ok?

[12/4/2010 9:23:20 PM] erkan__yilmaz: who wants to join?

[12/4/2010 9:23:23 PM] European Weekend Testers: On 04/12/2010, at 16:01, Ajay Balamurugadas wrote:

> @EWT: How well does the helpdesk team understand English?

Good question: let's say English is their first language

[12/4/2010 9:24:02 PM] erkan__yilmaz: pasting went wrong:
<https://help.ubuntu.com/community/ReportingBugs>

[12/4/2010 9:25:19 PM] European Weekend Testers: On 04/12/2010, at 15:53, Sapphire Linda wrote:

> Are there different versions/patches used by the customers or are they all upgraded to the latest version? Is there a possibility of taking a snapshot (if supposedly they're using a virtual setup) for dev/test to work with?

EWT38 Chat Transcript

Really good point: Customers are all on the same version, but may have different configuration set up. Helpdesk can't snapshot, they'd need to go to the dev team for help with that, but it's possible.

[12/4/2010 9:25:49 PM] European Weekend Testers: BTW - if anybody is feeling stuck on this, give me a shout

[12/4/2010 9:26:25 PM] European Weekend Testers: Happy to help :) If you've asked a question and I didn't answer, it's because I missed it in the flood!

[12/4/2010 9:28:28 PM | Edited 9:28:43 PM] European Weekend Testers: Tony - let's make it easier and assume everyone is on the same site.

[12/4/2010 9:29:13 PM] European Weekend Testers: Ok, so about 40 minutes left - is anyone pairing up?

[12/4/2010 9:29:28 PM] tonybruceuk: Are they Dev team helping with this cheatsheet? Anything particular they find constantly missing?

[12/4/2010 9:29:33 PM] European Weekend Testers: Anyone feeling a bit lost at this point? (Feel free to ping me privately if you want)

[12/4/2010 9:29:59 PM] erkan__yilmaz: " Anyone feeling a bit lost at this point?" wait for my feedback in 2nd part :)

[12/4/2010 9:30:38 PM] Ajay Balamurugadas: The best part of Weekend Testing is to share, learn from each other. If anyone is feeling stuck or confused, feel free to ping EWT privately or in this chat. We are here to learn :)

[12/4/2010 9:31:19 PM] European Weekend Testers: On 04/12/2010, at 16:08, tonybruceuk wrote:

> Are they Dev team helping with this cheatsheet? Anything particular they find constantly missing?

As testers, you guys are part of the dev team :) Hmm - good question, nobody's really had time to sit down and analyse everything yet - too busy. But anecdotally, config settings not always down, repro steps often missed or ambiguous

[12/4/2010 9:31:46 PM] European Weekend Testers: It'd be really nice to have file attachments of specific files that are causing issues, too.

[12/4/2010 9:32:45 PM] sapphire linda: Is there any kind of checklist now, with things they need to ask when logging an issue? Or is it really all up to the skill of the call agent and their ability to decide if information is useful for the issue or not?

[12/4/2010 9:32:53 PM] alek.fedorko: @Erkan__Yilmaz, I want to join, who else? lest make a team and discuss points in cheatsheet

[12/4/2010 9:33:20 PM] tonybruceuk: Oleksii, count me in

EWT38 Chat Transcript

[12/4/2010 9:33:20 PM] European Weekend Testers: On 04/12/2010, at 16:11, Sapphire Linda wrote:

> Is there any kind of checklist now, with things they need to ask when logging an issue? Or is it really all up to the skill of the call agent and their ability to decide if information is useful for the issue or not?

No, there isn't really a checklist now - it's all down to the skill of the call agent

[12/4/2010 9:33:31 PM] sappharelinda: Allright :) had trouble finding a starting point

[12/4/2010 9:33:34 PM] phil-kirkham: has any of this been fed back to the help desk team - are they aware that their current reports are causing problems or are they happily ignorant and think they are doing a good job ?

[12/4/2010 9:33:42 PM] erkan__yilmaz: Oleksi: ok, how should we do? in private chat?

[12/4/2010 9:34:15 PM] European Weekend Testers: On 04/12/2010, at 16:12, phil kirkham wrote:

> has any of this been fed back to the help desk team - are they aware that their current reports are causing problems or are they happily ignorant and think they are doing a good job ?

They're the main people asking for a cheatsheet or checklist - they want to make sure their bugs get fixed, they like their customers and want to make them happy

[12/4/2010 9:34:22 PM] erkan__yilmaz: tonybruceUK: you can join

[12/4/2010 9:34:38 PM] erkan__yilmaz: or we'll do here and spam everybody, but good thing: the ycan give comments

[12/4/2010 9:34:49 PM] tonybruceuk: Is it a issue across the board from the help desk? Is there one or two people that actually produce good logs? Do they have a personal checklist they use? If they do job done!

[12/4/2010 9:34:52 PM] sappharelinda: yeah guys i'd like to join too.

[12/4/2010 9:35:00 PM] alek.fedorko: [Saturday, December 04, 2010 9:43 PM] Erkan__Yilmaz:

<<< or we'll do here and spam everybody, but good thing: the ycan give commentsi was thinking about the same

[12/4/2010 9:35:22 PM] erkan__yilmaz: Oleksi: OK, then we should mark sentence with something, so others can also ignore

[12/4/2010 9:35:42 PM] Ajay Balamurugadas: (bug) you can use this ;)

[12/4/2010 9:35:47 PM] phil-kirkham: @tony nice idea - dont reinvent the wheel !

EWT38 Chat Transcript

[12/4/2010 9:35:47 PM] European Weekend Testers: It sounds like most of you would like to work collaboratively on this? Fine to work here as one team if that's what you want?

[12/4/2010 9:36:16 PM] erkan__yilmaz: thanks Ajay :)

[12/4/2010 9:36:29 PM] alek.fedorko: :)

[12/4/2010 9:36:31 PM] European Weekend Testers: Tony - no personal checklist that I know of, but good question

[12/4/2010 9:36:31 PM] tonybruceuk: @Phil, I'm just lazy :D

[12/4/2010 9:37:05 PM] erkan__yilmaz: (bug) so, let's discuss each chapter first from: <https://help.ubuntu.com/community/ReportingBugs> ok ?

[12/4/2010 9:37:28 PM] erkan__yilmaz: (bug) or does someone know another better link?

[12/4/2010 9:38:03 PM] phil-kirkham: @tony lol - though there is something to what you said, I find some testers are really good at reporting bugs some are awful.

[12/4/2010 9:38:10 PM] erkan__yilmaz: (bug) I just took the first from google :)

[12/4/2010 9:38:41 PM] sapphireelinda: @phil Absolutely!!

[12/4/2010 9:39:14 PM] European Weekend Testers: On 04/12/2010, at 16:16, phil kirkham wrote:

> @tony lol - though there is something to what you said, I find some testers are really good at reporting bugs some are awful.

What do you like to see on a really good bug report?

[12/4/2010 9:39:17 PM] sapphireelinda: @same goes for the jotting down the 'steps to reproduce'

[12/4/2010 9:39:40 PM] erkan__yilmaz: (bug) point1: every team member probably has an account

[12/4/2010 9:39:53 PM] alek.fedorko: (bug) no argues

[12/4/2010 9:40:06 PM] Ajay Balamurugadas: [Saturday, December 04, 2010 9:48 PM] Erkan__Yilmaz:

<<< every team member probably has an accou(bug) who is the team member?

[12/4/2010 9:40:27 PM] tonybruceuk: @Erkan, works for me, let's use that.

[12/4/2010 9:40:42 PM] erkan__yilmaz: Ajay: I had in mind the helpdesk

[12/4/2010 9:40:49 PM] erkan__yilmaz: tony: ok

EWT38 Chat Transcript

[12/4/2010 9:40:54 PM] tonybruceuk: Think we need to focus a bit, we will run out of time, falling into the trap of too much discussion although it's all valid stuff so is it a trap?

[12/4/2010 9:41:00 PM] European Weekend Testers: :)

[12/4/2010 9:41:03 PM] phil-kirkham: @EWT Steps to reproduce have been narrowed down to the simplest way, reported in a clear manner that the dev can follow and a description of the result and why it is a problem

[12/4/2010 9:41:08 PM] tonybruceuk: @Anna, if you have one handy then yes please.

[12/4/2010 9:41:46 PM] alek.fedorko: (bug) point 2: determine that bug is really a bug

[12/4/2010 9:41:47 PM] European Weekend Testers: On 04/12/2010, at 16:19, tonybruceuk wrote:

> @Anna, if you have one handy then yes please.

Sorry - not sure what you mean, one what?

[12/4/2010 9:42:01 PM] erkan__yilmaz: (bug) poin2: "Determine if the bug is really a bug" who can do that? experienced people with software, people knowing customers, usability experts, who else?

[12/4/2010 9:42:40 PM] tonybruceuk: [16:18:05 BST] European Weekend Testers: On 04/12/2010, at 16:16, phil kirkham wrote:

> @tony lol - though there is something to what you said, I find some testers are really good at reporting bugs some are awful.

What do you like to see on a really good bug report?

[12/4/2010 9:42:50 PM] alek.fedorko: (bug) experinced people with the software

[12/4/2010 9:42:54 PM] Ajay Balamurugadas: (bug) check if its a known issue

[12/4/2010 9:42:55 PM] tonybruceuk: @Erkan, if Dev or BA or PO are close enough we could just ask them.

[12/4/2010 9:43:07 PM] erkan__yilmaz: Tony: yes

[12/4/2010 9:43:14 PM] erkan__yilmaz: Ajay: exactly, that comes later in the list :)

[12/4/2010 9:43:17 PM] tonybruceuk: Helpdesk should have enough experience as well

[12/4/2010 9:43:32 PM] erkan__yilmaz: tony: not always, some newcomers always, helpdesk has high fluctuation rates

[12/4/2010 9:43:48 PM] erkan__yilmaz: they have experience in teh standard probs perhaps

EWT38 Chat Transcript

[12/4/2010 9:44:38 PM] erkan__yilmaz: Oleksi: for me: a prob by customer is always a bug, so it could also be that the desig of software is bad, verification vs. validation

[12/4/2010 9:44:43 PM] erkan__yilmaz: design

[12/4/2010 9:45:03 PM] erkan__yilmaz: ups, I didn't use our (bug)

[12/4/2010 9:45:06 PM] erkan__yilmaz: sorry

[12/4/2010 9:45:17 PM] Ajay Balamurugadas: watch out for traps. someone here is asking questions just to distract (it might be me)

[12/4/2010 9:45:33 PM] erkan__yilmaz: Ajay: sahould we tell Anna to block you ? ;)

[12/4/2010 9:46:05 PM] European Weekend Testers: Dealing with distractions is good practice for the workplace :)

[12/4/2010 9:46:19 PM | Edited 9:46:43 PM] alek.fedorko: (bug) @Erkan, you are right. so they need to have clear explanaiton from the customer about what is wrong with the software at their view

[12/4/2010 9:46:47 PM] erkan__yilmaz: (bug) so, one could say: we could report anything by customer? except it is already exported: then perhaps we just need to add details or extend or so?

[12/4/2010 9:46:54 PM] Ajay Balamurugadas: (bug) @Erkan, you are right. so they need to have clear explanaiton from the customer about what is wrong with the software

Try explaining something when you are really frustrated :)

[12/4/2010 9:46:57 PM] sapphirelinda: What's also very important to ask is how the customers expect the software to work.

[12/4/2010 9:47:08 PM] sapphirelinda: after you've taken up versions and steps to reproduce

[12/4/2010 9:47:17 PM] European Weekend Testers: yes - good point

[12/4/2010 9:47:40 PM] European Weekend Testers: otherwise you can end up with it fixed, but not fixed as far as the customers concerned.

[12/4/2010 9:48:09 PM] alek.fedorko: [Saturday, December 04, 2010 9:55 PM] Ajay Balamurugadas:

<<< Try explaining something when you are really frustrated it is not easy to work in helpdesk :)

[12/4/2010 9:48:32 PM] sapphirelinda: Ha, that's where the softskills kick in ;)

[12/4/2010 9:48:34 PM] erkan__yilmaz: (bug) point2: "Determine if the bug is really a bug" so we just need to report in specific categories, feature, bug?

EWT38 Chat Transcript

[12/4/2010 9:48:53 PM] erkan__yilmaz: (when we want all info from customers to not get lost) - it is valuable info

[12/4/2010 9:49:34 PM] alek.fedorko: (bug) I think so, if its bug only from customers view, then its better to call it feature to distinguish it for developers

[12/4/2010 9:49:53 PM] tonybruceuk: (bug) Or call it an issue, issue covers quite a lot

[12/4/2010 9:50:00 PM] European Weekend Testers: On 04/12/2010, at 16:26, Oleksii Fedorko wrote:

> [18:25:52] Ajay Balamurugadas: Try explaining something when you are really frustrated

> <<< it is not easy to work in helpdesk :)

It isn't easy. But also, there is always another customer waiting for a call back - so additional pressure that means people don't always want to take a long time reporting bugs.

[12/4/2010 9:51:02 PM] erkan__yilmaz: (bug) so I hope we have enough personnel to report everything, let's see, but we can skip this now? because a manager would say: time is money - opportunity costs: what can I do better in that time frame?

[12/4/2010 9:51:18 PM] erkan__yilmaz: (so we can do next point3)

[12/4/2010 9:51:30 PM] tonybruceuk: Very good point, what is important to the HelpDesk? Churning through the calls? If they have quotas they are less likely to even use a checklist

[12/4/2010 9:51:40 PM] Ajay Balamurugadas: (bug) is there a parallel cheatsheet getting ready side by side?

[12/4/2010 9:51:57 PM] European Weekend Testers: Not to put the pressure on here, but also - 15 minutes left for getting a cheatsheet together

[12/4/2010 9:52:12 PM] alek.fedorko: [Saturday, December 04, 2010 9:58 PM] European Weekend Testers:

<<< It isn't easy. But also, there is always another customer waiting for a call back - so additional pressure that means people don't always want to take a long time reporting bugs. then the clear structure should exist about how to report bugs not waisting a lot of time

[12/4/2010 9:52:45 PM | Edited 9:52:56 PM] alek.fedorko: lets use this <http://typewith.me/IJNW4YLSnf>

[12/4/2010 9:52:50 PM] erkan__yilmaz: (bug) ok, let's hurry up:

point3: " Make sure the bug hasn't already been reported"

important here: do all people (help desk + dev team) in company use same language or specific terms

EWT38 Chat Transcript

e.g. after searching 2 or 3 mins not found? report it. better double than not an important bug reported?

[12/4/2010 9:53:00 PM] European Weekend Testers: On 04/12/2010, at 16:30, tonybruceuk wrote:

> Very good point, what is important to the HelpDesk? Churning through the calls? If they have quotas they are less likely to even use a checklist

Making customers happy. Solving their problems. Getting tickets resolved. Keeping people happy so they stay with the company's product.

[12/4/2010 9:53:03 PM] tonybruceuk: (bug) Erkan and Oleksii, I've been jotting stuff down, should I send it to you?

[12/4/2010 9:53:11 PM] erkan__yilmaz: tony: ok

[12/4/2010 9:53:14 PM] alek.fedorko: ok

[12/4/2010 9:53:29 PM] erkan__yilmaz: I see Oleksi also created one

[12/4/2010 9:54:30 PM] alek.fedorko: [Saturday, December 04, 2010 10:01 PM] Erkan__Yilmaz:

<<< e.g. after searching 2 or 3 mins not found? report it. better double than not an important bug reported? Agree

[12/4/2010 9:54:50 PM] erkan__yilmaz: Oleksi: you got Tony's chat request?

[12/4/2010 9:55:13 PM] alek.fedorko: yes

[12/4/2010 9:58:48 PM] tonybruceuk: My net connection is playing up.

[12/4/2010 9:58:59 PM] erkan__yilmaz: :(

[12/4/2010 9:59:16 PM] tonybruceuk: Snow even breaks the internet in England :D

[12/4/2010 10:00:03 PM] sapphirlinda: doesn't just take snow to break the internet in England, I've found, a lot of things can ;)

[12/4/2010 10:00:41 PM] European Weekend Testers: Rain used to break mine - the phone cable running down the outside of the flat was slowly degrading.

[12/4/2010 10:00:57 PM] alek.fedorko: (bug) next point Collect information about the bug

[12/4/2010 10:02:16 PM] tonybruceuk: Ok I keep losing my connection in typewithme

[12/4/2010 10:02:48 PM] tonybruceuk: Yeah, I can't get my wireless dongle working with Ubuntu so I'm using a really crappy network cable, could be part of the prob.

EWT38 Chat Transcript

[12/4/2010 10:03:25 PM] erkan__yilmaz: (bug) Oleksi: we could sue Tony's list? when reviewed?

[12/4/2010 10:03:44 PM] erkan__yilmaz: (bug) though collecting info can go forever

[12/4/2010 10:03:53 PM] sapphire linda: i think it's round up time

[12/4/2010 10:04:12 PM] European Weekend Testers: Ok - 5 mins to finish off and then debrief?

[12/4/2010 10:05:24 PM] European Weekend Testers: I can't see any changes happening on the TypeWithMe document though, are you all happy with it as it is?

[12/4/2010 10:05:30 PM] alek.fedorko: (bug) there was information that the software versions are the same, so they need customer configuration, OS/browser

[12/4/2010 10:05:36 PM] erkan__yilmaz: (bug) point 5 "Complete the bug report filing process"

a good title is needed

like in journalism: most important info at begin

so people perhaps do not need to look at the content of the bug itself

[12/4/2010 10:05:48 PM] Ajay Balamurugadas: We (myself and Stephen) are done.

[12/4/2010 10:06:23 PM] European Weekend Testers: ok, 2 more mins, then we'll start the debrief here.

[12/4/2010 10:07:27 PM] European Weekend Testers: A tip for the debrief session: If you can prepare brief comments and lessons learned for the debriefing in a text file, then that helps a lot when we do the debriefing as you can then just paste it in. More time for discussion, less watching dancing Skype pencils while someone types a long message.

[12/4/2010 10:10:30 PM] phil-kirkham: i like the dancing pencils

[12/4/2010 10:11:06 PM] European Weekend Testers: Ok, I think it's time to get started on the debrief - can I just check how many different cheatsheets we had going?

[12/4/2010 10:11:15 PM] European Weekend Testers: Just the one, or were there more?

[12/4/2010 10:11:28 PM] Stephen Hill: Ajay and I have one.

[12/4/2010 10:11:55 PM] erkan__yilmaz: Tony, Oleksi and I had another chat open

[12/4/2010 10:12:02 PM] erkan__yilmaz: and Tony had a major contribution with questions

[12/4/2010 10:12:06 PM] erkan__yilmaz: teh cheat sheet

[12/4/2010 10:12:26 PM] European Weekend Testers: Ok, so could everybody post links to their cheatsheet first?

EWT38 Chat Transcript

[12/4/2010 10:12:32 PM] sapphirlinda: right, so i've been typing away on that one other thing while everyone else was elsewhere :) Don't i feel popular.

[12/4/2010 10:13:15 PM] European Weekend Testers: No worries Linda, was just trying to figure out how many cheatsheets we had. Was going to drop a note into the chat on TypeWithMe when we kicked off

[12/4/2010 10:13:22 PM] Ajay Balamurugadas: <http://typewith.me/Hr2rdxjEGV> (Stephen & Ajay)

[12/4/2010 10:13:42 PM] European Weekend Testers: Thanks Ajay

[12/4/2010 10:14:02 PM] tonybruceuk: We pasting here or typewithme?

[12/4/2010 10:14:22 PM] European Weekend Testers: Paste the typewithme link here, rather than posting the cheatsheet itself into the chat

[12/4/2010 10:14:32 PM] *** Ajay Balamurugadas sent EWT38 Cheatsheet.pdf ***

[12/4/2010 10:15:09 PM] European Weekend Testers: I'll link the cheatsheets (or add attachments) to the session report.

[12/4/2010 10:16:05 PM] European Weekend Testers: But - let's get started on debrief - any volunteers to go first? Just to explain what we'll be doing in the debrief, the purpose of this section of the chat is for us to discuss what we learnt today. We'll take it in turns to give comments on the session and discuss what we learned from today, what we found difficult or interesting (or both!) - when you've finished, say "I'm done"

[12/4/2010 10:16:40 PM] European Weekend Testers: Feel free to ask questions about someone's report

[12/4/2010 10:16:47 PM] Stephen Hill: I'm ready to go with my write-up if you like...

[12/4/2010 10:16:57 PM] European Weekend Testers: Thanks Stephen - go ahead please

[12/4/2010 10:17:02 PM] Stephen Hill: Ajay and I started with a brief brain-dump of what we would like to see in the bug reports but really started making progress when we did a form of transpection. Ajay asked me what information I would want from him if he called me for support and from there we worked out the finer details of the cheatsheet. It was a very helpful technique because it is very easy to get lost in the fog of a brainstorm (if you will pardon the expression).

[12/4/2010 10:17:40 PM] erkan__yilmaz: here is ours: <http://typewith.me/5Eq3SujRvv>

[12/4/2010 10:17:41 PM] Stephen Hill: Transpection is something James Bach and Michael Bolton do quite a lot of.

[12/4/2010 10:17:56 PM] European Weekend Testers: Ok, so you started out with a lot more, but then narrowed it down?

EWT38 Chat Transcript

[12/4/2010 10:18:17 PM] European Weekend Testers: Would you like to define transpection Stephen? Quick one line description?

[12/4/2010 10:18:26 PM] Stephen Hill: We both the exercise very valuable and yes, we started out a bit disorganised in a way and then became much more focussed.

[12/4/2010 10:19:50 PM] Stephen Hill: Transpection is the questioning of someone else and whilst listening to their answer you answer the question for yourself. It is somewhat difficult to explain very briefly. I get the link from James' site... Bear with me...

[12/4/2010 10:21:23 PM] phil-kirkham: <http://www.satisfice.com/blog/archives/62>

[12/4/2010 10:22:01 PM] tonybruceuk: (bug) should we go next?

[12/4/2010 10:22:15 PM] erkan__yilmaz: (bug) yes :), if there are no questions to the above?

[12/4/2010 10:22:21 PM] Stephen Hill: Transpection: <http://www.satisfice.com/blog/archives/62>

[12/4/2010 10:22:31 PM] Stephen Hill: Oh thanks Phil... You beat me to it!

[12/4/2010 10:22:43 PM] tonybruceuk: Nicely done Ajay and Steve.

[12/4/2010 10:23:15 PM] phil-kirkham: I like the 'has this happened before' question

[12/4/2010 10:23:16 PM] alek.fedorko: thank you for reminding about this technique

[12/4/2010 10:23:24 PM] European Weekend Testers: Stephen - did you want to add any more? Anyone have more questions for Stephen?

[12/4/2010 10:23:56 PM] Ajay Balamurugadas: if there was one thing which could be improved in your transpection session, what would it be?

[12/4/2010 10:24:12 PM] Ajay Balamurugadas: indirectly asking for feedback ;)

[12/4/2010 10:25:33 PM] Stephen Hill: I was getting too distracted in my own thought process actually Ajay. I'm still new to doing it and I needed to ask you more questions really. Unfortunately we were short on time :(

[12/4/2010 10:25:48 PM] Ajay Balamurugadas: cool, thanks.

[12/4/2010 10:26:30 PM] European Weekend Testers: Would you use transpection again for a session like this?

[12/4/2010 10:26:31 PM] Stephen Hill: Have a read of James' article, its very good and highlights my deficiencies very well.

[12/4/2010 10:27:05 PM] Stephen Hill: EWT: I'm not sure that I would actually until I am better practiced at it.

EWT38 Chat Transcript

[12/4/2010 10:27:24 PM] European Weekend Testers: How do you plan to get that practice in?

[12/4/2010 10:27:58 PM] Ajay Balamurugadas: I am bad at writing because I don't write often and i don't write often because i am bad at it. :) The more we practice, greater chance of improving on the skill.

[12/4/2010 10:28:00 PM] erkan__yilmaz: practice: use with anybody you see

[12/4/2010 10:28:08 PM] erkan__yilmaz: family, friends, but also strangers

[12/4/2010 10:28:29 PM] European Weekend Testers: Do they need to know they're part of a transpection session?

[12/4/2010 10:28:52 PM] Stephen Hill: I'll start plaguing people at work for a start. I also have some more questions for James which I'll be posing to him soon...

[12/4/2010 10:28:58 PM] tonybruceuk: @Ajay! I've just realised! Aren't you jet lagged?! Must be falling asleep

[12/4/2010 10:29:31 PM] erkan__yilmaz: here feedback by me:

1. all questions were cool, exactly what a tester should do, but only one person there to answer it, there is of course a deadlock then :(

2. make two sessions, not just one as today:

a. one session earlier (e.g. 2h earlier): where you explain tasks.

could also be done by mail actually

-> gives more time for all

b. people ask their questions so they get answered in a timely manner later on for second session

c. then people group and later present results, instead just watching what everybody "spams"

d. debrief

3. don't reinvent the wheel, use existing "oracles" (e.g. existing cheat sheets + adapt them to your context)

EWT38 Chat Transcript

4. perhaps use audio/video also in addition, since parallel talking is faster than waiting with everybody having to write? problem: one can not post results easily, perhaps just link to audio or video file? so, we need transcript later?

[12/4/2010 10:29:38 PM] Stephen Hill: EWT: No they don't need to realise particularly but it is polite to ask before doing what James calls a 'deep transpection'.

[12/4/2010 10:29:40 PM] Ajay Balamurugadas: I don't know. I am very fresh. I'm just wondering what jet lag means and why am I not getting that :)

[12/4/2010 10:30:41 PM] European Weekend Testers: Stephen - did you want to add more, or shall we move on to Erkan's report?

[12/4/2010 10:31:14 PM] Ajay Balamurugadas: Good points @Erkan. How different do you think is this to a real office environment?

[12/4/2010 10:31:28 PM] erkan__yilmaz: Ajay: you mean this chat?

[12/4/2010 10:31:32 PM] Ajay Balamurugadas: yes

[12/4/2010 10:31:33 PM] erkan__yilmaz: chat is definitely loss of info

[12/4/2010 10:31:39 PM] erkan__yilmaz: mimic, getsic, emotions

[12/4/2010 10:31:45 PM] erkan__yilmaz: it is too cold

[12/4/2010 10:31:56 PM] Stephen Hill: Let's move on to Erkan's report.

[12/4/2010 10:32:09 PM] Ajay Balamurugadas: and good to practice in a worse scenario? yes, lets take it offline

[12/4/2010 10:32:24 PM] tonybruceuk: Our checklist is here: <http://typewith.me/5Eq3SujRvv> Not quite as neat as Ajay's and Steve's.

[12/4/2010 10:32:51 PM] erkan__yilmaz: chat is normally less polite: in real life you wait someone finished, here everybody tweets without taking care of others inputs

[12/4/2010 10:33:31 PM] alek.fedorko: but chat is also much slower than real life

[12/4/2010 10:33:52 PM] erkan__yilmaz: yes, chat gives one more time, but also you can survive without knowing much

[12/4/2010 10:34:17 PM] phil-kirkham: @tonybruce Maybe too much for a checklist but would be a great basis for discussion and to decide on the most important points

[12/4/2010 10:34:50 PM] European Weekend Testers: I actually like chat, personally - but then I read pretty fast, and I like getting information visually (as opposed to hearing it)

EWT38 Chat Transcript

[12/4/2010 10:35:40 PM] European Weekend Testers: So, back to the mission - Erkan, I liked the idea of not re-inventing the wheel, however, do you think there's a danger you will end up with something that suits someone else's company, not yours?

[12/4/2010 10:35:52 PM] tonybruceuk: @Phil, Yeah, it would need to be sorted into different smaller checklists or sections, something along those lines although you wouldn't necessarily go through the whole thing everytime.

[12/4/2010 10:36:13 PM] Ajay Balamurugadas: What is the Issue? Don't you think that question was too risky to be missed from the list

[12/4/2010 10:36:36 PM] erkan__yilmaz: @European Weekend: yes, context is important , but also pareto principle: can I do 80% of result in 20% of time, so important is hwo much time do I have on hand

[12/4/2010 10:37:04 PM] erkan__yilmaz: in our context: everybody tweets here and nothing was getting done :(

[12/4/2010 10:37:14 PM] erkan__yilmaz: so, fast way was to get an existing oracle and work on that one

[12/4/2010 10:37:19 PM] Stephen Hill: Nice list of things there Tony. How would this be mapped across to the fields in the defect management tool?

[12/4/2010 10:37:20 PM] erkan__yilmaz: with the info you provided

[12/4/2010 10:37:22 PM] tonybruceuk: @Anna, you'd adapt them to the right context, as he wrote :)

[12/4/2010 10:37:54 PM] tonybruceuk: @Erkan, that's one of the traps of the WT's :) You have to learn to ignore the chatroom for a while and get on with the session, it's very easy to get distracted.

[12/4/2010 10:38:00 PM] Stephen Hill: I think you've got a good list there though to stimulate the minds of the helpdesk people.

[12/4/2010 10:38:21 PM] erkan__yilmaz: @Tony, but then I do not need this chat actually, if I do not take care of others, or?

[12/4/2010 10:38:40 PM] erkan__yilmaz: one can group with others and do in a smaller group also

[12/4/2010 10:38:43 PM] phil-kirkham: @stephen - isn't it a checklist to get info from the customer rather than direct mappings into a defect ?

[12/4/2010 10:38:50 PM] erkan__yilmaz: I though goal is to see what everyone tells, get inputs?

[12/4/2010 10:39:10 PM] European Weekend Testers: On 04/12/2010, at 17:16, tonybruceuk wrote:

> @Erkan, that's one of the traps of the WT's :) You have to learn to ignore the chatroom for a while and get on with the session, it's very easy to get distracted.

EWT38 Chat Transcript

It's a double trap - you can get distracted by the main chat, but if you ignore it totally, you can miss out on useful info. Need to find a balance

[12/4/2010 10:39:10 PM] tonybruceuk: @Erkan, No no, I don't mean ignore everybody but it's very easy to stay focused on the chatroom and then bang, time is up. It's something everybody experiences in these sessions.

[12/4/2010 10:39:31 PM] erkan__yilmaz: @Tony: i see

[12/4/2010 10:40:16 PM] European Weekend Testers: Actually, I find this very similar to work. I need to focus on what I'm testing, but I will also often hear a discussion start (e.g. between dev and product owner), that I need to be in on, so I'll shoot over to that.

[12/4/2010 10:40:30 PM] tonybruceuk: @Steve, you'd just pull out the info from the question, should be enough there to get specs, repo info, how wide an issue it is. Must admit, I worked on helpdesks and support for a while. Found it pretty straight forward to start throwing down questions.

[12/4/2010 10:40:30 PM] phil-kirkham: @Erkan - you can get whatever you want out of the session. Sometimes I like to go off and work on the mission, othertimes I just like to lurk and hang out and see what thoughts the chat inspires

[12/4/2010 10:40:49 PM] European Weekend Testers: If I just ignore all discussions around me at work, I miss out on half the info I need to do my job.

[12/4/2010 10:40:52 PM] erkan__yilmaz: @Phil: aha, ok then

[12/4/2010 10:41:44 PM] Stephen Hill: @Phil I was thinking about the cheatsheet as a way of helping the support people log good defect reports rather than getting info from the customer.

[12/4/2010 10:42:11 PM] tonybruceuk: But they need the info from the customer for a good defect report? Catch 22?

[12/4/2010 10:42:35 PM] European Weekend Testers: On 04/12/2010, at 17:20, Stephen Hill wrote:

> @Phil I was thinking about the cheatsheet as a way of helping the support people log good defect reports rather than getting info from the customer.

Oh, good distinction. Did anyone think about this? Would it have changed the way you wrote your cheatsheet?

[12/4/2010 10:42:59 PM] sapphirelinda: Yup, I did. Tried to find a way in which both had most value

[12/4/2010 10:43:07 PM] Stephen Hill: Very true. My query was focussed on that particular aspect though.

[12/4/2010 10:43:17 PM] Ajay Balamurugadas: Stephen and myself focussed on the 2nd part - getting good info to the programmer. Not the part where we focus on getting info from customer.

EWT38 Chat Transcript

[12/4/2010 10:44:02 PM] sapphirlinda: The way I thought about it, the customer will also be happy if he feels he's taken seriously, and has been asked useful questions during the call.

[12/4/2010 10:44:09 PM] sapphirlinda: + happy dev

[12/4/2010 10:44:18 PM] sapphirlinda: with tons of information

[12/4/2010 10:44:26 PM] Stephen Hill: Yes that's a good point too.

[12/4/2010 10:44:27 PM] tonybruceuk: Would have been a good idea to actually have split that between us? A team on getting good info to Dev and a team getting good info from the customer. Captain Hindsight strikes again.

[12/4/2010 10:44:50 PM] European Weekend Testers: Tony - can you split it like that?

[12/4/2010 10:45:00 PM] sapphirlinda: I thought it would be a good idea to incorporate it into the group I was working with. But I ended up working alone..

[12/4/2010 10:45:10 PM] sapphirlinda: and not by choice, might I add :(

[12/4/2010 10:45:23 PM] Ajay Balamurugadas: [Saturday, December 04, 2010 10:52 PM] Sapphire Linda:

<<< and has been asked useful questions during the call. Sometimes, customers don't like to be asked a lot of questions (Customer: don't make me look like an idiot. You are the technical guy. You should know why this happened)

[12/4/2010 10:45:39 PM] European Weekend Testers: Yes - what happened there? I thought everyone was working on one cheatsheet, and then people seemed to drift elsewhere?

[12/4/2010 10:45:51 PM] tonybruceuk: Sure! I think that the checklist Erkan, Oleksii and I have done is probably more about getting info from the customer whereas Ajay and Steve focused on getting stuff in a useful way to Dev

[12/4/2010 10:46:15 PM] sapphirlinda: Ajay, ever called in a defect and felt you were being shipped off with nothing, and a feeling they didn't get half of what you were trying to get across about the issue? Well, you apparently haven't, but I have ;)

[12/4/2010 10:46:34 PM] phil-kirkham: @EWT I had problems with my laptop wanting to update and reboot which didnt help collaboration :(

[12/4/2010 10:46:41 PM] tonybruceuk: @Linda, I'll gladly work with you next session.

[12/4/2010 10:46:44 PM] sapphirlinda: I was on the write thing, and it was quiet, it's all I know. I'm not happy about it.

EWT38 Chat Transcript

[12/4/2010 10:47:01 PM] sapphirlinda: Everyone in my ' group' appeared to be there

[12/4/2010 10:47:02 PM] European Weekend Testers: On 04/12/2010, at 17:25, Sapphire Linda wrote:

> I was on the write thing, and it was quiet, it's all I know. I'm not happy about it.

:(

[12/4/2010 10:47:58 PM] Ajay Balamurugadas: Linda, it happens. Isn't that a great learning at this moment? Even in our chat , Stephen and me were asking eachother if the other guy was present and responding

[12/4/2010 10:48:06 PM] European Weekend Testers: Linda - would you like to give your report next?

[12/4/2010 10:48:34 PM] sapphirlinda: @Ajay, I askef if people were there, I got a response I was not alone. Don't assume I just sat there pleaes, it's degrading!

[12/4/2010 10:48:41 PM] sapphirlinda: @EWT No thanks :)

[12/4/2010 10:49:01 PM] sapphirlinda: I'm not happy about my input, If I would have known I was working alone I would have gone about it differently

[12/4/2010 10:49:14 PM] sapphirlinda: This was just my try to get things going.

[12/4/2010 10:50:08 PM] Ajay Balamurugadas: [Saturday, December 04, 2010 10:57 PM] Sapphire Linda:

<<< Don't assume I just sat there pleaes, it's degrading!!I'm sorry if it hurt you. Maybe I got it totally wrong. We were continuously talking which could be totally different in your case. We used the chat feature on typewith.me

[12/4/2010 10:50:34 PM] alek.fedorko: it miscommunication, we have had to much sheets opened

[12/4/2010 10:50:49 PM] sapphirlinda: It's done, maybe we should move on. I have no contribution.

[12/4/2010 10:51:53 PM | Edited 10:52:08 PM] alek.fedorko: please dont be upset! i think its another one experiance for our sessions

[12/4/2010 10:52:04 PM] European Weekend Testers: Yes, true

[12/4/2010 10:52:12 PM] European Weekend Testers: Ok - Oleksii - do you want to go next?

[12/4/2010 10:52:45 PM] Stephen Hill: I think one of the important things to learn from this exercise is to remember our audience. Even in such a short space of time different groups focussed on different audiences. A cheat sheet can seem such a simple thing but look at the impact if the audience is wrong!

EWT38 Chat Transcript

[12/4/2010 10:54:06 PM] alek.fedorko: i dont have to say much

I feel myself a little nervous and

not used for such form of collaboration (chat). :)

what i learned is that i need to be more focused here

[12/4/2010 10:55:12 PM] phil-kirkham: @Oleksii Why do you think you have to be more focused ?

[12/4/2010 10:55:54 PM | Edited 10:56:01 PM] alek.fedorko: because there were a lot of messages, questions which were not leading to the goal

[12/4/2010 10:56:32 PM] sapphirlinda: I feel all questions led me to think about the goal. Isn't that just as important?

[12/4/2010 10:56:57 PM] phil-kirkham: depends what the goal is - is it REALLY to produce a great cheatsheet or is it to learn something new ?

[12/4/2010 10:57:09 PM] sapphirlinda: Exactly, we were defining the goal..

[12/4/2010 10:57:11 PM] erkan__yilmaz: one should also see: the session is not over after this chat: one can review all questions again and deepen the learning experience

[12/4/2010 10:57:44 PM] Stephen Hill: @Sapphire Linda Absolutely. I find I learn a lot from the questions that are asked - even the apparently silly ones!

[12/4/2010 10:58:03 PM] sapphirlinda: Especially the silly ones!

[12/4/2010 10:58:07 PM] European Weekend Testers: On 04/12/2010, at 17:35, Sapphire Linda wrote:

> Exactly, we were defining the goal..

This is key - it's easy to plunge straight into achieving the goal, without stopping to try to refine it and clarify

[12/4/2010 10:58:19 PM] alek.fedorko: it would be nice if we first created more tight schedule: first ask questions, then propose point for cheatsheet, then discuss each point

[12/4/2010 10:58:42 PM] tonybruceuk: Also you can switch goal and have your own goal.

[12/4/2010 10:58:54 PM] alek.fedorko: it was so, but with a lot of chaos, but may be it is natural :)

[12/4/2010 10:58:57 PM] sapphirlinda: Well that just all depends on if you like to work wiht a tight schedule and structure everything

[12/4/2010 10:59:13 PM] sapphirlinda: I personally like to keep things a little bit open

EWT38 Chat Transcript

[12/4/2010 10:59:26 PM] European Weekend Testers: Oleksii - yes, you can do that. But we deliberately leave the schedule for WT as mission, then debrief - it's down to the testers involved if they want to add more structure.

[12/4/2010 11:00:09 PM] tonybruceuk: @Linda, agreed, open is good.

[12/4/2010 11:00:28 PM] alek.fedorko: [Saturday, December 04, 2010 11:08 PM] European Weekend Testers:

<<< Oleksii - yes, you can do that. But we deliberately leave the schedule for WT as mission, then debrief - it's down to the testers involved if they want to add more structure. i see, i was talking about testers not WT

[12/4/2010 11:00:31 PM] Stephen Hill: EWT: That particular structure works very well because everyone interprets things differently. From the sessions I have been on I have always learned a great deal because of that facet of WT.

[12/4/2010 11:01:00 PM] alek.fedorko: open is very good in real life, here in chat i not used for it

[12/4/2010 11:01:58 PM] sapphirelinda: Maybe it takes some getting used to. I, myself, have spent years of my life on IRC, so I'm quite used to chatroom sessions. I sometimes forget others don't.

[12/4/2010 11:02:14 PM] erkan__yilmaz: IRC rules :)

[12/4/2010 11:02:24 PM] sapphirelinda: Sure does ;)

[12/4/2010 11:02:58 PM] phil-kirkham: @Oleksii Did you have any ideas before coming to this session about what it would be like ?

[12/4/2010 11:03:10 PM] phil-kirkham: @Linda same question to you :)

[12/4/2010 11:03:44 PM] Ajay Balamurugadas: @Phil: Good question

[12/4/2010 11:03:46 PM] sapphirelinda: I went in quite blank :) I tried to have no idea's how things would go, and went with it

[12/4/2010 11:03:53 PM] phil-kirkham: and @erkan :)

[12/4/2010 11:04:31 PM] alek.fedorko: no, to be honest :)

the only one: I thought we will test some web site

[12/4/2010 11:05:10 PM] European Weekend Testers: Oleksii - we do that sometimes too :)

[12/4/2010 11:06:18 PM] sapphirelinda: I did look forward to talking about testing with people who I don't see on a regular basis :)

EWT38 Chat Transcript

[12/4/2010 11:06:24 PM] erkan__yilmaz: well, I had sessions in previous times already, but involved with more audio/video, so actually it was a little bit saddening today, I thought (instinctively) it would be like this

[12/4/2010 11:07:30 PM] European Weekend Testers: EWT is normally text chat, but we have tried out video/audio in prior sessions

[12/4/2010 11:07:34 PM] tonybruceuk: @Erkan, saddening in what way? Have you found it easier with audio/video? There's nothing stopping people using audio/video.

[12/4/2010 11:08:08 PM] tonybruceuk: @Linda, Yeah I like that too, chatting with people around Europe.

[12/4/2010 11:08:17 PM] erkan__yilmaz: @Tony: audio/video: is more info you get (emotions, mimic/gestic, though depends on bandwidth)

[12/4/2010 11:08:32 PM] erkan__yilmaz: @EWT: wha experience good?

[12/4/2010 11:08:46 PM] erkan__yilmaz: @EWT: was experience good with audio/video?

[12/4/2010 11:09:23 PM] European Weekend Testers: Erkan - bandwidth can be a problem for some participants

[12/4/2010 11:09:29 PM] erkan__yilmaz: at the moment in chat I am just using sense eye, but when using more senses, info stays longer in your brain longterm

[12/4/2010 11:09:47 PM] erkan__yilmaz: @EWT: I see

[12/4/2010 11:10:18 PM] European Weekend Testers: Ok - looking at the time, we've run over by a little

[12/4/2010 11:10:33 PM] phil-kirkham: @ewt dont we always ?

[12/4/2010 11:10:36 PM] European Weekend Testers: Who's still waiting to give their report?

[12/4/2010 11:10:41 PM] Ajay Balamurugadas: My share of experience:

This was one of the best experiences. I paired up with Stephen. I joined a bit late and found that there were a lot of good questions raised. Though that was useful information to me, the continuous noise was a distraction. Stephen and myself used typewith.me (a tool discovered in WeekendTesting Session)

We started with the general points, refined some of the points. Finally we thought of a real time user scenario. It helped add value to bug report. Also, keeping an eye on Skype chat was useful.

[12/4/2010 11:11:12 PM] Ajay Balamurugadas: Feel free to shoot your questions.

EWT38 Chat Transcript

[12/4/2010 11:11:41 PM] European Weekend Testers: Ajay - I don't see your real time user scenario in your cheatsheet, what was it?

[12/4/2010 11:12:11 PM] Ajay Balamurugadas: Ok, what else would I expect from a customer. Suppose I call u and report an issue that i am unable to type here. What details would you like to know? If we have a small chat real time :) we might discover something

OK I want to know whether anything changed between now and the previous run of the app (if it's not a new install)

ok, so it would also mean that you want to know how many times I face this issue.

I added the term: Reproducibility We missed that.

If it is a new install then I want to know what the o/s is and whether it is on a network.

ok

(I've added that to the top)

Next I want to know what steps you have taken so far. (covered)

Then I try to recreate the problem and guide the user through the resolution if there is one.

wow, when will u resolve it? ETA (these are covered in the 'known issue/ already in FAQ' bit above)
What I meant is: Ok, helpdesk has agreed that it is a problem. when can the customer expect the solution

Depends on the issue for us. Normally we can resolve problems there and then but if we have to go off to investigate we agree to call back within 2 hours with further details. If there is a resolution we will go through it then otherwise we let them know that it has gone through to programmers and we will be in touch as the bug fix is developed.

So, do we add: Action Taken: Sent to programmer, Not an issue, Waiting for details from customer, Fixed Yes

I removed the 'Check for attachments' line and kind of categorizing the entire cheatsheet

feel free to edit

[12/4/2010 11:12:25 PM] Ajay Balamurugadas: This was what we discussed during the preparation

[12/4/2010 11:13:31 PM] Stephen Hill: This was all part of our 'chat' in the document and on the side in typewith.me.

[12/4/2010 11:14:26 PM] Ajay Balamurugadas: no questions or lots of questions?

EWT38 Chat Transcript

[12/4/2010 11:14:38 PM] sappharelinda: I have no questions :)

[12/4/2010 11:15:00 PM] European Weekend Testers: Any aspects you feel you would do differently after hearing other's reports?

[12/4/2010 11:15:22 PM] tonybruceuk: @Phil, did you give yours?

[12/4/2010 11:15:24 PM] phil-kirkham: how much experience do both of you have of dealing with support calls ?

[12/4/2010 11:15:36 PM] Ajay Balamurugadas: State the assumption that this was more inclined to help prepare good reports

[12/4/2010 11:16:10 PM] Ajay Balamurugadas: @Phil: I have experience working on support issues but not directly with customers.

[12/4/2010 11:16:17 PM] phil-kirkham: @tony I was having 'technical problems' but will say 2 things

[12/4/2010 11:16:21 PM] phil-kirkham: interesting to think about something that is now second nature to me (reporting a defect well) and how I would teach a newbie to do it well

From this session I (and maybe others) will go off and learn about transpections - and that really has nothing to do with creating a sheet for support people. But if the real and main goal of these EWT sessions is to learn something - then job done

[12/4/2010 11:17:05 PM] Stephen Hill: My support experience comes from about 10 years ago. I was mainly dealing with hardware issues at that stage. I've done a bit of software support too but now I mainly deal with 'helping the helpdesk'.

[12/4/2010 11:17:35 PM] erkan__yilmaz: erkan__yilmaz lead support team a few years

[12/4/2010 11:17:54 PM] erkan__yilmaz: @Phil: teaching newbvie to report bugs well: I let them look at existing bugs and tell teh to improve it and talk with them

[12/4/2010 11:18:22 PM] erkan__yilmaz: I also explain them: a bug report is looked at by different people: PM, tester, dev, ... for all it must be understandable

[12/4/2010 11:18:40 PM] erkan__yilmaz: and most important: title must be very good, so people do not need to read report itself ;)

[12/4/2010 11:18:43 PM] European Weekend Testers: Phil - any more to add to your report?

[12/4/2010 11:19:18 PM] phil-kirkham: that's it - was just good to back at these sessions again, been too busy with 'real' weekend testing to join in and I've missed it

[12/4/2010 11:19:22 PM] European Weekend Testers: :)

EWT38 Chat Transcript

[12/4/2010 11:19:31 PM] Stephen Hill: @Phil I think the skills we learn as testers can be applied to other areas of work/disciplines and vice versa. It helps make us versatile.

[12/4/2010 11:19:33 PM] European Weekend Testers: Tony - did you give yours?

[12/4/2010 11:20:54 PM] tonybruceuk: Enjoyed the session, was good to see how different people approached it, good questions asked, good to know if I'm ever thrown on a helpdesk I can still pull out some decent questions

[12/4/2010 11:21:22 PM] European Weekend Testers: :)

[12/4/2010 11:21:42 PM] phil-kirkham: thanks to @EWT for running the session

[12/4/2010 11:21:56 PM] European Weekend Testers: Ok - I think we could go on discussing some of these issues all night - do feel free to stick around and chat if you want

[12/4/2010 11:22:14 PM] Stephen Hill: Thank you very much, Anna, for facilitating.

[12/4/2010 11:22:20 PM] phil-kirkham: @EWT what did you learn from it ?

[12/4/2010 11:22:27 PM] Ajay Balamurugadas: Thanks to all the participants for a wonderful session :) and special thanks to Anna for conducting this session .

[12/4/2010 11:22:27 PM] European Weekend Testers: However, I'm going to call an end to the "formal" EWT session here - thank you all very much for attending, and bringing a TON of questions :)

[12/4/2010 11:22:29 PM] erkan__yilmaz: thank you all

[12/4/2010 11:22:41 PM] alek.fedorko: Thank you Anna and thank you all!

[12/4/2010 11:22:49 PM] sapphire linda: Yeah, thanks :) I will stick around but I'm going to idle while working on my inner self in the kitchen ;)

[12/4/2010 11:23:01 PM] tonybruceuk: Thanks Anna, thanks everybody and enjoy the rest of the weekend everybody.

[12/4/2010 11:23:08 PM] European Weekend Testers: On 04/12/2010, at 18:00, phil kirkham wrote:

> @EWT what did you learn from it ?

That I'm going to get a lot of learning from reading through everyone's questions while I try to write up a session report! Much food for thought, thanks folks :)

[12/4/2010 11:23:31 PM] sapphire linda: And if more people have twitter accounts.. feel free to spam them so i can follow you :)

[12/4/2010 11:24:19 PM] sapphire linda: (or skype, of course)

EWT38 Chat Transcript

[12/4/2010 11:24:19 PM] European Weekend Testers: I'll put up a session report from today on <http://weekendtesting.com/> - though Markus "fastest fingers in the West" has set way too high a bar in terms of speed of reporting, so don't expect it to appear instantly :)

[12/4/2010 11:26:29 PM] European Weekend Testers: On 04/12/2010, at 18:02, Sapphire Linda wrote:

> And if more people have twitter accounts.. feel free to spam them so i can follow you :)

yep, good point. I **think** everybody said their twitter account earlier but if you didn't...feel free to drop it in

[12/4/2010 11:29:15 PM] phil-kirkham: thats it for me - time to let my computer update itself and get some food - and let Anna get on with the report !!