

[8/9/2011 10:53:22 AM] Weekend Testers Americas: welcome to weekend Testing 3D.

[8/9/2011 10:53:43 AM] Peter Schrijver: Sitting next to the master, having fun at CAST in Seattle

[8/9/2011 10:54:05 AM] Lalitkumar S. Bhamare: I envy you :)

[8/9/2011 10:54:06 AM] Weekend Testers Americas: this is going to be an interesting experiment. We are running Weekend testing both online and with local attendees, where we will be instructing the local attendees on how to facilitate sessions and what goes on behind the scenes.

[8/9/2011 10:54:32 AM] Weekend Testers Americas: We are also going to encourage any and all participants to ask questions about that process in addition to our current charter and mission.

[8/9/2011 10:54:38 AM] Weekend Testers Americas: But first, Introductions :).

[8/9/2011 10:54:51 AM] Peter Schrijver: A lot of people doing that. It is a trill over here. Hopefully you can watch the live feeds

[8/9/2011 10:55:06 AM] Weekend Testers Americas: WTA == Michael Larsen. I'm a lone tester in San franciscom, CA, USA, and I'm the facilitator for today's session.

[8/9/2011 10:55:18 AM] Lalitkumar S. Bhamare: @peter it's off air now. I wish I cld

[8/9/2011 10:55:24 AM] Weekend Testers Americas: Also, Ajay Balamagurudas is also here, so you're also getting my mentor as a co-facilitator :).

[8/9/2011 10:55:44 AM] Weekend Testers Americas: He's running around right now telliing people about the event happening now.

[8/9/2011 10:56:19 AM] Lalitkumar S. Bhamare: Hello all, am Lalitkumar from India. Tester, Editor and Co-Founder @ <http://www.teatimewithtesters.com/>

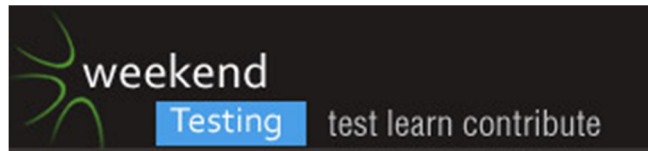
[8/9/2011 10:56:32 AM] Chad Nelson: Chad Nelson. QA Director for a software company of apx 25 employees in Duluth, MN. Fairly new to the QA field, < 1 year. Have 5 years of "Development" expereince.

[8/9/2011 10:56:54 AM] Anuradha: I am a newbie to this field.Learning everyday from blogs,weekend testers sessions and participating in some testing contests.Excited to learn from this session

[8/9/2011 10:57:02 AM] Lavanya: Lavanya here, Love to explore more in testing!!!

[8/9/2011 10:57:23 AM] Lalitkumar S. Bhamare: @WTA One heads up. We are going to launch the same model as that of WT at my work place and any guidance on facilitating it would do a lot more help

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 10:59:15 AM] Albert Gareev: Hi All. I'm Albert Gareev. I'm a co-facilitator at WTAmericas and do some other stuff. You can read more about me at <http://automation-beyond.com/about/>

[8/9/2011 10:59:46 AM] Weekend Testers Americas: Well this is a great day then, as that's exactly what I'm doing.

[8/9/2011 11:00:55 AM] \*\*\* Weekend Testers Americas added Timothy Western \*\*\*

[8/9/2011 11:01:10 AM] Weekend Testers Americas: In fact, I think I'll have our local participants share what I'm saying so they can both take notes and share the concepts. (cool, huh :)?

[8/9/2011 11:01:39 AM] Weekend Testers Americas: First, we're discussing the benefit of having a global admin account.

[8/9/2011 11:01:42 AM] nabarun: Hi...Guys...How r u doing...?...

[8/9/2011 11:01:46 AM] nabarun: :)

[8/9/2011 11:01:46 AM | Edited 11:02:11 AM] Weekend Testers Americas: That's what Weekendtestersamericas is.

[8/9/2011 11:02:29 AM] Lalitkumar S. Bhamare: Hello Nabarun

[8/9/2011 11:02:36 AM] \*\*\* Weekend Testers Americas added Stu Ling \*\*\*

[8/9/2011 11:02:42 AM] Timothy Western: (y) Logging in from Hinton, in Wild Wonderful West Virginia here - (Tim Western)

[8/9/2011 11:02:45 AM] nabarun: Hi Lalit....:)

[8/9/2011 11:02:57 AM] nabarun: How r u doing..?...

[8/9/2011 11:03:00 AM] Weekend Testers Americas: So welcome to stu Lin and Peter Schriver. They are our "in person" participants at the moment.

[8/9/2011 11:03:09 AM] Weekend Testers Americas: We expect that people will come and go locally.

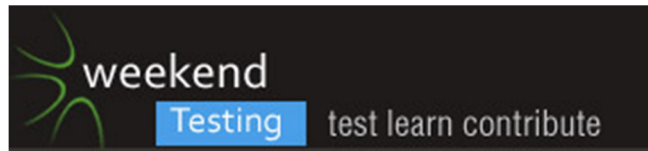
[8/9/2011 11:03:17 AM] Timothy Western: Welcome Stu and Peter.

[8/9/2011 11:04:20 AM] Peter Schrijver: Hi Tim

[8/9/2011 11:05:47 AM] nabarun: Hi Albert,Michael...how r u doing..? nice to see you...:)

[8/9/2011 11:06:04 AM] Weekend Testers Americas: So in addition to our missing how people get online and participate with Weekend testing.on, we're describi

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 11:06:15 AM] Weekend Testers Americas: For those of you here, well, you've figured it out :).

[8/9/2011 11:06:44 AM] Albert Gareev: @Nabarun hi! :)

[8/9/2011 11:07:43 AM] Lalitkumar S. Bhamare: so Michael, along with the usual mission is there going to be a Coaching on "How to Faciliate WT" ? any plans for participants (only) over skype?

[8/9/2011 11:07:59 AM] Weekend Testers Americas: Yep, we're doing that, too :).

[8/9/2011 11:08:06 AM] Weekend Testers Americas: that's our first part of the meeting.

[8/9/2011 11:08:12 AM] Lalitkumar S. Bhamare: cool.

[8/9/2011 11:08:25 AM] Weekend Testers Americas: as im explaining locally, we use an admin account so we can group the copntacts in one place.

[8/9/2011 11:08:49 AM] Weekend Testers Americas: many people have access to the global admin account, and can log in as it to check on status or send contact mesages.

[8/9/2011 11:09:03 AM] Lalitkumar S. Bhamare: okey

[8/9/2011 11:09:06 AM] Weekend Testers Americas: the first thing we do is we send out announcements through email and twitter.

[8/9/2011 11:09:20 AM] Weekend Testers Americas: Some ask why we don't do a broader "marketing campaign"

[8/9/2011 11:09:33 AM] Weekend Testers Americas: the answer is, we wnat to keep these sessions at a reasonable size.

[8/9/2011 11:09:49 AM] Weekend Testers Americas: Too many people and learning goes way down, as does actual meaningful test discovery.

[8/9/2011 11:09:49 AM] Timothy Western: They can quickly diverge if you have lots of people here.

[8/9/2011 11:10:01 AM] Weekend Testers Americas: Yep, exactly Timothy :).

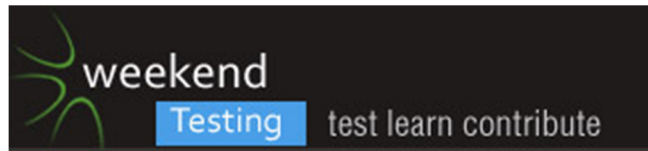
[8/9/2011 11:10:10 AM] Weekend Testers Americas: So we encouragte people to contact us directly.

[8/9/2011 11:10:12 AM] Lavanya: yeah thats right

[8/9/2011 11:10:18 AM] Weekend Testers Americas: By doing so, we know who really wants to be there.

[8/9/2011 11:10:30 AM] Lalitkumar S. Bhamare: ok

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 11:10:37 AM] Timothy Western: It also means that most people here, are active participants.

[8/9/2011 11:10:42 AM | Edited 11:11:04 AM] Weekend Testers Americas: So at the time of the discussion, we open our Recent list populated tab.

[8/9/2011 11:10:53 AM] Albert Gareev: Comment. We're going to address some of the "overcrowding" issues with "Project Sherwood" expansion of WeekendTesting

[8/9/2011 11:11:13 AM] Timothy Western: [Tuesday, August 09, 2011 11:11 AM] Albert Gareev:

<<< Comment. We're going to address some of the "overcrowding" issues with "Project Sherwood" expansion of WeekendTesting

[8/9/2011 11:11:16 AM] Weekend Testers Americas: thank You, Albert :).

[8/9/2011 11:11:27 AM] Timothy Western: He beat me to it ;)

[8/9/2011 11:11:33 AM] Lalitkumar S. Bhamare: interesting. well are we allowed to ask doubts around facilitating WT?

[8/9/2011 11:11:51 AM] Weekend Testers Americas: So the quickest way to set up a session is to just shift and grab the contacts in the recent tab, and make an intro comment.

[8/9/2011 11:11:56 AM] Weekend Testers Americas: That sets up a group.

[8/9/2011 11:12:00 AM] Weekend Testers Americas: Simple :).

[8/9/2011 11:13:15 AM] Weekend Testers Americas: from there, adding people is easy, just get a new recent contact in the list, go to the group and drag the name into the top contact listing.

[8/9/2011 11:13:24 AM] Weekend Testers Americas: And that's how you add people.

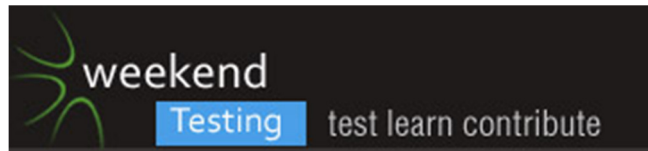
[8/9/2011 11:13:42 AM] Weekend Testers Americas: So that's the simple part, adding people to the group.

[8/9/2011 11:13:51 AM] Weekend Testers Americas: facilitating is more than jsut adding people though.

[8/9/2011 11:14:16 AM] Weekend Testers Americas: It's also making sure that people who are there feel welcome, are engaged, and are participating, as much as we are able to do :).

[8/9/2011 11:15:47 AM] Lalitkumar S. Bhamare: well, how abt deciding a mission? What comes 1st? Mission or the Principle that we aim to let the crowd know abt or say the ST Knowledge that we want ppl to know abt?

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 11:17:26 AM] Stu Ling: Michael talking to CAST table about WT.

[8/9/2011 11:17:50 AM] Albert Gareev: @Lalit the ultimate mission is - learning in collaboration. Subjects may vary

[8/9/2011 11:17:59 AM] Stu Ling: Michael: You as a facilitator are there to make people feel comfortable

[8/9/2011 11:18:12 AM | Edited 11:18:34 AM] Peter Schrijver: Michael is explaining what you must to set up a WT session

[8/9/2011 11:18:38 AM] Albert Gareev: @Lalit from a heuristic to play with to an application tested on a freelance basis

[8/9/2011 11:18:52 AM] Lalitkumar S. Bhamare: @albert so facilitator needs to decide a mission without compulsrly having any motto behind it

[8/9/2011 11:19:30 AM] Stu Ling: Michael: Facilitators are not testers

[8/9/2011 11:19:53 AM] Stu Ling: Michael: Facilitators are the TIMEKEEPER (usually 2 hours)

[8/9/2011 11:19:56 AM] Peter Schrijver: Facilitator normaly not participating in the test session within WT, s/he is the time keeper

[8/9/2011 11:19:58 AM] Albert Gareev: @Lalit Yes, a facilitator has to put some preparation time to design a mission

[8/9/2011 11:21:30 AM] Lalitkumar S. Bhamare: ok. so my point is , facilitating WT wdt any motto or reason behind deciding the particular mission is not desirable. (am I correct)

[8/9/2011 11:21:39 AM] Albert Gareev: Adding to Michael's words: facilitators are also all-round support during the mission and drivers of the debriefing

[8/9/2011 11:21:54 AM] Lalitkumar S. Bhamare: exactly.

[8/9/2011 11:22:34 AM] Stu Ling: Michael: Happy to see Albert's comment above re: Facilitating

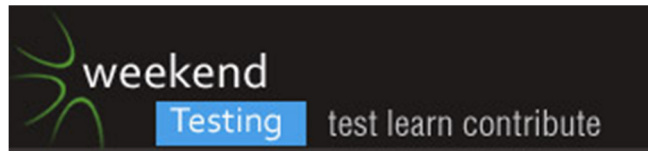
[8/9/2011 11:23:01 AM] Peter Schrijver: Have a co-facilitator, Thanks Albert says Michael :).

[8/9/2011 11:23:16 AM] Albert Gareev: @Lalit Yes. There should be an objective. Was it reached or there was another turn which came to another [unexpected] value - is discussed during debriefing

[8/9/2011 11:23:29 AM] Lalitkumar S. Bhamare: ok

[8/9/2011 11:24:40 AM] Albert Gareev: Now giving away one facilitator's secret.

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 11:25:47 AM] Albert Gareev: After session debriefing with participants, facilitators have another debriefing with each other

[8/9/2011 11:26:12 AM] Weekend Testers Americas: Yes, Albert is correct :).

[8/9/2011 11:26:30 AM] Weekend Testers Americas: When you have a co-facilitator, you can have a chat both before and after the session to de-brief each other.

[8/9/2011 11:27:05 AM] Weekend Testers Americas: One of the things we find valuable is the ability to have participants know that we take their feedback seriously and we add them to the process the next time.

[8/9/2011 11:27:42 AM] Albert Gareev: Learning takes so many different forms at WT. Even if you don't get to test as a regular participant you get a lot of experience for level up :)

[8/9/2011 11:27:54 AM] Lalitkumar S. Bhamare: I second you

[8/9/2011 11:28:32 AM] nabarun: i second Albert too...

[8/9/2011 11:28:42 AM] Weekend Testers Americas: Oh one other thing to mention, this is also happening over and through our lunch break at CAST, so we may step off for a little bit to get some food.

[8/9/2011 11:29:04 AM] \*\*\* Weekend Testers Americas added Elena Houser \*\*\*

[8/9/2011 11:29:17 AM] Weekend Testers Americas: and we have a new attendee. Welcome Elena Houser from CAST :).

[8/9/2011 11:29:33 AM] Weekend Testers Americas: Albert, help me keep this going when that happens (LOL!).

[8/9/2011 11:29:35 AM] Elena Houser: Thank you ;)

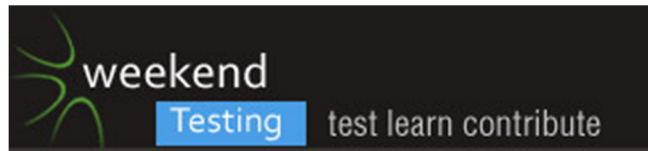
[8/9/2011 11:29:36 AM] Lalitkumar S. Bhamare: well, one last and important question from my end : What special care a facilitator should take if he/she is going to conduct it for the very 1st time and all participants are also NEW to this idea?

[8/9/2011 11:30:03 AM] Weekend Testers Americas: Lalit, I would suggest very strongly that, in that case, you have an experienced facilitator help you do the first session.

[8/9/2011 11:30:06 AM] Albert Gareev: @Michael :)

[8/9/2011 11:30:27 AM] Weekend Testers Americas: When everyone is new at this, it could go very wrong very fast.

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 11:30:28 AM] Lalitkumar S. Bhamare: well. it's goba be completely internal to my work place

[8/9/2011 11:30:37 AM] Weekend Testers Americas: I don't mean that as a snide comment, I'm serious.

[8/9/2011 11:30:44 AM] Lalitkumar S. Bhamare: I will be conducting it on our internal Webex

[8/9/2011 11:30:56 AM] Weekend Testers Americas: I had Ajay help me out with several sessions before I facilitated totally on my own.

[8/9/2011 11:31:29 AM] Lalitkumar S. Bhamare: seems like am going to trouble myself :(

[8/9/2011 11:32:46 AM] Lalitkumar S. Bhamare: as of now I have adviced ppl to get familr wid WT first at least by visiting the website.. but am not sure if everyone will do it

[8/9/2011 11:33:49 AM] Lalitkumar S. Bhamare: so, isn't there any way out?

[8/9/2011 11:34:24 AM] Albert Gareev: @Lalit As following and steering the discussion through Skype is a challenge itself aim for a simple mission

[8/9/2011 11:34:57 AM] Lalitkumar S. Bhamare: yep. dt wld be a better thing to start wid

[8/9/2011 11:35:19 AM] \*\*\* Weekend Testers Americas added Ajay Balamurugadas \*\*\*

[8/9/2011 11:35:23 AM] Peter Schrijver: Michael explain the things done during the setup of a WTA session

[8/9/2011 11:35:26 AM] Stu Ling: Michael: Facilitator Setup: 20min (or so)

[8/9/2011 11:35:41 AM] Albert Gareev: @Lalit I blogged about my first WTA sessions and encounters.. you may wanna take a look :) <http://automation-beyond.com/category/testing/wtamericas/>

[8/9/2011 11:35:48 AM] Peter Schrijver: Session takes 120 minutes

[8/9/2011 11:35:48 AM] Lalitkumar S. Bhamare: sure

[8/9/2011 11:35:51 AM] Ajay Balamurugadas: Hi All

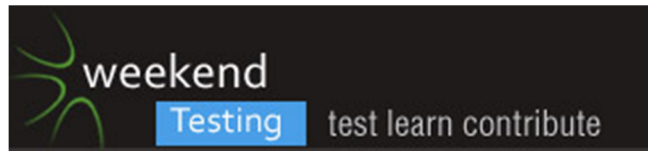
[8/9/2011 11:35:58 AM] Ajay Balamurugadas: just joined :)

[8/9/2011 11:36:00 AM] Albert Gareev: Hey, Ajay! :)

[8/9/2011 11:36:09 AM] Lalitkumar S. Bhamare: Hi Ajay

[8/9/2011 11:36:33 AM] Ajay Balamurugadas: Hi Albert, Lalit :) Michael explaining what is facilitation all about :)

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 11:36:33 AM] Peter Schrijver: Facilitator and the co-facilitator debrief after the session 30-60 minutes

[8/9/2011 11:36:34 AM] Stu Ling: Michael: Session - 120 min, Debrief: 30-60 minutes

[8/9/2011 11:37:19 AM] Stu Ling: Michael: artifacts - chat Transcripts (trimmed from official start to official end)

[8/9/2011 11:38:29 AM] Peter Schrijver: All the fun during the session is kept in the chat transcript

[8/9/2011 11:38:30 AM] Albert Gareev: Overall, I'd like to tell any future facilitators and participants: you're on a fail-safe environment. 'Fail' is not a fail but new experience you learn from. In this sense 'fails' are needed and important!

[8/9/2011 11:38:49 AM] Lalitkumar S. Bhamare: (y)

[8/9/2011 11:40:05 AM] Anuradha: Chat transcripts also help those people missed to read and learn from the mission.

[8/9/2011 11:41:00 AM] Stu Ling: Michael: the power of posting Experience Reports (real learning)

[8/9/2011 11:41:20 AM] Peter Schrijver: The session will create some artifacts

[8/9/2011 11:41:58 AM] Albert Gareev: Adding to Michael's words: gradually chats become more than just chats. They help sharpening note-taking and efficient reporting skills.

[8/9/2011 11:42:07 AM] Peter Schrijver: 1. Transcript of the Chat

2. Experience Report

3. Posting to the `weekendtesting.com` website

[8/9/2011 11:42:55 AM] Weekend Testers Americas: OK, so in conclusion... :).

[8/9/2011 11:43:07 AM] Weekend Testers Americas: Because we have a charter and mission to do...

[8/9/2011 11:43:37 AM] Weekend Testers Americas: the facilitator does a lot behind the scenes, they are often referees, timekeepers, and counselors.

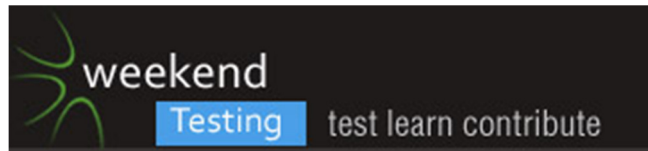
[8/9/2011 11:44:02 AM] Weekend Testers Americas: they can be the lifeguard for the session, but don't think they are the life blood of the sessions.

[8/9/2011 11:44:21 AM] Weekend Testers Americas: In fact, it's the participants that do the main driving, and they should be encouraged as often as possible to do exactly that.

[8/9/2011 11:44:29 AM] Timothy Western: Timothy Western goes afk

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)





[8/9/2011 11:44:44 AM] Weekend Testers Americas: Any questions on facilitators/facilitating?

[8/9/2011 11:44:53 AM] Weekend Testers Americas: Or shall we get to the main event :)?

[8/9/2011 11:45:10 AM] \*\*\* Weekend Testers Americas added Pradeep Soundararajan \*\*\*

[8/9/2011 11:45:14 AM] Lalitkumar S. Bhamare: will take that one on one some other time :)

[8/9/2011 11:45:16 AM] Ajay Balamurugadas: Chat transcripts also help the guest facilitators / programmers to know what happened in the sessions,

[8/9/2011 11:45:18 AM] Weekend Testers Americas: Hello Pradeep!

[8/9/2011 11:45:27 AM] Weekend Testers Americas: Glad to have you join us today :).

[8/9/2011 11:45:42 AM] Albert Gareev: Hi, Pradeep!

[8/9/2011 11:45:47 AM] Weekend Testers Americas: We are just about to announce the main charter and mission.

[8/9/2011 11:46:01 AM] Pradeep Soundararajan: I thought you guys were busy with Cast2011

[8/9/2011 11:46:19 AM] Pradeep Soundararajan: Hello folks

[8/9/2011 11:46:30 AM] Lalitkumar S. Bhamare: Hey Pradeep

[8/9/2011 11:46:45 AM] Weekend Testers Americas: Since Ajay is on my other system, he's going to add the charter and mission.

[8/9/2011 11:47:00 AM] Ajay Balamurugadas: Theme: Today on eBay

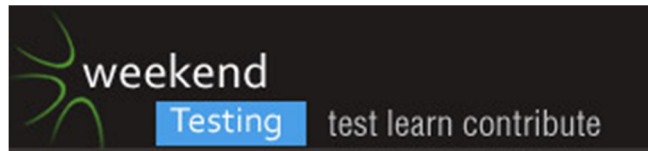
#### BRAINSTORM:

Produce a list of questions (see below for examples) you think new people starting as new eBay testers should answer that encourages them to explore what eBay is. Share with them my work on Open-Book Testing: [http://www.quardev.com/articles/open\\_book\\_testing](http://www.quardev.com/articles/open_book_testing)

#### TEST:

Pick a mission below and produce a list of bugs and issues.

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



Try a search on ebay.com and then try the same on your mobile. Any major differences that are concerning?

What is the most expensive Buy It Now item for sale nearest to your location?

What was the highest bid for an item in support of any charity?

Which category has the most items?

Which queries yield no results?

What item appears most with no bids?

What is the most popular (trending) item for sale?

What is the most bizarre item?

What is the most expensive item for sale?

What item has been on eBay the longest? Is there a way to tell the age of the item ID?

TEST THE TESTING:

Create an informal report (highlights, epiphanies, suggestions, observations, or an evaluation) of what you saw unfold at WTA3D.

[8/9/2011 11:47:06 AM | Edited 11:47:11 AM] Weekend Testers Americas: Since we're at CAST, we're honoring one of our own.

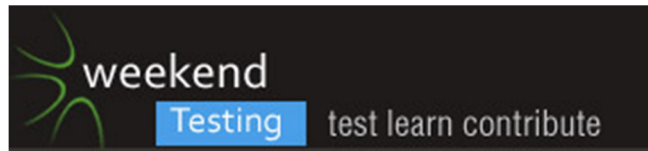
[8/9/2011 11:47:24 AM] Weekend Testers Americas: Jon Bach works for eBay and is responsible for the live site testing.

[8/9/2011 11:47:34 AM] Weekend Testers Americas: We decided we'd have some fun and take some "testing vacations"

[8/9/2011 11:47:51 AM] Weekend Testers Americas: this is a term that Elizabeth Hendrickson uses in her Agilistray workshops.

[8/9/2011 11:48:07 AM] Weekend Testers Americas: The testing vacations are small little charters that can be done in just a few minutes.

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 11:48:25 AM] Weekend Testers Americas: Ajay posted ten of them.

[8/9/2011 11:48:36 AM] Weekend Testers Americas: You are also welcome to come up with some of your own.

[8/9/2011 11:49:01 AM] Weekend Testers Americas: Let's start with the first part.

[8/9/2011 11:49:03 AM] Weekend Testers Americas: [Tuesday, August 09, 2011 11:47 AM] Ajay Balamurugadas:

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Produce a list of questions (see below for examples) you think new people starting as new eBay testers should answer that encourages them to explore what eBay is. Share with them my work on Open-Book Testing: [http://www.quardev.com/articles/open\\_book\\_testing](http://www.quardev.com/articles/open_book_testing)

[8/9/2011 11:49:06 AM] Pradeep Soundararajan: Like the idea of "testing vacations". I am gonna shoot a 15 minute session and then run out of it to call someone who is been waiting for me (and vice versa). Hope that works.

[8/9/2011 11:49:24 AM] Weekend Testers Americas: No problem Pradeep, we expect some come and go for this session :).

[8/9/2011 11:51:05 AM] \*\*\* Weekend Testers Americas added Andy Glover \*\*\*

[8/9/2011 11:51:23 AM] Weekend Testers Americas: welcome to our newest attendee, andy Glover AKA Cartoontester :).

[8/9/2011 11:51:23 AM] Timothy Western: Timothy Western back

[8/9/2011 11:51:36 AM] Weekend Testers Americas: glad to have you with us.

[8/9/2011 11:51:43 AM] Weekend Testers Americas: So I can fill you in on what we're doing.

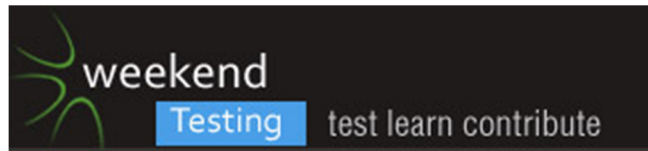
[8/9/2011 11:51:51 AM] Andy Glover: Hi all

[8/9/2011 11:52:00 AM] Timothy Western: welp I can't do the mobile part, no minutes till Friday :(

[8/9/2011 11:52:07 AM] Weekend Testers Americas: [Tuesday, August 09, 2011 11:47 AM] Ajay Balamurugadas:

<<< Theme: Today on eBay

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What is the most expensive Buy It Now item for sale nearest to your location?

What was the highest bid for an item in support of any charity?

Which category has the most items?

Which queries yield no results?

What item appears most with no bids?

What is the most popular (trending) item for sale?

What is the most bizarre item?

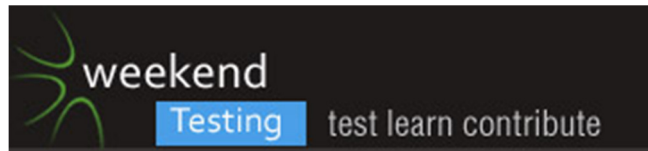
What is the most expensive item for sale?

What item has been on eBay the longest? Is there a way to tell the age of the item ID?

#### TEST THE TESTING:

Create an informal report (highlights, epiphanies, suggestions, observations, or an evaluation) of what you saw unfold at WTA3D.

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 11:52:22 AM] Weekend Testers Americas: Let's start with the brainstorm part.

[8/9/2011 11:52:42 AM] Weekend Testers Americas: What do you think of the question? what would \*YOU\* like to see the first time eBay tester be doing?

[8/9/2011 11:54:21 AM] Weekend Testers Americas: OK, here's my first thoughts.

[8/9/2011 11:54:38 AM] Weekend Testers Americas: I think it's important that the tester get to understand the eBay interface.

[8/9/2011 11:54:45 AM] Weekend Testers Americas: It's actually pretty simple.

[8/9/2011 11:55:08 AM] Weekend Testers Americas: It works on the same idea. You search for something, you bid for it (or buy it) and you pay for it). from there, you rate the experience.

[8/9/2011 11:55:20 AM | Edited 11:56:39 AM] Weekend Testers Americas: Hey Lalit, good question. I think you should be able to, but if it's not easy to see, make a mention of it :).

[8/9/2011 11:56:10 AM] Lalitkumar S. Bhamare: Internationalisation & Localization? why can't I see eBay in Hindi (Indian Language) ? (or am I missing it?)

[8/9/2011 11:57:38 AM] Weekend Testers Americas: Now that we've announced the session mission and charter(s), in this case lots of them, now we want to encourage conversation. It's important that everyone gets a chance to do that, and often we can share things quickly by using hashtags.

[8/9/2011 11:57:43 AM] Lalitkumar S. Bhamare: am still trying to find out. Is it really there?

[8/9/2011 11:57:48 AM] Weekend Testers Americas: Here are some of the most common ones we use.

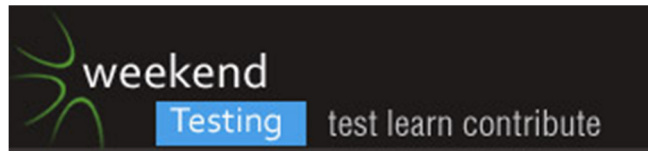
[8/9/2011 11:57:53 AM] Weekend Testers Americas: #Bug, for a bug

[8/9/2011 11:58:05 AM] Weekend Testers Americas: #Issue, for something that bothers u but that we're not sure rises to the level of a bug

[8/9/2011 11:58:14 AM] Weekend Testers Americas: #Area, a particular region of an app or functionality

[8/9/2011 11:58:40 AM] Weekend Testers Americas: #Charter something related to a testing charter.

[8/9/2011 11:58:42 AM] Albert Gareev: [Tuesday, August 09, 2011 11:53 AM] Weekend Testers Americas:



<<< what would \*YOU\* like to see the first time eBay tester be doing? If I were a lead of that newly joined tester I'd approach this question based on tester's background, skills and interest, to help him/her to step from what he/she knows already

[8/9/2011 11:59:13 AM | Edited 11:59:24 AM] Weekend Testers Americas: OK, interesting Albert, can you give me some examples?

[8/9/2011 12:00:14 PM] Weekend Testers Americas: Let's take just a couple more minutes on this, as I want to make sure we get into the "testing vacations".

[8/9/2011 12:00:22 PM] Weekend Testers Americas: In other words, (o)

[8/9/2011 12:01:10 PM] Albert Gareev: 1. Exploring the context. "Michael, have you seen / used eBay before? Any other similar site? #Charter What common you can quickly name between eBay and other service? #Charter What different?"

[8/9/2011 12:01:50 PM] Lalitkumar S. Bhamare: #Issue : I want to read eBay in any other language than English but not able to find how to get it done. Not User Friendly feature in my case

[8/9/2011 12:01:52 PM] Andy Glover: I think I would expect a tester to ask why he was performing this mission(s)? The missions are clear: do something and raise issues. But they are very high level. Possible questions could be: How long should they try each mission? How will they know when they find a bug? How will the report it?

[8/9/2011 12:01:53 PM] Weekend Testers Americas: Albert, thanks, yes, that's good :).

[8/9/2011 12:03:13 PM] Albert Gareev: 2. Exploring the mission. "Dear manager, for what testing in particular Michael is supposed to be accountable for? Unit level? UI/Functional? Security?..."

[8/9/2011 12:04:32 PM | Edited 12:04:52 PM] Peter Schrijver: @Lalit have you tried your country code. www.ebay.nl give the Dutch eBay site while I'm logged in here in the USA

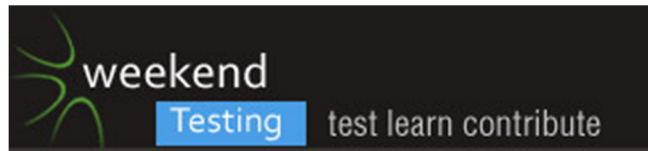
[8/9/2011 12:04:52 PM] Albert Gareev: 3. At this point, good to see what new information has been acquired as this might/will affect further introductory training for the new tester

[8/9/2011 12:05:06 PM] Weekend Testers Americas: Albert, as the product owner, I'm interested in seeing that the features in the list are working as I would expect them to, meaning that they are easily done by an eBay customer.

[8/9/2011 12:05:37 PM] Timothy Western: That sounds more of a Black Box approach needed rather than a unit level to me?

[8/9/2011 12:05:38 PM] Weekend Testers Americas: for the immediate purposes, I'm more interested in functional testing, but if you come up with something cool in the other areas, then that's great.

WTA-3D: Today on eBay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 12:05:53 PM] Weekend Testers Americas: BTW, it's now lunch time for those of us at CAST, we'll be back shortly :).

[8/9/2011 12:06:06 PM] Timothy Western: Cool! 3 PM in EST

[8/9/2011 12:06:14 PM] Weekend Testers Americas: Please move on to part 2 of the Mission which is to exercise the testing vacations.

[8/9/2011 12:06:22 PM] Weekend Testers Americas: You may pair with other testers or go it alone.

[8/9/2011 12:06:43 PM] Weekend Testers Americas: But please for now each pick one "testing vacation" and try to be unique about it ;).

[8/9/2011 12:06:47 PM] Lalitkumar S. Bhamare: @Peter : for India it's still English. May be am expecting too much :)

[8/9/2011 12:07:11 PM] Timothy Western: brb

[8/9/2011 12:08:19 PM] Albert Gareev: [Tuesday, August 09, 2011 12:05 PM] Weekend Testers Americas:

<<< Albert, as the product owner, I'm interested in seeing that the features in the list are working as I would expect them to, meaning that they are easily done by an eBay customer."Dear manager, based on your reply, I assume that the role Michael needs to fulfill is a testing generalist capable of skilled exploration, \*mainly\* through UI, but also raising questions and communicating with the whole project team whenever he thinks it's valuable. Did I get you right?"

[8/9/2011 12:08:27 PM] Timothy Western: ok back.

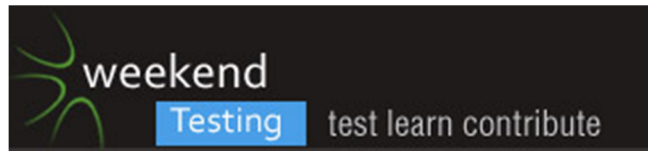
[8/9/2011 12:08:34 PM] Lalitkumar S. Bhamare: am focusing on "Which queries yield no results?" anybuddy pairing up with me?

[8/9/2011 12:09:12 PM] \*\*\* Pradeep Soundararajan sent 15 mins of knowing eBay the Pradeep way.jpg \*\*\*

[8/9/2011 12:11:03 PM] Pradeep Soundararajan: Am done with my first mission on how I'd help a tester new on testing eBay. First get the tester to know something useful, quick, dirty about eBay. The mindmap may be of some quick help. You know, I perhaps did take 15 mins for that. No big deal. It's all available but just that I look into it.

[8/9/2011 12:11:43 PM] nabarun: I am ready Lalit..

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 12:11:55 PM] Albert Gareev: #Charter What kind of information about bid item is provided? Table view? Item view? Consistency?

[8/9/2011 12:13:01 PM] Lalitkumar S. Bhamare: @nabarun : Pinged on your window

[8/9/2011 12:13:59 PM] Albert Gareev: #Charter What kind of information is provided about an organization owning eBay?

[8/9/2011 12:15:26 PM] Weekend Testers Americas: Adding a new hash tag for this session

[8/9/2011 12:15:39 PM] Weekend Testers Americas: #facilitator == something the facilitator can do

[8/9/2011 12:16:01 PM] Weekend Testers Americas: #facilitator, you may need to help some people who are not familiar with pair testing select pairs.

[8/9/2011 12:16:36 PM] Weekend Testers Americas: sometimes you may find that it's a totally foreign concept to some testers. In that case, it's prudent to pair yourself with that tester.

[8/9/2011 12:17:09 PM] Weekend Testers Americas: this way, you can ease them into the process and encourage them to focus on the mission and charters, since you're already familiar with them, you can demonstrate and guide them in the process.

[8/9/2011 12:17:20 PM] Albert Gareev: #Charter When an eBay visitor becomes an eBay customer?

[8/9/2011 12:17:24 PM] Timothy Western: gotta bow out for now, needed elsewhere.

[8/9/2011 12:19:17 PM] Anuradha: I am considering what is the most expensive Buy It Now item for sale nearest to your location? as my mission. Can anybody join and help me.

[8/9/2011 12:20:24 PM] Albert Gareev: #Charter How would you explain what eBay is about to your grandparent?

[8/9/2011 12:20:59 PM] Weekend Testers Americas: Albert, it's clear you are having fun :).

[8/9/2011 12:21:14 PM] \*\*\* Pradeep Soundararajan has left \*\*\*

[8/9/2011 12:21:15 PM] Lalitkumar S. Bhamare: @Anuradha : Since it's your 1st time. I would like to pair with you either and to get some hands on "facilitating WT"

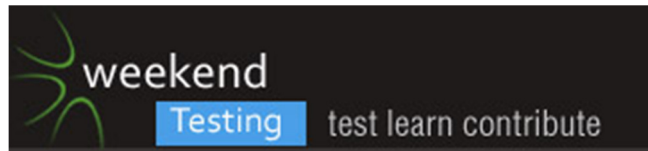
[8/9/2011 12:21:59 PM] Weekend Testers Americas: @Lalit, thank you, that's the spirit :).

[8/9/2011 12:22:03 PM] Albert Gareev: @Michael, the mission I worked on is about getting engaged a newbie tester

[8/9/2011 12:22:58 PM] Albert Gareev: Now looking at this service as a tester myself..

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)





[8/9/2011 12:24:53 PM] Albert Gareev: #Mission What value(s) this product provides?

[8/9/2011 12:25:59 PM] Albert Gareev: #Mission What the product is /officially/ claimed to be offering?

[8/9/2011 12:27:09 PM] Albert Gareev: #Mission What are the claimed system / non-system requirements (what a user must have to be able to use it) for this product?

[8/9/2011 12:27:18 PM] Timothy Western: Heh hears one probably not an #issue if you go to advanced search and want to search local locations (just because) but no query text it won't let you, Guess I'll have to be more specific :D

[8/9/2011 12:28:36 PM] Albert Gareev: Follow up #charter -s on mission-1 ("value") what threatens the value(s) ?

[8/9/2011 12:28:50 PM] \*\*\* Weekend Testers Americas added Shmuel Gershon \*\*\*

[8/9/2011 12:28:59 PM] Weekend Testers Americas: Cool, Welcome Shmuel :).

[8/9/2011 12:29:06 PM] Weekend Testers Americas: glad to have you with us.

[8/9/2011 12:29:19 PM] Albert Gareev: Hi, Shmuel!

[8/9/2011 12:29:34 PM] Timothy Western: Welcome Shmuel.

[8/9/2011 12:29:34 PM] Shmuel Gershon: Hi WT folks!

[8/9/2011 12:29:55 PM] Peter Schrijver: Hi Shmuel, it is difficult to say `no´ to Michael

[8/9/2011 12:30:22 PM] Shmuel Gershon: Oh, it is. He's got these magic eyes...

[8/9/2011 12:30:43 PM] Albert Gareev: Value: information. Threats: credibility/trust; not available due to performance issues

[8/9/2011 12:31:08 PM] Shmuel Gershon: Albert is here too. Cool, we've got everyone.

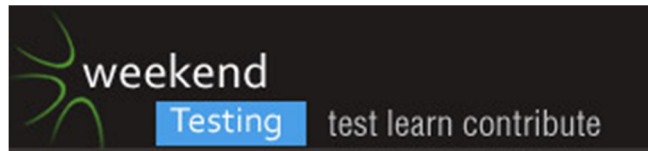
[8/9/2011 12:31:11 PM] Timothy Western: Wow I actually found something within 5 miles of my home in toys. [http://cgi.ebay.com/Vintage-Star-Wars-Battle-Ships-Lot-/130560103780?pt=LH\\_DefaultDomain\\_0&hash=item1e65fd1564#ht\\_514wt\\_1139](http://cgi.ebay.com/Vintage-Star-Wars-Battle-Ships-Lot-/130560103780?pt=LH_DefaultDomain_0&hash=item1e65fd1564#ht_514wt_1139)

[8/9/2011 12:31:44 PM] Timothy Western: (I find that surprising because where i live is high elderly population, low internet/computer penetration.)

[8/9/2011 12:32:36 PM] Shmuel Gershon: I need charter clarification. Should I look for anything that puts the credibility of search at risk?

[8/9/2011 12:32:49 PM] Timothy Western: Excellent question Shmuel

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 12:33:06 PM] Shmuel Gershon: Because 'anything' is a tricky term

[8/9/2011 12:33:07 PM] Albert Gareev: [Tuesday, August 09, 2011 11:47 AM] Ajay Balamurugadas:

<<< Theme: Today on eBay

#### BRAINSTORM:

Produce a list of questions (see below for examples) you think new people starting as new eBay testers should answer that encourages them to explore what eBay is. Share with them my work on Open-Book Testing: [http://www.quardev.com/articles/open\\_book\\_testing](http://www.quardev.com/articles/open_book_testing)

#### TEST:

Pick a mission below and produce a list of bugs and issues.

Try a search on ebay.com and then try the same on your mobile. Any major differences that are concerning?

What is the most expensive Buy It Now item for sale nearest to your location?

What was the highest bid for an item in support of any charity?

Which category has the most items?

Which queries yield no results?

What item appears most with no bids?

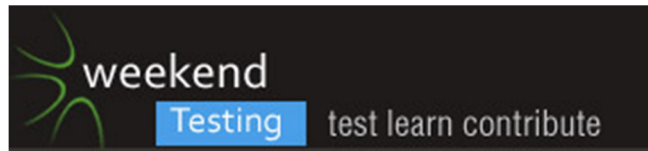
What is the most popular (trending) item for sale?

What is the most bizarre item?

What is the most expensive item for sale?

What item has been on eBay the longest? Is there a way to tell the age of the item ID?

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



## TEST THE TESTING:

Create an informal report (highlights, epiphanies, suggestions, observations, or an evaluation) of what you saw unfold at WTA3D.

[8/9/2011 12:35:25 PM] Albert Gareev: @Shmuel As I understand the mission(s), you, as a sr. tester at eBay need to engage a newcomer tester, through quick charters and leading by example

[8/9/2011 12:35:59 PM] Shmuel Gershon: One thing that I find interesting when used-managed repositories have categories, are the items that get categorized into incongruent categories.

A non-electronic toy in the electronics section.

[8/9/2011 12:36:16 PM] Shmuel Gershon: Finding them is difficult (and a machine won't do it)

[8/9/2011 12:36:24 PM] Weekend Testers Americas: @Shmuel, that's interesting, duly noted :).

[8/9/2011 12:36:34 PM] Weekend Testers Americas: [Tuesday, August 09, 2011 12:35 PM] Shmuel Gershon:

<<< One thing that I find interesting when used-managed repositories have categories, are the items that get categorized into incongruent categories.

A non-electronic toy in the electronics section.

Finding them is difficult (and a machine won't do it)

[8/9/2011 12:38:22 PM] Albert Gareev: #Bug Broken link | Page: <http://www.ebayinc.com/awards> | Paragraph "Ethisphere Most Ethical Company" - img not available | Link: [http://www.ebayinc.com/assets/images/content/award/logo/WME\\_2011\\_Logo\\_100.jpg](http://www.ebayinc.com/assets/images/content/award/logo/WME_2011_Logo_100.jpg)

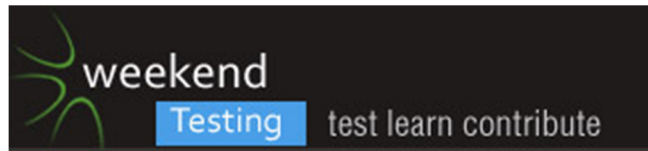
[8/9/2011 12:39:39 PM] Stu Ling: What happens if you are logged into EBAY vs. not logged into EBAY?

[8/9/2011 12:40:13 PM] Weekend Testers Americas: #Charter What happens if you are logged into EBAY vs. not logged into EBAY?

[8/9/2011 12:43:24 PM] Timothy Western: That's a good question. LoginVsNotLogged in.... Do they get same saerch results? If not how would they be different?

[8/9/2011 12:43:47 PM] Timothy Western: Do they get a different UX if logged in vs not?

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 12:44:25 PM | Edited 12:45:24 PM] Albert Gareev: #Issue #Importance High | Failed claim | #Threat Credibility | Page <http://www.ebayinc.com/awards> | Paragraph "Ethisphere Most Ethical Company" | the link provided "Read More" DOES NOT prove the claim of eBay has been awarded, nor 2010 awards page lists eBay.

[8/9/2011 12:45:29 PM] Shmuel Gershon: Ok, I experimented a bit on the miscategorized items before moving to the next idea.

Recognizing them requires previous+tacit understanding about the items that is beyond the description.

I tried myself, on the Binoculars category, and the way /I/ used to spot non-binoculars, was to scroll down and look for images that do not look like the others, in a 'blink' test. That's a good way to spark conversation about the technique with a new hire.

So my question to the playbook would be:

Spot miscategorized items in a category.

My educational intention:

- to (maybe) get a 'blink' testing epiphani
- inspire questions like "is a vintage binocular a vintage item or optical item?"
- Trigger conversation around automatically discover miscategorized items in a category? Possible? Which rules-of-thumb would you use and where would they fail? What is the automation program missing that you have?

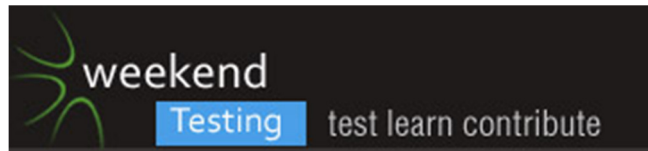
[8/9/2011 12:47:11 PM] Timothy Western: Wouldn't that also require some understanding of what ebay means by the various categories too Shmuel?

[8/9/2011 12:47:21 PM] Albert Gareev: #Charter Further exploration of #Context page <http://www.ebayinc.com/awards> #Risks credibility, threats to company's image

[8/9/2011 12:47:23 PM] Shmuel Gershon: Exactly

[8/9/2011 12:49:47 PM] Shmuel Gershon: I like Tim's direction of the log in subject.

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



A question for the Playbook would be:

Does logging in offers any advantage? or: How would you convince a random visitor to log in?

[8/9/2011 12:50:24 PM] Timothy Western: I know from experience that some items may appear miscategorized (for example I saerch for books for a particular series, and very often, the not so much fiction books, but game books related to it, bleed into it).

[8/9/2011 12:51:46 PM] Timothy Western: That's why i ask about the distinctions in the categories. for example, for books I look for "Battle Tech" I'm looking for novels, so I select Fiction and Literature and get some books that really aren't 'fiction' but game books for playing the game the novels are based upon.

[8/9/2011 12:51:50 PM] Timothy Western: mixed in.

[8/9/2011 12:52:06 PM] Timothy Western: That's just one example from the past that I've seen.

[8/9/2011 12:52:23 PM] Timothy Western: Does ebay do the categorizing or does the listing user?

[8/9/2011 12:52:43 PM] Albert Gareev: #Charter How does eBay help protecting buyer's / seller's identity?

[8/9/2011 12:52:47 PM] Timothy Western: Could there be just reason why a user's item might be in a category we might think doesn't belong?

[8/9/2011 12:53:03 PM] Shmuel Gershon: The listing user is in charge AFAIK. But ask JBTestPilot, he's there ;)

[8/9/2011 12:53:21 PM] Timothy Western: LOL I'm not there either just online and in spirit ;)

[8/9/2011 12:53:33 PM] Shmuel Gershon: (But for the educational value, it doesn't matter who.)

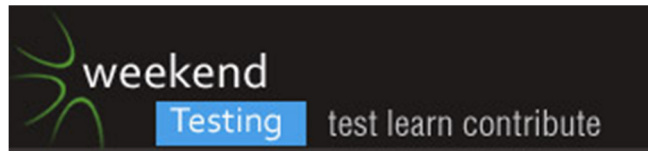
[8/9/2011 12:53:57 PM] Timothy Western: Nope it doesn't matter so much, I mean if this was a different site we might ask the same question and the answer might be different

[8/9/2011 12:54:40 PM] Timothy Western: Anyhow, back to the login seg. I think you can have up to 5 or ten items on a watch list while not logged in, if you login you can have more.

[8/9/2011 12:55:02 PM] Lalitkumar S. Bhamare: (wait) we are abt to share our findings :)

[8/9/2011 12:55:04 PM] Timothy Western: I think the buy/bid you have to be logged in I don't think you can bid anonymously. (That would be a question to check on)

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 12:55:06 PM] Shmuel Gershon: Cool, so that's for the rookie to discover ;)

[8/9/2011 12:55:10 PM] Stu Ling: Michael just elected to AST Board

[8/9/2011 12:55:16 PM] Timothy Western: W00t!

[8/9/2011 12:55:23 PM] Timothy Western: Congrats Michael

[8/9/2011 12:55:30 PM] Albert Gareev: #Charter [3:53:30 PM] Timothy Western: Could there be just reason why a user's item might be in a category we might think doesn't belong?

[8/9/2011 12:55:30 PM] Timothy Western: Who were the other two?

[8/9/2011 12:56:03 PM] Stu Ling: Matt, Michael, Cem

[8/9/2011 12:56:22 PM] Lalitkumar S. Bhamare: Congratulations

[8/9/2011 12:56:53 PM] Weekend Testers Americas: (o) we have four minutes until debrief.

[8/9/2011 12:56:54 PM] Shmuel Gershon:

Going in a third direction, when finding a product, its listing can show multiple categories.

For example I searched for Drone and entered here: [http://cgi.ebay.com/AR-DRONE-W-XTRA-BATTERIES-/230657501014?pt=Radio\\_Control\\_Parts\\_Accessories&hash=item35b4422756](http://cgi.ebay.com/AR-DRONE-W-XTRA-BATTERIES-/230657501014?pt=Radio_Control_Parts_Accessories&hash=item35b4422756)

See that there are two category breadcrumbs on the top.

Question for the playbook:

Can you find a product with more than 2 category breadcrumbs? What's the most you can find?

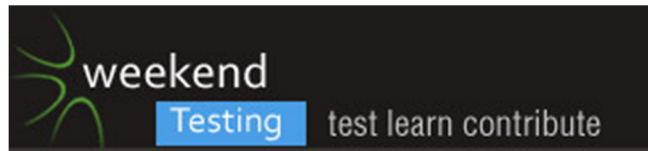
[8/9/2011 12:57:04 PM] Shmuel Gershon: What? So short?

[8/9/2011 12:57:04 PM] Weekend Testers Americas: Is everyone OK with that, or do we need a little more time?

[8/9/2011 12:57:10 PM] Shmuel Gershon: What now?

[8/9/2011 12:57:24 PM] Shmuel Gershon: Oh, well, I will keep providing info for as long as you give time

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 12:58:24 PM] Shmuel Gershon: So if you close the clock now, I have info and it may be enough for you. If you close it in 30 min, I'll have more. Your call, we can show you what we've got and you decide.

[8/9/2011 12:59:06 PM] Weekend Testers Americas: Just because today I really do have a set time limit. I am part of a talk later and I kinda have to be there :).

[8/9/2011 12:59:35 PM] Shmuel Gershon: Good enough reason, boss. We're with you.

[8/9/2011 1:01:44 PM] Shmuel Gershon:

So Albert figured out a bunch of charters and bugs.

Tim has got some bugs and questions.

I have three questions for the Playbook.

What else?

[8/9/2011 1:02:04 PM] Shmuel Gershon: (BTW, Albert are you at CAST?)

[8/9/2011 1:04:55 PM] Weekend Testers Americas: Do we want to go for ten more minutes?

[8/9/2011 1:05:03 PM] Shmuel Gershon: Who represents us for the debrief?

[8/9/2011 1:05:12 PM] Weekend Testers Americas: Well, I will :).

[8/9/2011 1:05:20 PM] Weekend Testers Americas: WTA == MKL :)

[8/9/2011 1:05:51 PM] Weekend Testers Americas: #Facilitator, when we make a step from testing to debrief, it is expected that the facilitator help move the discussion along.

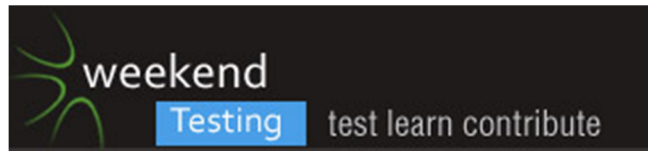
[8/9/2011 1:05:56 PM] Shmuel Gershon: Did you follow our 'sayings' above?

[8/9/2011 1:06:30 PM] Weekend Testers Americas: @Shmuel, we are also in this session actually "teaching the art of WT facilitation" as a side objective. that's for the attendees that are physicvally here in the conference room w/ me at CAST.

[8/9/2011 1:07:21 PM] Albert Gareev: [Tuesday, August 09, 2011 1:02 PM] Shmuel Gershon:

<<< (BTW, Albert are you at CAST?)@Shmuel, I'm through Skype only :(

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 1:07:37 PM] Shmuel Gershon: Ok. I wish I could see that to understand better. So, are they following us on projection?

Hi All!

[8/9/2011 1:07:37 PM] Weekend Testers Americas: #facilitator, it's important to engage the testers and encourage them to share their findings in the debrief. While we may start the conversation, and have some responsibility to guide it so that long tangents are avoided, we're not "leading" the conversation.

[8/9/2011 1:11:41 PM] Shmuel Gershon: Ok. I am a bit lost here, and it is my fault only. What is to happen now?

The facilitator represents us for debrief? Do we summarize our findings for debrief? Do we search for more ideas?

[8/9/2011 1:12:02 PM] Weekend Testers Americas: So since I have some people here, I'm going to pick on them randomly (they have been warned).

[8/9/2011 1:12:14 PM] Weekend Testers Americas: @Elena, which of the "testing vacations" did you pick?

[8/9/2011 1:12:19 PM] Elena Houser: I picked 'What is the most expensive Buy It Now item for sale nearest to your location?'

[8/9/2011 1:12:24 PM] Weekend Testers Americas: Or did you decide to do something independent of the list?

[8/9/2011 1:12:31 PM] Weekend Testers Americas: Oh, OK.

[8/9/2011 1:12:33 PM] Weekend Testers Americas: :)

[8/9/2011 1:13:18 PM] Elena Houser: I first ran my search for diamonds

[8/9/2011 1:14:06 PM] Elena Houser: and then I filtered the list by highest price

[8/9/2011 1:14:22 PM] Elena Houser: which turned out to be diamonds.com domain name

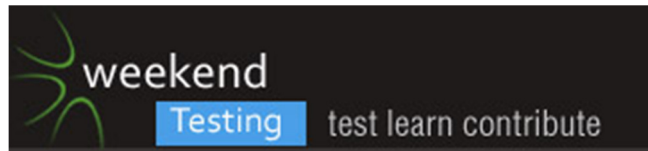
[8/9/2011 1:14:50 PM] Elena Houser:

[http://shop.ebay.com/i.html?\\_trkparms=65%253A12%257C66%253A2%257C39%253A1%257C72%253A5444&rt=nc&\\_nkw=diamond&\\_sticky=1&\\_trksid=p3286.c0.m14&\\_sop=16&\\_sc=1](http://shop.ebay.com/i.html?_trkparms=65%253A12%257C66%253A2%257C39%253A1%257C72%253A5444&rt=nc&_nkw=diamond&_sticky=1&_trksid=p3286.c0.m14&_sop=16&_sc=1)

[8/9/2011 1:15:00 PM] Lalitkumar S. Bhamare: Findings from Me, Anuradha and Nabarun : For our "testing vacation" around "which query gives No results" below are our observations/conclusions:

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)





1> ebay returns 0 search results only when one searches with INVALID (or something that does not exist) combination of NUMBERS and ALPHABETS .

2> For combination of SPECIAL CHARs ONLY ( Except \* ) it refreshes the page without showing "0 Results returned" message .

3> for use of \* with special chars (only) it gives following error

Please enter at least two characters before the asterisk (\*). Example: dog\*

Suggestion : This message can be more USER FRIENDLY as it will help users to understand what wrong he/she is doing.

[8/9/2011 1:15:14 PM] Elena Houser: here is a direct url - [http://cgi.ebay.com/DIAMONDS-com-GIA-RUBY-GEMSTONE-DOMAIN-NAME-WEBSITE-/330381493911?pt=Domain\\_Names&hash=item4cec458697#ht\\_500wt\\_1231](http://cgi.ebay.com/DIAMONDS-com-GIA-RUBY-GEMSTONE-DOMAIN-NAME-WEBSITE-/330381493911?pt=Domain_Names&hash=item4cec458697#ht_500wt_1231)

[8/9/2011 1:15:27 PM] Lalitkumar S. Bhamare: Thanks Nabarun and Anuradha for wonderful pairing :)

[8/9/2011 1:15:44 PM] Elena Houser: from the listing i clicked on domain names - Specialty Services > Web & Computer Services > Domain Names

[8/9/2011 1:15:58 PM] Elena Houser: and viewed the list of domain names items

[8/9/2011 1:16:36 PM] Elena Houser: so the most expensive items turned out to be a domain name which is worth 21,000,000.00

[8/9/2011 1:17:01 PM] Elena Houser: <http://services.shop.ebay.com/Domain-Names-/3767/i.html>

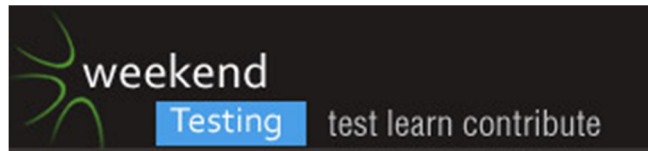
[8/9/2011 1:17:10 PM] Shmuel Gershon: ( 21 billions! gasp )

[8/9/2011 1:17:40 PM] Elena Houser: million

[8/9/2011 1:17:48 PM] Elena Houser: in US dollars

[8/9/2011 1:18:27 PM] Shmuel Gershon: Ah, I miscounted the zeros. (blush)

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 1:18:27 PM] Lalitkumar S. Bhamare: @WTA : Submitted our report sir :)

[8/9/2011 1:19:08 PM] Weekend Testers Americas: Yes you did, Lalit :).

[8/9/2011 1:19:23 PM] Lalitkumar S. Bhamare: ohh,.. you ae very much here :P

[8/9/2011 1:19:29 PM] Weekend Testers Americas: So it sounds like you both feel like you accomplished your missions.

[8/9/2011 1:19:42 PM] Elena Houser: i think so yes

[8/9/2011 1:19:47 PM] Lalitkumar S. Bhamare: yes.. enjoyed facilitating though :)

[8/9/2011 1:19:48 PM] Weekend Testers Americas: Yes, sorry, we are discussing the debrief method with the CAST participants.

[8/9/2011 1:20:33 PM] Weekend Testers Americas: #Facilitator, it's important to have follow-up questions where relevant and to encourage others to post and participate, too.

[8/9/2011 1:21:28 PM] Lalitkumar S. Bhamare: eg?

[8/9/2011 1:22:25 PM] Weekend Testers Americas: Some people will just hang back or they will post maybe a one or two line response and there will be silence for an extended period. It's important to let those gaps be there, as it encourages less extroverted people to give a chance to replying. If, however, you see that a long pause is happening, or no one is speaking, then it's good to step in.

[8/9/2011 1:22:56 PM] Lalitkumar S. Bhamare: (y)

[8/9/2011 1:23:38 PM | Edited 1:23:57 PM] Weekend Testers Americas: So @Peter, what testing vacation did you take on? What did you see :)?

[8/9/2011 1:24:46 PM] Lalitkumar S. Bhamare: ( does dt mean to find out one guy who has not spoken for long and ask him out? :D )

[8/9/2011 1:24:47 PM] Weekend Testers Americas: #Facilitator, a question from here at CAST.

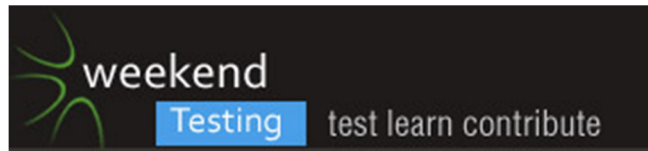
[8/9/2011 1:25:45 PM] Weekend Testers Americas: @lalit, well, it can be good to call people out directly.

[8/9/2011 1:25:57 PM] Weekend Testers Americas: It's a hit and miss strategy, though.

[8/9/2011 1:26:07 PM] Lalitkumar S. Bhamare: alright

[8/9/2011 1:26:08 PM] Weekend Testers Americas: Some p-people are cool with it, some others don't react well to it.

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 1:26:19 PM] Lalitkumar S. Bhamare: so no special affection allowed :)

[8/9/2011 1:26:21 PM] Weekend Testers Americas: You just have to give it your best judgment and see what happens.

[8/9/2011 1:26:45 PM] Elena Houser: no special affection allowed?? what's with that?

[8/9/2011 1:26:49 PM] Weekend Testers Americas: You could initiate a 1:1 chat to see if they would not feel comfortable being singled out, just in case you are not sure.

[8/9/2011 1:26:53 PM] Elena Houser: (u)

[8/9/2011 1:27:04 PM | Edited 1:27:18 PM] Weekend Testers Americas: But no, fraternization with the participants is frowned upon LOL!

[8/9/2011 1:27:07 PM] Lalitkumar S. Bhamare: alright

[8/9/2011 1:27:15 PM] Lalitkumar S. Bhamare: that's very important point you mentioned

[8/9/2011 1:27:29 PM] Elena Houser: (inlove)

[8/9/2011 1:27:41 PM] Peter Schrijver: I use an item which gives no results back on ebay.com  
used a Dutch word 'aardbei', i.e. strawberry in English

it gave no results on ebay.com

but when I go to ebay.nl, i.e. the Dutch ebay site and type in 'aardbei' it gives back results  
so each country has different list of information (databases)

[8/9/2011 1:27:46 PM] Weekend Testers Americas: OK, kids, back on target :).

[8/9/2011 1:27:51 PM] Weekend Testers Americas: thank you Peter :).

[8/9/2011 1:27:55 PM] Shmuel Gershon: And should a participant wait to be addressed before debriefing?

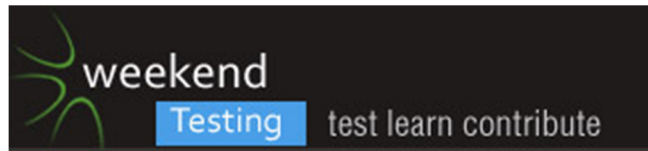
[8/9/2011 1:27:56 PM] Lalitkumar S. Bhamare: (rofl)

[8/9/2011 1:28:33 PM] Weekend Testers Americas: @Shmuel, no if you want to step in and participate, you can do so any time.

[8/9/2011 1:29:15 PM] Weekend Testers Americas: #facilitator, we want to make sure that the conversation moves along. Our goal is to not have a lot of dead air, so to speak.

[8/9/2011 1:29:23 PM] Shmuel Gershon: I have a summary of my three Playbook questions:

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 1:29:29 PM] Shmuel Gershon: I brainstormed, alone or with Tim, for more Playbook questions.

The 3 ones I've got were:

[8/9/2011 1:29:29 PM] Weekend Testers Americas: A little dead air is OK, as people want to gather their thoughts.

[8/9/2011 1:30:00 PM] Shmuel Gershon: Question 1) Spot miscategorized items in a category.

{

Educational intention:

- to (maybe) get a 'blink' testing epiphany
- inspire questions like "is a vintage binocular a vintage item or optical item?"
- Trigger conversation around automatically discover miscategorized items in a category? Possible? Which rules-of-thumb would you use and where would they fail? What is the automation program missing that you have?

}

[8/9/2011 1:30:13 PM] Weekend Testers Americas: but if it seems like a long time between comments (say more than 3 minutes, then yes, calling on people directly is a way to encourage people to continue participating).

[8/9/2011 1:30:31 PM] Shmuel Gershon: Question 2) Does logging in offers any advantage? or: How would you convince a random visitor to log in?

{

Tim noticed that the UX can change when logged in

}

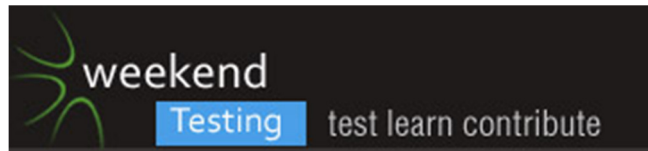
[8/9/2011 1:30:52 PM] Shmuel Gershon: Question 3) Can you find a product with more than 2 category breadcrumbs? What's the most you can find?

{

When finding a product, its listing can show multiple categories.

For example I searched for Drone and entered here: [http://cgi.ebay.com/AR-DRONE-W-XTRA-BATTERIES-/230657501014?pt=Radio\\_Control\\_Parts\\_Accessories&hash=item35b4422756](http://cgi.ebay.com/AR-DRONE-W-XTRA-BATTERIES-/230657501014?pt=Radio_Control_Parts_Accessories&hash=item35b4422756)

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



See that there are two category breadcrumbs on the top.

}

[8/9/2011 1:31:37 PM] Shmuel Gershon: As the charter was to find questions, I didn't deal with discovering the answer to any -- as this is something that the rookie will do with me and then we learn. Like, this is an objective for a different stage

[8/9/2011 1:32:04 PM] Weekend Testers Americas: @shmuel, OK< awesome, thanks for the questions, thoughts and ideas :).

[8/9/2011 1:33:13 PM] Peter Schrijver: Now I do it the other way around.

Used search-item 'gun' and check on both websites.

It gave back results on both sites, but they were different.

ebay.com gave US results, ebay.nl gave dutch results

[8/9/2011 1:34:05 PM] Weekend Testers Americas: @Peter, so that seems reasonable. Much like I'd expect to see if I look for books on amazon.ca and amazon.uk

[8/9/2011 1:34:25 PM] Weekend Testers Americas: Did you see anything that was language independent that returned wildly different results?

[8/9/2011 1:34:33 PM] Weekend Testers Americas: or even mildly different results :)?

[8/9/2011 1:35:51 PM] Lalitkumar S. Bhamare: Thanks Peter. You opened my eyes. we didn't consider this aspect while working on same thing though :)

[8/9/2011 1:36:24 PM] Weekend Testers Americas: So who is still with us. can I get a show of hands?

[8/9/2011 1:37:13 PM] Weekend Testers Americas: #facilitator this is something we can do at the mid point or towards the end of a session to see if people have dropped off or are not participating actively.

[8/9/2011 1:37:31 PM] Weekend Testers Americas: It just gauges who would be most likely to answer follow up questions.

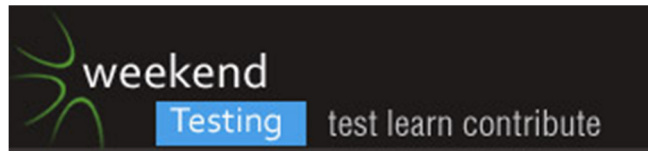
[8/9/2011 1:37:50 PM] Weekend Testers Americas: Note: most people when asked for a show of hands will do this (y)

[8/9/2011 1:38:02 PM] Shmuel Gershon: (y)

[8/9/2011 1:38:07 PM] Elena Houser: (y)

[8/9/2011 1:38:09 PM] Weekend Testers Americas: It's just a tradition, nothing special behind it :).

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 1:38:11 PM] Peter Schrijver: @WTA: try to find something like that, but do you have suggestions

[8/9/2011 1:38:31 PM] Timothy Western: (y)

[8/9/2011 1:38:36 PM] Timothy Western: But I'm kind of passive here.

[8/9/2011 1:39:09 PM] Weekend Testers Americas: @peter, so with guns, you just get different listings. Is there an more ambiguous word you could search for, one that has a close corrolary and spelling in English?

[8/9/2011 1:39:27 PM] Shmuel Gershon: @WTA, I like that question

[8/9/2011 1:39:36 PM] Weekend Testers Americas: Not sure how common those are, I don't speak dutch (sweat)

[8/9/2011 1:39:37 PM] Stu Ling: (y)

[8/9/2011 1:39:47 PM] Lalitkumar S. Bhamare: (wave)

[8/9/2011 1:40:44 PM] Lalitkumar S. Bhamare: well. if we are supposed to check what gives us 0 results in search , would it matter for ebay to know in what location this gives 0 results?

[8/9/2011 1:41:24 PM] Lalitkumar S. Bhamare: can't we have this one as a finding which will be applicable to ebay in common

[8/9/2011 1:41:31 PM] Lalitkumar S. Bhamare: what are the expectations?

[8/9/2011 1:41:49 PM] Weekend Testers Americas: @Alalit, yes, I think that would be interesting information.

[8/9/2011 1:41:57 PM] Timothy Western: did anyone try a an advaned search with options, but nothing in the text/search box? (I did no results and verification message)

[8/9/2011 1:42:01 PM] Albert Gareev: (y)

[8/9/2011 1:43:08 PM] Shmuel Gershon: I didn't go into the advanced search tonight

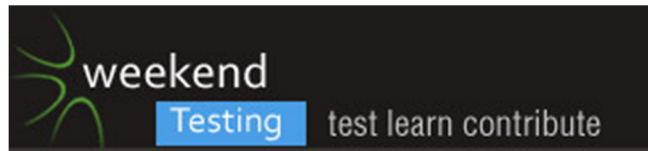
[8/9/2011 1:43:24 PM] Shmuel Gershon: (night = 23:45 here)

[8/9/2011 1:43:52 PM] Lalitkumar S. Bhamare: my eyes getting heavy

[8/9/2011 1:44:07 PM] Lalitkumar S. Bhamare: |-)

[8/9/2011 1:44:16 PM] Weekend Testers Americas: think from the perspective of a saeller. Could they inadvertantly have set their item uop in such a way taht it would not show up in search results?

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 1:44:32 PM | Edited 1:44:42 PM] Weekend Testers Americas: @Lalit, I realize it's getting late for you.

[8/9/2011 1:44:57 PM] Weekend Testers Americas: If you need to knock off, no worries, you've done a bunch here :).

[8/9/2011 1:45:01 PM] Lalitkumar S. Bhamare: @WTA : what we focussed on the #pattern that will give us 0 results anywhere

[8/9/2011 1:45:25 PM] Stu Ling: I was sidetracked with a logistical issue. I was trying to pair with Peter. But could not remember my Ebay logon. Wasted time trying to create a new logon AND follow the main thread at the same time.

[8/9/2011 1:45:35 PM] Lalitkumar S. Bhamare: I could have asked for the clear expectations beforehand

[8/9/2011 1:46:19 PM] Elena Houser: when a seller set up up a listing he may not include some search keywords

[8/9/2011 1:46:36 PM] Stu Ling: I liked Peter's tip that I POST the charter some where that I can easily refer to during gthe session

[8/9/2011 1:47:02 PM] Weekend Testers Americas: (o) 15 minutes and then I have to shut it down :).

[8/9/2011 1:47:06 PM] Elena Houser: and as a result an item may not be found. For example, a video game can be listed by name but not by type (shooter or RPG)

[8/9/2011 1:47:16 PM] Elena Houser: so if a buyer is looking for a shooter game

[8/9/2011 1:47:48 PM] Elena Houser: he may not find it as he is looking for a shooter game

[8/9/2011 1:47:54 PM] Lalitkumar S. Bhamare: well, Elena. In my opinion the search pattern that ebay itself follows might make the difference

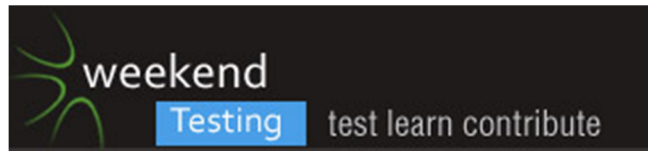
[8/9/2011 1:48:30 PM] Lalitkumar S. Bhamare: eg. Seller might not be aware of action that ebay takes when you enter just #%^&

[8/9/2011 1:49:04 PM] Peter Schrijver: try to find something which pops up on both domains. Did not succeed. ebay.com keep on giving me results only for US, while ebay.nl does not show US result. What I saw on ebay.nl, I saw results which were offered from different countries

[8/9/2011 1:49:16 PM] Lalitkumar S. Bhamare: I wonder till what extent the "search key words" entered by seller will help here

[8/9/2011 1:49:46 PM] Elena Houser: it depends

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 1:49:56 PM] Elena Houser: if he wants to reach a wider audience

[8/9/2011 1:50:19 PM] Elena Houser: he might want to research and expand a list of possible search keywords

[8/9/2011 1:50:37 PM] Elena Houser: so he will get more hits

[8/9/2011 1:51:33 PM] Lalitkumar S. Bhamare: Take this example. Am a seller and I want to sell Sony Xperia with some xyz2232 model and I enter xyz2232 as a key word as that is the word by which its poppular in market. but if you see ebay won't return any results for xyz2232

[8/9/2011 1:52:25 PM] Lalitkumar S. Bhamare: because it won't recongnize it wdt word Sony attached to it

[8/9/2011 1:52:28 PM] Elena Houser: but it should

[8/9/2011 1:52:35 PM] Peter Schrijver: on ebay.nl I saw offers from Netherlands, but also from Germany and the United Kingdom. Hmmm, think I explore a bit further.

[8/9/2011 1:52:53 PM] Elena Houser: they need to optimize their search algorithm

[8/9/2011 1:53:02 PM] Lalitkumar S. Bhamare: :)

[8/9/2011 1:53:57 PM] Lalitkumar S. Bhamare: Thanks Elena and Peter. Your points helped me to think more

[8/9/2011 1:54:06 PM] Lalitkumar S. Bhamare: I shall do much better next time

[8/9/2011 1:54:20 PM] Lalitkumar S. Bhamare: Time to wind up. Thank you all

[8/9/2011 1:54:32 PM] Lalitkumar S. Bhamare: have nice #Tea-time ;)

[8/9/2011 1:54:33 PM] Elena Houser: this is my first time.. i am trying to figure this out.. lol

[8/9/2011 1:54:42 PM] Weekend Testers Americas: thank you @Lalit.

[8/9/2011 1:55:03 PM] Weekend Testers Americas: Speaking of which... (o)

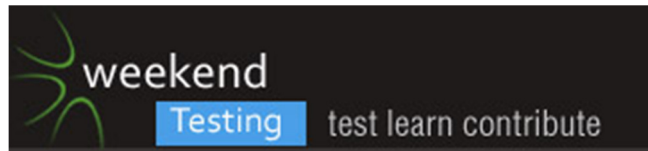
[8/9/2011 1:55:09 PM] Elena Houser: (d)Thank you, Lalit.

[8/9/2011 1:55:16 PM] Weekend Testers Americas: #facilitator, this is the five minute warning.

[8/9/2011 1:56:04 PM] Weekend Testers Americas: #facilitator, the five minute warning is the key that it's time to start winding down the sessions, and let people make their last comments. It's alsdo a great time to solicit feedback from the participants on what \*you\* did, so that's what I'm going to do :).

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)





[8/9/2011 1:57:09 PM] Weekend Testers Americas: On my end, this was a challenging session. I had to work with both in-person participants and online participants. Discussions with the "live" group had to be transcribed to the other, and that may have made for some quiet times for those online.

[8/9/2011 1:57:47 PM] Weekend Testers Americas: On the other hand, it was good in that I had a chance to help encourage participants to try some different things and "self facilitate" and some of you stepped up with the new information that I gave.

[8/9/2011 1:58:02 PM] Anuradha: pairing with lalit and naburan helped me a lot. It was a good learning session for me.

[8/9/2011 1:58:05 PM] Weekend Testers Americas: How about you? How did you think this session went?

[8/9/2011 1:58:05 PM] Timothy Western: As mentioned I thought it would be interesting (since ebay has the ability to limit by distance from home) to see what was for sale nearby. Unfortunately ebay doesn't let you do that without a search term of some kind, even limiting by price. But that's probably by design.

[8/9/2011 1:58:45 PM] Weekend Testers Americas: In other words, if there were an option to do another 3D session, would you be likely to attend, less likely to?

[8/9/2011 1:58:51 PM] Timothy Western: So I searched for some categories nearby to see what was closest found some right here in my town (wow, some people here actually sell on ebay - maybe not a big thing to some, but given how slow WV is at tech uptake at times, was a welcome surprise).

[8/9/2011 1:59:26 PM] Shmuel Gershon: What does 3D stand for?

[8/9/2011 1:59:40 PM] Timothy Western: 3 Dimensions, ;)

[8/9/2011 1:59:43 PM] Timothy Western: I guess?

[8/9/2011 1:59:47 PM] Weekend Testers Americas: It was James and Jon Bach's designation for the session, to show that we were doing it both live and online.

[8/9/2011 2:00:21 PM] Weekend Testers Americas: @timothy, yes, that was the intent of the name :).

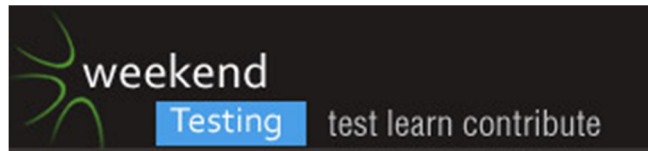
[8/9/2011 2:00:47 PM] Shmuel Gershon: That also explains the loss of focus and headache, then?

[8/9/2011 2:00:50 PM] Shmuel Gershon: :)

[8/9/2011 2:00:58 PM] Anuradha: I enjoyed this session reading all kind of charters each one thought about. Next time I will do better.

[8/9/2011 2:01:00 PM] Weekend Testers Americas: @Shmuel, haha ;).

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 2:02:24 PM] Weekend Testers Americas: OK gang, we've officially reached the end of our session.

[8/9/2011 2:02:27 PM] Stu Ling: As a first-timer, the logistics left me feeling unprepared (skype acct, ebay acct, WT, etc.) This was a good trial run for me. I would still like to explore WT some more.

[8/9/2011 2:02:56 PM] Weekend Testers Americas: thanks to everyone who participated, and this was a bit longer than normal, but thanks for helping us facilitate and make this session possible for the attendees here at CAST.

[8/9/2011 2:03:01 PM] Peter Schrijver: Found an item on ebay.nl and ebay.co.uk. Same auction. So there is a general database perhaps!?!?!

[8/9/2011 2:03:02 PM] Timothy Western: I think it was a good section. I wonder if ebay being such a well known 'entity' if it was maybe more difficult to come up with fresh test ideas because of that.

[8/9/2011 2:03:14 PM] Timothy Western: session even

[8/9/2011 2:03:22 PM] Elena Houser: you would be surprised

[8/9/2011 2:03:28 PM] Elena Houser: i participated in utest bug battle

[8/9/2011 2:03:39 PM] Elena Houser: and folks submitted over 600 bugs

[8/9/2011 2:03:43 PM] Elena Houser: for ebay

[8/9/2011 2:03:48 PM] Weekend Testers Americas: As of right now, I am looking at our next "proper" Weekend Testing Americas Session to either happen this coming Saturday or next Saturday.

[8/9/2011 2:03:56 PM] Peter Schrijver: For those are interested

`Furuta Star Trek Volume 1 Deep Space Nine`

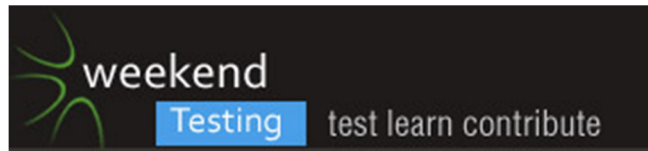
[8/9/2011 2:05:00 PM] Weekend Testers Americas: I will announce which one I go with when I get home from CAST, and know what my family has planned for me :).

[8/9/2011 2:06:13 PM] Timothy Western: Nods safe travel Michael. for sure.

[8/9/2011 2:06:19 PM] Weekend Testers Americas: #Facilitator, it is common to ask for suggestions from the team present as to when the next weekend testing session should be held. while it's not essential to get a consensus, the regulars who attend often are a good gauge. This is why I tend to do it every two-three weeks.

[8/9/2011 2:06:37 PM] Weekend Testers Americas: So again I appreciate everyone attending today, and have a great rest of the day :).

WTA-3D: Today on Ebay (Presented at CAST 2011, Aug. 9, 2011)



[8/9/2011 2:06:51 PM] Shmuel Gershon: Thanks MKL

[8/9/2011 2:06:57 PM] Shmuel Gershon: ANd Albert

[8/9/2011 2:07:06 PM] Shmuel Gershon: And thanks for remembering to call me, it was fun

[8/9/2011 2:07:25 PM] Anuradha: TThanks Michael.Kudos to your effect .

[8/9/2011 2:08:23 PM | Edited 2:08:42 PM] Elena Houser: Michael, great session and exercise for some of us noobs! Thank you for sharing ideas

[8/9/2011 2:08:23 PM] Timothy Western: (applause)

[8/9/2011 2:09:07 PM] Albert Gareev: Thanks and look forward seeing you at WTAmericas and Project Sherwood sessions

[8/9/2011 2:11:39 PM] Peter Schrijver: signing off now. Continu with the CAST conference.

[8/9/2011 2:12:13 PM] Peter Schrijver: Thanks everybody. until next time