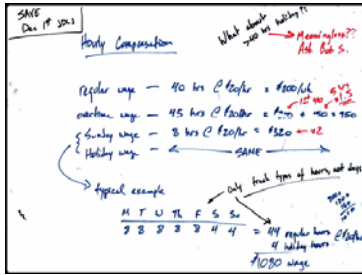


# Automating Customer Acceptance



David Hussman - DevJam

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## Questions?

## Please!

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## Expectations?

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**The Session Topics**

The Origin of Value

Building Tests – Mining Value

Automating Acceptance

What's Stopping You?

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**The Origin of Value**

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**Business Value – Product Value**

Where does it start?  
*(user stories, use cases, requirements docs)*

How well do these tools work?

Do they find value or simply define features?

What really works? Why?

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## “I think it would be cool if ...”

It works to ask people for their ideas

Allow people to share experiences and stories  
*(create a space to gush about products)*

You need to hear it from the product planners  
*(product owners in Scrum talk)*

*Simply saying “business value” doesn’t produce it!*

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## “Do You Mean ...?”

How do you know that you understood  
what you heard (or wrote down)?  
*(reframing in NLP speak)*

Do document reviews work?

When do you know if you understood?

How do tests come into play?

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## Building Tests

and

## Mining Value

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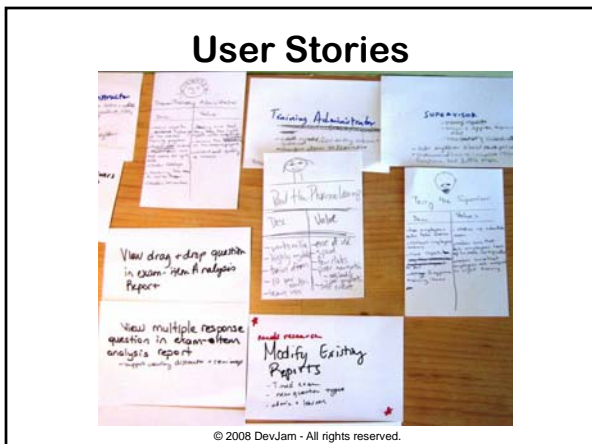
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## Let's Talk About the Tests

### Story: Add Item To Sale

- For each purchase, the cashier needs to add one or more items to a sale.

### Story Tests:

- Show that one or more items can be added to a sale with no items.
- Show that more than one items can be added to a sale with existing items
- Ensure that trying to add an invalid sku returns an error, and does not add the item to the sale.

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## Valuable Acceptance) Tests

Should communicate value

Should avoid the how and focus on the why

Should cover happy, alternative and unhappy experiences

*(there is value in not making people mad)*

Should be clear and testable!

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Automating

Customer

Acceptance

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## Automating Acceptance

1. Create acceptance tests
2. Create examples (with data)
3. Determine test type
4. Select tool
5. Create code
6. Connect test
7. Add to automated suite
8. Monitor health: examine & fix broken tests

*Good place to pair ( beyond programming )*

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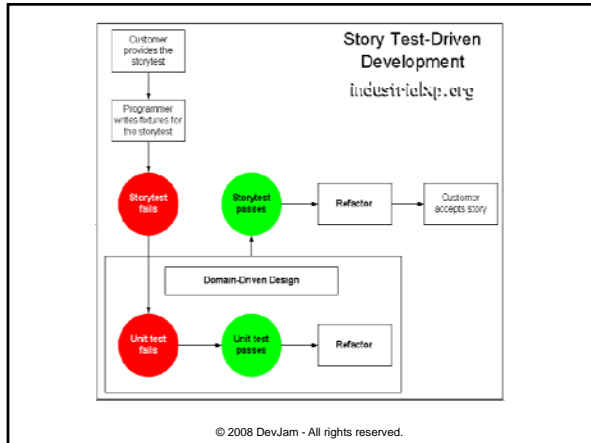
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## Type It! (Type of Test)

### Business Processes

( do, do, do, validate, do, do, do validate )

### Input / Output (Calculations)

( for set inputs, validate expected outputs )

### Lists

( with this input, show me the collection )

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## Tool It! (Tool Selection)

Micro (code ) Tests: xUnit – TestNG  
*the story of the code*

Macro (functional) Tests: FIT – Selenium  
*the story of the application / system*

Regression: Any of the Above  
*Incremental health of system / product*

*( fragile tests die fast and have less value )*  
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## Code It!

Developer may code

Testers may code it

Developer and testers may pair

Some communities use trios  
*(customers - developers - testers)*

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## Run It!



Failing Test



Passing Test

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## Automating Across Stories

After successive iterations

Testing across stories adds huge value  
*( business processes )*  
*( users activities )*

Customers (and other investors) tend to care more about testing across stories  
*( scenarios - themes - features )*

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## Accepting Presentation

Wildly varying styles of UI acceptance

Often done by hand

May include various customers

Is it worth automating?

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**So What's  
Stopping You?**

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## 5 Reasons To Not Automate

1. "We do not have enough time"
2. "Our problem is too hard"
3. "You cannot automate our problem"
4. "We do not know where to start"
5. "My people do not see the value"

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## Overcoming Common Blockers

Chip away anywhere you can!

Prioritize by value (with customers)

Automate beneath the presentation (UI)

Help everyone own testing

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## Engage Tests & Testers Early

Are testers part of your core community?  
*( first class citizens )*

Do the testers help write stories?  
*( pre-planning – backlog grooming )*

Do people pair around tests?  
*( writing – running- fixing )*

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## Promote Talking in Tests

Requests for details are testing in disguise

Get everyone clarifying value with tests

Starts building common test and ubiquitous domain (product) language

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**What will stop you?**

**OR**

**What will help you?**

( or other questions )

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**Please Complete Feedback Forms**

**DevJam**

Developing Agility – Coaching Agility

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