**OnPath**

# How OnPath Testing helped boost ClearCaptions' product growth rate by 155%

Effective QA testing improves the quality and reliability of ClearCaptions' Blue Phone for the hearing impaired.

By bringing OnPath into their testing process, the ClearCaptions development team was able to resolve bugs and errors more efficiently, resulting in ongoing smooth and successful product releases.

**ClearCaptions.**

**Industry:** Communications
**Location:** Roseville, California
**Size:** 51-200 employees

Benefits and results:

- Flaws identified and fixed
- > 2,000 test cases week over week
- > 10,000 users
- > 70,000 sessions
- 155% growth rate

*"We chose OnPath because we felt we would get the right level of attention, and we did."*

Craig Roth, Director of Product Management

ClearCaptions improves the lives of the hearing impaired. The US-based technology company makes the Blue phone, a desktop telephone with a touch screen that displays conversations as captions in real-time.
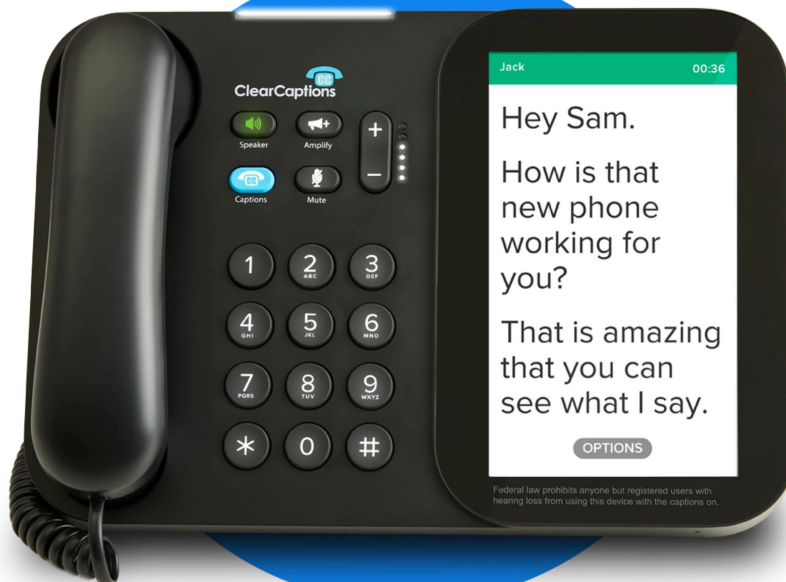
The phone has a higher-than-standard decibel output and support for a wide range of assisted listening devices. It's a life-changing device for the hearing impaired.
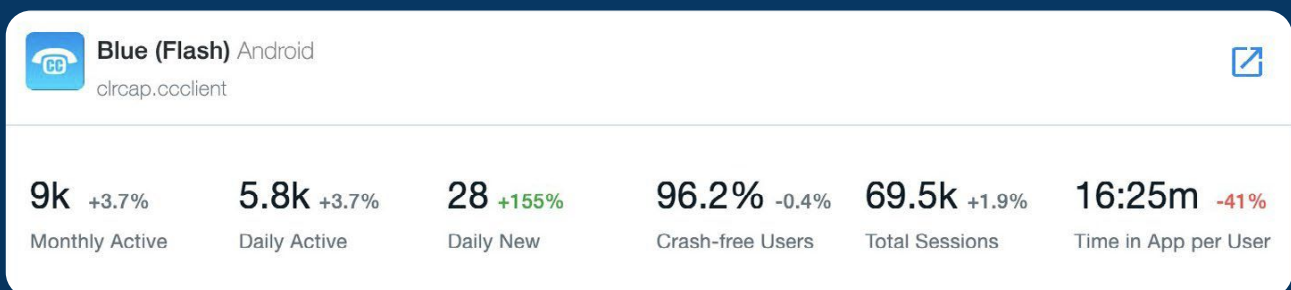
OnPath Testing helped ClearCaptions develop a device that is reliable, user-friendly, and glitch-free by providing quality assurance testing. The scope of work consisted of:

- Complete test planning and execution
- Designing an efficient QA process
- Reporting throughout each sprint cyclev

As work progressed, OnPath leadership recognized ClearCaptions' additional needs. After consultation, the scope expanded — OnPath created an automation POC using Appium, and expanded into testing the Android version of the platform. The backend Salesforce integration into ClearCaptions' provisioning and support process was tested as well. The end result was a reliable product and gratified customers.

## TL:DR Blue (Flash) for Android is growing like crazy!

### Daily New Users is up **155%** from a week ago!

**Blue (Flash)** Android
clrcap.ccclient

| 9k +3.7% | 5.8k +3.7% | 28 +155% | 96.2% -0.4% | 69.5k +1.9% | 16:25m -41% |
|---|---|---|---|---|---|
| Monthly Active | Daily Active | Daily New | Crash-free Users | Total Sessions | Time in App per User |

# Creating and implementing a testing plan

OnPath's goal was to implement quality procedures and ensures that the phone met usability and functional milestones:

Create **test plans** for each sprint release

Build an overall **regression plan** before production release

Execute and r**eport on all defects** found through the release

**Customize testing tools** for efficiency through the dev and test cycles

Perform **ongoing release management** to assist in the development cycle

**Report to stakeholders** throughout on the stability of the system

# Working closely with developers

The QA team came in after development had already started. Based on the output of the four to six full-time developers we recommended an initial QA team of three manual test engineers. Eventually the team grew to five test engineers and a QA manager.

Test engineering remained focused on the manual effort. Only a live person could verify that this unique product requiring physical interaction with a device was working the way users would expect.
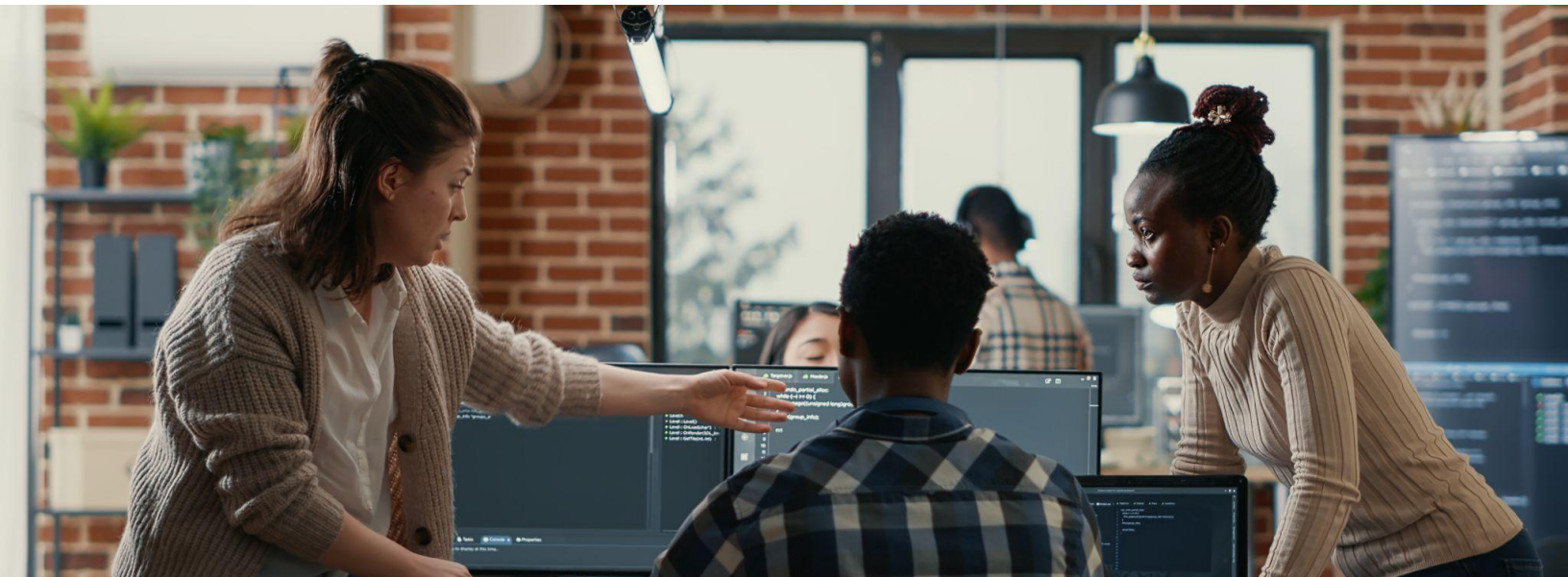
"…there were some key things that made it easy to choose OnPath, and accessibility to the team was a big part of this. We had the ability to use an organization that was flexible and understood our goals, and could help us attain them by working collaboratively."

**Craig Roth**
Director of Product Management at ClearCaptions

# Building a modern testing process

Development established a two-week sprint cycle where QA received a new build every Friday. OnPath used Jira/Confluence as the primary sprint management and status reporting tool.

Over time we customized JIRA heavily by:

- Modifying individual fields
- Customizing ticket workflows
- Building reporting dashboards
- Automating status communications
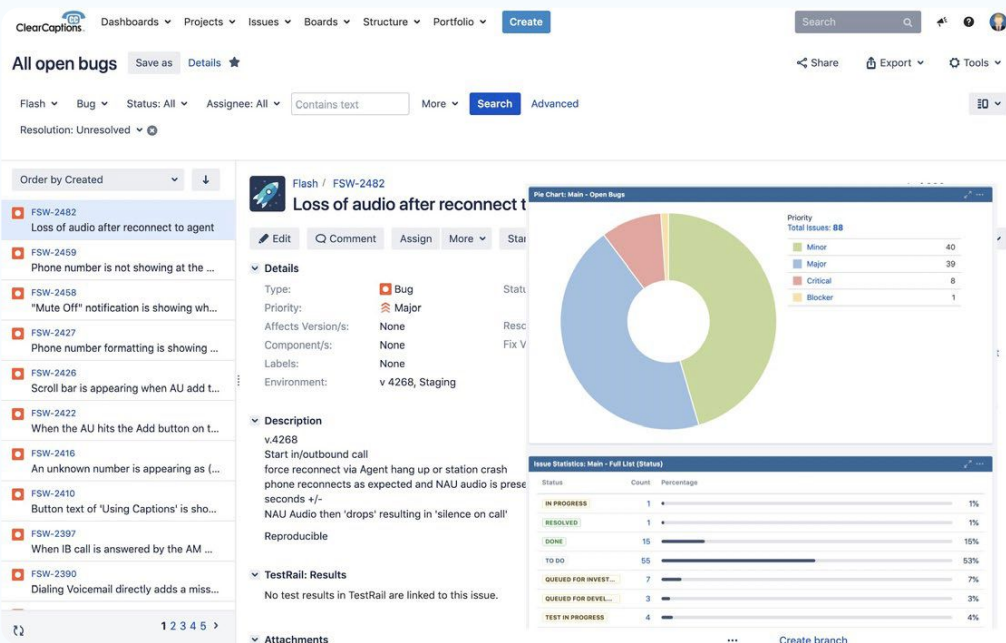


*Graphic/Caption: Clear Captions Jira Dashboard*

As our test suites grew we needed more than just Google docs and sheets to keep track. We turned to TestRail by Gurock. It allowed us to:

- Set up milestones for each sprint release.
- Create over a dozen test plans.
- Produce immediate visibility into our current execution efforts and results.

Another team in ClearCaptions had already adopted this tool so it made sense to standardize on existing knowledge.

# Overcoming challenges

## Functionality

Functionality that was working in one sprint wasn't working in the next, even when that particular feature had no modifications.

## Solving the problem

- **The Smoke/Compliance Test Plan** was executed immediately after every push from the dev to QA environments. If any single test failed, development would take immediate steps to review and fix.
- Another QA engineer executed the **specific tests that the tickets fixed** or impacted in sprint.
- With 2-3 days remaining in the sprint, all efforts turned towards regression. We focused on high-priority, targeted test cases as well as scenario-based testing.
- Testers then moved to medium and lower priority activities. We allowed a few hours at the end for ad hoc and exploratory tests.

The OnPath team caught the regression issues. This prevented flawed builds from release to production.

## Improving communications between customer support and development

During production, the development team lacked communication with sales and support staff. Support resources were fielding a large number of customer questions and complaints. They had little knowledge of the development process and road map.

OnPath immediately refined and improved this communication by:

Putting together dashboards, processes, and a growing knowledge base using JIRA and Confluence.

Automating the flow of information to the support team.

Providing real-time data for weekly calls.

"They've enabled us to get the product out the door and to catch issues and make assessments on whether we want to fix something now or later. We are also able to pinpoint, address, and resolve issues that we are seeing in the field very quickly, and really appreciate the collaboration with OnPath being integrated with our team."

**Craig Roth**
Director of Product Management at ClearCaptions

# Better testing, better products

The ClearCaptions Blue application and desktop phone were cutting-edge replacements for their previous models. With OnPath Testing's help, it has become the company's flagship product and it has gone on to improve the lives of thousands of hearing-impaired people.

**ClearCaptions**®

## About Onpath Testing

For more than 20 years, OnPath Testing, a Colorado-based, award winning QA service, has partnered with organizations in a wide range of industries to ensure their software works as expected and as designed.

OnPath has led the way in establishing a QAOps model within dev teams, and has taken a forward stance on IoT and AI-based tools and methods. OnPath champions WCAG digital accessibility standards in theory and in practice as we move into a new era of connectivity.