The Zappos.com site gets millions of hits each month — and since they practice agile development, there’s extra pressure on the QA team to effectively test critical parts of the application. If some is trying to buy shoes, the site has to work or the company loses revenue.

A BETTER WAY
The Zappos testing team manually tracked QA for years. “It was a real challenge trying to manage so many test cases using a spreadsheet,” said Jesse Reynosa, Senior Quality Engineer. “It just wasn’t working.”

“I evaluated every test case management software available on the market,” says Reynosa. “I needed a tool that was easy to use because I didn’t want the team wasting time reading extensive user guides. If it was too complicated, I knew they wouldn’t use it.”

EASY IMPLEMENTATION & INTEGRATION
After an extensive evaluation, Jesse showed his team all the tools and qTest was the clear winner. “A lot of the other tools were either too simple or too clunky,” said Reynosa. “qTest gave us all the key features we wanted and was easy to use.” Plus, we just imported our spreadsheets into qTest and we were good to go.

TEST CASE QUALITY BOOST
Reynosa likes the workflow in qTest: “It’s not complicated to go from point A to point B. You write your test cases and go right to execution.” He also relies heavily on qTest reporting. “Once a week we run integration tests,” he notes. “The reports help us understand if the health of the website is getting better or worse over time.”

Since implementing qTest, Reynosa has seen significant improvement in collaboration and test case quality. “We can look at each other’s test cases and see what makes sense and what doesn’t,” he said. “Plus, test runs are much easier than before. We’ve improved efficiency by at least 50% since implementing qTest.”

ABOUT ZAPPOS
In 1999, Zappos set out to change the way people shopped for shoes — and that’s exactly what they did. In addition to offering the best selection of sizes, styles and brands, Zappos offers unparalleled customer service.

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— Jesse Reynosa, Senior Quality Engineer at Zappos