

# LESSON 06

## TOPIC: QA TESTING

### AGENDA: YOU WILL LEARN

#### Vocabulary:

QA testing and writing bug reports.

#### Grammar:

Passive voice.

#### Pronunciation:

Commonly mispronounced tech words.

#### Speaking & Soft skills:

The STAR technique.

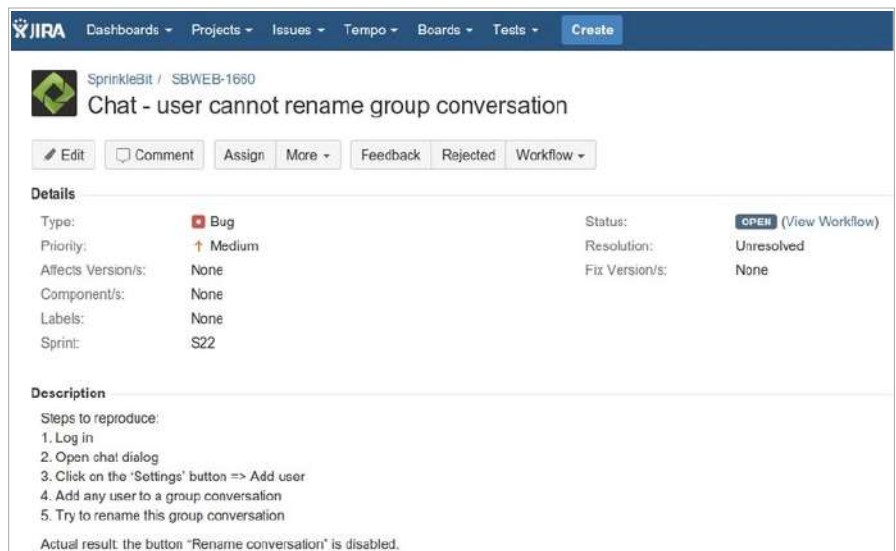
#### Writing & Soft skills:

Writing a bug report.



### WARM-UP

Describe what you see in the image. What is it? What elements does it consist of?



The screenshot shows a JIRA issue page for a bug report. The issue title is "Chat - user cannot rename group conversation". The issue is in the "OPEN" status and has a "Medium" priority. The description includes steps to reproduce the issue: 1. Log in, 2. Open chat dialog, 3. Click on the 'Settings' button => Add user, 4. Add any user to a group conversation, 5. Try to rename this group conversation. The actual result is that the "Rename conversation" button is disabled.

Field	Value	Field	Value
Type:	Bug	Status:	OPEN (View Workflow)
Priority:	Medium	Resolution:	Unresolved
Affects Version/s:	None	Fix Version/s:	None
Component/s:	None		
Labels:	None		
Sprint:	S22		

**Description**

Steps to reproduce:


1. Log in
2. Open chat dialog
3. Click on the 'Settings' button => Add user
4. Add any user to a group conversation
5. Try to rename this group conversation

Actual result: the button "Rename conversation" is disabled.


# READING

## EXERCISE 1A

Read the tweet. What do you think of this “new hire”? Do you think it’s worth doing something like that?



**robinkim.eth**  
@swaglord\_420



the first thing our new hire did was fix a bug that's been bugging him forever as a user prior to joining.

he then breathed a sigh of relief and submitted his two weeks' notice. wtf??

3:14 AM · Mar 31, 2021 · Twitter Web App

✓

**New hire** — a person who just joined the company.  
**To bug** — to annoy.  
**To breathe a sigh of relief** — to feel extremely relieved and peaceful.  
**Two weeks' notice** — a resignation letter that lets the company know you're quitting in two weeks.  
**Wtf** — what the fuck?

## EXERCISE 1B

Read the first paragraph and answer the questions from it.

## EXERCISE 1C

Read the rest of the text and select the topics that the text mentions.

1. How to become a QA engineer.
2. How to write a bug ticket.
3. The difference between different types of testing.
4. The importance of clear communication and prioritization.

Think about the last time you were testing a product before the final release. Did everything go smoothly? Did you manage to fix all the bugs before the deadline? Was the release date postponed?

The funny thing about the testing process is that a lot of setbacks that happen during it can be attributed to nontechnical reasons. Today we're gonna talk about software testing pitfalls that can be avoided with the help of effective communication.

The first problem is writing unclear tickets that do not adequately describe the problem you are facing.

The best tickets include:

- a very clear problem statement
- steps to reproduce the problem, as well as a description of the hardware used to replicate the problem
- a screenshot (if applicable)
- clickable URLs, and not just a screenshot

A good example of a well-formed ticket looks something like this:

*"Users running Firefox report that the webpage appears garbled. We have managed to replicate the problem running Firefox version 70.0 and have attached a screenshot as well as the relevant URL to this ticket"*

The second issue might be that you don't really know what to test for. Typically you just don't have time to test your product on all Operating Systems in all browsers with all of its functionality and UI standards so you need to be good at compromising and setting up the right expectations upfront. To make things easier for you, consider outlining the key categories which you should test, for instance, configuration, performance etc. Apart from the scope of testing it is also helpful to define your key deliverables, testing objectives and time constraints. This will help you write clearer test cases. Speaking of test cases, a good rule of thumb to keep in mind is not to include too many steps in them. Having over 8 steps in your test case makes things confusing and is more likely to cause someone to fail to execute a task.

Keep all of your communication lines organized. If you are swamped with requests and bug reports, keeping a strategy that can help you store and prioritize all the incoming messages is essential. Ideally, you want to keep all of your important communication in one place to not allow any messages to slip through the cracks.

🔊 Listen to the recording of the text (track 6.1) and check your pronunciation.




[Open in Google Drive](#)

## EXERCISE 1D

Complete the sentences with the highlighted phrases from the text.

1. I'm \_\_\_\_\_ a very difficult problem.
2. I haven't managed to \_\_\_\_\_ this issue in my browser.
3. We had to \_\_\_\_\_ the project release date because there were a few critical bugs we needed to fix.
4. Everything went \_\_\_\_\_ and we didn't experience any unexpected \_\_\_\_\_.
5. The client is experiencing an issue where text appears \_\_\_\_\_ on some of the slides. Does anyone know how to fix this?
6. Is this a link? It's not \_\_\_\_\_.
7. We got \_\_\_\_\_ with tasks and a couple things \_\_\_\_\_ unfortunately.
8. We can start working on the project upon receipt of full \_\_\_\_\_ payment.
9. We got \_\_\_\_\_ 200 requests: 208 to be exact.
10. I have \_\_\_\_\_ to mention something very important when we started the meeting so I'm going to mention it now.
11. Despite our time and budget \_\_\_\_\_, we have managed to clarify our \_\_\_\_\_ and create all \_\_\_\_\_ features.
12. A classic \_\_\_\_\_ for effective meetings is to \_\_\_\_\_ the agenda before diving into the details.

 Review the glossary from the text and make sure you understand the meaning of each phrase.

1. Go smoothly	Go easily, without any problems.
2. Postpone	Delay, set to a later time.
3. Pitfall	Hidden danger
4. Face (something)	Deal with (something).
5. Reproduce	Repeat or replicate.
6. Clickable	Able to be clicked.
7. Garbled	Distorted, not working properly.
8. Upfront	In advance, without waiting for anything else to happen.
9. Outline	Describe the most important details.
10. Key	Crucial, very important.
11. Constraints	Limitations.
12. Deliverables	Results you need to provide.
13. Rule of thumb	Practical advice that works in all cases.
14. Over	More than.
15. Fail to	Not manage (to do something).
16. Swamped with	Overloaded/overwhelmed with something.
17. Slip through the cracks	Overlook, miss something important.

## EXERCISE 2A

Match the QA terms to their definitions.

- |                        |   |
|------------------------|---|
| 1. Smoke testing       | a) A bug that is uncommon for users to encounter  |
| 2. Acceptance criteria | b) A set of predefined requirements that must be met in order to mark a user story complete (Agile concept)   |
| 3. Regression testing  | c) A part of a test scenario which describes an action performed on a system to determine if it satisfies software requirements and functions correctly |
| 4. Test case           | d) A type of software testing to confirm that a recent program or code change has not adversely affected existing features                              |
| 5. Edge case           | c) A type of software testing that determines whether the deployed build is stable or not   |

## EXERCISE 2B

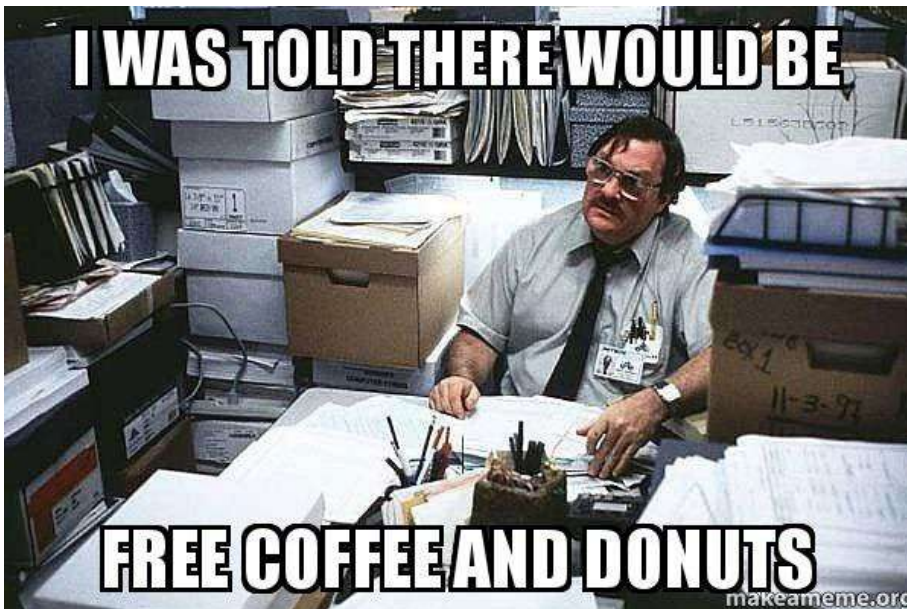
Match the QA terms from 2A to the situations.

- a) You run a test to see if all the buttons on a webpage are working.
- b) A UI issue occurs when the user checks all available checkboxes while viewing the web page in the Safari browser.
- c) When the user is on the pricing page, they should be able to choose between three different pricing options or click the “book a free consultation” button which will take them to a contact form.
- d) Check customer login with invalid password.
- e) You run tests to determine if a reported login bug has been fixed.



# GRAMMAR

## Passive Voice



### EXERCISE 1A

Read the text. What does the choice of highlighted words depend on?

According to BrightEdge, smartphones and tablets are responsible for 57% of all US online traffic. But, using apps takes 89% of the time consumers spend on their mobile devices, and just 11% **is spent** in a browser. BrightEdge also indicates that brands with which users have had a positive mobile experience **will be recommended** in 69% of cases. These are just a few noteworthy mobile usage statistics – many more **have been compiled by** Blue Corona.

Most businesses today have a traditional website. Traditional websites **were built** for desktop computers with large screens.

Screens for most mobile devices are a fraction of the size of a regular monitor and this impacts many design points. Usually, in mobile-friendly websites, everything **is simplified** (navigation menus, smaller pictures, form elements, etc.) so they **can be handled** the same way across all electronic devices. “Responsive websites,” **are created** to automatically adjust to the end user’s electronic device, browser, and settings, while optimizing the overall user experience. A responsive website **can be defined** as a mobile-friendly website – but it keeps more of the look-n-feel UI/UX of a traditional website.



## EXERCISE 1B

Look at the examples again and complete the rules.

- The passive voice is formed with the verb \_\_\_\_\_ and the past participle.
- To say who or what performs the action, we use the preposition \_\_\_\_\_.
- We use passive when we want to say:
  - a) What something or someone does
  - b) What happens to something or someone

	Present Simple	Past Simple	Future Simple	Present Perfect	Modal verbs
To be + past participle	I <b>am asked</b> this question all the time.	I <b>was offered</b> a job.	The bug <b>will be reported</b> .	The requests <b>have been made</b> .	This <b>can be done</b> .
	The app <b>is updated</b> .	The design <b>was accepted</b> .	The users <b>will be redirected</b> to that page.	The issue <b>has been resolved</b> .	The bug <b>should be fixed</b> .
	The meetings <b>are postponed</b> .	The test cases <b>were written</b> .			The changes <b>might be required</b> .



## EXERCISE 2

Talk about the following.

1. Name 2 Big Tech companies that are based in the US. What are they known for?
2. Talk about the best piece of advice you have ever been given.
3. Think about 2 new products or inventions that can be created in the near future.





## EXERCISE 3A

Choose the best option.

1. The first ever VCR (Video Camera Recorder), which **is made/was made** in 1956, was the size of a piano.
2. The 30th of November **is known/was known** as "Computer Security Day".
3. Sir Isaac Newton underneath a tree **is featured/was featured** on the very first Apple logo.
4. In 1994, the company who had a patent on GIFs tried to charge a fee for using GIFS. The PNG **was invented/is invented** as an alternative, and the company backed down.
5. The grass at Google HQ **isn't mowed/haven't mowed**. It is eaten by goats.
6. Bill Gates house **designs/was designed** on a Macintosh Computer.
7. CD's **is read/are read** from the inside to the outside edge, which is the opposite of how vinyl records work.



## EXERCISE 3B

Put the verb in the correct passive form.

1. Ninety percent of text messages **(read)** within three minutes of being delivered.
2. The electric chair **(invent)** by a dentist named Alfred Southwick.
3. The Apple II had a hard drive of only 5 megabytes when it **(launch)** in June 1977.
4. If you **(follow)** by million or more people on Twitter, you can be called a Twillionaire.
5. Hewlett Packard, Microsoft, as well as Apple, have one not so obvious thing in common – they **(start)** in a garage.
6. Two hundred and twenty million tons of old computers and other technology devices **(trash)** in the United States each year.
7. On average, 2.9 devices **(carry)** on users at all times.



## EXERCISE 4

Change the Active structures into Passive.

*Example: Surgeons who grew up playing video games **make 37% fewer mistakes.** → **37% fewer mistakes are made by surgeons** who grew up playing video games.*

1. Doug Engelbart created the very first wooden computer mouse in 1964.
2. In June 1983, Apple released Lisa, its first commercial computer.
3. Amazon now sells more Ebooks than printed books.
4. Google added Klingon as a language option in 2002.
5. People make over 35 billion Google searches every month.
6. Someone sent the first commercial text message in December 1992.
7. On eBay, people make around \$680 worth of transactions every second.



# PRONUNCIATION

## Commonly mispronounced tech words

### 🔊 <sup>a</sup><sub>c</sub> EXERCISE 1

Listen to the audio recording (track 6.2) and practice saying the following words.



[Open in Google Drive](#)

- Technology
- Algorithm
- Argument
- Assignment
- Comment
- Crash
- Launch
- Execute
- Merge
- Interpreter
- Iteration
- Procedure
- Server
- Variable

# SPEAKING & SOFT SKILLS

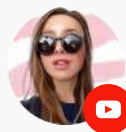
### 📖 EXERCISE 1A

Read about the STAR technique, paying attention to the highlighted phrases.

## STAR TECHNIQUE

STAR stands for:

- Situation
- Task
- Action
- Result



### ANGLISH TIP

English For IT

What is the **STAR** technique?

*It's a technique of answering questions about your past experience. It is most commonly used to answer **behavioral interview questions** but can also **come in handy** when you have to explain what you did to solve an issue, give an update on the progress, ask someone to help you solve a certain problem etc.*

Here is an example. Software developer Sally explains how she overcame an obstacle during one of her recent projects:

## SITUATION

During my last project we had to find a way **to streamline our process** to meet a deadline.

## TASK

Our clients changed the requirements and we needed to develop a **workaround** so that we could implement all the features on time.

## ACTION

**First**, we held a brainstorming session where we generated ideas on how we can work faster. **At this point**, we decided to switch to a different language which all of us could understand. **Then**, I suggested implementing some code walkthroughs and pair programming techniques. **Finally**, I recommended some cost-effective tools we could use to help us increase our productivity.

## RESULT

**In the end**, we managed to meet the deadline and our app was published on the App store within the following two weeks.

## EXERCISE 1B

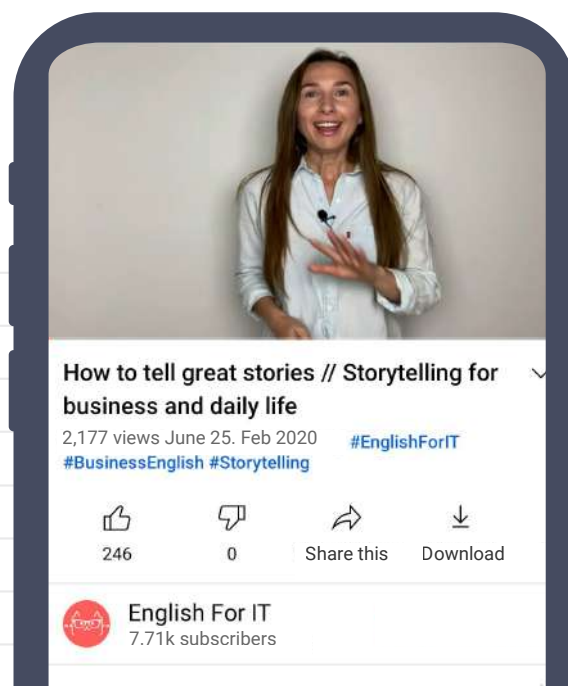
Talk about the last time something didn't go according to the plan in your project using the STAR technique.

Make sure to answer the questions:

- What went wrong?
- What pitfalls or problems did you come across?
- How did you manage to solve the problem?

Learn more useful phrases for storytelling and business communication from this video.

[GO TO VIDEO >>](#)



# WRITING & SOFT SKILLS

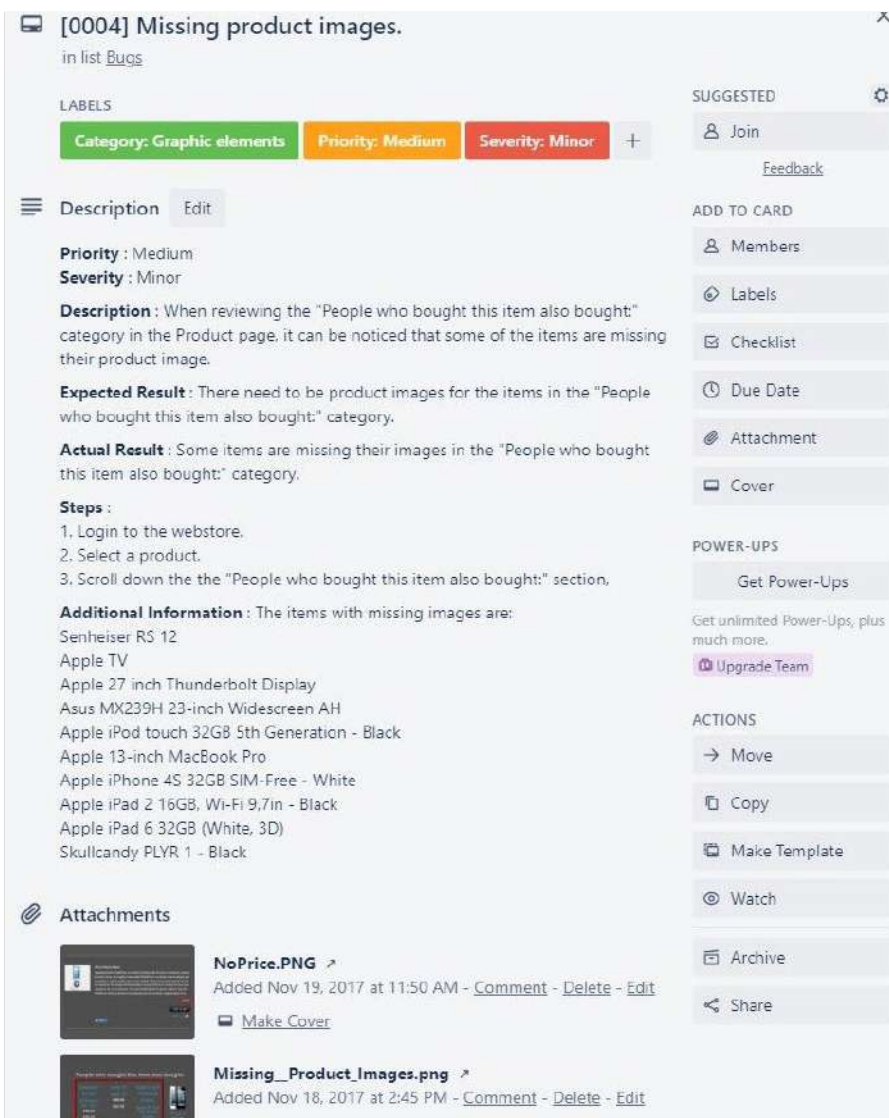
## EXERCISE 1A

Read the text and prepare to write your own bug report.

## WRITING A BUG REPORT

Look at the example of a good bug report. What makes it good? It's concise but doesn't miss any key details and contains all the necessary elements of a proper bug report namely:

1. Title / summary  
(missing product images)
2. Severity/Priority
3. Description
4. Expected Result
5. Actual Result
6. Steps to reproduce
7. Environment
8. Visual Proof  
(screenshots, videos, text)



**[0004] Missing product images.**  
in list [Bugs](#)

**LABELS**

Category: **Graphic elements** Priority: **Medium** Severity: **Minor** +

**Description** [Edit](#)

**Priority** : Medium  
**Severity** : Minor

**Description** : When reviewing the "People who bought this item also bought" category in the Product page, it can be noticed that some of the items are missing their product image.

**Expected Result** : There need to be product images for the items in the "People who bought this item also bought:" category.


**Actual Result** : Some items are missing their images in the "People who bought this item also bought:" category.


**Steps** :

1. Login to the webstore.
2. Select a product.
3. Scroll down the the "People who bought this item also bought:" section.

**Additional Information** : The items with missing images are:  
Senheiser RS 12  
Apple TV  
Apple 27 inch Thunderbolt Display  
Asus MX239H 23-inch Widescreen AH  
Apple iPod touch 32GB 5th Generation - Black  
Apple 13-inch MacBook Pro  
Apple iPhone 4S 32GB SIM-Free - White  
Apple iPad 2 16GB, Wi-Fi 9.7in - Black  
Apple iPad 6 32GB (White, 3D)  
Skullcandy PLYR 1 - Black

**Attachments**

 **NoPrice.PNG** [↗](#)  
Added Nov 19, 2017 at 11:50 AM - [Comment](#) - [Delete](#) - [Edit](#)  
[Make Cover](#)

 **Missing\_Product\_Images.png** [↗](#)  
Added Nov 18, 2017 at 2:45 PM - [Comment](#) - [Delete](#) - [Edit](#)

**SUGGESTED** [⚙](#)

[Join](#)  
[Feedback](#)

**ADD TO CARD**

[Members](#)  
[Labels](#)  
[Checklist](#)  
[Due Date](#)  
[Attachment](#)  
[Cover](#)

**POWER-UPS**

[Get Power-Ups](#)  
Get unlimited Power-Ups, plus much more.  
[Upgrade Team](#)

**ACTIONS**

[→ Move](#)  
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Let's take a closer look at each section of a bug report.

## SUMMARY (TITLE)

The goal of a summary is to make the report **searchable** and uniquely **identifiable**. Think of it as a subject line for emails: be specific enough to provide a complete description of the problem **in a nutshell**.

**Bad:** Bug.

**Good:** Error 5C79 when confirming request.

**Tip:** "when + gerund" is a handy grammar construction for describing processes happening under a certain condition e.g. user unable to log in when using a mobile device.

## DESCRIPTION

The goal of a description is to provide a concise (1-2 sentences) overview of the bug itself.

A good description lets the reader understand what the actual issue is and how **severe** it is.

**Example 1:** The headline text size and color on the pricing page don't match the original designs.

**Example 2:** Products don't get added to the cart after the user clicks the 'add' button on product overview webpage.

**Tip:** Stick to Present Simple when writing bug descriptions.

## EXPECTED RESULT

In other words, this is a description of the proper behavior that should happen if the bug is fixed.

**Example 1:** New email notification should be displayed right on the email arrival.

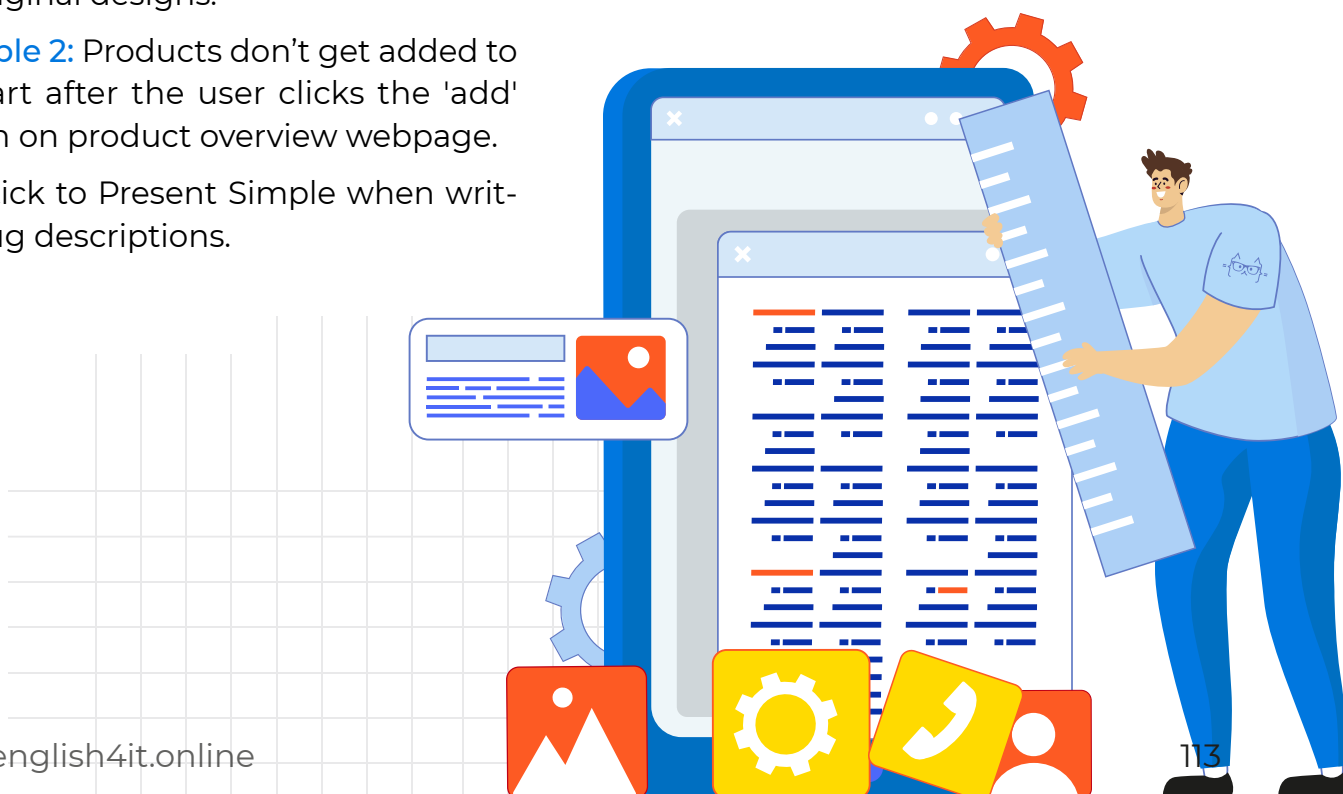
**Example 2:** .jpeg format is supported and message is sent with empty "No Subject".

**Tip:** We tend to use passive voice constructions to describe expected results. Typically it's either should + be (past participle) or is/are + past participle.

## ACTUAL RESULT

A description of the current "buggy" behavior.

**Tip:** for the sake of convenience, it is possible to omit the "to be" part in passive voice ("not shown" instead of "is not shown") and articles where they can be implied (an error is displayed — error displayed).



## STEPS TO REPRODUCE

This part is straightforward but not always easy. You have to make sure you lay out the steps in an easy-to-follow way so that the developer can easily reproduce the bug on their end.

1. Launch App > Messages > New Message.
2. Enter recipient and message but leave "Subject" blank.
3. Tap Attach > Image and choose ABC.jpeg (attached to report)
4. Tap Send

**Tips:** double check your repro steps once you've written them to make sure you haven't left out any important details.

Last but not least, after you're done with the steps to reproduce, include the environment setup and configuration information, such as OS, system build and platform etc.

Include any additional information such as URL, crash data, regression range etc.

Attach all relevant files (screenshots, screen recording etc.)

## EXERCISE 1B

**It's time for you to write a bug report of your own! It can be an actual bug you've observed or a fictional bug you've made up.**

Make sure to include:

1. Summary
2. Severity/Priority
3. Description
4. Expected Result
5. Actual Result
6. Steps to reproduce
7. Environment
8. Additional information

## EXERCISE 2

**Read the article on important soft skills and note down 7 new phrases you've learned from it. Use them in your own sentences.**

**READ THE ARTICLE >>**



# GLOSSARY OF TECHNICAL TERMS

**Setback** — something that happens that delays or prevents a process from developing.

**URL (Uniform Resource Locator)** — an address that shows where a particular page can be found on the World Wide Web.

**Bug report** — something that stores all information needed to document, report and fix problems occurred in software or on a website.

**Run (a test)** — perform (a test).

**Bug** — an error in a computer program or system.

**Feature** — a unit of functionality of a software system.

**Agile software development** — a set of practices intended to improve the effectiveness of software development professionals, teams, and organizations.

**User story** — an informal, natural language description of features of a software system written from the perspective of an end user.

**Argument** — a value that is passed between programs, subroutines or functions

**Iteration** — a process where a set of instructions or structures are repeated in a sequence a specified number of times or until a condition is met.

## **If you want a little extra practice:**

Glossary of QA terms:

[VIEW GLOSSARY >>](#)

Fun stuff

Do you have a website that needs to be checked for issues? Try using an online checker like this one.

[ONLINE CHECKER >>](#)