

Testing 5000 Apps in 4 Weeks



Case Study: Facebook

Millions of websites and apps use Facebook Login to allow their users to log in with their Facebook identity and simplify app account creation.

Facebook announced that they would be migrating to the Facebook Graph API v2.0 and enforcing Login Review for all apps. This was done to give people improved privacy controls when using Facebook Login.

Challenge

Before the deadline, a number of developers using Facebook Login had yet to make the switch. The API & Login Review changes were not scheduled until April 30th, so nothing had been broken yet.

In order to reduce the number of Facebook Login failures on apps post migration, and to maintain the integrity of the tools people using Facebook expect, Facebook decided to test the largest 5,000 apps using Facebook Login across various devices and operating systems.

The outcome of this test would give Facebook actionable feedback to share with developers on how apps would respond after the API change.

Doing this testing at scale internally presented a resource challenge for Facebook and a distraction from the overall migration.

The Facebook logo, consisting of the word "facebook" in a bold, blue, lowercase sans-serif font.

Founded in 2004, Facebook's mission is to give people the power to share and make the world more open and connected. People use Facebook to stay connected with friends and family, to discover what's going on in the world, and to share and express what matters to them.

Website: www.facebook.com
Country: USA

“Instead of testing the top 500 apps as planned, partnering with Global App Testing allowed us to increase our testing surface area by an order of magnitude within the same time window.”

Reagan Williams, Platform at Facebook

Global App Testing Process

Facebook partnered with Global App Testing to help scale their testing.

Within a week, Global App Testing digested Facebook's needs, worries and goals and set up an infrastructure to focus on speed, lightning-quick communication and a seamless process. They reached out to their elite community of professional testers from around the world and recruited 100 of the best and most relevant testers based on their expertise in finding bugs in social integrations through past test cycles with Global App Testing.

Global App Testing then adjusted their flow to specifically fit Facebook's needs and in addition to sending out bug reports, they created a special dashboard that provided detailed results on every app. This gave the Facebook team the ability to quickly pinpoint issues with each app and be able to check on progress during the entire test cycle.

Over one thousand apps had been tested within the first week of the test cycle, which allowed the team to begin contacting developers well before the deadline. For any bugs that needed further assistance due to their complexity, Facebook had Global App Testing on speed dial and knew a resolution was only a quick call away.

Global App Testing Results

Testing Scaled at Speed - In just over four weeks, Global App Testing tested 5000 apps and found critical issues in over 900 cases - which could have damaged Facebook's reputation.

Clear and Concise Bug Reports - Provided clear and concise bug reports, which then allowed developers to quickly spot the issue for an easy fix. The API migration was a success with no negative impact on the Facebook users.

Clear Visibility and Control - Through weekly reports and a dashboard with detailed results, the Facebook Platform team had complete visibility over progress of the entire test cycle, increasing confidence and removing stress during a high-pressure situation.

About Global App Testing

Internationalising software at speed has become increasingly challenging with the vast combination of new devices, operating system upgrades and global network providers. Not considering international markets results in a painful customer experience, slower international growth and opportunities for more agile local competitors to take market share.

We allow tech teams to leverage over 20,000 vetted professional testers with real devices in real environments in over 105 countries.

Global App Testing was selected as one of the fastest growing technology companies in the UK.

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