Application Monitor: Adding games to crowd-sourced testing

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In today’s world, delivering quality is getting harder.
You are at this conference to learn new ways to tackle this.
Crowdsourced testing is a promising approach BUT ...
You need a remote control
This talk covers our attempt to build this remote control mechanism.
But first, let's go over some basics
Productivity games?
The idea is to introduce game elements into an employee’s workflow
A great example of a productivity game is the Language Quality Game.
Dogfooding?
It allows teams to get broad coverage against many configurations.
Participants are volunteers that like to try out new products and help out.
How it all started
We had figured out how to measure performance in a lab setting.
But it was unclear what performance was outside the lab.
We needed to remove the fog around this data.
Enter Application Monitor
It measures performance on a user’s machine.
And then sends it back to us
This enabled tracking performance on real user’s machines.
Let's talk about the games now.
We started with Easter eggs
These display on a user’s screen when they complete scenarios.
This encouraged deep exploration of features.
Here’s an example.
Here’s another.

HMMFT! You found me. Nice work. Just don't tell anyone where I was, OK?
Then we moved on to a richer set of themed games

- **Halpipe Qualifications**
  Participate in application sharing and conferencing scenarios in Communicator. Use OCSonar to monitor scenario performance and completion.

- **Curling Qualifications**
  Participate in contact management and basic connectivity scenarios in Communicator. Use OCSonar to monitor scenario performance and completion.

- **Luge Qualifications**
  Contribute to the bug bash. Discover hidden awards as you make your way through Communicator scenarios.

- **Nordic Combined**
  Tackle old bugs to see if they still repro. Submit feedback on dogfood builds.
Users self-selected into teams.
The goal was to collect achievements and to get on the leaderboard.
Here’s an example of a leaderboard

<table>
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<tr>
<th>Rank</th>
<th>Athlete</th>
<th>Score</th>
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</thead>
<tbody>
<tr>
<td>1</td>
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<td>9,238x</td>
</tr>
<tr>
<td>2</td>
<td>MNE</td>
<td>1,398x</td>
</tr>
<tr>
<td>3</td>
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<td>1,232x</td>
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<td>637x</td>
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<td>496x</td>
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<td>6</td>
<td>JAM</td>
<td>428x</td>
</tr>
<tr>
<td>7</td>
<td>CHN</td>
<td>390x</td>
</tr>
</tbody>
</table>

Launch Communicator
Onward to the “Spell Communicator” game
The goal was to get all the letters to light up by exercising scenarios.
And we’re now at the finish line
We were successful to an extent
Even when people tried to “cheat/ game the system "

[Image of students in a classroom setting]
We also encountered inevitable roadblocks along the way
Credits

My co-authors Marcelo and Harry.
Our reviewers Ganesh and Ian.
Mike Jackson for the original design.
Ross Smith for his support and evangelization.
Josh Williams for his game master role.
The dogfood users who made this possible.
Microsoft Clip Art for the images.
Thanks for listening!