



CHECKLIST: Continuous Testing Readiness

Does your organization have the systems, processes, and organizational alignment in place that will enable you to take full advantage of continuous testing practices? This checklist outlines many of the foundational characteristics that have helped teams like yours achieve measurable successes with continuous testing – including faster development cycles, improved efficiency, and less rework in QA.

| Capability | In Place Today | Owner/Implementation Path |
|--|----------------|---------------------------|
| We have fully implemented a DevOps approach, or we have processes in place that enable the development and operations areas of our organization to work collaboratively with business leaders throughout development cycles. | | |
| We have a team in place to oversee the ongoing development and execution of tests. | | |
| We can generate test scripts with a fair amount of automation. | | |
| We have the capacity to generate synthetic traffic for testing. | | |
| We are able to test multiple channels (phone, web, SMS, etc.), and have a scalable test plan that will allow us to test new channels as they are added in the future. | | |
| Our success/fail test reporting is clear and thorough, allowing us to align results with user stories so we can make appropriate changes to UI/UX. | | |
| We are able to capture full test audit logs that help developers with debugging and feedback. | | |
| We are ready to build multiple automated test suites to cover the full spectrum of end-to-end functional, regression, load and performance testing. | | |
| We are equipped to test and monitor the live production environment. | | |
| We can use APIs to facilitate automation and tight integration in our contact center software delivery pipeline. | | |
| We have reviewed the full scope of our customer experience (CX) delivery and prioritized where it makes sense to begin implementing continuous testing first, to have the greatest impact. | | |

Continuous testing plays a critical role in managing the increasing complexity and changing demands of today’s digital-first economy. Cyara delivers automated continuous testing solutions to help you optimize customer experiences with less risk, effort, and long-term cost!

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