

# Bug Hunts Success Stories

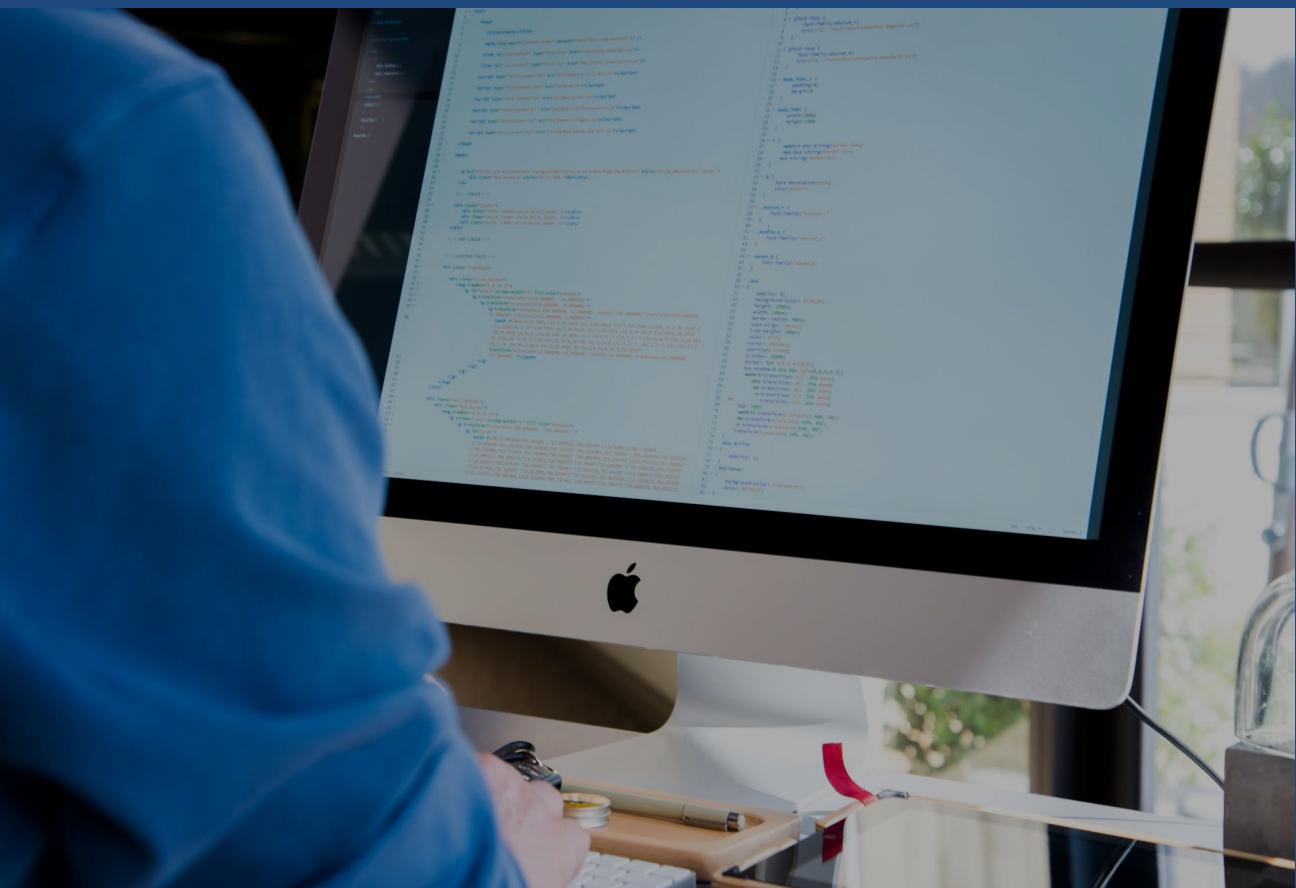
# Unit 1 / Ta-Da / Prosumia / A. Mercado Subastas

# Adrián Mercado®

## UNIT 1

# Ta·Da

prosumia



# Overview

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Companies relying on digital platforms to offer their products and services face a constant challenge: ensuring a seamless and error-free user experience. Whether in mobile applications, e-commerce websites, or government systems, usability and functionality issues can directly impact sales, reputation, and user satisfaction. Many of these companies did not have an internal QA team or a budget allocated for it at the time of hiring the Bug Hunt. This made the ***Bug Hunt methodology*** a suitable and cost-effective solution for identifying and resolving critical issues before they affected operations. By offering a high return on investment, ***Bug Hunts prove to be an excellent option when balancing cost and results obtained***. Through this approach, BairesQA has helped multiple clients enhance their product quality without the need for a dedicated QA department.

# Challenges Unit 1

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A manufacturer of smart helmets for bicycles with a mobile application that allowed users to pair devices with their phones via Bluetooth. They received multiple user complaints about errors in the application, especially after firmware updates in helmets, remote controls, and LED lights. Some of the most critical bugs identified included:

- Helmets losing synchronization with the app after a firmware update.
- Erratic behavior of remote controls managing turn signals.
- Confusing flows for the initial configuration of multiple helmets.

# Challenges Ta-Da

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An online beverage delivery store facing sales conversion issues due to geolocation failures and limitations in their Google Maps API, which prevented proper order processing. The most severe issues included:

- Checkout failures when combining certain products that could be purchased separately.
- Use of a free version of the Google Maps API, limiting the number of daily requests and preventing users from entering delivery addresses. This limitation was identified during a stress test, which revealed that the platform could not handle more than 100 requests per day

# Challenges Prosumia

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A company that developed a renewed government portal and required an independent assessment of the system before launch. Additionally, they needed to validate the functionality of a WhatsApp chatbot handling multiple flows for scheduling appointments, checking the status of procedures, and providing general information. The most critical issues detected included:

- Duplicate appointment reservations for different government procedures.
- Broken links in portal content.
- Incorrect chatbot responses on WhatsApp despite selecting the correct options.

# Challenges Adrian Mercado

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The company, a leading player in auctions market in Argentina, developed a new module for online auctions. They wanted to assure a high quality product before going live. BairesQA helped to find a high number of bugs that saved money and reputation before the solution was implemented in production. The most critical issues detected included:

- Issues with credit to make offers in different auctions
- Missing of critical validations of personal data
- Problems when sending proof of deposits
- Broken functionalities in backend portal

# Solutions Implemented

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BairesQA implemented customized Bug Hunts for each client, focusing on detecting critical issues in short time frames:

- For **Unit1**, we established a strategy of ad-hoc tests executed regularly with a monthly hour package, covering different combinations of mobile devices and connected accessories. We used Mantis for bug tracking and TestLink for test execution tracking, integrating them into a domain provided by the client.
- For **Ta-Da**, we conducted four Bug Hunt cycles of approximately 80 hours each, evaluating the store on laptops, desktops, mobile devices, and tablets to identify technical and usability issues.
- For **Prosumia**, we carried out two intensive Bug Hunt cycles, one on the government portal and another on their WhatsApp chatbot, ensuring system stability and a seamless user experience. Mantis was implemented as the error management tool.

# Solutions Implemented (cont.)

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- For **A. Mercado** we carried out two intensive Bug Hunt cycles of 40hs each evaluating the frontend and backend on laptops, desktops, mobile devices, and tablets to identify technical and usability issues.

To ensure adequate test coverage, we agreed with each client on a wide range of devices and operating system versions. Particularly for mobile applications, we covered different versions of Android and iOS, as well as various screen sizes.

Each reported bug followed a structured format previously defined with the client, including:

- Descriptive title
- Steps to reproduce the issue
- Expected vs. Actual results
- Categorization of impact in terms of severity, criticity, and urgency
- Attachments: Screenshots, videos, and logs when applicable.

# Results

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- **Unit1:** In the first Bug Hunt, over **50 bugs were detected in 3 days**. Through periodic testing, the company reduced errors by **70%**, even with the addition of new functionalities. They also reported a **significant improvement in user experience** within their app.
- **Ta-Da:** In each testing cycle, we identified critical errors affecting sales conversion. With the corrections implemented, they reduced bugs by **65%**, improving the platform's stability and usability.
- **Prosumia:** In the first Bug Hunt on the government portal, **over 60 bugs were reported in 3 days**, some of which severely impacted the client's reputation. Later, in just **48 hours of testing**, we found **45 additional bugs** in their WhatsApp chatbot. As a result, the client successfully launched their portal on time with the expected quality.

# Results (cont.)

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- **A. Mercado:** In each testing cycle, we identified critical errors affecting main functionalities both in backend and frontend applications. We found a total of 92 bugs in both cycles.

# Conclusion

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BairesQA's **Bug Hunts** have consistently demonstrated their value as a **powerful and agile solution** for companies facing critical operational challenges. By providing a **rapid, independent, and thorough** evaluation of digital platforms, this methodology has empowered businesses to **detect and resolve high-impact issues before they escalate into costly crises**. Whether addressing **complex hardware ecosystems with multiple device integrations**, **e-commerce platforms struggling with conversion bottlenecks**, or **government portals where reliability and reputation are paramount**, Bug Hunts have proven instrumental in **enhancing product quality, mitigating risks, and ensuring seamless user experiences**. By bridging the gap between **limited QA resources and the need for high-quality digital solutions**, BairesQA continues to help organizations **optimize performance and build confidence in their platforms**.

# Thanks!



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