

# Experience Test Report

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Date: 21st August 2024

URL: <https://testrigor.com/>

Title: **AI-Based Test Automation Tool - TestRigor Software**

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## **Mission**

The mission for this exploration was clear: evaluate TestRigor's bold claim of delivering AI-driven test automation that's "100x faster." As a tester, I'm always intrigued by such promises, but I prefer to assess whether the tool stands up to the real-world expectations of testers like myself.

## **Coverage**

I began my journey by visiting TestRigor's homepage/landing page (<https://testrigor.com/>) and signing up for their free trial. I covered the following areas during my exploration:

1. **Sign-up and onboarding experience:** From registration to receiving a confirmation email.
2. **Understanding the plan selection:** Navigating through plan options, or the lack thereof.
3. **Creating and running test suites:** Generating test cases using their AI-driven features.
4. **Analyzing user experience:** Evaluating responsiveness, feedback, and overall functionality.

## Obstacles

Here's where things became pretty interesting:

1. **Lack of Plan Clarity**
2. **Persistent loading icons and poor error handling.**
3. **Endless Spinner**
4. **Input Field Issues** (Input fields had no text limits)
5. **Vanishing Test Cases** (Buggy AI-Generated Test Cases)
6. **Mysterious Test Runs**
7. **Clunky Custom Test Case Creation**

## Audience

This report is aimed at two primary audiences:

1. **TestRigor Development Team:** To provide detailed feedback on the usability issues and bugs I encountered. The goal is to highlight areas where the platform needs significant improvement to become a reliable tool for testers.
2. **Fellow Testers:** To give an honest, first-hand account of what it's like to use TestRigor. If you're considering using this tool, this report will help you understand the challenges and frustrations you might face.

## Status

As of now, my testing is stalled due to the numerous bugs and unclear processes. The tool's current state makes it difficult to continue with confidence. The disappearance of AI-generated test cases and the lack of meaningful feedback left me frustrated and uncertain about next steps. The absence of reliable user support features made the experience feel more like beta testing than using a finished product.

## Techniques

Following is some of the techniques applied on the tool to assess the tool's behavior under realistic and extreme conditions:

1. **Exploratory Testing**

2. **Boundary Testing**
3. **Negative Testing** & more

My approach here was exploratory testing. I deliberately pushed the platform's limits, using unexpected data inputs and unconventional workflows to see how it handled them. I wanted to gauge how robust and user-friendly the platform was, especially for testers who are new to the tool and might not want to read through extensive documentation.

## **Environment**

Testing was conducted on Firefox, one of the recommended browsers (the other being Chrome). My environment was typical for a tester's daily workflow, moving from sign-up through to creating and running test cases on the platform's AI-driven system. Despite sticking to the platform's suggested browser, I encountered several usability and performance issues.

## **Risk**

The primary risk lies in the tool's reliability and AI performance. Unclear instructions, inadequate error handling, and unresolved bugs could lead to significant time loss, limiting the tool's utility in production environments.

1. **Trust Issues with AI**
2. **User Frustration and Abandonment**
3. **Reliability Concerns**

## **Conclusion**

My experience with TestRigor so far has been fraught with challenges. The potential is there—AI-driven automation is an exciting concept—but the execution falls short. For TestRigor to live up to its promises, the platform needs to address these critical issues and make the user experience smoother, more intuitive, and reliable.

## **Exploratory Testing and Observations**

→ Visited the URL : <https://testrigor.com/> (url title: [AI-Based Test Automation Tool \[2024\] - testRigor Software Testing](#)).

**#1 Generative AI-based Test Automation Tool**

With testRigor, you can use free-flowing plain English to build test automation. testRigor will understand and execute your instructions exactly as written. The way testRigor operates is by translating high-level instructions like `purchase a kindle` into a more specific set of steps such as:

```
enter "kindle" into "Search"
press enter
click "kindle"
click "Add to cart"
```

You always have the ability to correct these instructions and expand upon them using supported commands found [here](#). See how it works [here](#).

[Request a Demo](#) [Start testRigor Free](#)

36,000+ companies rely on testRigor for QA. [See case studies](#)

USDA United States Department of Agriculture | CISCO | esri | PERFICIENT | businesswire | infor

### How Does It Work?

Build test automation 100X faster and spend 200X less time maintaining it!

- ✓ Generate tests out of the box
- ✓ Copy-paste (or import) your manual test cases into testRigor
- ✓ Correct/expand using built-in plain English instructions
- ✓ Enjoy!

→ Clicked on the “Start testRigor Free” button

[Request a Demo](#) [Start testRigor Free](#)

→ And got directed to this page [Sign Up Form - Free Account - testRigor AI-Based Automated Testing Tool](#) as shown in the image

**testRigor** Why testRigor? AI Testing Features Resources ERP Testing Case Studies Login Sign Up Request a Demo

## Create a New Account

Fill out the form to register for a 14-day trial for a **Private Complete**

**First Name\*** **Last Name\***

First Name\* Last Name\*

**Email\*** **Company name\***

Email\* Company name\*

**Password\*** **Password Confirmation\***

Password\* Password Confirmation\*

At least 8 characters  
At least 1 upper case letter (A-Z)  
At least 1 lower case letter (a-z)  
At least 1 number (0-9)  
At least 1 special character (!@#\$%^&\*)

**Register Now**

**Keith Powe**  
VP Of Engineering -

**Sagar Bhute**  
Director of QA -

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HIPAA COMPLIANT

**FREE PUBLIC**  **Public Open Source**  
Free forever  
All tests and test results are PUBLIC open source, anyone can see and you can share your results as a unique public URL.

**PRIVATE**  **Private Linux Chrome**  
From \$99 / month  
Plan available only until August 1, 2024.  
14-day trial, including one private test suite and parallelization for running tests exclusively on Linux Chrome, featuring AI-based test generation and execution.

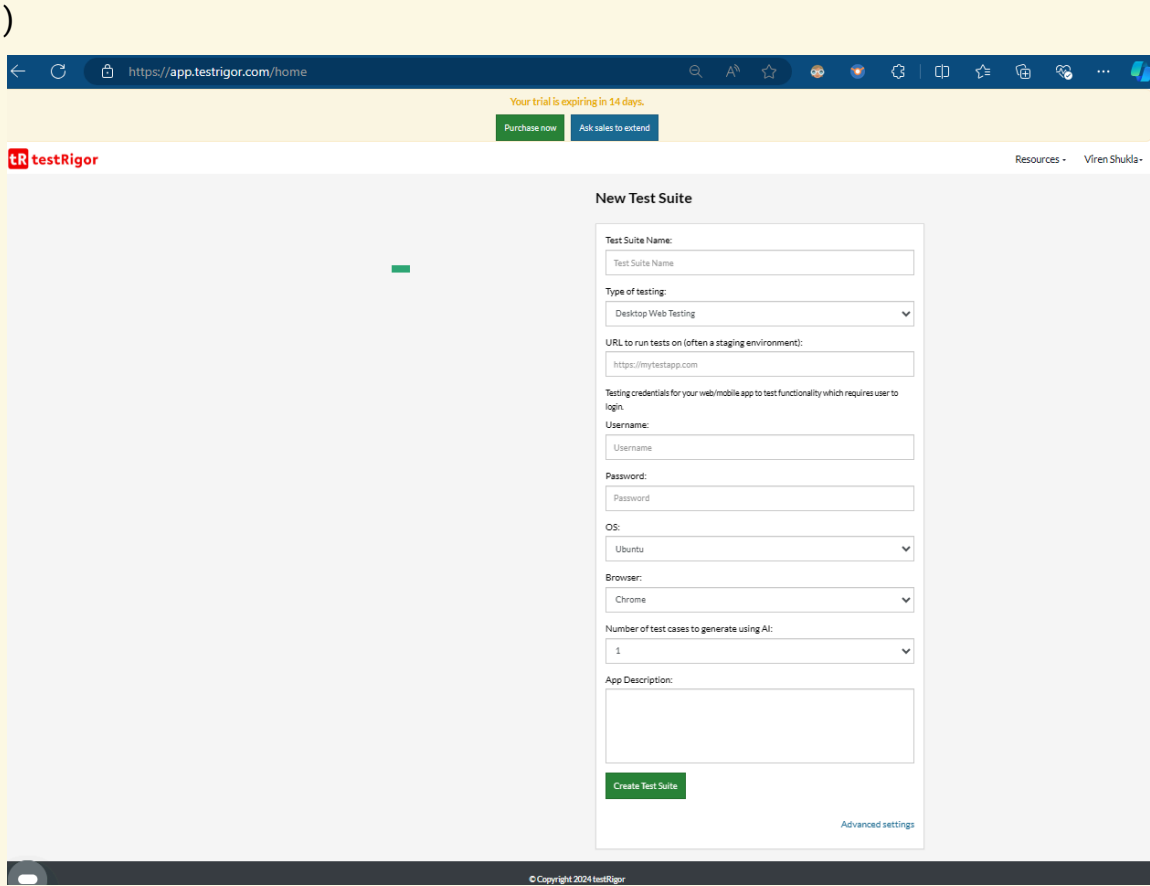
**PRIVATE - MOST POPULAR**  **Private Complete**  
From \$900 / month  
14-day trial, including one private test suite and parallelization for running tests on Ubuntu, Windows, Mac, Android, iOS, and Windows Native, featuring all AI capabilities.

**ENTERPRISE**  **Custom Pricing**  
Contact us for personalized enterprise offers.

### Compare the Plans

	Public	Private Linux Chrome	Private Complete	Enterprise
Test cases, test data, screenshots and recordings are private	<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

→ I registered with a gmail account and got directed from the confirmation mail link to here <https://testrigor.com/sign-up/> ([testRigor - AI-Based Test Automation Tool](#))



## Issues Found on this page

<https://app.testrigor.com/home> (apparently Home Page as can be seen in the URL/resource)

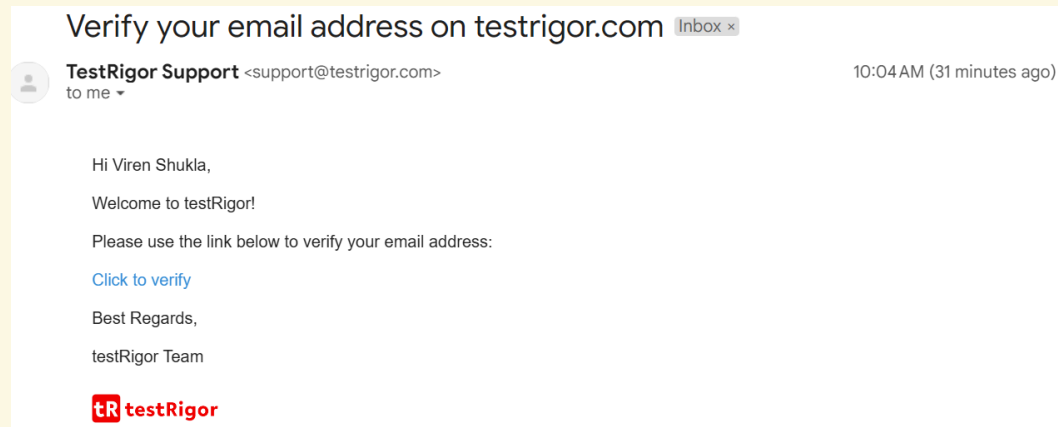
1. At this step, I have no idea which plan I have select from the registration page neither it is available to check via any option or button or link or even in the mail I got for confirmation

### a. Plans

FREE PUBLIC	PRIVATE	PRIVATE MOST POPULAR	ENTERPRISE
<b>Public Open Source</b> Free forever	<b>Private Linux Chrome</b> From \$99 / month <small>Plan available only until August 1, 2024.</small>	<b>Private Complete</b> From \$900 / month	<b>Custom Pricing</b> Contact us for personalized enterprise offers.
All tests and test results are PUBLIC open source, anyone can see and you can share your results as a unique public URL.	14-day trial, including one private test suite and parallelization for running tests exclusively on Linux Chrome, featuring AI-based test generation and execution.	14-day trial, including one private test suite and parallelization for running tests on Ubuntu, Windows, Mac, Android, iOS, and Windows Native, featuring all AI capabilities.	

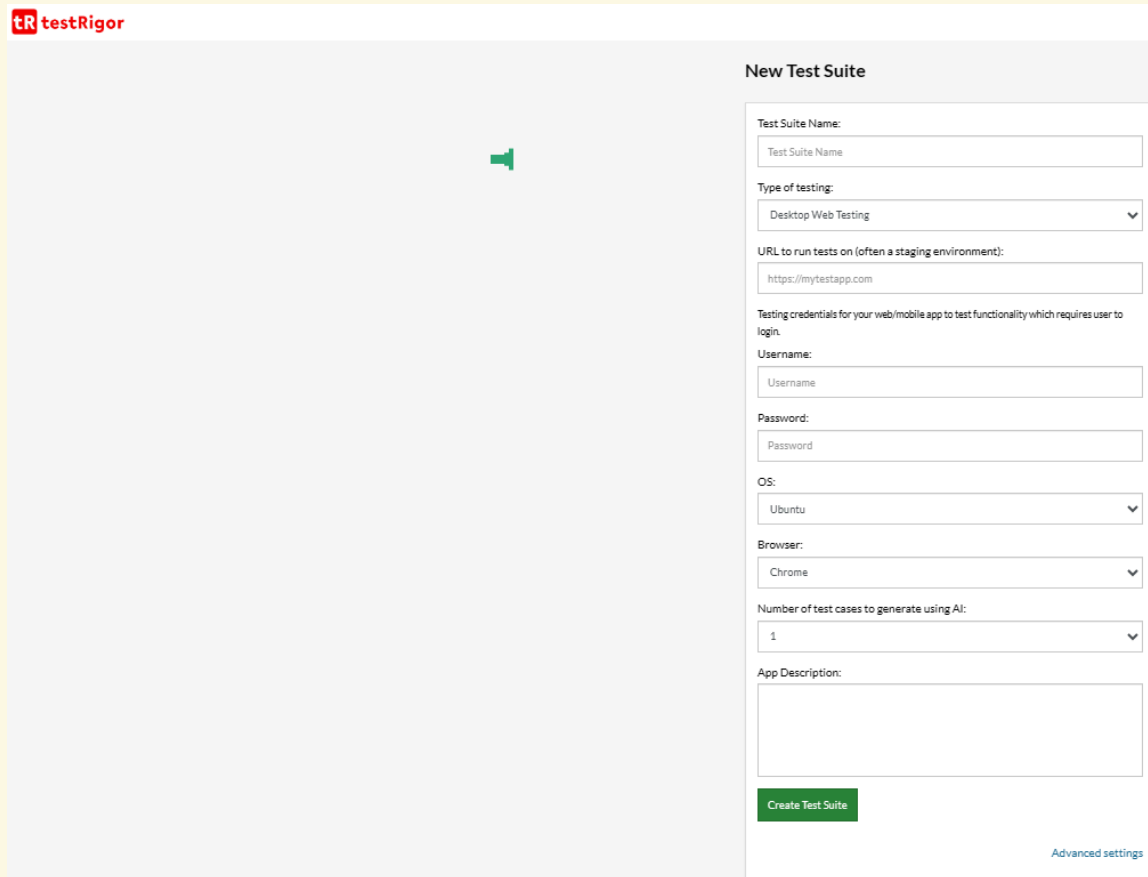
*Will I have to register with another account to select the 1st option of "Public Open Source"? Or can I operate with the same account? Instructions are not available and no Help menu here! **Are there any methods to change my plan from private to public open source?***

**b. Email**



***Even the email has no mention of what plan I got in!***

2. What is loading on the left side? Continuously green spinner loading icon from last 20 mins or forever



testRigor

### New Test Suite

Test Suite Name:

Type of testing:  
Desktop Web Testing

URL to run tests on (often a staging environment):

Testing credentials for your web/mobile app to test functionality which requires user to login.

Username:

Password:

OS:  
Ubuntu

Browser:  
Chrome

Number of test cases to generate using AI:  
1

App Description:

[Create Test Suite](#)

[Advanced settings](#)

3. **Why are colons used in the titles of Input Fields?** It's unusual and inconsistent with general forms.
4. No text-word limit placeholder available to type inside the input fields/boxes
5. No warnings or error messages while typing obnoxious and extremely large data in these fields, **No word limit again!**





Browser:

Firefox

Number of test cases to generate using AI:

200

App Description:

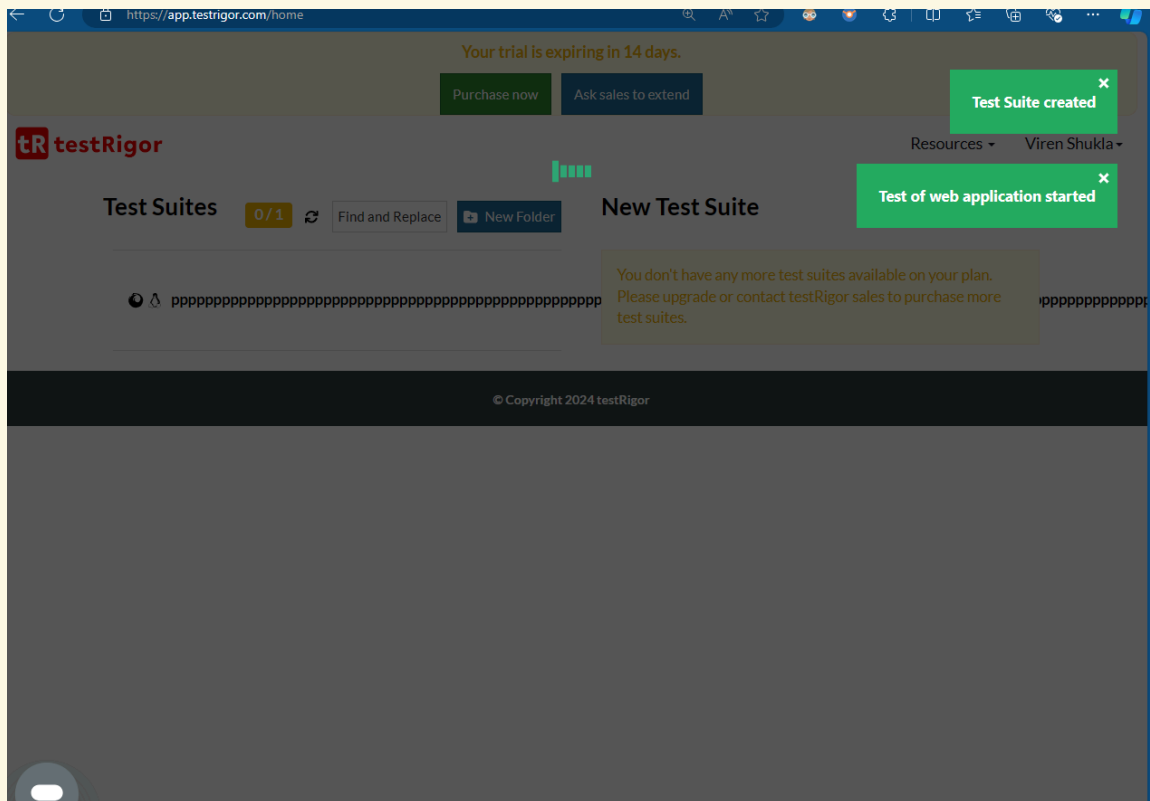
|

Create Test Suite

[Advanced settings](#)

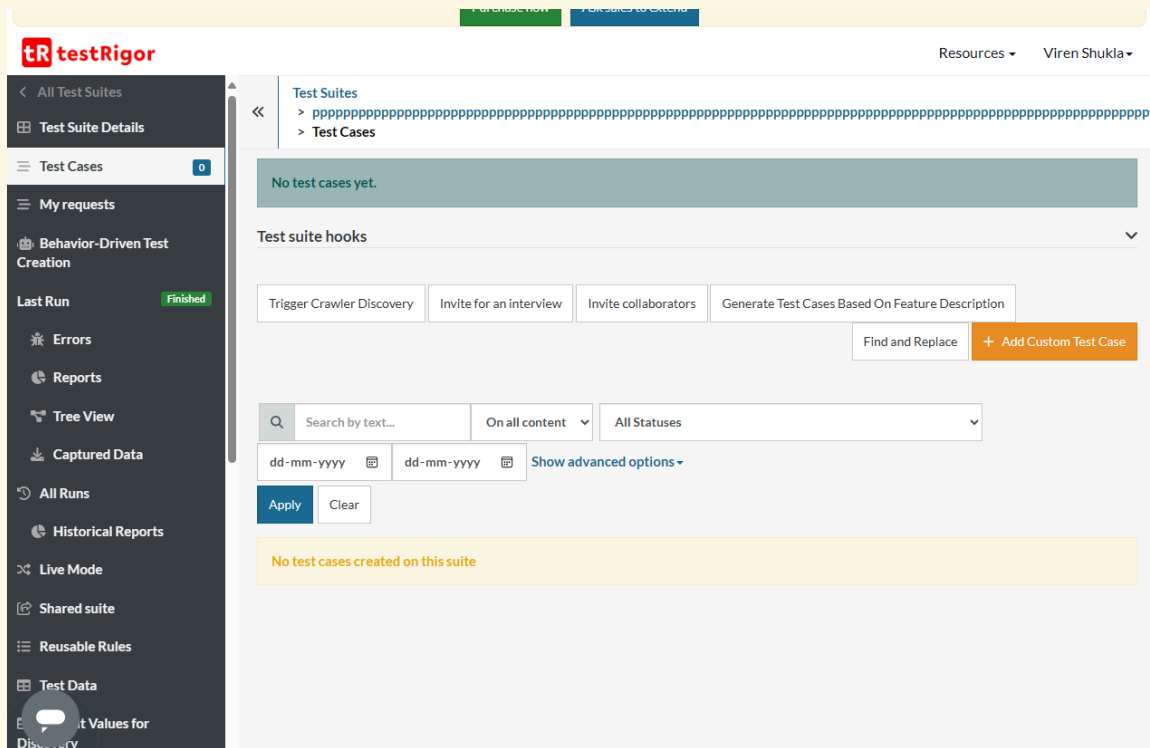
7. I pasted whole web page text from this url: <https://www.lipsum.com/> into the above App Description input field and clicked on "Create Test Suite" button and surprisingly testRigor went on to process the New Test Suite with such weird data inputs and green dialogue boxes of Test Suite created and test started

prompts appeared.



8. After this absurdity a dialogue box appeared with number of test cases claimed to be generated via AI (*need to research on this AI algorithm, is it owned by testRigor or a third party service and on what parameters does it creates test cases and need to be further compared with famous Generative AI tools available in the market*). But before I could just see or count or click on the available buttons on the prompt window, **it got closed due to accidental mouse click/touchPad touch outside of that prompt window! No prompting back about are you sure you want to close it?**
9. ***I got overwhelmed by this unexpected burst of frustrations due to this!*** I mean now I will have to create a New Test Suite again?
10. And now I can't get to see those AI generated test cases, I was hoping to see the claims of testRigor!
11. Huge bug for me that I cannot get to that prompted window! **Session Lost**

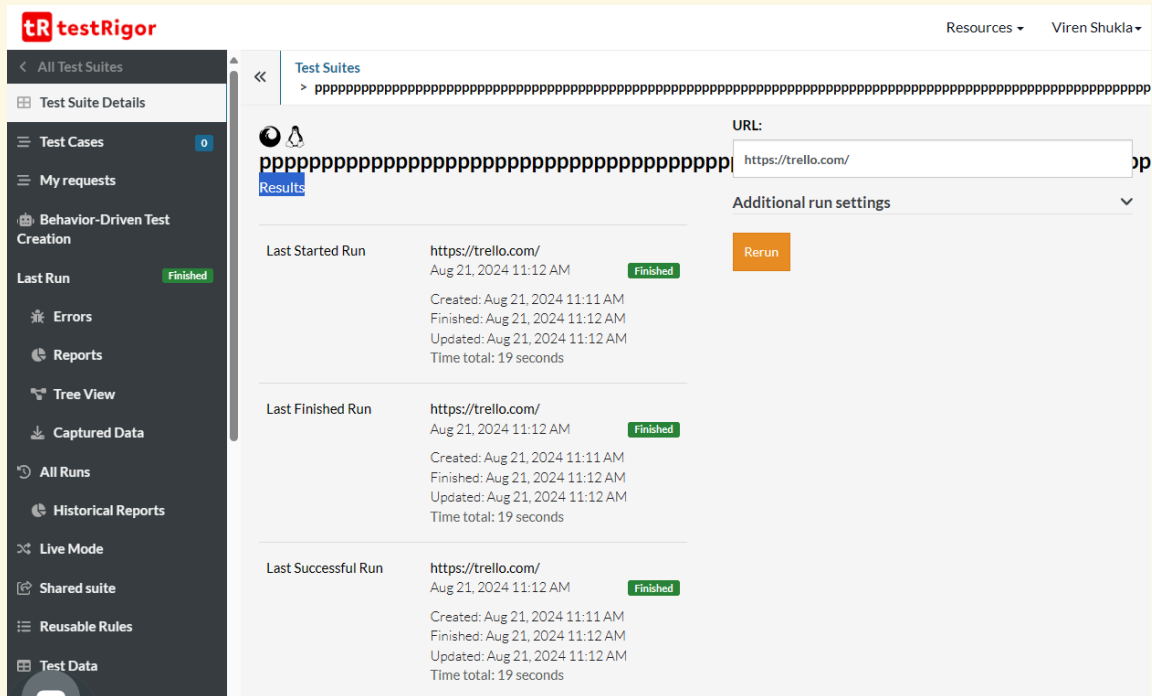
12. Now I am on this page



Showing warning message of “**No test cases created on this suite**”. That means the earlier AI generated test cases are gone probably.

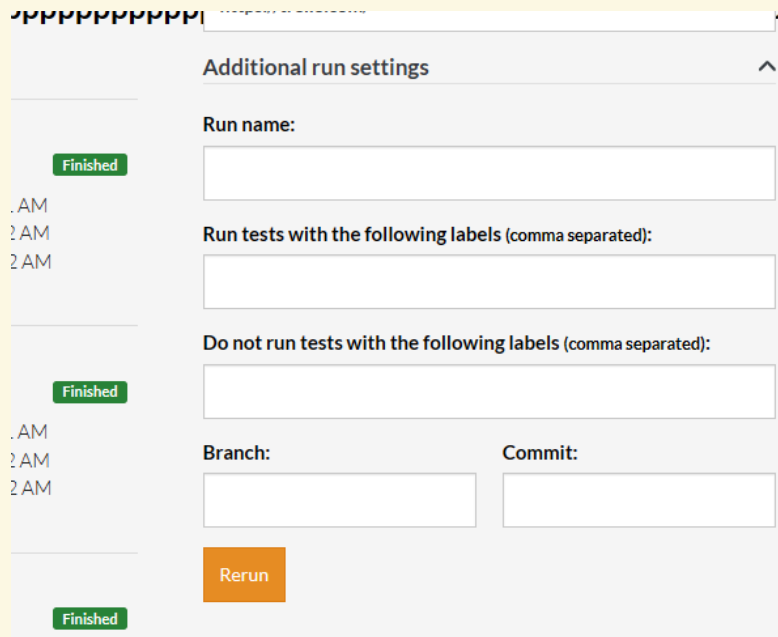
13. At this stage after clicking on **Test Suite Details** option in the LHS Menu column I got Test Suites Results or we can say **01 testRigor\_FaultyTestRun.mp4** (See

the Video).

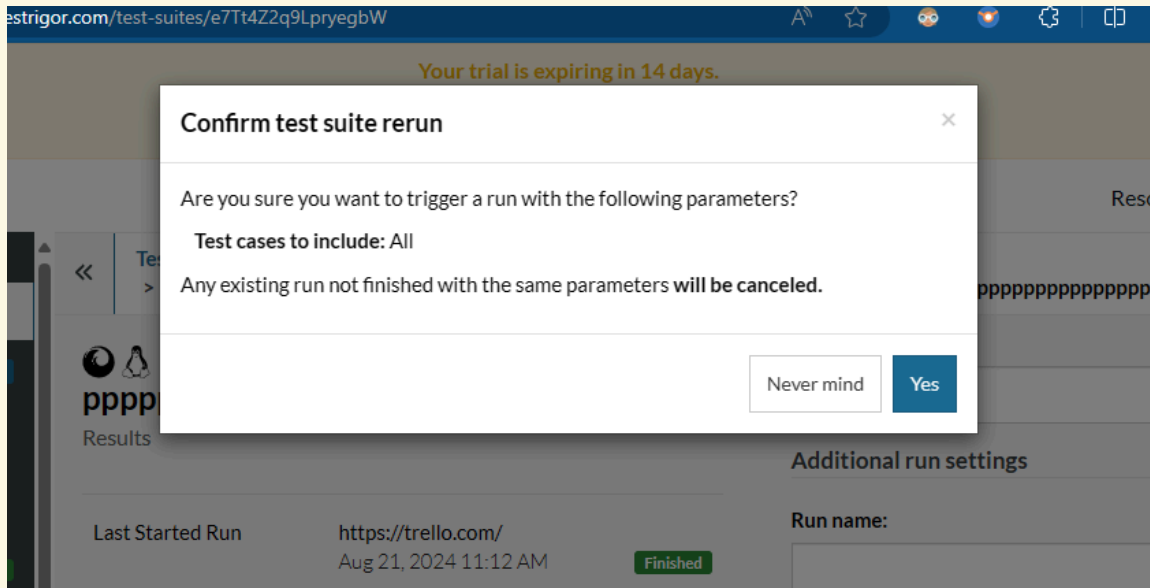


14. Currently I have not run any kind of test cases but it is showing me **Last Started Run, Finished Run and Successful Run**. **When did I do this?**

15. Clicking on **Additional run settings** I got these dropdown form to run the Test Suite



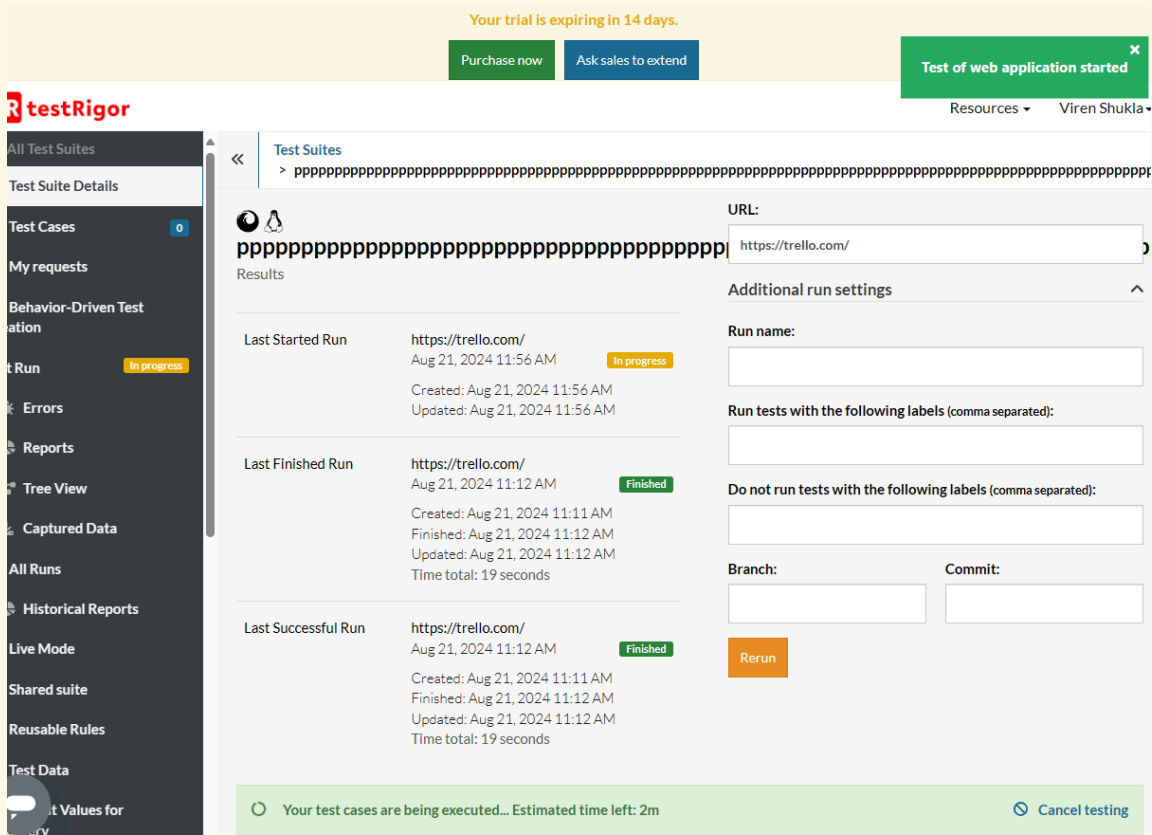
16. Without filling the form I clicked on the **Rerun** button and guess what **no error messages again!** Instead I got this prompt 🙄



What to do now?

17. Why is this parameter prompt empty? Are you sure you want to trigger a run with the following parameters?
- Test cases to include: All**
18. **This decision to choose between “Never Mind or Yes” is tearing my conscience apart!**
19. I’m **clueless**—what’s the right move? There is now option to see which parameters the prompt window is asking about, neither there is an option or link to see those params.
20. Clicking on “Never Mind” closes the prompt. Thankfully!

21. What if I clicked on Yes? I clicked yes and it started doing something and given a message at the bottom



22. And then stopped in a few seconds with the message “no test cases yet”. But it shows 18 seconds Last Run (Started, Finished, Successful).

How? Will it have to be compared with a timer?

The screenshot shows the 'Test Suites' configuration page. On the left, there is a table with three rows of run results:

Run Type	URL	Status	Created	Finished	Updated	Time total
Last Started Run	https://trello.com/	Finished	Aug 21, 2024 11:56 AM	Aug 21, 2024 11:56 AM	Aug 21, 2024 11:56 AM	18 seconds
Last Finished Run	https://trello.com/	Finished	Aug 21, 2024 11:56 AM	Aug 21, 2024 11:56 AM	Aug 21, 2024 11:56 AM	18 seconds
Last Successful Run	https://trello.com/	Finished	Aug 21, 2024 11:56 AM	Aug 21, 2024 11:56 AM	Aug 21, 2024 11:56 AM	18 seconds

At the bottom of the table, it says 'No test cases yet.' On the right side, there are configuration options:

- URL:
- Additional run settings (expanded):
  - Run name:
  - Run tests with the following labels (comma separated):
  - Do not run tests with the following labels (comma separated):
  - Branch:
  - Commit:
  - Rerun button

23. Now coming back to the initially landed page settings

The screenshot shows the testRigor main interface. On the left is a dark sidebar with navigation options: All Test Suites, Test Suite Details, Test Cases (0), My requests, Behavior-Driven Test Creation, Last Run (Finished), Errors, Reports, Tree View, Captured Data, All Runs, Historical Reports, Live Mode, Shared suite, Reusable Rules, Test Data, Default Values for Discovery, and CI/CD Integration. The main content area shows the 'Test Suites' configuration page, which is identical to the one in the previous screenshot. At the bottom of the main content area, there is a yellow banner that says 'No test cases created on this suite'.



24. Now when I clicked **+Add Custom Test Case** another pop up window appeared where I needed to give **Description** (with no limit of words) and **Custom steps new line separated** (again no limit of words). In between 2 buttons are available that claim to generate sample and actual tests using AI. I clicked on the **Generate sample test using AI** button and got 33 test cases 🙄 However it never asked me which website to test or what is your purpose for testing or is there any agenda? So far instructions are pretty unclear!

**Add a new custom steps test case**

Please, enter test case description and steps

**Description:**

User Onboarding and NavigationUser Onboarding and NavigationUser Onboarding and NavigationUser Onboarding and NavigationUser C

**Generate sample test using AI** **Generate actual test using AI**

**Custom steps new line separated:** [Documentation](#)

```
18
19 Return to the application and click on the 'Login' or 'Sign In' button
20
21 Enter your registered email address and password in the respective fields
22
23 Click on the 'Login' or 'Sign In' button to access your account
24
25 Familiarize yourself with the dashboard or main interface of the application
26
27 Locate the navigation menu, usually found at the top or side of the page
28
29 Explore different sections of the application by clicking on various menu items
30
31 Use any available search or help features to find specific information or assistance
32
33 Log out of your account by clicking on the 'Logout' or 'Sign Out' button when finished
```

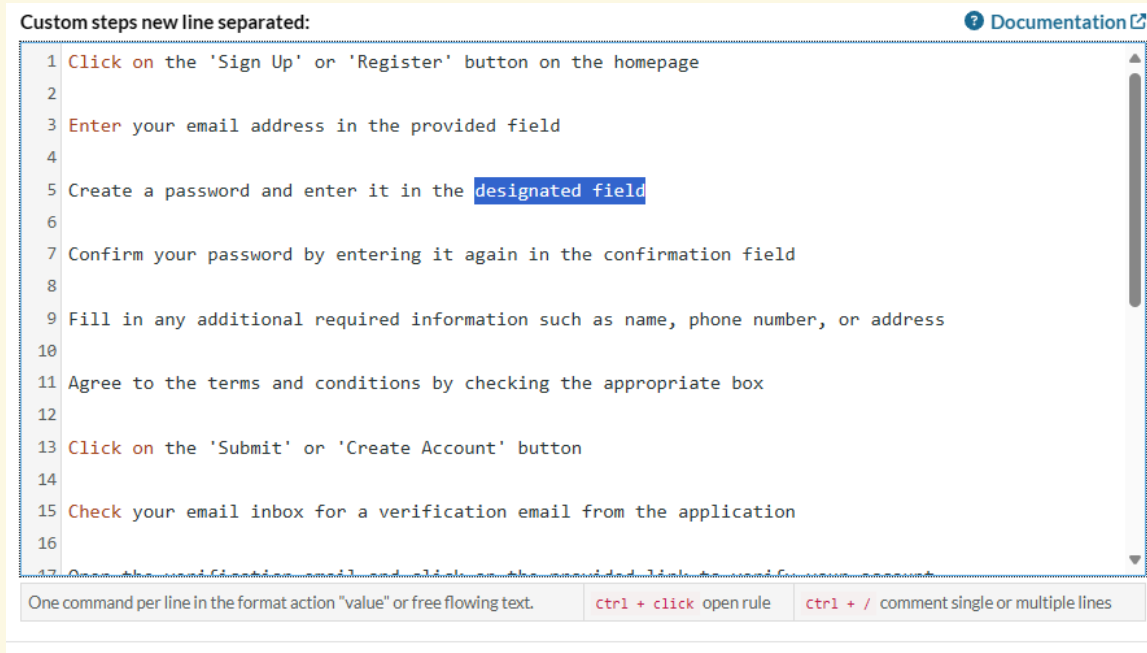
One command per line in the format action "value" or free flowing text. **Ctrl + click** open rule **Ctrl + /** comment single or multiple lines

**Add and Run**

- You can see I have pasted a large set of strings on the Description box and there is no error message.
- Another interesting thing is the bottom most help bar where **Ctrl + click** open rule option is given. I tried clicking on lines and many places

in the test case panel while holding the Ctrl button, but nothing worked! Then what's the use of showing it there?

25. Where do you think it is?



a. Designated field, confirmation field, I am unable to locate at a glance! Neither there is any hint/highlighted field to trace the mistake at earlier stage to solve. *So much for the claim of 100x faster automation!*

**SPECIAL FEATURES**

- Write Complex Tests In Plain English
- Obliterate Test Maintenance
- [Automate Your Tests 100X Faster](#)


### Enable Team Scaling

by using one of the best software testing tools on the market

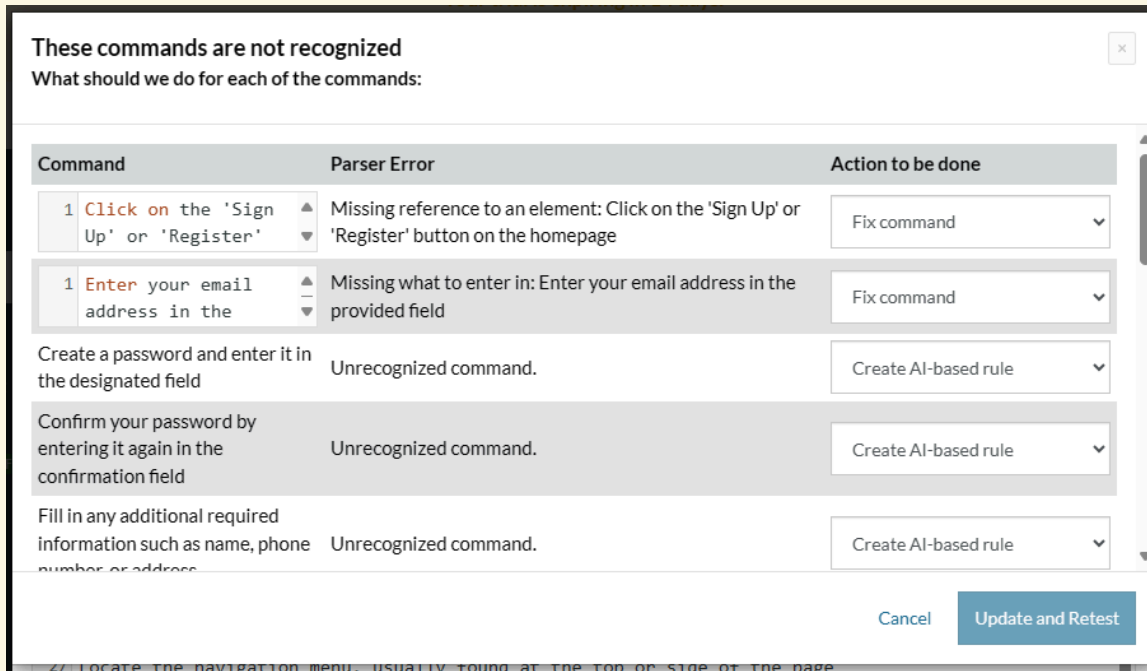
Scale your software engineering teams by allowing them to focus on what matters instead of being bogged down with mundane test maintenance. Write tests from the end-user's perspective and testRigor will execute them emulating human interaction.

b. I am one of those testers who is not willing to read a large **documentation page**, because I have 50 other works to do.

c. If you can't show a highlighted hint of an error message to correct the user's mistake then where am I saving my time?

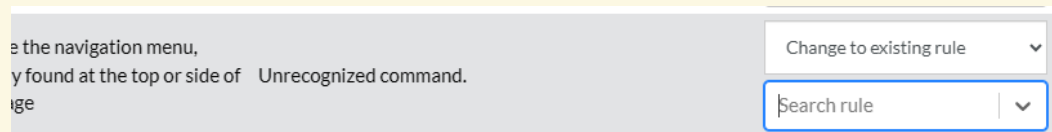
26. Now if we click  button **These commands are not recognized and a panel** opens up that describes what we should do for

each command to work.



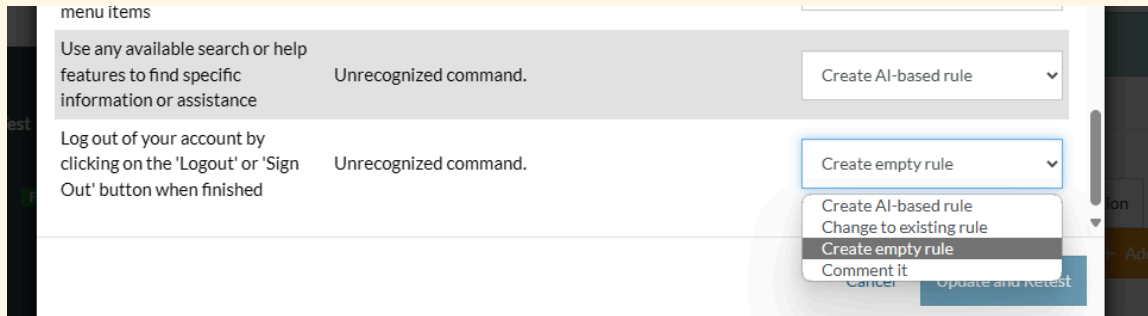
(See this Video 🙌) 📺 02 testRigor\_actionOptionsFailure.mp4

- Bugs bugs bugs! You can see a very severe bug affecting the functionality of the options provided in the **Action to be done** options/dropdown menu.
- Search rule functionality is not working. No string, char or integer can be typed in here.

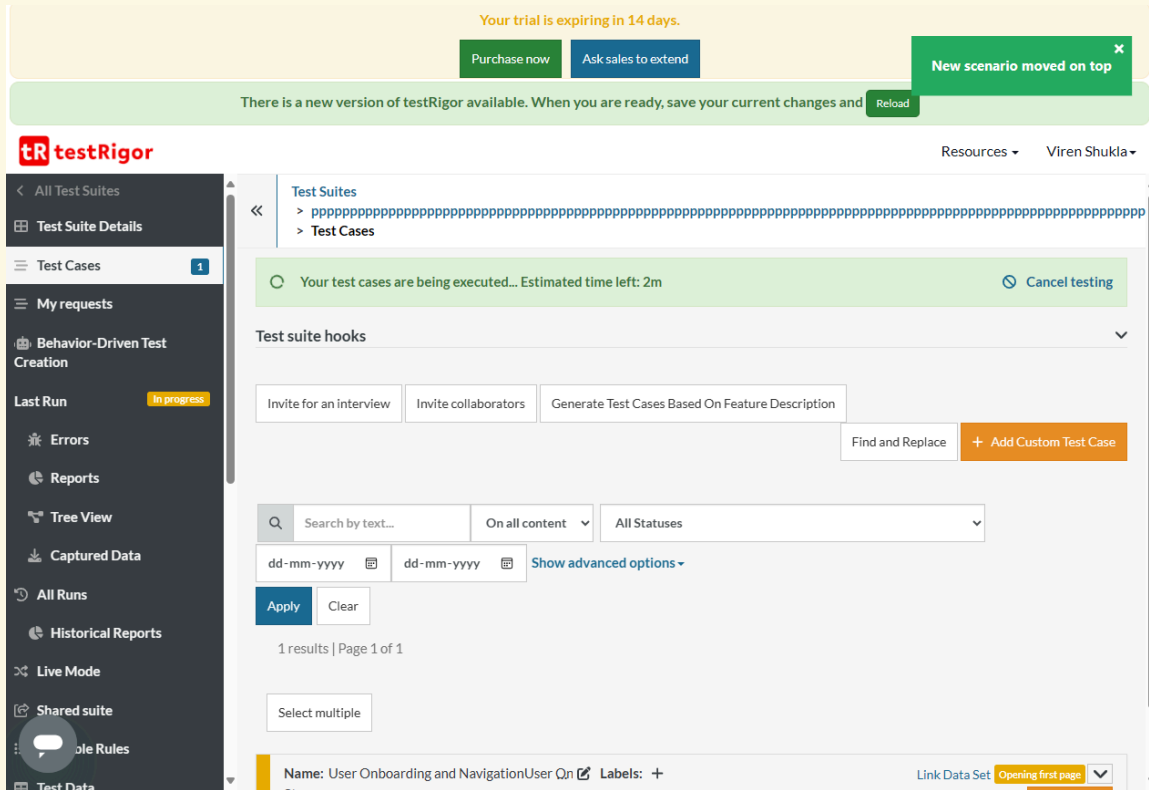


- Neither anything very promising about the other options available which can fix my test cases generated via AI.
- Is it compensating for my time? You know I have more work to do

27. What will I get from this create empty rule option? Nothing happens even after we select it, we need more elaboration on its functionality!



- a. "Create empty rule" of what or for what? Not clear!
  - b. **Update and Retest button** is still disabled after toggling between these 3 to 4 options of each line.
28. So shall I conclude this AI generated test cases sample a failure? Then where is my time saved? I canceled this sample version eventually (given up).
29. After going back I deleted whole test cases and clicked on "Generate Actual Test using AI" button, which sent me here 🖱️ with the message of test cases being executed?



**Questions:**

- a. What are those test cases? I did not get to see it!
  - b. How unreliable it is that it tested without showing me the actual test cases generated by so called AI.
30. During these 2 min (or more of time I did not record properly), testRigor tested something and gave back some results 🙌 May be it results



**Questions:**

- a. How and why are these test cases generated?
- b. On what parameters it is showing **Passed**?

***31. Further Deep dive into this AI generated and executed test cases is to be continued\*\*\****