

# Kahoot!

— APPLAUSE CASE STUDY —

*“ APPLAUSE OFFERS TESTERS ALL AROUND THE WORLD, AT ANY TIME OF THE DAY - THAT REALLY MADE A BIG DIFFERENCE FOR US. TESTING ON A FRIDAY EVENING AND REVIEWING THE ISSUES ON MONDAY, FOR EXAMPLE, WAS VERY USEFUL.”*

TORKJEL AUSTAD, QA LEAD AT KAHOOT!

## CUSTOMER

Kahoot! is on a mission to make learning awesome around the world. The company created a game-based learning platform on which teachers, students, employees and lifelong learners can play and create quizzes on various topics and in their own language. This turns learning into a fun, social, engaging and inclusive activity. The games can be created and played from any computer and mobile device, through the Kahoot! web interface and its iOS and Android apps.

Since launching its beta version in March 2013 and opening it to the public a few months later, the Norway-based platform has reached more than 70 million unique monthly active users, totaling 1.6 billion cumulative players from all around the world.

## CHALLENGE

With growing success around the world, Kahoot! naturally started looking for the best way to accelerate its software development iterations to release new features easily and quickly.

### COMPANY

Kahoot!

### INDUSTRY

Gaming

### TESTING TYPES

Functional | Accessibility

### APP TYPES

Web | Mobile

### CHALLENGES

- Accelerating software development cycles and releasing features more quickly and easily
- Improving the level of accessibility of its platform across all devices and for various types of users

### RESULTS

- Pinpointed more than 1800 bugs from both functional and accessibility testing
- Operated testing cycles on a daily basis in regions such as Australia, the United States and Canada
- Helped the product team release features faster and with more confidence

Kahoot! relied on its internal QA and testing staff since its founding. However, as an Agile team regularly releasing new features for a growing user base, the need for additional help quickly became obvious. The company realized it needed to improve its device and location coverage and become more flexible if it wanted to continue growing at such a rapid pace.

In addition to a need for faster feature releases, Kahoot! wanted to ensure its platform was accessible for all kinds of users, across many devices and regions. The need for accessibility assessments was immediate and difficult to meet as it required specific testers with defined devices and functionalities.

## SOLUTION

Kahoot! wanted to augment its internal testing team, not replace it. Since September 2017, Applause has worked as an extension of Kahoot!'s internal team, providing valuable feedback and testing on a daily basis.

Applause provided the flexibility and agility Kahoot! needed, returning test results in hours instead of days. The team's ability to adapt quickly and test off-hours in regions such as Australia, the United States and Canada was particularly appreciated by Kahoot! as it resulted in faster releases.

The community reported a wide variety of bugs, ranging from log-in issues to crashes, freezes and search errors. The bug logs were always provided with screenshots and detailed explanations, allowing the Kahoot! team to react fast and solve issues efficiently.

In addition to functional testing, the Applause community of testers also assisted Kahoot! in making its apps more accessible and usable for those with disabilities. By running an accessibility testing cycle, the team was able to find and report a wide range of bugs. The issues related to features such as TalkBack, VoiceOver and color contrast settings – all widely used among people with accessibility needs.

## RESULTS

Thanks to close collaboration with the flexible Applause team, Kahoot! received highly valuable input and detail-oriented bug reporting on a daily basis. Being allowed to systematically submit



*“ THE ISSUES REPORTED WERE PRE-SCREENED BY A TEST MANAGER ON THE APPLAUSE SIDE WHO KNOWS THE PRODUCT REALLY WELL. THIS SAVES US A LOT OF TIME.”*

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new features and receive complete reports within hours was a game changer for the Norway-based company, helping it to grow as planned. So far, more than 1800 bugs have been reported by Applause testers and approved by the Kahoot! team.

Moreover, Kahoot! relied on the Applause community of testers to help improve its level of accessibility in various ways. More than 180 accessibility-related bugs have been reported by the testers and approved by Kahoot!. Solving these bugs allowed the platform to become appreciated by all users, regardless of any disability, and also enabled Kahoot! to comply with local and global accessibility regulations.

More than a service provider, Applause is considered a real strategic partner by Kahoot!, helping the platform ensure the best digital quality possible and release more confidently to meet its business goals.

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## ABOUT APPLAUSE

Applause is the worldwide leader in crowd-sourced digital quality testing. Software is at the heart of how all brands engage users, and digital experiences must work flawlessly everywhere. With **400,000+ testers available on-demand around the globe**, Applause provides brands with a full suite of testing and feedback capabilities. This approach drastically improves testing coverage, eliminates the limitations of offshoring and traditional QA labs, and speeds time-to-market for websites, mobile apps, IoT, and in-store experiences.

**Thousands of leading companies** — including Ford, Fox, Google, and Dow Jones — rely on Applause as a best practice to deliver high-quality digital experiences that customers love.

Learn more at: [www.applause.com](http://www.applause.com)