

Testing and Debugging Process for Mobile Workstation

Brief Overview

When addressing customer issues, our testing and debugging process follows a structured approach to ensure efficient problem resolution. We categorize reported problems into two main groups: **general problems** and **local problems**

By following these testing and debugging processes, we ensure that issues reported by customers are addressed effectively and efficiently, leading to a high-quality user experience with our Workstation for Mobile product.

General Problems

General problems refer to issues that have the potential to affect all users in a similar manner. When such problems arise, we prioritize them based on severity and urgency. Our aim is to provide a quick and effective solution. Here's the process we follow:

- **Evaluation:** We promptly assess the reported problem and estimate the time required for resolution. Then we will decide the release of the patch. We normally release one version per month, so this is the maximum time period for handling a high-priority problem
- **Hotfixes:** In exceptional cases where the problem demands immediate attention, we may release a hotfix to address the issue without waiting for the next scheduled patch release

Local Problems

Local problems are specific issues that are unique to individual customers. These problems may arise due to a particular integration used by the customer or specific configurations implemented by the customer. To ensure an appropriate response, we undertake the following steps:

1. **Problem Testing:** We initiate a thorough testing process tailored to the severity and urgency of the local problem reported
2. **Device Replication:** The development team requires the ability to reproduce the problem on their own devices to effectively diagnose and resolve it. To facilitate this, we employ the following steps:
 - **Acquiring a demo user account from the customer:** This enables our team to connect to the system and experience the issue firsthand
 - **Verification:** We verify that the issue can be replicated using the demo user account.

This involves confirming that there are no device location restrictions and that the permissions granted to the demo user match those of the customer experiencing the problem

Note

Without full access to check problems, the WalkMe Dev team cannot guarantee the time it will take to solve the problem.

Debugging Process

In certain cases, it may be beneficial to start with a debugging version of the application. This version collects additional logs that can aid in identifying problems. However, it's important to note that this approach may not be suitable for every situation, and therefore, we may opt to skip this step when appropriate.

[Learn more about the debugging process for Mobile Workstation here.](#)