ProvarPress

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INFINITY
The Future of Salesforce Quality

salesforce PARTNER

BREAKING NEWS: Provar Launches Provar Infinity

This product suite — including Provar Automation, Grid, and Manager — is a stellar breakthrough in quality management for software development where Salesforce is a strategic platform

In a groundbreaking announcement sure to upend the old paradigm of disjointed quality management processes, Provar has unveiled Provar Infinity – a comprehensive hybrid cloud product suite that aims to revolutionize quality management in the Salesforce software development lifecycle. Provar Infinity offers organizations the opportunity to explore the future of quality, delivering robust solutions with faster returns on investment.

Provar Infinity combines three powerful applications – Provar Automation, Provar Manager, and Provar Grid – to provide a complete suite of quality management solutions. Provar Automation is a desktop application that enables the rapid building and low maintenance of robust automated test packs. With Provar Automation, teams can streamline their testing process and ensure efficient and reliable test automation. Provar Manager, built on Salesforce's Platform-as-a-Service, allows for seamless collaboration among delivery teams, a centralized hub for test management, integration with a variety of CI/CD and release management

solutions, and comprehensive reports and dashboards. Provar Grid offers cloud-based AI-orchestrated parallel test execution,

"Provar Infinity represents the next phase in quality management and test automation."

enabling organizations to execute tests in parallel across multiple operating systems and browsers, reducing delivery time and improving efficiency.

Designed for enterprise-level users and executives, Provar Infinity empowers organizations to seamlessly manage their testing processes, optimize efficiency, and deliver high-quality software solutions with a true end-to-end workflow. With Provar Infinity, teams can rest assured that they are backed by top-notch quality assurance, accelerated software delivery, and customer service.

Geraint Waters, CEO of Provar, spoke with us on this exciting new development: "Provar Infinity represents the next phase in quality management and test automation for Salesforce. With this comprehensive suite, organizations can achieve end-to-end quality assurance and accelerate their software delivery. Provar Infinity brings together the best of Provar's applications as a high-value suite, allowing teams to manage, automate, and execute their tests with unparalleled efficiency and precision. And the best part is that they don't have to worry about selecting and integrating solutions – it's already done for them."

Provar Infinity aims to reshape the landscape of Salesforce quality management, allowing organizations to adapt to industry demands and deliver exceptional software solutions efficiently. You won't want to miss this one. To explore the capabilities of Provar Infinity and discover how it can transform your quality management processes, visit www.provar.com.

provar
AUTOMATION
GRID

Scalable Test Execution Powered by *AI*

Execute your tests in the cloud with Provar Grid. Rapidly increase QA execution speed, enhance operation efficiency, and gain flexibility. Plan, schedule, and execute your tests entirely in the cloud, in parallel, with zero additional infrastructure.

Contact us at **www.provar.com** to learn more

Re-Evaluating AI's Role in Test Automation

This op-ed was contributed by Provar's Chief Strategy Officer, Richard Clark. You can find him on LinkedIn and on Provar's blog.

B in 2019, I wrote an article about why test automation didn't need AI. My basis at that time was the limited and misleading claims across the software industry about artificial intelligence and deliberate attempts by companies to either increase their valuation to investors wanting to jump on the bandwagon or attempts to mislead potential customers about the value of AI within their products. Four years later, I no longer stand by that article.

Since I wrote that article, three major things have changed:

- The market and audience have generally learned the lesson of false idols when it comes to AI in testing and have become more educated about the real value of AI.

- New tools have come to market, especially around Conversational and Generative AI solutions, with real commercial licenses, that offer practical uses of AI to do more than fix a brittle element locator or which rectify a poor user experience to explain what a test case is trying to do.

- Here at Provar, we moved our product suite beyond Salesforce test automation and became a software quality vendor, with integrated solutions, each with valuable benefits to our rapidly growing customer base. This includes using a new algorithm (via application intelligence using Salesforce metadata) for test case generation, plus leveraging the OpenAI ChatGPT API for suggesting potential test scenarios from a user story. We also integrated, rather than rebuilt, existing test optimization machine learning and static code analysis tools.

At the same time, the hype around AI has never been more in the public domain. The consumer AI appetite was whetted first by voice assistants like Amazon's Alexa, and most of us have one or more of these in our homes. Is Alexa intelligent? No. Does it use AI? Absolutely. From voice recognition (natural language processing), personalization, and being able to "remember" my favorite things, what we're really seeing is machine learning.

The reality is that most voice assistants do use some AI, but they largely automate searching the internet, filtering harmful material (most of the time), and if you want a con-versational dialog you have to tell it which skill you want it to apply. Once you exit that skill (such as an AWS Lambda function pretty much with an algorithmic flow like a chatbot) you'll be back at square one. It won't "remember" the conversation unless programmed to, but it does hold a record of it in the vendor's database, and presumably some data is collated and categorized about you.

We should also remember that all these machine learning systems are trained on real data, which potentially teaches that rules aren't always followed and not to rely on algorithms alone. Humans are notoriously really bad decision-makers, and data scientists help us find the line between good and bad training data.

The benefits these integrations are bringing aren't changes that mean we need less people to do work. Instead, they're simply co-pilots, or assistants, that can help us do more in less time.
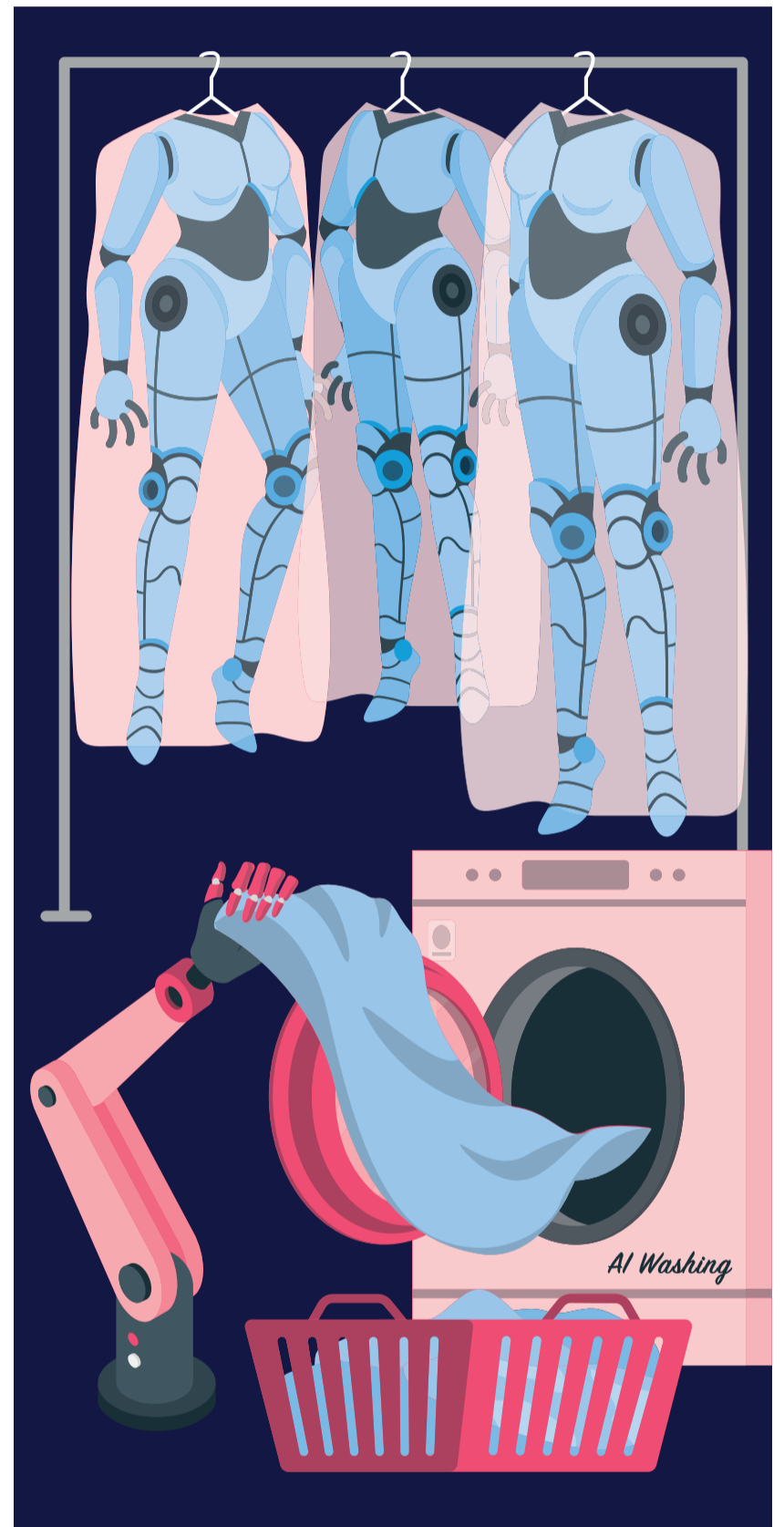
The value of the new generation of AIs is quite impressive, and not just ChatGPT. Companies like Salesforce have announced their own integrations. They did this because it's surprisingly easy and far easier than building your own machine learning system and asking a data scientist to correctly train the right data.

When it comes to AI in testing, there are some obvious areas of benefits that can be unlocked through automation, including using AI such as image based testing, scenario generation, result analysis, performance optimization, and intelligent test generation. At Provar, we've already delivered on some of these initiatives through product development and partnerships and we have even more on the horizon.

For test automation, there are some solutions that use AI, and they can take several months to train on a specific customer's application by analyzing real user actions, or they harvest data from multiple customers. Either way, being able to react immediately

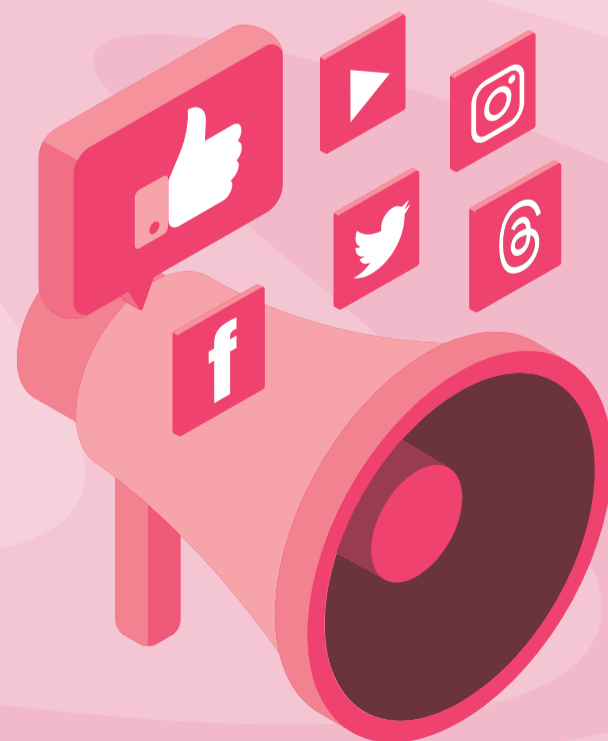> *I've also seen a lot of "AI washing" by vendors desperate to show AI.*

to changes without waiting for the model to re-train is beyond either's means.

Meanwhile, I've also seen a lot of "AI washing" by vendors desperate to show AI, which doesn't consider either the ethical issues, isn't actually using AI, or even worse, doesn't have value to the user.

AI has unmistakable value, but the people element will remain, even when it comes to AI for software quality. AI isn't a "magic" solve-all, so beware of solutions framing themselves as such. Embrace AI tools, learn how to use them securely and ethically, ensure they add benefit to your work practices, and measure the increase in productivity or quality they are delivering.

AI Washing

Follow us

Not All Test Building Capabilities Are Created Equal

Why tests built with Salesforce's metadata are the only way to ensure resiliency

provar
MANAGER

Manage your QA landscape with Provar Manager.

✓ **Organize** your testing process

✓ **Analyze** your data

✓ **Optimize** with one centralized hub to house all your testing information

GAIN CONTROL OVER YOUR QUALITY JOURNEY.

Automated testing is vital for ensuring software quality, but not all test building capabilities are created equal in terms of resilience. The methods most test automation solutions use today are prone to frequent changes and extensive maintenance. Tests built using Salesforce's metadata, on the other hand, offer unmatched stability and reliability.

Traditional approaches relying on HTML, CSS, JavaScript, or DOM-based methods often lead to test failures during updates and customizations. In contrast, leveraging Salesforce's metadata provides

Provar Automation stands out as the leading solution that embraces the power of Salesforce's metadata.

a solid foundation for building robust tests. Test automation solutions can automatically update locators when metadata changes, ensuring precise element location.

Tests built using Salesforce's metadata excel in resilience. Unlike tests relying on the rendered web page source, these tests are less likely to break during application changes. This reduces maintenance efforts and allows testers to focus on evaluating functionality and logic. Furthermore, tests built with Salesforce's metadata offer enhanced reusability. They can be seamlessly used across various contexts, including different organizations, languages, and user profiles. This reusability streamlines testing efforts and accelerates time-to-market.

Compatibility across different

applications is crucial for test resilience. Leveraging Salesforce's metadata ensures compatibility with any Salesforce page layout, organization type, or application. This flexibility empowers organizations to adapt to evolving environments without compromising test stability.

Provar Automation stands out as the leading solution that embraces the power of Salesforce's metadata. Designed specifically for Salesforce applications, it eliminates extensive script modifications and maintains compatibility with each new Salesforce release. Testers can focus

on functionality and logic, rather than constant maintenance.

In the world of automated testing, the choice of test building capabilities determines stability. Tests built using Salesforce's metadata provide unmatched resilience, reducing maintenance efforts and ensuring stable testing processes. For organizations seeking reliability and robustness in test automation, embracing Salesforce's metadata-driven approach, exemplified by solutions like Provar Automation, is the logical choice.

Test with Celeste: An Advice Column

Dear Celeste,

Should I break up with my Salesforce test automation solution? It's breaking me in a million ways – and worst of all, my tests are breaking, too!

With every Salesforce update and with every customization to my app, I have to rework my tests. It's taking up all of my time, and I'm sick of picking up the slack. I've put so much time and effort into this testing relationship. Like, a lot of time and effort. And it's costing our team big time.

Is it something I'm doing wrong, or is it just time for me to count my losses and move on?

Sincerely,
Achy Breaky Tests

Dear Achy Breaky,

I hate to say it, but it is you. I understand wanting to cling to your old flame (because who wants to let go of history!), but it's time to let your current test automation solution go so you can find a new love.

It sounds like your current test automation solution doesn't work directly with Salesforce's metadata to build its tests, which is a big relationship no-no. Traditional record-and-play approaches and typical field locator strategies like XPath, CSS, and Javascript aren't reliable for Salesforce test automation because when Salesforce makes updates, these strategies may no longer work. And because Salesforce regularly makes changes to how a page is rendered with its updates throughout the year, the HTML, CSS, Javascript, and DOM are directly affected – which is what most test automation solutions rely on to build their tests. And no one wants to build their relationship on a shaky foundation!

You want a test automation solution that builds tests in a more reliable way. It just so happens that I know someone.

Their name is Provar Automation, and I think you two would be very compatible. Automation was built as a Salesforce-native testing solution, so as a Salesforce user, you two come from similar backgrounds. Automation builds its tests using the information found in Salesforce's metadata, making for the most reliable tests possible. It allows users to create, execute, and debug test cases simultaneously, inside and outside of Salesforce. It also features interactive test authoring, smart autocomplete to add dynamic test data, reusable and customizable capabilities, and more.

Automation also integrates with a number of testing tools to support a team's continuous test automation needs. It's been the leading solution for automated Salesforce testing since 2014.

How's that for history?

Check out their profile at www.provar.com. It's never too late to find love!

In quality excellence,
Celeste

Dear Celeste,

I'm drowning in data! My QA team's Salesforce testing process is scattered across different platforms and locations and I'm frustrated because I don't have a single viewpoint of our process from beginning to end. It's so difficult for me to report on all of our test-related data at the end of the month, and I have no way to provide shared visibility across my entire team. All I want is a more streamlined testing process. I know my team is working hard and that we're making a real difference, but how am I supposed to show how much time and money we've saved, and how high our quality output is?

My heart hurts to think that we could be doing something more. Do you have any advice?

Sincerely,
Going Down with the Ship

Dear "Ship,"

Oh, my dear. I feel for you. I think I have just the remedy. You need a user-friendly, sophisticated test management solution so you can have a clear view of all your test-related data in one place. Here's your ticket to success: Provar Manager.

Manager is a single-view quality hub that houses your entire QA landscape. It acts as a front end for planning, building, and executing Provar Automation test cases and a holistic repository for all QA activities using any product, technology, or framework.

It helps you collect, report, visualize, and analyze your testing data and provides shared visibility across your entire team into test plans, results, and quality metrics to support continuous improvement. It also helps you fine-tune your team's entire testing process with its centralized hub for testing integration, execution, reporting, and analysis.

Without Manager, testing your Salesforce business processes lacks efficiency ... and it's apparent that this is why you're feeling down in the dumps.

Be proud of all that good work you're doing. With Provar Manager, you'll be able to see exactly how much you're succeeding with one glance ... and you deserve that.

In quality excellence,
Celeste

Dear Celeste,

My automated test solution just ain't cutting it. I'm so sick of building tests just to find out that they don't work across all browsers and platforms – building repetitive tests is eating up so much of my work day, and the number of tests I need to cover all my bases keeps growing. And once I need to run them all, it takes forever! I'm ready to pull my hair out. I worry that my quality output is taking a nosedive because I'm spending so much time and money.

What should I do? Is there a solution out there that can help me?

Sincerely,
Disjointed, Dysfunctional, and Disappointed

Dear Miss "Dis,"

I'll add a couple other "dis"s to your list – distraught and disheartened. I've been where you are. Just when you think you've got your automation processes worked out, you realize your tests don't translate here or can't be replicated there, which makes your customer base the worst "dis" of all: Dissatisfied.

Here's what you need. Provar Grid. This solution enables users to plan, schedule, and execute their tests entirely in the cloud, in parallel, with zero additional infrastructure.

One of the key advantages of Grid is its ability to run test cases across multiple parallel test environments simultaneously. This feature allows users to reduce time spent running tests across multiple browsers or asynchronously, providing a significant boost to overall testing speed.

Do I need to say anything else? Run, don't walk, to a Provar rep to learn more or visit www.provar.com. Your whole QA team will thank you!

PS: You really should be using Provar Automation to build your tests. If you were, you wouldn't be spending nearly as much time on the front end!

In quality excellence,
Celeste

Dear Celeste,

My company is scaling quickly, and our quality is teetering on the brink of disaster. I've been tasked with finding solutions to automate our Salesforce testing, manage and analyze our testing data in one place, and execute tests more rapidly and efficiently, and I'm completely lost on where to start.

Is there any one answer that just does it all? If so, I need to find it before I give up and quit.

Sincerely,
Everything Sucks

Dear E.S.,

Your solution is simple – you need a comprehensive hybrid cloud product suite that encompasses the best quality solutions out there. What you're looking for is Provar Infinity, which includes Provar Automation, Provar Manager, and Provar Grid.

You're looking for the whole package, and Infinity has you covered. The best part? You don't have to worry about selecting and integrating solutions – it's already done for you.

Visit www.provar.com to learn more.

In quality excellence,
Celeste

WRITE IN TO CELESTE AT:
testwithceleste@provar.com
with your testing woes, heartbreaks, and connection requests.

Should I break up with my Salesforce test automation solution?

Provar Manager is a single-view quality hub that houses your entire QA landscape, inside and outside of Salesforce.

I'm so sick of building test just to find out that they don't work.

University of Provar (UP) Empowers Salesforce Professionals with Free Education and Continuous Learning Opportunities

UP offers a range of certifications and courses to advance careers within Salesforce and beyond, providing accessible and engaging learning experiences

In an era where continuous learning is crucial for professional success, the University of Provar (UP) has emerged as a beacon of opportunity for Provar users and Salesforce professionals seeking to enhance their skills and elevate their careers. UP's comprehensive range of certifications and courses, coupled with its commitment to free education, has garnered widespread acclaim within the industry.

UP's mission is simple yet impactful: to educate, empower, and elevate learners through innovative learning pathways and continuous education opportunities. Whether one is a seasoned expert or a novice, UP offers resources designed to cater to diverse skill levels and learning needs.

What sets UP apart is its unwavering commitment to accessibility. All certifications and courses provided by UP are completely free of charge, eliminating financial barriers and ensuring that individuals from all walks of life can benefit from their offerings.

Existing Provar customers can seamlessly access UP through the Provar Success Portal, while newcomers can easily create an account to gain entry.

Curiosity, collaboration, and continuous learning form the bedrock of UP's values. These principles guide the university in crafting engaging and interactive educational experiences that foster exploration, teamwork, and ongoing personal and professional growth. Provar users have been quick to praise UP's impact on their careers. Test analysts, QA managers, technical testers, and quality engineers have attested to the rapid upskilling opportunities provided by UP. The platform's video lessons and knowledge-testing quizzes have proven particularly valuable in helping learners progress quickly. Numerous users have expressed their aspirations to earn UP certifications and leverage the expert content promised in the future.

"UP helped me skill up with Provar really quickly, even though I am a relative beginner. I enjoyed the videos and quizzes to test my knowledge. I am looking forward to progressing further and earning more badges!" shared one test analyst from an enterprise company. Others have lauded UP as a "fabulous learning platform" that offers "deep dive" opportunities for teams eager to explore and expand their knowledge.

With its commitment to providing quality education and its dedication to empowering learners, UP has solidified its position as a leading institution for Salesforce professionals. By offering free access to valuable certifications and courses, UP enables individuals to thrive in an increasingly competitive professional landscape, embodying the spirit of continuous learning essential for success.

"UP helped me skill up with Provar really quickly even though I am a relative beginner."
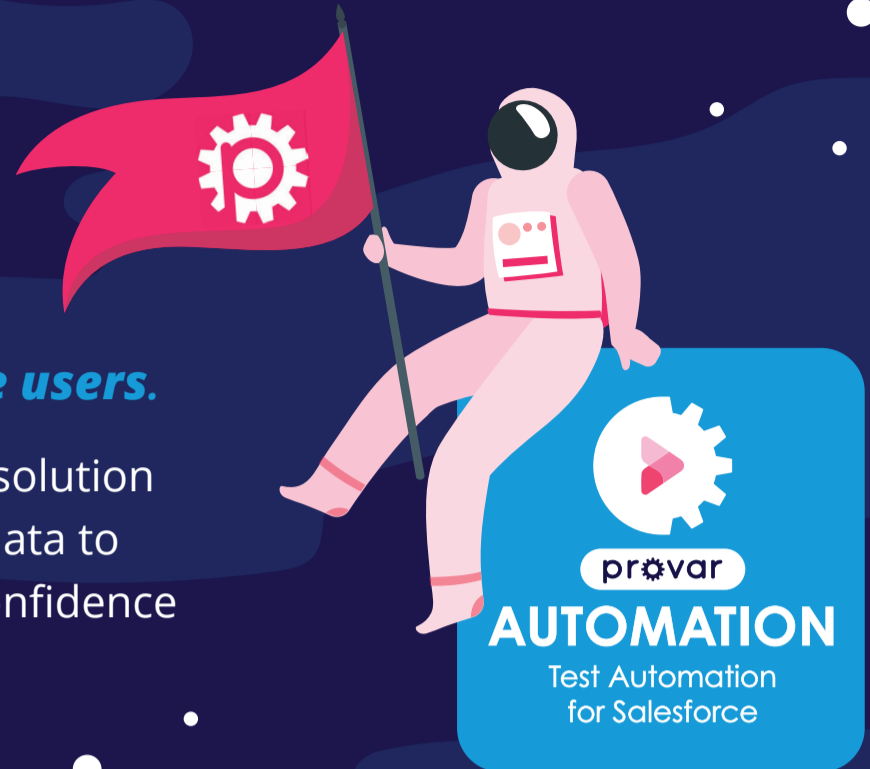
Access the University of Provar via

Automate Your Testing Strategy

Built by *Salesforce experts*, *for Salesforce users*.

Provar Automation is the only test automation solution that harnesses the power of Salesforce's metadata to build resilient, reusable tests. Automate with confidence and maximize your testing efficiency.

provar
AUTOMATION
Test Automation for Salesforce

ProvarLabs: Igniting Innovation and Advancing Testing Solutions for Enhanced Customer Experiences

ProvarLabs, an incubation center dedicated to driving innovation, automation, and scalability, aims to revolutionize Provar's offerings and foster an open culture of collaboration

ProvarLabs, Provar's dynamic, internal incubation center at the forefront of testing innovation, has emerged as a catalyst for Provar's quest to meet customers' evolving needs. With a focus on automation, scalability, and reliability, ProvarLabs aims to push the boundaries of test-

jacent innovation, leveraging existing offerings to reach new customer segments and expand its influence. Finally, it embraces transformational innovation, developing entirely new assets and products that cater to emerging

ProvarLabs aims to push the boundaries of testing solutions and enhance customer experiences.

ing solutions and enhance customer experiences across the board.
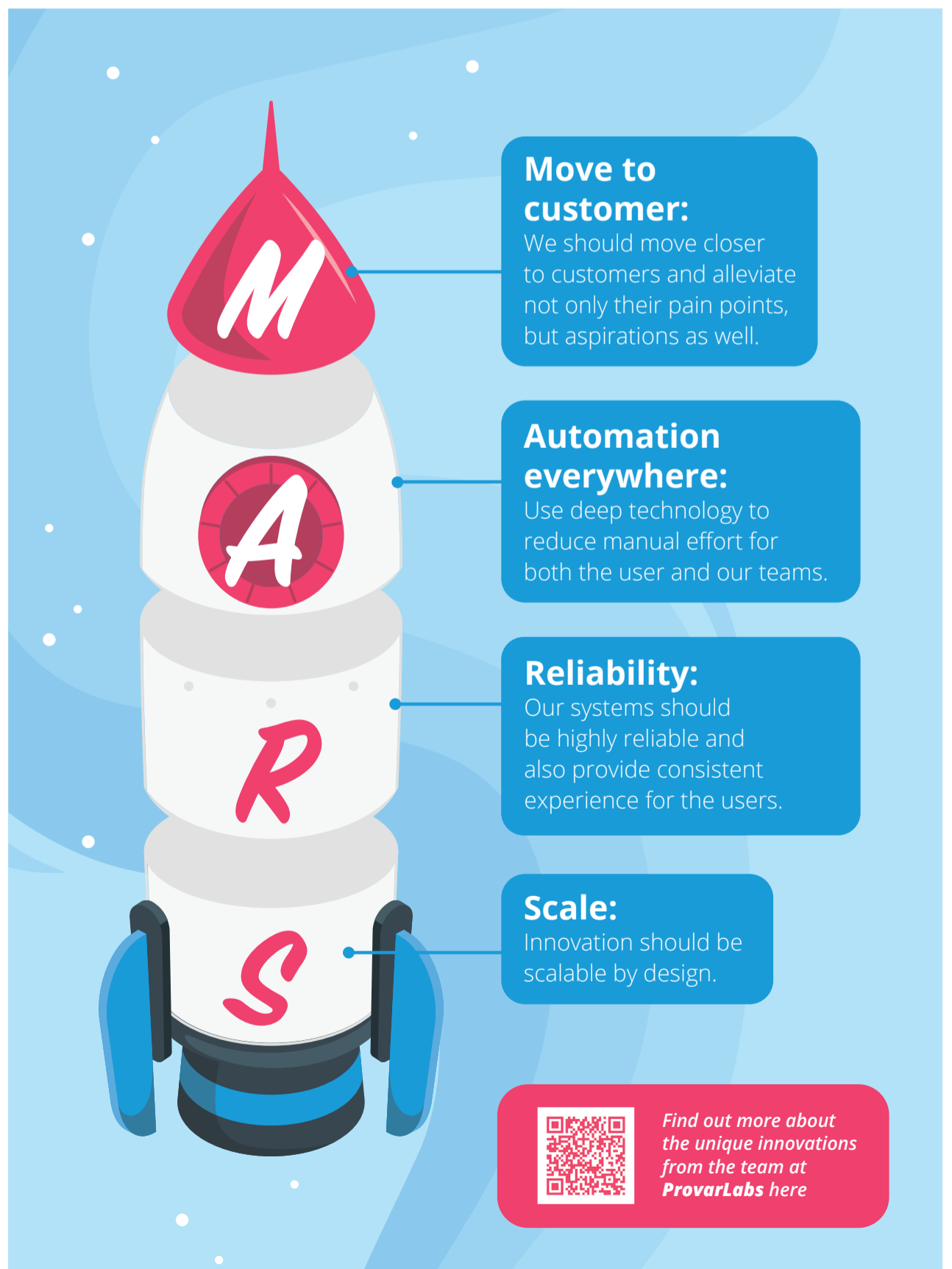
At its core, ProvarLabs serves as an avenue for Provar to engage directly with customers, understand their pain points, and address their aspirations. By moving closer to customers, ProvarLabs seeks to not only alleviate their challenges but also amplify their possibilities, forging a stronger connection between the company and its valued clientele.

ProvarLabs has set ambitious goals to drive innovation across multiple fronts. Through core innovation, it seeks to make incremental improvements to existing products and services, optimizing their performance for established markets. ProvarLabs also aims to explore ad-

markets and address evolving customer needs.

In fostering an open culture of collaboration, ProvarLabs encourages exploration and experimentation through Hackathons, community brown bag sessions, and moon-shot prototypes. These initiatives not only inspire creativity but also fuel the collective drive toward finding groundbreaking solutions.

ProvarLabs stands as a beacon of innovation within Provar, propelling the company forward in its quest to revolutionize testing solutions and provide unparalleled customer experiences. It is poised to chart new territories, unlocking the untapped potential of testing and setting a new standard for excellence in the industry.

M

Move to customer:
We should move closer to customers and alleviate not only their pain points, but aspirations as well.

A

Automation everywhere:
Use deep technology to reduce manual effort for both the user and our teams.

R

Reliability:
Our systems should be highly reliable and also provide consistent experience for the users.

S

Scale:
Innovation should be scalable by design.

*Find out more about the unique innovations from the team at **ProvarLabs** here*

Cloudy with a Chance of Breaches

Hybrid solutions are the key to fortifying Salesforce data security in the cloud age

We live in an age where the cloud is king. Companies in every sector across the globe are shifting their operations to the cloud — to the tune of $482 billion in 2022 alone.

The benefits of cloud solutions are numerous, but they can also expose

"This isn't just your data — this is your customer data," says Michael Cipolla, Vice President of Sales at Provar. "In addition to the people who work for your organization, your customer data is your most important asset."

This is where a hybrid solution comes in. A hybrid solution is a mix of com-

In other words, hybrid solutions work with both cloud platforms and native, local installations to keep your data safe. They allow you to control the integrity and continuity of your business.

Provar Automation allows customers to run tests locally and securely

> *The benefits of cloud solutions are numerous, but they can also expose organizations to data and infrastructure security risks and leave companies vulnerable to malware.*

organizations to data and infrastructure security risks and leave companies vulnerable to malware, access issues, data breaches, compliance concerns, and more. When you're on the cloud, you open your database to the outside world, potentially adding more holes.

According to the 2022 IBM Cost of a Data Breach Report, the average cloud data breach cost for a US company was $9.44 million dollars in 2021. In health care, breaches were even more costly — going up 42% since 2020 to an average of $10.10 million per incident. These numbers do not include potential HIPAA violation costs, compliance fines, or SOX penalties, which can add considerable cost to mishandled data.

puting, testing, storage, and services made up of on-premises infrastructure, private cloud services, and sometimes a public cloud service. In a hybrid environment, companies can

> *The average cloud data breach cost for a US company was $9.44 million dollars in 2021.*

connect their existing systems to private and public clouds, while keeping sensitive information like customer data on their on-premise private storage center.

within an on-premises network and behind their own firewall. Thanks to the robust, built-in encryption and extensions, companies can tailor their internal settings to target their specific security needs. It is an end-to-end solution that tests your entire business flow in Salesforce and beyond, and while it supports cloud integrations, you can rest assured that your most important data lives locally and is completely under your control.

At Provar, we're not here for your data. Any data added to your system is done so on your local infrastructure. We never see it, and you manage, add, and remove it all yourself. You're always in control.

Today's Special
DATA BREACHES

Not-So-Classifieds

Our testimonials are not classified information – we want to share our customers' success stories far and wide! Check out some of the highlights below

MILLSAPPS, BALLINGER & ASSOCIATES

"Why is Provar worth my investment? We can focus on innovation instead of firefighting."— Joshua Millsapps, Founder and CEO, Millsapps, Ballinger & Associates

ALM. BRAND GROUP

"[With Provar], by reducing errors, we increased confidence across our teams, stakeholders, end users, and through the entire organization." — Nicki Bang-Madsen, Technical Tester, Alm. Brand Group

PSQUOTE

"The Provar team was very dedicated to getting our team set up for success. Regular check-in calls with their Customer Success team and occasional more hands-on calls with their technical experts make us feel like they support our journey toward more robust, more efficient testing automation." — Sayeef Alam, Software Engineer, PSQuote

Scan the QR code to read full Provar case studies!

Crossword

ACROSS

3. Automate your testing strategy with the leading Salesforce test automation solution since 2014 (Hint: Provar _____)

5. What you are doing when you collect, report, and visualize all of your testing data

6. From start to finish; how one might test their entire business flow

9. A systematic process of determining whether a product or service meets specified requirements

11. When a test has the ability to withstand changes, such as Salesforce updates or app customizations, without breaking, it is _____ .

13. Another word for rapid; a verb you experience when deploying and running tests in the cloud

15. Another word for what you do when fine-tuning your testing process

17. One suite offering continuous quality testing at every stage (Hint: Provar_____)

18. An abbreviation for a methodology that improves and shortens a system's development life cycle

19. Anyone building tests manually or by using a test automation solution

DOWN

1. Anything that involves the delivery of hosted services via the internet

2. The continuous quality management hub (Hint: Provar _____)

4. Testers must eliminate as much rework as possible to avoid excessive _____ .

7. Mitigating risk

8. The world's #1 CRM

10. A way to gain control of your testing process by sorting through your data

12. Another word for a simple, user-friendly design

14. Scalable test execution powered by AI (Hint: Provar _____)

16. Of or involving the provision of a complete product or service that is ready for immediate use

_____

Take a picture of your completed puzzle, post it to social media, and tag us at **@provartesting** for a chance to win a Provar swag bag!

Find your crossword answers here