

# Centercode Releases Connect 7.1

New Features Enhance User Experience and Increase Tester Feedback Levels

LAGUNA HILLS, CA., (April 23, 2007) -- Reconfirming the belief that a beta test is only as good as the feedback it delivers, Centercode, Inc. today announced the release of Connect 7.1 with new features designed to enhance the experience and results for both test managers and the testing community.

Heading up the new feature set is Project Tasks. At its core, this feature allows project managers the ability to create a list of activities for project members to accomplish. This is an entirely new method to achieve beta test goals by more narrowly defining them through specific task lists that support the key test goal. In turn, this will deliver an increased amount of feedback by providing greater test direction for testers. Not only will more data be provided, but the information itself will satisfy very specific objectives required by various departments.

For instance, a primary goal might be "Gather Feedback on the Out-of-Box Experience" while a group in engineering may want to gather information specifically on the power button, a function rarely reported on. Through Project Tasks, testers will be given step-by-step instructions to test this feature and will have the ability to immediately provide feedback through standard tools such as Problem Reports or Feature Requests. This feedback will be linked to the task itself, allowing enhanced reporting capabilities, and a more efficient and effective beta test overall.

Better participation levels from testers also means increased feedback and with the release of the User Drafts feature in Connect 7.1, the tester experience has become much more 'user friendly.' Recognizing that, historically, web input has been generally viewed as unreliable due to many points of possible error in browsers, Centercode has implemented the User Draft function to eliminate that problem. In the simplest terms, User Draft is an 'auto-save' function. This new feature enhances the tester experience by allowing them to report feedback and not lose the data if there is a system timeout or crash. Also, when asked to perform Project Tasks, a tester may need to utilize their computer. User Drafts will ensure that any work completed up to that point will be retained, ensuring a smoother user experience and greater feedback levels.

While the tester experience is of utmost importance, the project manager's experience is equally vital. To increase the ease and efficiency of recruiting and managing a beta test project, Centercode has introduced Notice Macros. This new advanced functionality allows common processes to be automated, thereby increasing efficiency and decreasing workloads. Community or Project managers can add functional steps, either statically or conditionally, to Community and Project Notice chains. For instance, using a static Notice Macro, a project manager can automatically E-mail a tester a "welcome" letter and link to a project upon joining it. Using a conditional Notice Macro, a manager can have a filter set up that will automatically select testers based upon conditional responses to a survey, thereby eliminating additional steps and improving the efficiency of the project overall.

Together, these three prominent new features will influence the key goal of any beta test – feedback generation through improved manager and tester experiences. Additional new features and enhancements available in Connect 7.1 are:

- **Improved Notice Management** - Simpler notice creation with team-based and interactive Notice Macro previewing.
- **Session Extension** – Advanced session monitoring allows users to extend their login sessions when inactive for long periods of time.
- **User Account Enhancements** – Enhanced user security and easier user account maintenance, including automated username retrieval.
- **User Forum Enhancements** – Quoted User Identification, Daily Digest E-mail Subscription, Post Previewing, and Post Editing,
- **Reporting Improvements** – Many reporting improvements, including enhanced rating scale reports and zero value rows.
- **Performance Improvements** – After a database review and restructure, all implementations will show varied levels of improved performance.
- **Session Aware Recruitments** – Recruitments no longer require users to re-login if they are linked to them when already logged in.
- **User Forum Reporting** – Additional Fields for reporting on individual forums, as well as NNTP and E-mail usage.

## **Connect 7.1 Software**

Connect is Centercode's world-class beta management software and enables Centercode to provide industry-leading beta testing solutions. Connect provides companies with the capability to obtain valuable feedback from their target market and, most importantly, effectively manage the information within their organization. Enabling project managers to create and manage beta tests with the flexibility to fit the unique needs and infrastructure of their organization and project, Connect delivers a comprehensive set of tools that provide the basis for tester and team communications, extensive feedback tracking as well as numerous other beneficial features.

## **About Centercode, Inc.**

Centercode, Inc., based in Laguna Hills, CA, is a leading provider of beta test management software and services. Centercode's solutions focus on delivering flexibility and facilitating communications to meet the varying and unique needs of each company and each product while delivering the results to enhance product quality and maximize market opportunities. For more information about Centercode, please visit <http://www.centercode.com>.

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