

World Quality Report

Ensuring End-User Satisfaction is the most important QA priority for business and IT



5.85



Ensuring end-user satisfaction



5.81



Detecting software defects before go-live and improving overall quality

Businesses are using artificial intelligence, automation to optimize QA for end-user satisfaction



59%

likely to focus on predictive analytics in the coming year



45%

already use intelligent automation to optimize QA



11%

a small fraction says their data doesn't support use of AI for optimizing QA

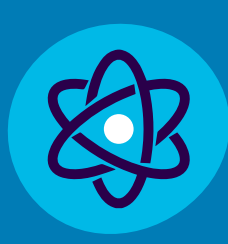


Use of AI will alter the QA skills matrix, introduce new roles



AI QA strategists

To understand the implications of AI for business processes



Data scientists

To build and deploy predictive analytics, mathematical and statistics models



AI test experts

to combine traditional testing skills with machine learning algorithms, NLP models