Understanding TestTrack Notifications

Note: This information only applies to TestTrack 2008 and later.

You can configure TestTrack to automatically send users notifications based on activities that occur on defects, requirements, requirement documents, test cases, or test runs. The use of email notifications can greatly enhance the effectiveness of your workflow by keeping users informed and up-to-date. Following are descriptions of the types of notifications you can configure TestTrack to send users and suggestions for what to consider when implementing notifications.

Automation rules

Using automation rules is the easiest way to create standard project notifications. You can create automation rules to send a notification when a defect, requirement, requirement document, test case, or test run moves to a particular workflow state. Each time a notification rule meets the specified criteria, users receive an email. If you are part of a larger organization, you may want to use these notifications to handle most project-related communication to help keep users informed of changing records and new assignments.

You can create triggers to automatically perform actions based on activities that occur on records. For example, you can create a trigger to automatically assign a defect to a QA tester when a user assigns it as Fixed. When a record is saved, the changes are evaluated against the trigger rule. If they pass the activity in the trigger rule, the trigger runs and automatically performs the action.

You can also configure TestTrack to use escalation rules that will send notifications based on a schedule. For example, you may want to configure an escalation rule to send an email to users every Monday if a defect has been assigned to them for more than one week.

Automation rules can be modified at any time. You may want to first create basic rules, such as notifying users when they are assigned tasks, then add advanced notifications to handle specific situations. To configure automation rules, choose Tools > Administration > Automation Rules.

User notification rules

If you are an administrator, you can create notifications when you add users to TestTrack or by editing existing users' information. You can set up user notifications in the Notify tab of the Add/Edit User dialog box.

Individual users can modify and set up their own notification rules to receive an email when a record changes state, such as moving to a verified state, or an event, such as an assign event, occurs. To set up individual user notification rules, choose Tools > User Options > Notifications.

Defect notification rules

When adding a defect to TestTrack, you can select which users and customers will receive notifications about changes made to that specific defect. To add or remove users from the defect's notification list, use the options in the Email tab in the Add Defect dialog box.

Defect close rules

You can set up defect close rules to notify submitters when defects they reported are closed. If a defect is submitted by multiple users, an email is sent to each Found by user. For example, you may want your customer service team members to be notified when issues close so they can easily update customers on issue status.

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