



# ISTQB

## Exam Questions CT-TAE

Certified Tester Test Automation Engineer

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#### NEW QUESTION 1

You are using a gTAA to create a TAS for a project. The TAS is aimed specifically at automating a suit of existing manual test cases for standalone desktop applications. All the interfaces between the TAS and SUT will be from the CUI of the application.

Which of the following layers of the gTAA should you focus on for the TAS?

- A. The test Generation layer
- B. The Test Definition layer
- C. The Test Adaption layer
- D. The Test Execution layer

**Answer: C**

#### NEW QUESTION 2

What is NOT a factor in considering when you are asked to ensure an effective transition from manual to automated tests?

- A. Complexity to automate the manual test cases
- B. Correctness of test data and test cases
- C. The look and feel of the SUT
- D. The controllability of the SUT

**Answer: C**

#### NEW QUESTION 3

You have executed an automated test suite for a product that was released into production. Although all the tests passed, there was a major failure in production in an area that was covered well by your automated tests.

You have run the automated tests again and one of the tests is now failing and this is directly related to the production defect that was raised. You decide to run the automated test suite again on the same version of the SUT and the test now passes.

What SHOULD you do now to verify the validity of the automated tests?

- A. Remove the intermittently failing test from the test suite and investigate the reason why the test sometimes passes and sometimes fails.
- B. Check that the production defect that was reported was an actual defect
- C. Run the automated test suite again and if the test now passes - do nothing
- D. Reference: [https://www.researchgate.net/publication/341396240\\_Intermittently\\_Failing\\_Tests\\_in\\_the\\_Embedded\\_Systems\\_Domain](https://www.researchgate.net/publication/341396240_Intermittently_Failing_Tests_in_the_Embedded_Systems_Domain)

**Answer: A**

#### NEW QUESTION 4

A SUT has an existing automated test suite.

Which of the following statements relating to the introduction of new features in the SUT is TRUE?

- A. Automated tests are not affected by the introduction of a new feature and running them against the new SUT is a waste of effort
- B. The introduction of a new feature could require updates or additions to the testware components
- C. The test automation engineer should work with the business analysts to ensure the new feature is testable
- D. It is generally more difficult to automate test cases for a new feature as the development has not yet started

**Answer: B**

#### NEW QUESTION 5

You are working on a TAS for standalone application. The automated tests are developed based on a automation framework that allows interaction with GUI elements using on object orientated API. The GUI elements include menus, buttons, radio buttons, text toolbars and their properties.

Whilst automating a test, you have discovered that the GUI elements of some third party components are not identifiable by the automated tool you are using.

Which of the following is the FIRST step that you take to investigate this issue?

- A. Verify the testability support with the providers of the third party components
- B. Verify whether the GUI identification depends on the browser.
- C. Adopt an approach that uses the coordinates of the GUI elements instead
- D. Verify whether naming standards for variables and have been defined for the current automation solution

**Answer: A**

#### NEW QUESTION 6

You are reviewing the testability of your SUT.

Which of the following BEST refers to the characteristic of OBSERVABILITY?

- A. The ability of the SUT to perform its intended function for a specified period of time
- B. The ability to exercise the SUT by entering inputs, triggering events and invoking methods
- C. The ability of the SUT to prevent unauthorized access to its components or data.
- D. The ability to identify states, outputs, intermediate result and error messages in the SUT

**Answer: D**

#### NEW QUESTION 7

You are implementing a TAS for a system that has been live for over three years, using a hybrid waterfall and agile lifecycle. Live updates are made on a monthly basis.

There is no test team, with developers designing and executing unit and integration tests with some degree of automation and business analysts designing and

executing manual tests at the system level. No formal test process exists, although the system has proved relatively stable for most of the time. Unfortunately, the last two monthly releases were problematic with regression defects found in production. Your priority is the automation of functional regression tests at the system level, the budget for this has been approved by project stakeholders. The Business Analysts have identified which test cases are most suitable for regression. You must use the organisation's long standing commercial automation tool which has passed a proof of concept in the platform for the system in question. Which of the following suitability criteria needs the MOST attention for the TAS?

- A. Technical planning in support of ROI analysis
- B. Frequency of use.
- C. Compatibility and tool support
- D. Maturity of the test process

**Answer: C**

**Explanation:**

Reference: <https://www.softwaretestinghelp.com/guide-to-functional-testing/>

#### NEW QUESTION 8

Which of the following attributes should NOT be included in a test execution report associated with a suite of automated tests?

- A. Summary of the test execution results
- B. System/Application under test and its version
- C. Defect clusters identified during test execution
- D. Environment in which the tests have been executed

**Answer: C**

#### NEW QUESTION 9

Consider the following layers of the gTAA structure:

- \* a. Test generation layer
- \* b. Test definition layer
- \* c. Test execution layer
- \* d. Test execution layer

Consider the following capabilities associated with these layers.

Acquire all the necessary resources before each test and release all after run, in order to avoid interdependences between test

Allow the automated test scripts on an abstract level to interact with components, configurations and interfaces of the SUT.

Design test directives that allow configuring the algorithms used to automatically produce the test cases a given model of the SUT.

Allow the definition and implementation of test cases and data by means of templates and/or guidelines.

Which of the following BEST matches each layer with the appropriate capability?

- A. a-3, b-4, c-1, d-2
- B. a-4, b-3, c-1, d-2
- C. a-4, b-3, c-2, d-1
- D. a-3, b-4, c-2, d-1

**Answer: C**

#### NEW QUESTION 10

When the SUT provides insight into the behaviour of the system, providing the users the with the status of the various actions performed so that they can check that expected behaviour equals actual behaviour, what is this called?

- A. Portability.
- B. Maintainability.
- C. Observability.
- D. Controllability.

**Answer: C**

**Explanation:**

Reference: <https://www.toptal.com/designers/ux-consultants/how-to-conduct-usability-testing-in-6-steps>

#### NEW QUESTION 10

You are implementing test automation for a project that has a business critical application A test execution tool is being used to run automated regression tests.

The results from the test execution tool are very important and need to be 100% accurate.

You want to merge the test automation results with the test management system that also records the manual test results so that managers can make informed decisions about the progress quickly.

Which layer of the gTAA will be used to ensure the proper reporting occurs and the interfaces to the test management system are handled?

- A. The reporting layer
- B. The logging layer
- C. The execution layer
- D. The adaptation layer

**Answer: A**

#### NEW QUESTION 15

New features have been added for the current release of a SUT.

Which action would NOT be appropriate for the TAE to perform when evaluating the impact on the TAS?

- A. Gather feedback from the Business Analysts to determine if the current TAS will meet the needs of the new features.
- B. Review existing keywords to see if they need to be modified.
- C. Run existing automated tests against the updated SUT to verify and record any changes to their correct operation.
- D. Evaluate compatibility with existing test tools and, where necessary, identify alternative solutions.

**Answer:** A

#### NEW QUESTION 19

You are working as a TAE for a company who are re-designing their website. The new website provides information for customers and there are two minor features being developed:

- 1) Request a newsletter
- 2) Ability to contact the organisation with a question or comment

The website must be "mobile friendly" and available on all major web browsers.

You have been tasked to provide an automated solution for web browsers only and to concentrate on the two minor features.

What would be a KEY challenge with automation in this context?

- A. A low level of intrusion is likely from use of existing UI elements, but depending on the solution this might be more complex than a higher level of intrusion.
- B. Because there is a high level of intrusion there may be many false alarms.
- C. Automation might not be possible on the mobile devices.
- D. The benefits of automation might not be achieved for many years due to the complexities of the SUT and automation solution.

**Answer:** D

#### Explanation:

Reference: <https://www.britannica.com/technology/automation/Advantages-and-disadvantages-of-automation>

#### NEW QUESTION 23

A major component of your organisation's Test Automation Solution (TAS) is a popular open-source third-party capture-replay tool for automated functional testing. Which two of the following must the Test Automation Engineer (TAE) ensure happens for this TAS?

- a) The third party tool is placed under configuration management control.
- b) The annual support and maintenance costs are agreed with the tool's vendor.
- c) It is important to obtain information about updates and new versions of the tool so that the third party tool is kept up to date.
- d) Ensure that the TAS test scripts are integrated into the tool's framework.
- e) Ensure that no changes are made to the tool, because modifications are not allowed for third party products.

- A. a and b
- B. c and d
- C. a and c
- D. d and e

**Answer:** A

#### NEW QUESTION 25

Your company is new to test automation and as TAE, you have designed a TAS which successfully supports the SUT for the current project.

There are other systems currently in operation which have been tested manually and more systems are planned over the coming years. Based on this success, your company requires test automation be rolled out to other current and future SUTs with consistency being a key objective.

Which of the following is the BEST way to achieve that?

- A. Design a new TAS for each SUT, and manage each one through a dedicated automation support team.
- B. Install the current TAS into a central repository so that other tests on different SUTs use the same version of the TAS.
- C. Check for correct connectivity to internal and external systems to ensure that the TAS has been installed and configured correctly for each SUT.
- D. Develop a tool that keeps track of automation failures across the different SUTs and produces regular reports to stakeholders.

**Answer:** B

#### NEW QUESTION 27

You have been asked to automate a set of functional tests at system Test level via the CLI

of the SUT for the first release of a software system. The automated tests will be delivered to the team in charge of maintenance testing, who will use them for part of the regression testing. They have the following requirements.

- \* 1. The automated tests must be as fast and cheap to maintain as possible
- \* 2. The cost of adding new automated tests must be as low as possible
- \* 3. The automated tests must have a high level of independence from the tool itself

Which of the following scripting techniques would be MOST suitable?

- A. Data-driven scripting
- B. Keyword-driven scripting
- C. Linear scripting
- D. Structure scripting

**Answer:** D

#### NEW QUESTION 28

You are executing the first test run of a test automation suite of 200 tests. All the relevant information related to the state of the SUT and to the automated test execution is stored in a small database. During the Automated test run you observe that the first 10 tests pass, while an abnormal termination occurs when executing the 11th test. This test does not complete its execution and the overall execution of the suite is aborted. An immediate analysis of the abnormal termination is expected to be time consuming and you have been asked to produce a detailed report of the execution results for the first test run, as soon as possible.

What is the MOST important FIRST step to be taken immediately after the abnormal occurred when executing the 11th test?

- A. Re-run the test automation suite starting from the 12th test
- B. Return the database to a consistent state that allows subsequent test to run
- C. Take a backup of the database in its current state
- D. So it can be analyzed later
- E. Re-run the test automation suite starting from the 1st test.

**Answer: C**

### NEW QUESTION 33

Assume that you are the TAE responsible for the correct functioning of a TAS, deployed in a test environment that consists of a few machines running the same version of the operating system. The TAS has been working and stable since its deployment, it has been used to run an automated test suite consisting of many similar automated tests. The infrastructure team is planning to update the operating system on these machines by installing a new service pack for security reasons. Since the vendor of the operating system assures full backward compatibility, the infrastructure team assures that there will be no impacts on the functioning of the TAS.

What is the BEST approach to confirm the correct functioning of the TAS in this scenario?

- A. Verify the behavior of the automated tests by running a small test, then gradually run the remaining tests to confirm the correct functioning of the whole automated test suite.
- B. Make sure that the infrastructure team has completed installing the service pack on the machines where SUT is running, then run the whole automated test suite to verify its behavior
- C. Verify the behavior of the whole automated test suite by running all the automated tests
- D. Do not run any tests because you can immediately confirm the correct functioning of the automated test suite

**Answer: A**

### NEW QUESTION 35

You are evaluating several test modelling tools and are wanting to automatically generate test cases within the tool where many different combinations of input data are created.

You are then wanting to export the test cases into a csv file which can then be read by a functional test execution tool using a data-driven or keyword-driven scripting method.

You have investigated several tools and there is only one tool that provides all the necessary features defined by your team with the exception of the export facility.

It does not provide an export into either .xls or .csv formats.

What would be the BEST next step regarding the selection of this tool?

- A. Consider another tool that is more "fit for purpose" and has all the features required.
- B. Explore the possibility of creating your own export facility.
- C. Ask the vendor and use forums to see if a solution is available or going to be available in the future.
- D. Purchase this tool and generate the .csv file manually.

**Answer: C**

### NEW QUESTION 40

In order to achieve re-use of a TAS, where SHOULD the design for reuse occur?

- A. At the code level
- B. At the framework level.
- C. At the TAS level
- D. At the TAA level

**Answer: C**

### NEW QUESTION 42

Which of the following metrics could suggest, under certain conditions, that an automated regression test suite has NOT been updated for new functionalities added to the SUT?

- A. The ratio of comments to executable statements in the SUT code.
- B. The SUT code coverage provided by the execution of the regression test suite.
- C. The defect density in the automation code of the regression test suite.
- D. The ratio of commands to executable statements in the automation code of the regression test suite

**Answer: B**

### NEW QUESTION 46

You have been asked to determine a TAS for a new release of a SUT, test should be automated wherever. The new release will consist of 5 new interfaces and an amendment to 3 existing interfaces. The new and amended interface will be delivered incrementally in 3 sprints, each lasting 2 weeks.

What would be the BEST Test Automation Solution (TAS) design in this scenario?

- A. Automate tests at both Component and System Level
- B. Only do this automation once every interface has been fully developed or amended and manual testing has completed successfully.
- C. Automate tests at one level only, System level
- D. Use only the newly developed interfaces and do not create any customized interfaces/test hooks.
- E. Automate the tests at two levels, Component and System level
- F. Create customized hooks at Component level for interface not yet developed or amended
- G. Only use the newly developed or amended interfaces to test at System level.
- H. Automate a test at once level, component level, Create customized interface/test hooks for this level where the interface has not yet been developed or amended.

**Answer: A**

#### NEW QUESTION 50

You are working as a TAE for a company who have been using a web test execution tool for a number of years. The tool has been used successfully on ten web applications in the past.  
The company are developing a new web application which has a friendly User Interface, but the developers have used an object throughout the application which the tool is unable to recognise. As a result, you have no way of capturing the object or verifying the contents using the automation tool.  
What is the first thing you should do about this problem?

- A. See if the application can be run on a desktop and if the object can be recognised on the desktop by the tool.
- B. Investigate whether the object can be recognised by other test execution tools in the market
- C. Ask the developers to remove the object and replace it with some text fields
- D. Ask the developers if they can change the object to something that can be recognised by the tool

**Answer:** B

#### Explanation:

Reference: <https://www.softwaretestinghelp.com/web-application-testing/>

#### NEW QUESTION 54

You have been asked to implement test automation for a project that is not meeting its deadlines. After further analysis you discover that the manual testers are not able to keep up with the new feature testing because the regression testing is taking 75% of their time. As a result, the new features are being released with many defects and customers are complaining about the quality.  
Given this information, what metric SHOULD you be tracking to show the value of test automation for this project?

- A. Percentage of code covered by the test automation.
- B. Equivalent Manual Test Effort for the automated tests.
- C. Number of defects found by test automation.
- D. Percentage of builds accepted/rejected by the automated tests.

**Answer:** B

#### Explanation:

Reference: <https://blog.testproject.io/2019/12/04/how-to-measure-the-value-of-your-test-automation/>

#### NEW QUESTION 59

Which of the following is an important success factor for any significant automation project?

- A. The TAA must be designed for testability.
- B. The TAA is self-documenting
- C. The SUT must be designed for testability
- D. The SUT is self-documenting

**Answer:** C

#### Explanation:

Reference: <https://www.infoq.com/articles/success-test-automation/>

#### NEW QUESTION 63

A regression test suite consist of 500 test cases which are all executed manually. The business case for a pilot project is based on the adoption of test automation using acommercial tool that will reduce the execution time by a factor of 90% for 100% of the tests in the regression test suite. The pilot project lasted one month ( as planned) and you are currently its results. At the end of the pilot project, 40% of the regression tests have been automated and their execution time has been reduce by 60%.

Which of the following statements is TRUE in this scenario?

- A. The duration of the pilot project was too short –it should last unit the success factors are achieved
- B. The target defined for the business case is too accurate –it should not be measureable
- C. The project selected for the pilot is too critical –if should not be too critical or too trivial
- D. The target defined for the business case seems difficult to hit – it should be realistic

**Answer:** D

#### NEW QUESTION 65

You are the TAE for an Agile project which has six sprints for the current release. Sprint five is underway and the automated regression suite is due to start later today.

You have re-examined the results from the automated regression runs for the past four sprints. You notice that two test cases both reported a pass for sprints 1 and 4 but a fail for sprints 2 and 3. The failures have gone undetected and are therefore unexplained. Both test cases are closely coupled with other tests in the suite.

What course of action SHOULD you take?

- A. Run the regression suite as planned and see If the tests fail again if they do, determine the cause of failure.
- B. Remove the test cases from the regression suite and refer them to the test designer for manual testing for future sprints.
- C. Quarantine the test cases, run the regression suite without them, and perform root cause analysis on the test cases in parallel.
- D. Run the test cases manually no
- E. If they still pass, keep them in the regression suite, if they fail perform root cause analysis.

**Answer:** C

#### Explanation:

Reference: <https://www.softwaretestinghelp.com/regression-testing-tools-and-methods/>

#### NEW QUESTION 69

Consider a TAS deployed into production. The SUT is a web application and the test suite consists of a set of automated regression tests developed via GUI. A keyword-driven framework has been adopted for automating the regression tests. The tests are based on identification at low-levels of the web page components (e.g class indexes, tab sequence indexes and coordinates) in the next planned release the SUT will be subject to significant corrective maintenance (bug-fixes) and evolution (new features) Maintenance costs to update the test scripts should be as low as possible and the scripts must be highly reusable. Which of the following statements is most likely to be TRUE?

- A. The keyword-driven framework is not suitable, it would be better to adopt a structured- scripting approach
- B. False positive errors are likely to occur when running the automated tests on the new releases without modifying the test
- C. The total execution time of the automated regression test suite will decrease for each planned release.
- D. The keyword-driven framework introduces a level abstraction that is too high and makes it difficult what really happens

**Answer:** A

#### NEW QUESTION 72

Consider a TAS that uses a keyword-driven framework. The SUT is a web application and there is a large set of keywords available for writing the automated tests that relate to highly specific user actions linked directly to the GUI of the SUT. The automated test written with the keywords are statically analyzed by a custom tool which highlight??s repeated instances of identical sequence of keywords. The waiting mechanism implemented by the TAS for a webpage load is based on a synchronous sampling within a given timeout. The TAS allows checking a webpage load every seconds until a timeout value

- A. Changing the scripting approach to data-driven scripting
- B. Implementing keywords with a higher level of granularity
- C. Changing the wait mechanism to explicit hard-coded waits
- D. Establishing an error recovery process for TAS and SUT

**Answer:** C

#### NEW QUESTION 73

You have implemented a keyword-driven scripting framework, which uses a test execution tool to run the tests. This has been in use for the past year and all of the teams now use this framework as the standard approach for test execution.

The teams all work on different aspects of the SUT and they have all experienced significant benefits in the use of this scripting framework. However, on closer examination, you have discovered that there are numerous instances where the teams have the same functionality to test but are using different keywords. One of your objectives for improvement is to create consistency among the teams. What is the BEST way to handle this situation?

- A. Move to a model-based approach to scripting where the models include the keywords.
- B. Do nothing, each team are working in isolation and they are all experiencing significant benefits in the way they are currently working.
- C. Provide each team with a set of guidelines and naming conventions for keywords.
- D. Create a central library of keywords and associated definitions for each team to use.

**Answer:** D

#### Explanation:

Reference: <https://www.scriptworks.io/blog/automation-testing-framework/>

#### NEW QUESTION 76

You are currently designing the TAA of a TAS. You have been asked to adopt an approach for automatically generating and executing test cases from a model that defines the SUT.

The SUT is a state-based and event-driven that is described by a finite-state machine and exposes its functionality via an API. The behavior of the SUT depends on hardware and communication links that can be unreliable.

Which of the following aspects is MOST important when designing the TAA in this scenario?

- A. Looking for tools that allows direct denoting of exceptions and actions depending on the SUT events.
- B. Adopting a test definition strategy based on classification tree coverage for the test definition layer.
- C. Looking for tools that allow performing setup and teardown of the test suites and the SUT.
- D. Adopting a test definition strategy based on use case/exception case coverage for the definition layer.

**Answer:** C

#### NEW QUESTION 81

You are working on a government system called ??Making Tax Digital" or MTD for short. This system is being implemented to stop manual human input error and also to reduce fraudulent behaviour from companies when submitting their tax and VAT returns.

The key concept is that registered companies will need to use government recommended 3rd party software for their accounts and book keeping. These 3rd party applications will have a direct interface into the government's main system for transactions and submissions.

You have been using a test execution tool successfully on the project so far. and have implemented a basic ??capture/replay?? approach to scripting.

The management have been encouraged with the automation so far, but want the following objectives to be met:

- \* Test cases added easily
- \* Reduction in the amount of scripts and script duplication
- \* Reduction in maintenance costs

Which scripting technique would be MOST suitable in this scenario in order to meet the objectives?

- A. Linear scripting
- B. Structured scripting
- C. Data-driven scripting
- D. Keyword-driven scripting

**Answer:** D

**Explanation:**

Reference: <https://www.guru99.com/keyword-driven-testing.html>

#### NEW QUESTION 83

A TAS uses a commercial test automation tool and the default logs generated by the inconsistent formats such as different types of messages (pass/fail steps, screenshots, warnings, etc.) To solve this issue some custom logging functions have been created from the test scripts, making it possible to log the different types of messages with the same format. However, this may cause a problem due to excessive size of the logs which can make it difficult to find the required information. Assume that all the default logs will be disabled when running the automated tests and that some tests will not generate excessively sized logs.

Which of the following represents the BEST suggestion for implementing the custom logging functions?

- A. Implement the custom logging functions without saving timestamps
- B. Implement the custom logging functions to support different levels of tracing
- C. Implement the custom logging functions without saving stack traces
- D. Implement the custom logging functions to redirect the logs to multiple files

**Answer:** B

#### NEW QUESTION 88

Which of the following is NOT an advantage of test automation?

- A. The ability to perform tests which would be difficult or impossible to execute manually
- B. The ability to run more tests in less time and therefore to make it possible to run them more often
- C. The ability to find more defects with the same tests, compared to executing the same test manually
- D. The ability to enable a better use of skilled testers by freeing them from repetitive and boring tasks

**Answer:** C

#### NEW QUESTION 93

If model-based testing has been selected for the overall test automation approach for a project, how does that influence the layers of the TAA?

- A. All layers are used, but the test generation layer will be automated based on the defined model
- B. There will be no need for the execution layer
- C. No adaptation will be needed because the interfaces will be defined by the model
- D. There will be no need to design the tests for the API because those will be covered by the model

**Answer:** A

**Explanation:**

Reference: <https://www.guru99.com/automation-testing.html>

#### NEW QUESTION 95

Consider A TAS for testing a desktop application via its GUI. All the test cases of the automated test suite contain the same identical sequences of steps at the beginning (to create the necessary objects when doing a preliminary configuration of the test environment and at the end (to remove everything created –specifically for the test itself during the preliminary configuration of the test environment). All automated test cases use the same set of assertion functions from a shared library, for verifying the values in the GUI fields ( e.g text boxes).

What is the BEST recommendation for improving the TAS?

- A. Implementing keywords with higher level of granularity
- B. Improving the architecture of the application in order to improve its testability
- C. Adopting a set of standard verification methods for use by all automated tests
- D. Implementing standard setup and teardown functions at test case level

**Answer:** A

#### NEW QUESTION 97

When is the BEST time for automation to consider legal and/or standard requirements for a SUT?

- A. When implementing the SUT
- B. When designing a TAF
- C. When designing a TAA
- D. When developing a TAS

**Answer:** A

**Explanation:**

Reference: <https://www.globalapptesting.com/blog/when-should-you-automate-your-software-testing>

#### NEW QUESTION 100

The Test Automation Manager has asked you to provide a solution for collecting metrics from the TAS that measures code coverage every time the automated regression test pack is run. The metrics must be trend based to ensure that the scope of the regression test pack continues to reflect enhancements made to the SUT - coverage must not drop and should ideally increase. The solution must be as automated as possible to avoid unnecessary manual overheads and errors.

Which of the following approaches would BEST meet these requirements?

- A. Test automation cannot measure code coverage for the SUT, only the code for the automation tools and script
- B. The automated test cases would need to be run manually with a code coverage and reporting tool running in the background.
- C. The automated testware would record overall code coverage for each run and add the figure to a new row in a pre-formatted Excel spreadsheet
- D. You would then present the spreadsheet to stakeholders so they could look for changes in coverage.
- E. The automated testware would record overall code coverage for each run, export the data to a pre-formatted Excel spreadsheet that automatically updates a trend analysis bar chart for you to distribute to stakeholders.
- F. The automated testware would record the pass/fail rate of each regression test case, export the data to a pre-formatted Excel spreadsheet that automatically updates a trend analysis success rate bar chart and emails it to stakeholders.

**Answer:** C

#### NEW QUESTION 105

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