**Navigator.ba - Exploratory Testing**

**What is Navigator.ba?**

The purpose of application Navigator.ba is to provide information on locations of streets and objects throughout Bosnia and Herzegovina. Users have the possibility to add new locations or update existing information provided in the application.

Application is available on Google play, and in App store, it has matching Facebook, Twitter and Google+ accounts (all links are provided within the application and are functional, though the social networks have not been updated lately). Navigator.ba can be used both in English and Bosnian language.

It is intended to be the most popular city guide with a rich database that is constantly updated. It has been created and tested by team from company Atlantbh. All of the information about Navigator.ba and Atlantbh can be found in matching tabs in the bottom right corner of the application window.

Generally, application responds fast, and it is pretty intuitive to use.

**Main functionalities**

* Search for streets and public objects in Sarajevo. It can be done manually using a map (which is a part of application) or by typing a keyword into the search bar. To make it easier, locations in database are organized in several categories:
  + Smještaj
  + Hrana
  + Kafa
  + Noćni život
  + Kupovina
  + Atrakcije
  + Umjetnost i zabava
  + Sport
  + Prijevoz
  + Usluge
  + Biznis
  + Gradske ulice
* Add a new location/object or update an existing one. Application aims to be interactive and provides a user with an opportunity to actively contribute to the growth of database of places.
* Suggest an improvement/Leave a comment - Each user can contact Atlantbh team with a comment or suggestion in order to increase the quality of application.

**Search for streets and public objects in B&H**

Considering the fact that all of the information in the database is divided in categories, user can go through the entire list of objects from each category, and find i.e. the most suitable hotel or restaurant for their needs or compare different objects from same category.

If the user is looking for a specific object, the easiest way to find it is using a search bar. By typing in a keyword, a list of matching objects/streets appears. If a user is looking for an object, apart from address and position on the map, information that is usually provided include: type of object (school, restaurant etc.), phone number, email, website, possibility to share the object on social media (facebook, twitter, google plus, pinterest, instagram…), rating (user can also rate an object), working hours and short description of the object.

Application also has Facebook comments plugin, so if an object has a matching Facebook page, comments are displayed below the description. Apart from that, posts from social networks listed above are displayed.

Used examples:

* Safvet-bega Bašagića (street) - apart from results for Sarajevo,I got ones for streets with the same name but in Orašje and Zenica.
* Atlantbh - All of the information above are displayed, and also posts from Facebook and Twitter are up-to-date.
* Talks & Giggles - No matching results are found but I was offered to add an object or send an idea/comment.

User can also suggest changes or contact Atlantbh team if he owns the object.

In order to suggest changes, the user goes through the form containing all of the details about the object that one can add and changes the information that he/she thinks are not accurate. After submitting the changes, the pop up window with an information that suggested changes will be displayed after revision appears.

Used example: changed address and email of company Klika. I will check next week to see if changes are approved.

Since Navigator.ba is an interactive application, all users can add information about objects they visited and edit “profile” of an object. If owner of the object wants it, he/she can leave their personal information including name, email and phone number and someone from the team will contact them to check if all of the information provided is correct and to get more details about the object.

Form with basic information about the object contains tags which are not visible but can be used while searching objects.

Used example: Software development - Software development companies were listed as results of the search

All the locations are displayed on a google map which uses leaflet library. It is simple to use with elementary zoom in/out buttons and blue circles indicating the location and type of object.

Apart from Sarajevo, objects and streets in other cities can be searched.

Used example: Tuzla, UKC Tuzla and Husinskih rudara street

Results for UKC Tuzla were correct, but when I searched for Husinskih rudara two results appeared related to taxi services in that street. However, they are not positioned well on the map, which can be misleading for a user since the street is actually in completely different part of the town. I used Google maps for comparison.

It is stated that tickets for theaters can be booked via the application. However, I could not find that functionality while I was going through the profiles of the theaters even though there are plays showing these days in all of the listed theaters.

**Update:** Tickets can now be booked on a sample object Ambrosia. After searching for Ambrosia and opening its “profile”, one can see that blue parts of an icon on the map are now red since there is an upcoming event. Description of “Happy Monday event” can now be found right under the rating and web page information, and above the description of the object. Basic information that can be seen within the description of an event are the name of event, category, ticket price, date and time and a background picture. More details can be obtained by clicking on the event. Apart from detailed summary of event and information mentioned above, now there is a button for booking a ticket.

After clicking on it, form with required fields of Name, Last Name, email and phone number appears. Also, an additional note, number of tickets and chosen spot (Kabaretska sala/Caffee club) can be added. The choice of a spot is made by selecting the required price of a ticket (7KM/10KM). After clicking “Rezerviši karte” button, a message that the request is forwarded to the management of the object is displayed. Also, the user gets a confirmation email. However, the email states that the reservation made must still be confirmed/rejected by the management of the object.

**Add a new location**

A new object can be created by clicking on a button in a menu on the top of the application. The form is displayed with different sections covering all of the details about the object. User can fill in all of the information that is known to him, or only some basic information, but required fields are Name of the object and Category. Object is added automatically, without previous revision. However, revision is required when you add changes.

Used example: Talks and Giggles

What I noticed is that there is no option to delete the object (in case it doesn’t exist) - you have to either write the message in the suggest changes section, or write a comment in separate section for contacting Atlantbh team.

Used example: Hug a Mug Caffe

Also, it is possible to add existing object without any background check.

Used example: Atlantbh

**Suggest an improvement/Leave a comment**

Fields to be filled in are Name, Last Name and Comment. Message can be sent to the director and the team, or only to the team. Test message was sent and I saw that you don’t have to insert name and email if you don’t want to, the message will be sent either way. So, the only required field is message.

**Mobile version**

Mobile version of application Navigator.ba is fully responsive and displays general features available on the desktop version. However, while creating the object and suggesting changes, there are less options for adding information.

Used example: Milky Sarajevo

The name of the street used as an example above, Safvet-bega Bašagića, is not displayed in mobile version even though objects in that street are. Also, it is not possible to Leave a comment/send an idea with your personal information (unless you include them in your message within suggested changes for a specific object - but it is not possible to give general feedback).