QA: Case Study Assignment

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A] Plan for Investigation:

Analysing 30% abandonment rate
1.Survey and Feed Back- Collect customer opinions to understand dissatisfaction causes.
2.Session Replays-Observe recorded customer interactions to identify common difficult points
3.Data Analytics-Collect and analyse information about how users behave on the return portal.

B]Potential Root Cause:
1.UI Issue-UI can be complex or not in proper alignments, might be more complex
2.Language Barrier-Customer might not understand the way we are presenting(high level wordings or instructions)Unclear Instructions
3.Long Process-Unnecessary things on the portal for return as in repetition of steps or else progress is not auto saved
4.No Mobile Friendly-Poor for mobile users

Part 2: Time Boxed Challenge

A] Test Plan:
1.Return Initiation Flow
Valid Input
Invalid Input
Buttons Functionality
Popups for Input Response
Mandate to enter reason for return
Once the product return is accepted and shipped it can't be cancelled

2.Return Status Tracking
Updates about Initiated Processed Completed
Button Functionalities
Proper UI overall
Multi Language Support

3.Refund Processing
Refund Duration
Refunds about Initiated Processed Completed
Correct Amount Calculation
Form of collecting bank/upi details if the order was placed cod, should not be initiated until correct details are provided

B] Critical Test Scenarios:
Verifying button functionalities
User Interface throughout portal
Verifying valid/invalid input
Refund calculation amount for various return's
Verifying to return order after the duration

All the functionalities while returning refund verification
Verifying how the system handles and displays error's if anything fails

C] Prioritization with Justification
Prioritization according to customer impact and defect likelihood

As a QA it's essential to ensure that all functionalities responds expected. While it's difficult to specifically prioritize each and very part play vital role that overall focus should be on key aspects as UI behaviour, accurate response to actions system performance
In particular the refund and return functionalities are critical as they impact on customer satisfaction. Prioritizing the handling of valid/invalid actions will ensure the systems behaves reliably which is crucial.
By enhancing the portal's reliablity,usablity we can reduce abandonment rates and improve overall user experience.

Part 3: Technical Assesment

A] Boundary Testing

Design test case for portal rules:

1.Verify edge condition like return on the 30th Day

- Initiating exactly on the 30th Day
- Attempt return on the 31st Day(beyond allowed period)

2.Validate a refund amount of $500 and exceeding $500

- Process refund for exactly $500
- Handle refund exceeding $500
- Refund to incorrect amount

B] Integration Scenario
Define testcase for system integration:

1.Payment gateway refund errors

- Successful refund process
- Payment gateway timeout during refund
- Refund to incorrect amount

2.Recovery paths for failed API calls

- Logging of failed API call
- Retry option
- User notification for Failed API call

Part 4: Real World Problem Solving

Objective: Analyse issue and propose solutions.

A] Issue Prioritization
Rank the four listed issues by customer and business impact
1.Payment gateway refund error
2.Invalid refund amount
3.Return process Lock
4.Incorrect return eligibility check

B] Bug Report
A separate excel file is uploaded

C]Temporary Workarounds
1.Pro-active email communication explaining refund delays
2.Highlight clear steps for users to resolve issues themselves clear instructions on portal
3.If submit return button isn't working then ask user to email their return requests

D]Verification Test Cases
Develop test scenarios to ensure each issues is fixed and cannot recur
1.Confirm refund limit are enforced for all scenarios
2.Ensure accurate notifications for failed refunds
3.Verify step by step process flow for clarity