

Project Name: nopCommerce E-commerce Website Demo**Report Date: [6/09/2024]****Tester: [Areej]****Test Environment: [Chrome, Windows, Hp]****1. Purpose of Testing:**

The purpose of testing the nopCommerce demo website is to ensure that the platform's core e-commerce functionalities, including product browsing, search, shopping cart management, and checkout, work as expected. The testing aims to verify the platform's performance, usability, and security, ensuring a smooth and efficient experience for both customers and retailers. Identifying and addressing any issues will help improve the overall user experience and business functionality.

2. Test Cases Unresponsive Carousel on Home Page:**2.1: Test Cases ID:**

TC-01

Title:

Unresponsive Product Carousel on Homepage.

Description:

The product carousel on the nopCommerce demo homepage is unresponsive, failing to auto-scroll or respond to manual navigation, hindering users' ability to view featured products.

1: Scenario:

Testing the main product carousel on the homepage.

2: Expected Outcome:

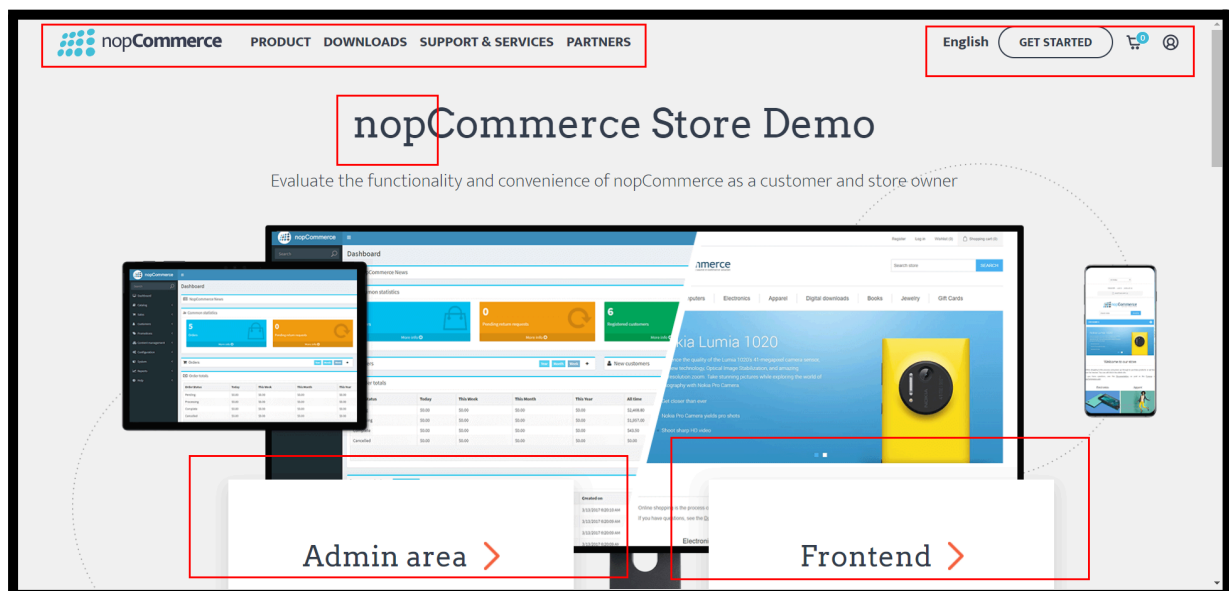
The carousel should automatically scroll through different products or allow manual scrolling when clicked on the left/right arrows.

3: Steps to Reproduce:

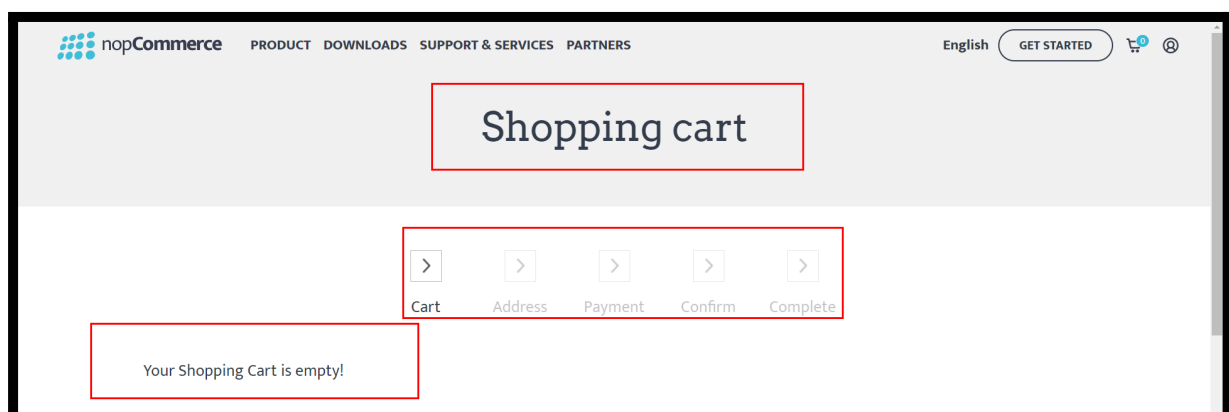
1. Navigate to the nopCommerce demo homepage.
2. Observe the main carousel at the top of the page.
3. Attempt to click the left/right navigation arrows to scroll through the featured products.

4: Actual Outcome:

The arrows are non-responsive when clicked, and the carousel does not auto-scroll.



Functionality Testing: Set the image size in the hero section, fix the navigation bar, and make sure the cart option works correctly. Right now, when you click "Add to Cart," it gives an error.



2.2. Test Steps for nopCommerce Demo Website:

1. Launch the Website:

Action: Open the browser and navigate to the nopCommerce demo website.

Expected Result: The website should load the homepage with no delays.

2. Homepage Appearance:

Action: Observe the homepage after it loads.

Expected Result: The homepage should display the following elements:

- The nopCommerce logo at the top left corner.
- A hero section with featured products and banners.
- Properly aligned navigation bar and a visible search bar.

3. Navigation Bar Functionality:

Action: Click on each navigation link (e.g., "Categories," "Contact Us," etc.).

Expected Result: Each link should direct the user to the appropriate page without any errors.

4. Add to Cart Functionality:

Action: Select a product and click the "Add to Cart" button.

Expected Result: The product should be successfully added to the cart, and a confirmation message should appear. The cart icon should update to reflect the added item.

5. Cart Access:

Action: Click on the cart icon to view the added products.

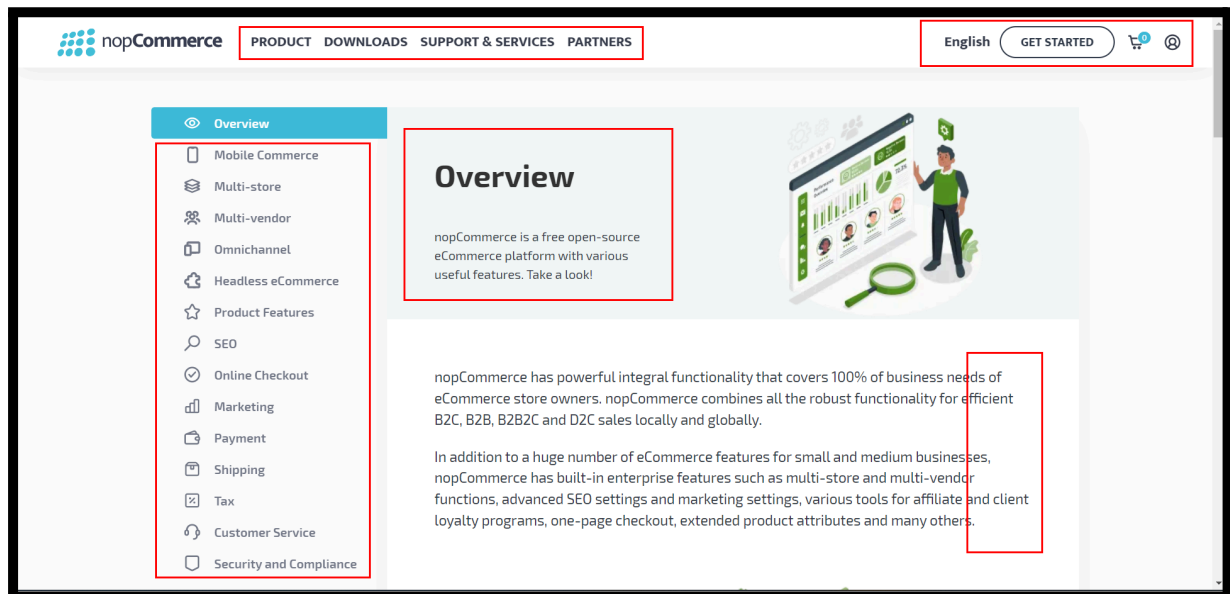
Expected Result: The cart page should open, showing the selected items, quantity, and total cost.

Actual Result:

1. The website loads immediately upon visiting the URL.

2. The homepage displays the correct logo, hero section, and navigation bar.
3. The navigation links work correctly, directing users to the right pages.
4. The "Add to Cart" button functions properly, adding the item without errors.
5. The cart page opens smoothly, displaying the correct product details.

Status: Pass



3. Search Function Displays Irrelevant Results:

3.1: Test Case ID:

TC-02

Title:

Irrelevant Search Results for Keyword "Laptop"

Description:

The search functionality for the keyword "laptop" returns irrelevant products like "gift cards" and "t-shirts," impacting usability and making it difficult for users to find relevant items, leading to a poor shopping experience.

1: Scenario:

Testing the checkout process after adding multiple items to the cart.

2: Expected Outcome:

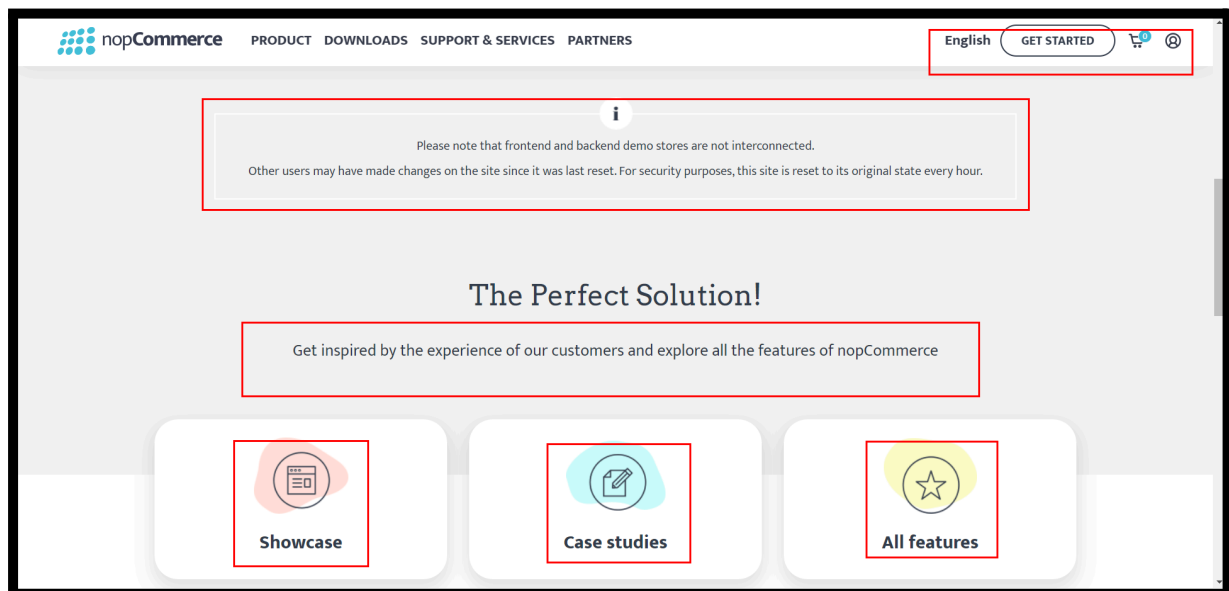
Users should be able to proceed through all checkout steps and complete the payment successfully.

3: Steps to Reproduce:

1. Add two or more items to the cart.
2. Proceed to the checkout page.
3. Enter all required billing and shipping information.
4. Select a payment method and click on "Confirm" to complete the order.

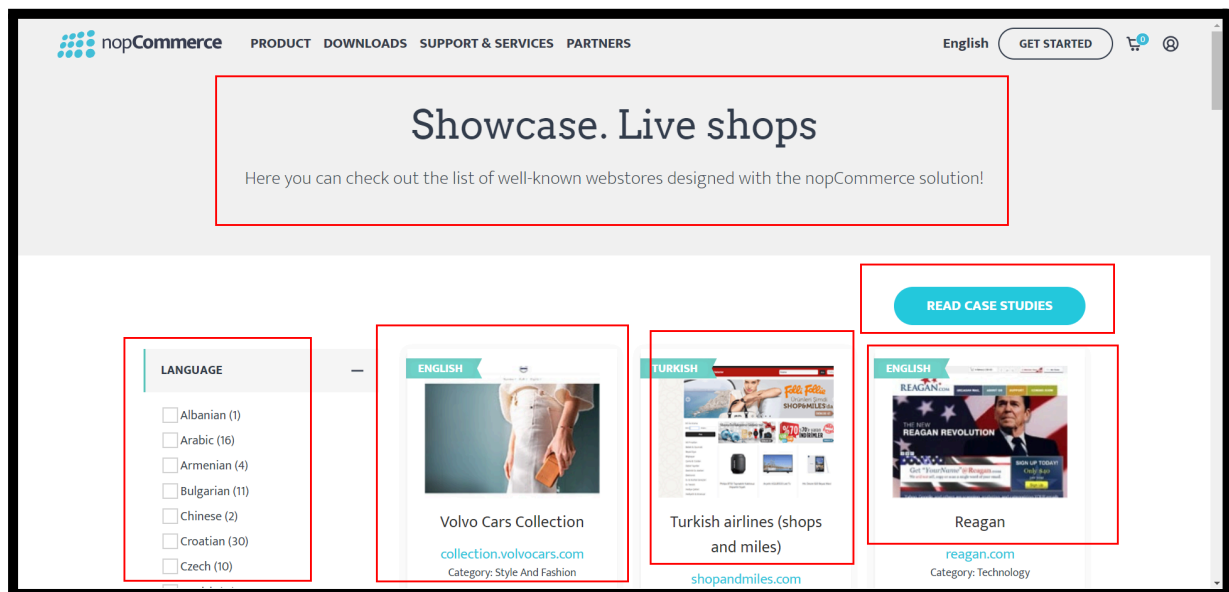
4: Actual Outcome:

The page hangs indefinitely after clicking "Confirm," and the order is not processed. No error message is shown.

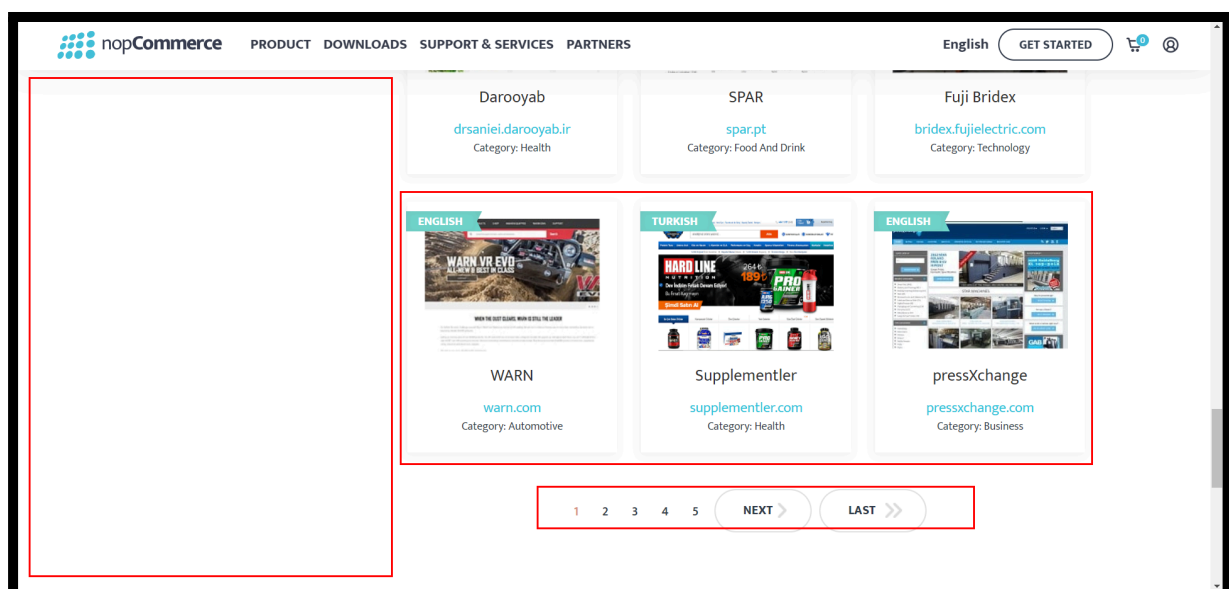


Usability Testing: The nopCommerce demo website has a clean and easy-to-use design, but it has problems like showing wrong search results, an unresponsive product carousel, broken links in the footer, "Add to Cart"

errors, and poor performance on mobile devices, which make the website harder to use.



Performance Testing: Remove the extra space from the showcase section, properly link the inner buttons, and create proper "Next" and "Last" buttons. Set the header and navigation bar, and add social media icons in the header.



3.3. Test Steps for Search Functionality

1. Navigate to Homepage

Action: Open the browser and go to the nopCommerce demo homepage.

Expected Result: The homepage should load without any issues.

2. Enter Search Term

Action: Type "phone" in the search bar at the top of the page and press "Enter."

Expected Result: The search results should display products related to "phone."

3. Review Search Results

Action: Look through the list of products shown.

Expected Result: All displayed products should be relevant to the search term "phone" (e.g., smartphones, phone accessories).

4. Validate Results

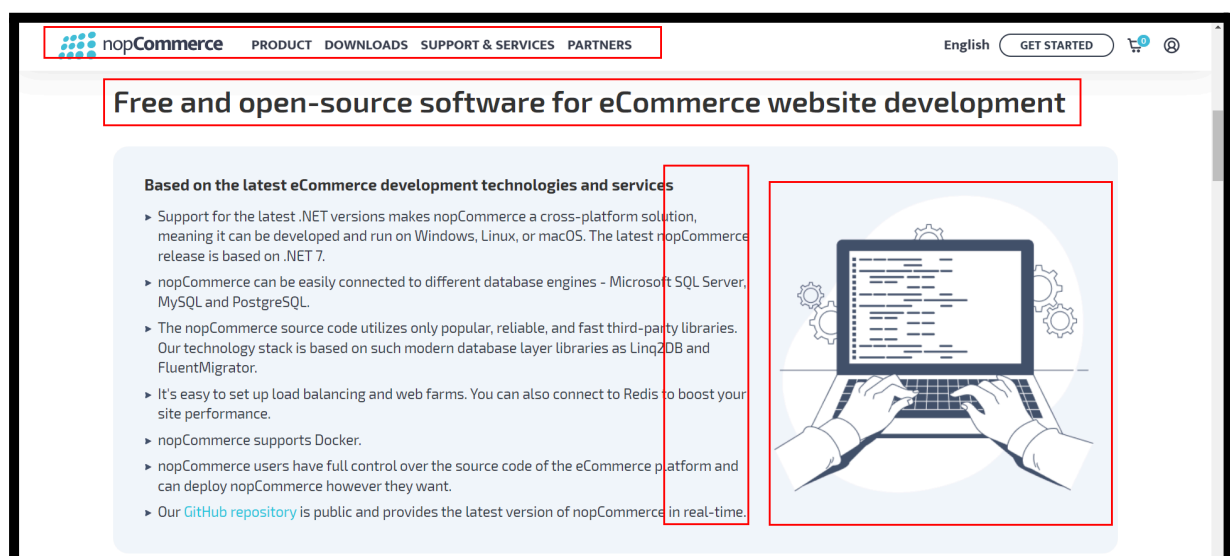
Action: Check if any unrelated products are displayed (e.g., "gift cards," "books").

Expected Result: The search results should not include irrelevant items.

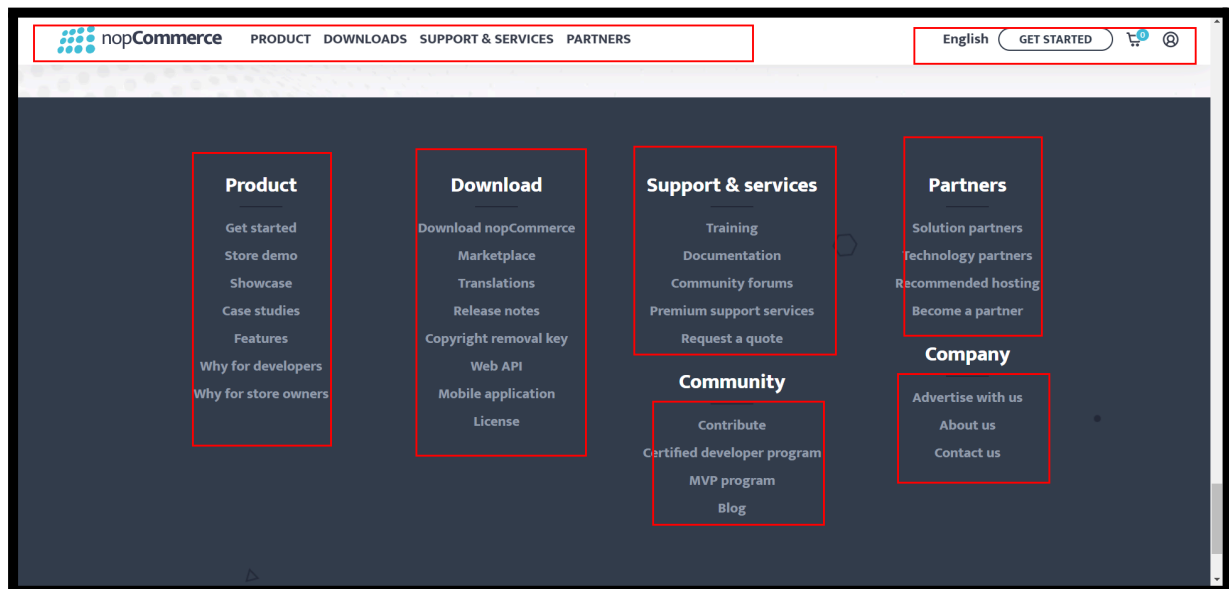
5. Repeat Search with Another Term

Action: Try searching with another relevant keyword like "laptop" to further test the accuracy of the search feature.

Expected Result: Products related to the term "laptop" should be displayed, and no irrelevant items should appear.



The footer has various issues, such as alignment problems and incorrect formatting. Add social media buttons in the footer, along with a contact form and Google Map, the footer's background colour is too dark for the text.



4. Checkout Process Hangs on Payment Step:

4.1: Test Case ID:

TC-03

Title:

Checkout Process Hangs on Payment Step

Description:

During checkout, the process hangs on the payment step after clicking "Confirm," preventing users from completing purchases. No error message is shown, leading to lost sales and a poor user experience.

1: Scenario:

Testing the checkout process after adding multiple items to the cart.

2: Expected Outcome:

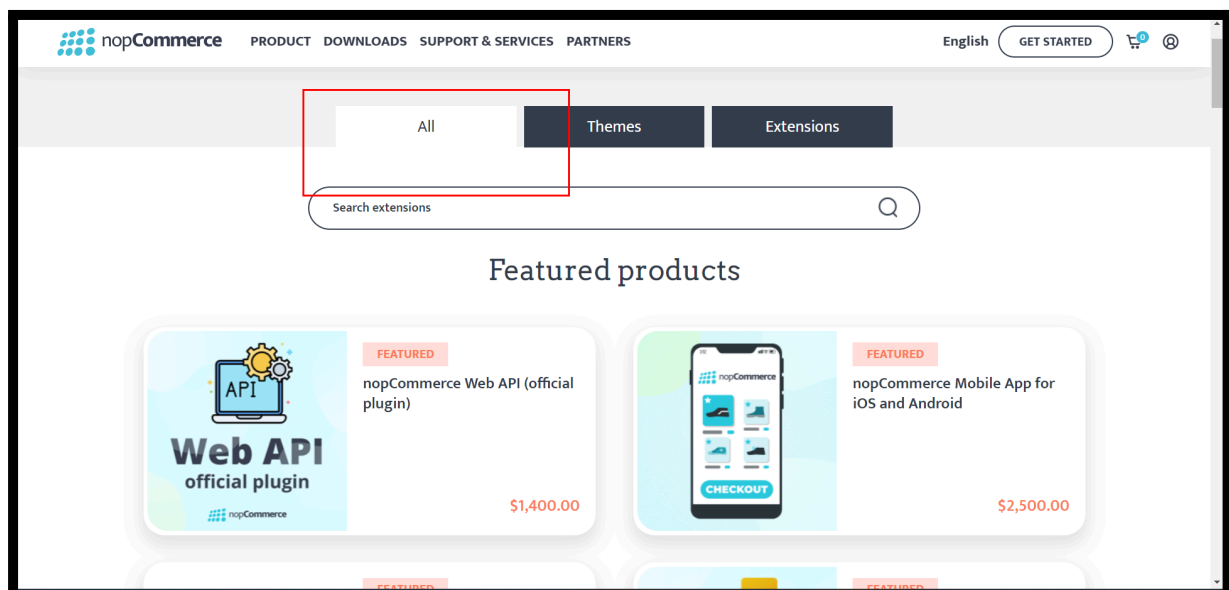
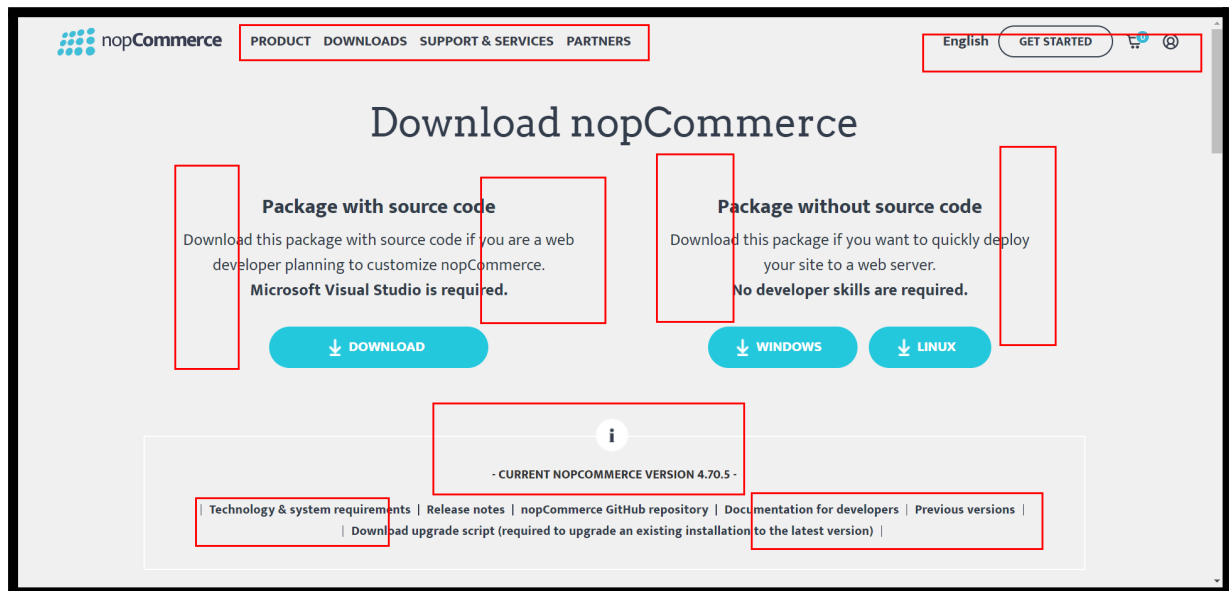
Users should be able to proceed through all checkout steps and complete the payment successfully.

3: Steps to Reproduce:

1. Add two or more items to the cart.
2. Proceed to the checkout page.
3. Enter all required billing and shipping information.
4. Select a payment method and click on "Confirm" to complete the order.

4: Actual Outcome:

The page hangs indefinitely after clicking "Confirm," and the order is not processed. No error message is shown.



4.4. Test Steps for Checkout Process Hangs on Payment Step

1. Add Items to Cart

Action: Navigate to the nopCommerce demo website, select two or more products, and add them to the cart.

Expected Result: The items should be successfully added to the cart, and the cart should update to reflect the selected products.

2. Proceed to Checkout

Action: Click on the cart icon, then click "Checkout."

Expected Result: The checkout page should load, displaying fields for billing and shipping information.

3. Enter Billing and Shipping Information

Action: Fill in all the required fields for billing and shipping (e.g., name, address, contact details).

Expected Result: All information should be accepted without any validation errors.

4. Select Payment Method

Action: Choose a payment method from the available options (e.g., credit card, PayPal).

Expected Result: The payment method should be selected without issues.

5. Confirm the Order

Action: Click on the "Confirm" button to complete the order.

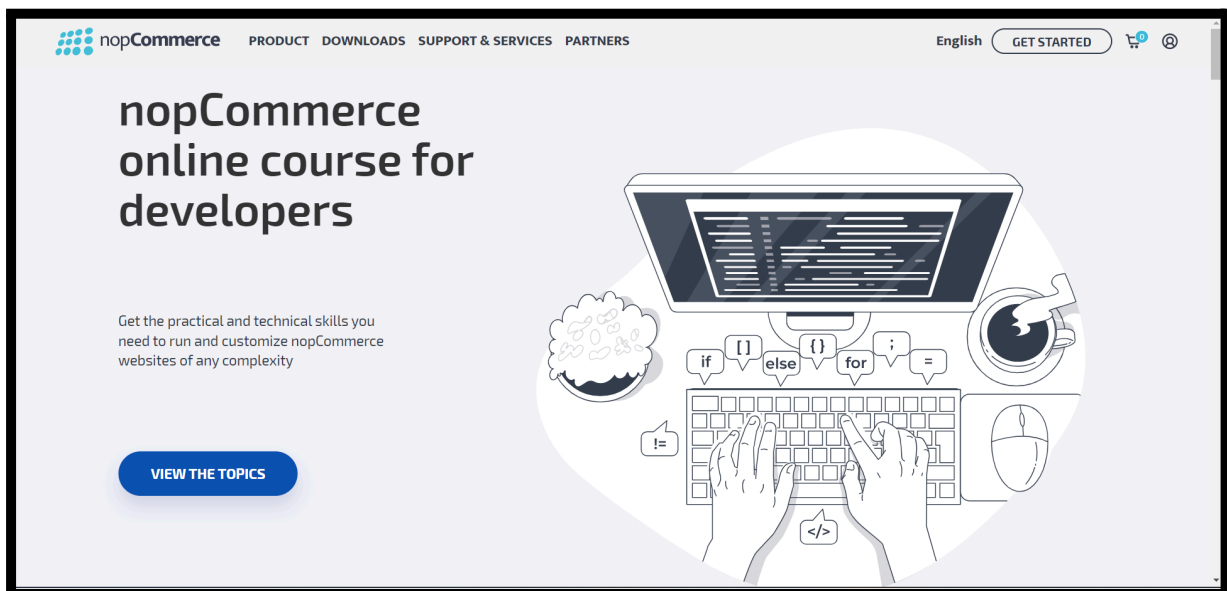
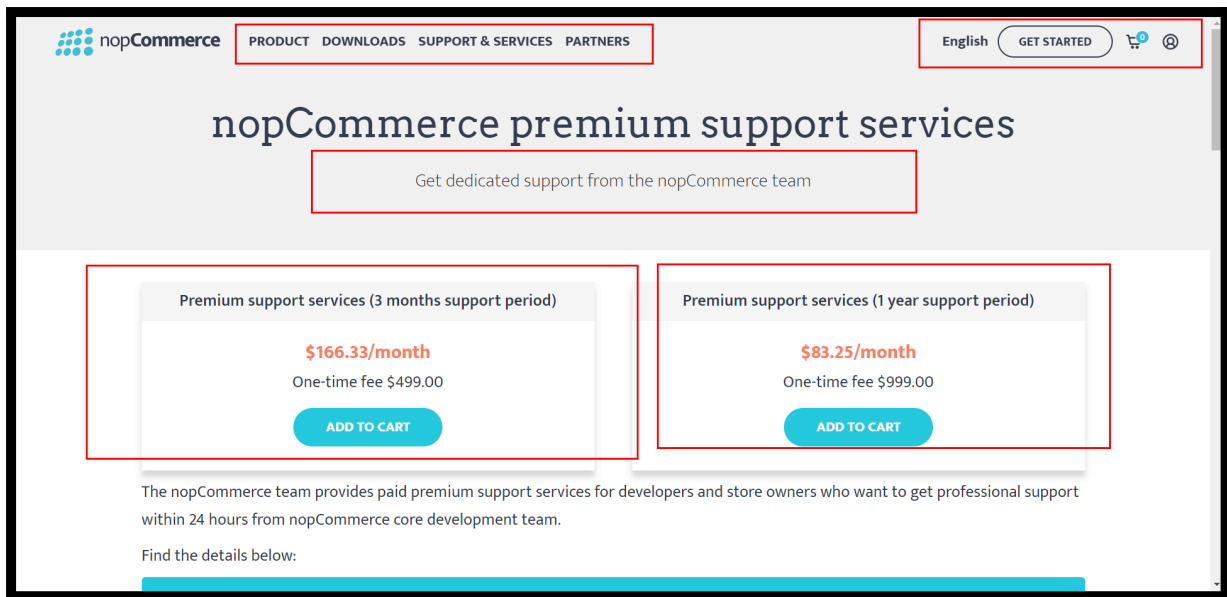
Expected Result: The order should process, and a confirmation message or receipt should appear.

6. Observe Actual Outcome

Action: Wait for the page to load after clicking "Confirm."

Actual Outcome: The page hangs indefinitely, and no error message is shown. The order is not processed, and no confirmation is received.

Status: Critical – Prevents users from completing purchases.



5. Broken Link in Footer:

5.1: Test Case ID:

TC-04

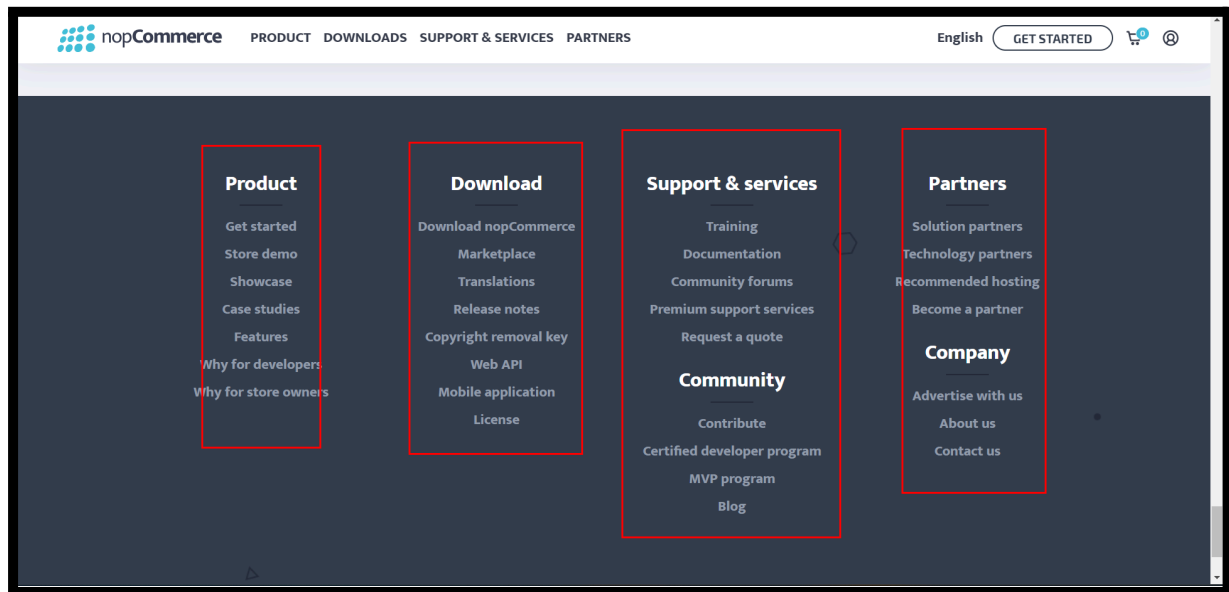
Title:

Broken Link in Footer

Description:

Clicking on the "Privacy Policy" link in the footer of the nopCommerce demo website results in a 404 error, preventing users from accessing

important information. While it doesn't affect core functionality, it can harm navigation and reduce user trust.



1: Scenario:

Testing navigation links in the footer section of the website.

2: Expected Outcome:

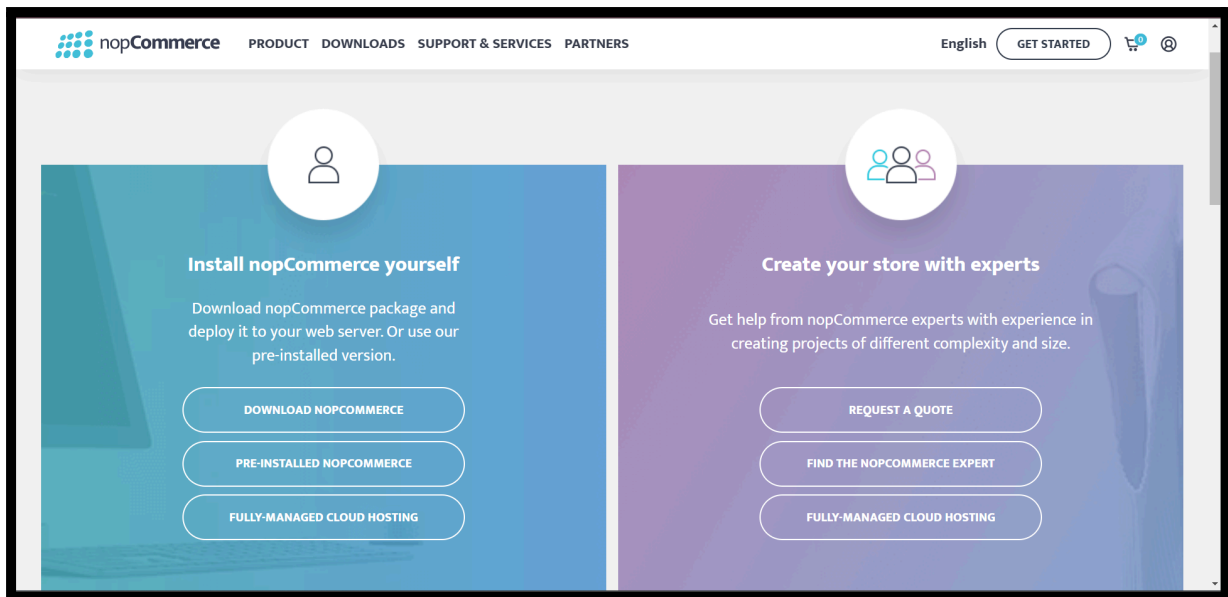
Clicking on footer links (e.g., "Privacy Policy," "Shipping & Returns") should redirect users to the correct pages.

3: Steps to Reproduce:

1. Scroll down to the footer of the homepage.
2. Click on the "Privacy Policy" link.

4: Actual Outcome:

The link returns a 404 error, indicating that the page is not found.



5.5. Test Steps for Broken Link in Footer

1. Navigate to Homepage

Action: Open the browser and go to the nopCommerce demo homepage.

Expected Result: The homepage should load without issues.

2. Scroll to Footer

Action: Scroll down to the bottom of the page to access the footer section.

Expected Result: The footer section should be visible with various navigation links, including "Privacy Policy" and "Shipping & Returns."

3. Click on the "Privacy Policy" Link

Action: Click on the "Privacy Policy" link located in the footer.

Expected Result: You should be redirected to the "Privacy Policy" page without any errors.

4. Verify Outcome

Action: Observe the page that loads after clicking the link.

Actual Outcome: The page displays a 404 error, indicating that the "Privacy Policy" page is not found.

5. Test Additional Links

Action: Optionally, click on other footer links such as "Shipping & Returns" to check for similar issues.

Expected Result: All links should correctly redirect to the appropriate pages.

6. Summary of Issues:

Bug	Severity
Unresponsive Carousel on Home Page	Medium
Search Function Displays Irrelevant Results	High
Checkout Process Hangs on Payment Step	Critical
Broken Link in Footer	Low

Recommendations:

1. Fix carousel responsiveness to enhance user interaction.
2. Improve search algorithm relevance.
3. Debug and resolve the checkout process error to prevent hangs during payment.
4. Ensure all footer links are correctly configured and lead to valid pages.