

# SWIGGY Functional QA Project Report

**Project Name:** Swiggy Web App – Manual QA POC

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**Environment:** Windows 11, Chrome Browser

**Test Type:** Manual Functional Testing

**Scope:** Signup, Login, Search, Cart, Checkout

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## Objective

The goal of this project was to manually test the core user flows of the Swiggy web application, simulating a real user journey from account creation to checkout. I focused on identifying functional issues, validating expected behaviors, and documenting any usability gaps that could affect the user experience. This POC was designed to reflect how a new user interacts with the platform without placing a real order.

## Modules Covered

I tested five key modules that represent a typical user journey:

- **Signup & Login:** Verified account creation, OTP handling, and logout
- **Search:** Explored restaurant and food item searches, filters, and recent suggestions
- **Cart:** Added, removed, and updated items
- **Checkout:** Entered address, explored payment options, and attempted cancellation
- **Bug Reporting:** Documented a navigation issue during checkout
- **Order History:** Deferred due to no real order placement

Each module was tested with realistic data and edge cases to reflect actual user behavior.

## Test Summary

A total of **26 test cases** were executed across the core modules of the Swiggy web application. Out of these:

- **20 test cases passed**, confirming that key functionalities such as signup, login, search, cart management, and checkout address entry worked as expected.
- **3 test cases were marked as not applicable**, primarily due to platform limitations—such as the Cash on Delivery (COD) option being disabled and OTP resend/expiry not being testable.
- **1 test case failed**, which led to the discovery of a navigation bug during checkout. Specifically, the absence of a cancel option forced the user to use the back button, which resulted in a loop that prevented returning to the cart or address page.
- **2 test cases were deferred**, as they required placing a real order to test order history and tracking—actions that were intentionally excluded from this POC.

This summary reflects a well-rounded manual testing effort, with clear documentation of both successful flows and areas needing improvement.

## Bug Highlights

While testing the checkout flow, I encountered a navigation issue that affects the user's ability to exit or revise their order smoothly. After reaching the payment screen, I pressed the browser's back button. This correctly redirected me to the checkout screen where the delivery address is entered. However, when I pressed back again from the checkout screen, expecting to return to the restaurant catalog or cart, the app unexpectedly redirected me back to the payment screen.

This created a confusing loop: instead of allowing the user to exit the checkout flow or modify their cart, the navigation kept cycling between the payment and checkout screens. There was no visible cancel option either, which further limited user control.

Bug ID	Module	Description	Severity	Status
CHECKOUT_BUG_01	Checkout	Back button from checkout redirects to payment instead of catalog	Medium	Failed

This issue impacts usability and could lead to frustration, especially for users who want to change their order or exit the flow before payment. Proper back navigation and a clear cancel option should be implemented to improve the experience.

## Test Case Table

I created and executed 26 test cases covering Swiggy's core user flows—from signup to checkout. Each test case includes a scenario description, preconditions, test data, and outcome. Most flows worked as expected, while a few were marked as not applicable or deferred due to platform limitations. One navigation bug was identified and documented during checkout.

The full table is included below for reference.

### **Test Account:** New user, phone number not previously registered

#	Test Case ID	Module	Description / Scenario	Precondition	Expected Result	Actual Result	Status	Evidence
1_01	SIGNUP	Signup	Valid signup (phone + OTP)	User on Swiggy homepage, not logged in	OTP received, user proceeds to next step	Signup completed successfully	Passed	
2_02	SIGNUP	Signup	Invalid OTP during signup	User on OTP verification screen	Error message shown for invalid OTP	Cannot re-run with same number	Not applicable	No evidence Needed
3_03	SIGNUP	Signup	Missing field validation (name blank)	User on signup form	Error message shown for blank name	Not tested with alternate number	Pending	No evidence Needed
4_01	LOGIN_	Login	OTP sent / login flow opens correctly	Swiggy site open, user not logged in	OTP sent and login screen opens	OTP received successfully	Passed	No evidence Needed
5_02	LOGIN_	Login	Invalid OTP on login	OTP verification screen open	Error message shown for invalid OTP	Error message displayed	Passed	No evidence Needed
6_03	LOGIN_	Login	Valid OTP login (successful)	OTP verification screen open	User logged in and redirected	Login successful	Passed	No evidence Needed

	LOGIN_704	Login	Invalid phone number format	Swiggy login page visible	Error message shown for invalid format	Validation message shown	Passed	No evidence Needed
	LOGIN_805	Login	Resend OTP / OTP expiry	OTP verification screen open	Resend option or expiry message shown	Feature missing; OTP doesn't expire in UI	Not applicable	No evidence Needed
	LOGIN_906	Login	Logout via profile dropdown	User logged in, homepage visible	User logged out and redirected	Logout successful; hover dropdown visible	Passed	No evidence Needed
	SEARCH_10_01	Search	Search with valid restaurant	User logged in or on homepage	Relevant restaurant appears in results	Only one branch shown; location filtered	Passed	No evidence Needed
	SEARCH_11_02	Search	Search with invalid/random text	User on homepage	“No match found” message shown	“No match found” message displayed	Passed	No evidence Needed
	SEARCH_12_03	Search	Search for food item	User on homepage	Matching dishes shown from restaurants	Multiple dishes from different restaurants shown	Passed	No evidence Needed
	SEARCH_13_04	Search	Recent search suggestions	User previously searched & clicked result	Recent search appears in suggestions	Only stores search if user clicks on result	Passed	No evidence Needed
	SEARCH_14_05	Search	Filters & sort options	Search results displayed	Filters and sort options are usable	Filters and sort worked as expected	Passed	
	SEARCH_15_06	Search	Click on restaurant from search results	Search results displayed	Restaurant page opens	Restaurant page opened	Passed	No evidence Needed
	CART_0161	Cart	Add item to cart	User logged in, restaurant menu open	Item added to cart	Cart updated with item	Passed	No evidence Needed

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172	CART_0	Cart	Remove item from cart	Item added to cart; user clicks cart icon	Item removed from cart	Cart updated after removal	Passed	
183	CART_0	Cart	Update item quantity	Item in cart; user on checkout page	Quantity updates in cart	Quantity updated successfully	Passed	
19	CHECK OUT_01	Checkout	Proceed to checkout	Cart has at least one item	Checkout page opens	Checkout page opened	Passed	
20	CHECK OUT_02	Checkout	Enter delivery address	Checkout page open	Address saved and confirmed	Address section filled	Passed	
21	CHECK OUT_03	Checkout	Select payment method	Address entered; checkout page visible	Payment options shown	COD disabled; screenshot of payment options	Not applicable	
22	CHECK OUT_04	Checkout	Cancel order before payment	On payment screen	Cancel option available	No cancel option; back navigation attempted	Not applicable	No cancel option present
23	CHECK OUT_BU	Checkout	No cancel option; back button loops to payment	On payment screen, user clicks back	User returns to cart or checkout	Navigation loop prevents exit or cart modification	Failed	No Screenshot Available
2401	ORDER_HISTORY	Order History	View past orders	At least one order placed	Order history displayed	Real order not placed; feature deferred	Not tested	Not Executed
2502	ORDER_HISTORY	Order History	Track active order	Order placed and in progress	Tracking info shown	Requires live order; skipped for this POC	Not tested	Not Tested

## Screenshot And Evidence

To make the testing outcomes clear and easy to verify, I've included screenshots directly within the test case table. These visuals capture key moments from each flow—such as successful logins, validation messages, cart updates, and the checkout navigation issue.

By embedding the screenshots alongside each test case, I've ensured that every result is backed by visual proof. This approach helps demonstrate how the application responded to different inputs and highlights both expected behaviors and areas that need improvement.

## Limitations

While the core user flows were successfully tested, a few limitations affected the scope of this QA project:

- **Order History and Tracking** features couldn't be tested because no real order was placed during the session.
- **Cash on Delivery (COD)** was visible as a payment option but was disabled, so I couldn't verify its behavior.
- **OTP expiry and resend** scenarios couldn't be explored due to Swiggy's restriction on reusing phone numbers.
- **Cancel option during checkout** was missing, which led to a navigation bug when attempting to exit the payment flow.

These limitations were noted in the test case table and will be revisited if deeper access or test credentials become available in future iterations.

## Conclusion

This QA project successfully validated the core user flows of the Swiggy web application through structured manual testing. From signup to checkout, each module was tested with realistic scenarios and edge cases to reflect how a new user might interact with the platform.

Most functionalities worked as expected, and the test case table provides clear documentation of outcomes. One navigation bug was identified during checkout, highlighting an area for improvement in user control. Screenshots were embedded to support each test case, ensuring transparency and traceability.

Overall, this project demonstrates a thoughtful, user-centric approach to QA—balancing technical accuracy with real-world usability. It reflects my ability to design meaningful test cases, spot subtle issues, and present findings in a clear, professional format.