

Exploration Testing Report for Burger King Website

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Duration: 2 hours

Environment: Google Chrome

Techniques Used: Experience-Based Testing, Ad Hoc Testing

Testing Tool: Xray for exploratory testing

Objective

The objective of this exploratory testing session was to identify and document any potential bugs or issues in the Burger King website. A focus was placed on the "Order Now" functionality to ensure a seamless user experience.

Test Scenarios

Scenario 1: Order Food

Steps:

1. Visit (<https://www.bk.com/>).
2. Scroll to the footer section and locate "food quality."
3. Click on the "food quality" link.
4. Scroll down to the bottom of the page and locate the "Order Now" button.

Observations:

Upon clicking the "Order Now" button, a blank page was displayed with an error message stating, "www.bk.com refused to connect."

Status: Failed

Scenario 2: Gift Cards / Crown Cards

Steps:

1. Visit (company.bk.com).
2. Scroll to the footer section and locate "Gift Card / Crown Cards".
3. Click on the "Gift Card / Crown Cards" link.

Observations:

Clicking the "Gift Card / Crown Cards" button, the server crashes with an error message stating, "Invalid SSL certificate"

Status: Failed

Scenario 3: Gift Cards / Crown Cards

Steps:

1. Visit (company.bk.com).
2. Scroll to the footer section and locate "Diversity".
3. Click on the "Diversity" link.

Observations:

Clicking the "Diversity" button takes the user to a page with an error message stating, "Invalid SSL certificate".

Status: Failed

Notes and Observations

During the exploratory testing session, the following observations were made:

- The website refusing to connect prevented further exploration and testing.
- No additional defects or issues were identified during the limited testing due to the connectivity problem.

Conclusion

The exploratory testing session revealed a critical issue with the "Order Now" functionality on the Burger King website. The website consistently refused to connect, rendering the ordering process inaccessible. Further investigation and resolution of this issue are required to ensure a seamless user experience.

Recommendations

1. **Immediate Attention:** The connectivity issue affecting the "Order Now" functionality should be addressed urgently to restore the website's functionality.
2. **Comprehensive Testing:** Once the connectivity issue is resolved, a comprehensive round of testing, including functional and regression testing, should be conducted to ensure the website's overall stability and usability.
3. **Monitoring:** Implement monitoring and alerting mechanisms to detect similar issues promptly in the future.

NOTE

This exploration testing was conducted in January 2023, and as of this time, all the bugs have been fixed.