

# Exploratory Testing - Report

## // PROMOTIONS // GENERAL PROMOTIONS PAGE

**Introduction:** I explored the `/promotions` page and the specific promotion page as a **visitor/logged-out user**. The goal was to understand the user experience when browsing promotions and interacting with a specific promotion. Based on my exploration, I identified several issues that could negatively impact the user experience, along with suggestions for improvement.

---

### Task Overview:

#### Issue 1: Empty Space when Clicking Terms and Conditions

##### Gherkin Scenario:

-Given I am a visitor or logged-out user on the `/promotions` page  
-When I click on the "Terms and Conditions" link for the weekly cashback offer  
-Then the "Terms and Conditions" content should be displayed  
And it should not show an empty space

- **Details:**

As a **visitor/logged-out user**, when I clicked on the **terms and conditions** link for the weekly cashback offer, an empty space opened and no content was displayed. This creates confusion for users who want to understand the terms of the promotion.

**Recommendation:** Ensure that the terms and conditions are correctly displayed when users click on the link. It would be beneficial to test this functionality to ensure proper content loading.

---

#### Issue 2: "Claim this Promotion" Button Redirecting to Empty Page

##### Gherkin Scenario:

-Given I am a visitor or logged-out user on the `/promotions` page  
-When I click on the "Claim this promotion" button  
-Then I should be redirected to a page where I can claim the promotion or see a confirmation  
And it should not redirect to an empty page

- **Details:**

When I clicked on the **"Claim this promotion"** button, I was redirected to an empty page with no further action or information. This results in a broken user journey and could lead to user frustration.

**Recommendation:** The button should redirect the user to a page that allows them to complete the claim process or show a confirmation. If no action can be taken, the button should be disabled or provide relevant feedback.

---

### Issue 3: "Information" or "Read More" Button Redirecting to Unrelated Pages

-Given I am a visitor or logged-out user on the live casino promotion page  
-When I click on the "Information" or "Read More" button  
-Then I should be redirected to a relevant page with more details about the promotion  
And it should not lead me to unrelated pages

- **Details:**

When I clicked on the **"Information"** or **"Read More"** button on the **live casino promotion**, I was redirected to pages that were not related to the specific promotion. This disorients users and makes it difficult to get more details about the promotion they are interested in.

**Recommendation:** Ensure that the **"Information"** or **"Read More"** buttons are properly linked to relevant content. If the promotion page is dynamic, test all links to ensure they lead to the correct destination.

---

### Issue 4: Gold Leaderboard Displaying Empty Positions

-Given I am a visitor or logged-out user on the Gold Leaderboard page  
-When I view the leaderboard  
-Then I should see only actual leaders in the leaderboard  
And it should not show empty positions

- **Details:**

The **Gold leaderboard** section was showing positions for users who were not part of the actual leaderboard. For example, there were empty positions between users listed, which made the leaderboard appear incomplete and cluttered.

**Recommendation:** Only display actual leaders. For instance, if there are 14 leaders, show positions 1-14 instead of showing 25 positions with the remaining spots empty. This would create a cleaner, more focused display and improve user understanding.

---

### Issue 5: Incomplete Information on How to Claim in Live Casino Wild Wednesdays Promotion

-Given I am a visitor or logged-out user on the Live Casino Wild Wednesdays promotion page  
-When I try to find information on how to claim the promotion  
-Then I should see clear instructions on how to claim the promotion  
And it should not be incomplete or unclear

- **Details:**

There is incomplete information regarding how to claim the **Live Casino Wild Wednesdays**

promotion. This can confuse users who want to participate in the promotion.

**Recommendation:** Ensure that clear and complete instructions are provided on how to claim the promotion.

---

#### Issue 6: 404 Error and Page Crash When Clicking Promotional Title

-Given I am a visitor or logged-out user on the promotional page  
-When I click on the promotional title and then click on "Button" 1 option  
-Then I should not encounter a 404 error or page crash  
And I should be able to return to the /promotions page with all promotions working properly

- **Details:**

When I clicked on a promotional title and then selected the **"Button 1"** option, a **404 error** occurred, causing the webpage to crash. After returning to the **/promotions** page, all the promotions were broken, and a **"Read More"** button appeared for every promotion. Additionally, all the promotion information disappeared. This significantly disrupts the user experience.

**Recommendation:** Ensure that the promotional titles and buttons link to valid pages. Any issues leading to 404 errors should be fixed, and the promotions should load properly when returning to the page.

---

### Key Findings:

1. **Technical Issues with Content Display:**

- The **terms and conditions** for promotions are not displaying correctly (empty space appears instead).
- The **"Claim this promotion"** button leads to an empty page, interrupting the user journey.
- **Incomplete information** on how to claim in the Live Casino Wild Wednesdays promotion.

2. **Broken Links and Misleading Navigation:**

- The **"Information"** or **"Read More"** buttons redirect users to unrelated pages, causing confusion.
- Clicking on a **promotional title** and the **"Button 1"** option causes a **404 error** and crashes the page.

3. **Visual Design/Usability Issues:**

- The **Gold leaderboard** includes empty positions, making it visually unappealing and harder to follow.