

PROBLEM STATEMENT

Perform black box testing on the checkout process of ShopEase. Focus on user interactions and the overall user experience. Identify potential usability issues, and design test cases to ensure a seamless and user-friendly checkout experience.

TEST CASES

1. Adding Items to Cart:

Verify that items can be added to the cart. Check if the cart quantity and total price update correctly when adding multiple items. Test if users can remove items from the cart and update quantities.

2. Applying Coupons:

Check if the platform allows entering coupon codes. Verify that valid coupons are applied correctly and reflected in the total price.

3. Entering Shipping and Billing Information:

Verify that all necessary shipping and billing fields are present and clearly labeled. Test if address auto-completion or suggestion features work correctly. Ensure that users can easily edit and correct any mistakes in their information.

4. Payment Processing:

Test different payment methods supported by the platform (e.g., credit cards, debit cards, net banking). Verify that the payment gateway integration is secure and handles sensitive information securely. Test if the platform offers secure payment options like two-factor authentication.

5. Order Confirmation:

Verify that order details like items, shipping address, and payment method are displayed accurately on the confirmation page. Check if users receive an email confirmation with order details and a link to track their order. Test if the platform allows users to easily access and manage their order history.