

Exploratory Testing Report for Travel Buddy Application

Tested by: Dhilruba begum

Date: 11/04/2024

Application Version: Travel Buddy 1.0

Platform: Web

Testing Environment: Chrome Version 129.0.6668.72

1. Overview

This exploratory testing session was conducted on the Travel Buddy application with the goal of identifying issues related to usability, functionality, performance, and security. The testing was focused on the main features of the app such as Hotel bookings, Package selecting, user profile management, search functionality, and payment processing.

2. Testing Approach

Exploratory testing was performed in an unscripted manner, with the tester actively interacting with the app's features based on their understanding of how the application is intended to function. The testing cycle was iterative, where insights from earlier sessions guided further testing efforts. Areas of interest included:

UI/UX , Navigation and Flow ,Functionality , Search & Filters ,Error Handling, Performance,Payment ,User profile Management.

3. Key Areas Tested

User Login

Test Case 1: Logged in with an existing user account using email and click for Forgot password.

Result: Navigated to Forgot password page.

Issue Found: Forgot password functionality could be improved (no instructions on password recovery if email isn't recognized).

Preference checking

Test Case 1: Searched for Accommodations.

Result: Accommodation of Ac and Non Ac rooms are listing.

Issue Found: Preference is given as Ac Room but Non Ac rooms are also listing

Hotel Search and Booking

Test Case 1: Searched for hotels in GOA for specified dates.

Result: Hotels were displayed with adequate filters (star ratings, price range, etc.)

Issue Found: No clear indicator on whether the hotel price includes taxes.

Test Case 2: Selected a hotel, checked the room details, and proceeded with booking.

Result: Room details displayed as expected.

Issue Found: Hotel amenities and cancellation policies were not clear on the booking screen.

Payment Flow

Test Case 1: Attempted payment using UPI and wallet options.

Result: Payment options were displayed correctly, but some options took time to load.

Issue Found: Slow load time for payment options on slow networks.

Notifications

Test Case 1: Checked if booking confirmation notification was received.

Result: Notification received as expected.

Issue Found: Notifications could be more descriptive (e.g., specific details are not listed).

User Profile

Test Case 1: Edited user profile (name, address, phone number).

Result: Changes were saved and reflected properly.

Issue Found: The profile photo upload button was unresponsive at times.

Interactive maps

Test case1: Checked for travel time using Interactive maps

Result: Showed approximate time

Issue Found: Precise timing with Traffic experience is not shown.

Test case 2: Checked whether Visualization of travel plans is showing

Result: It showed Visualization of Hotels, Beach, etc.,

Issue Found: It failed to show the smaller activities visualization

Test case 3: Checked whether destination Highlights are displaying in the travel path

Result: It showed Highlights in only destination Point

Issue Found: The activity selected near the destination point is not showing.

Social Integration

Test case1: Checked whether user can able to connect with Friends of Friend.

Result: User can able to connect with friends of friend.

Issue Found: After connecting that user is not showing as Mutual friend.

Test case 2: Navigated to Friends profile to discover experiences of his/her

Result: Trip plans Is displaying

Issue Found: Only Past trip plan is showing, current trip plan is taking longer time to load

Test case 3: checked user can able to discover recommend/suggestions

Result: User can discover recommended places/accommodations

Issue Found: The Price of the recommended places is not accumulating with taxes

UI/UX

Test Case 1: Navigated through different app sections (hotels, packages, etc.).

Result: The navigation was smooth

Issue Found: The search bar was not always visible when scrolling, especially on smaller screens(Mobile).

Test Case 2: Checked if the app supports dark mode (if applicable).

Result: Dark mode worked, but some text (such as small buttons) wasn't readable in dark mode.

Issue Found: Poor contrast in dark mode affecting readability.

Error Handling and Messages

Test Case 1: Entered invalid data (invalid credit card).

Result: Error messages were shown, but not always in clear or understandable language.

Issue Found: The error message for invalid card details was generic (e.g., "Transaction Failed") without clear instructions.

4. Key Issues Identified

1. Hotel Booking Clarity: Price breakdowns and tax inclusion for hotel rooms could confuse users.
2. Slow Payment Options: Payment options take time to load, especially on slower network connections.
3. UI/UX Inconsistency: The search bar becomes hidden when scrolling on certain screen sizes, and dark mode had poor contrast, making some text difficult to read.
4. Error Messages: Generic error messages during failed transactions or invalid data entry could be more helpful and user-friendly.
5. Booking Policy Visibility: Cancellation policies, pricing breakdown, and terms and conditions were not as accessible or clear as they could be.

5. Conclusion

The Travel Buddy app is a generally well-functioning travel Planning platform, but several minor issues were identified, particularly with UI responses, clarity in price breakdowns, and performance during payment processing. These issues, while not critical, could affect the overall user experience and may need further refinement.

Recommendations:

1. Improve Error Messaging: Enhance error messages to provide users with clear, actionable instructions.
2. Improve Payment Flow: Ensure that all payment methods are quickly accessible, even on slower networks.
3. Fix UI Inconsistencies: Make sure all buttons, filters, and elements function consistently across various devices and screen sizes.
4. Clarify Pricing: Make hotel prices, taxes more visible and understandable.

With these improvements, the Tavel Buddy app could provide a more seamless, user-friendly experience.

Tested by:

Dhilruba begum
Senior QA Analyst