

# Unable to type in the search field after searching for other product

E-commerce website

## Steps to reproduce

1. Open the testing website.
2. Tap on the menu button (top right).
3. Tap on the 'What are you looking for?' search bar.
4. Type the product name: [].
5. Tap on the 'Go' or 'Enter' case on the keyboard.
6. After getting the results, tap on the menu button again (top right).
7. Tap on the 'What are you looking for?' search bar again.

## Exploratory testing

*Issue type:* functional

*Severity:* medium

*Environment:* Samsung Galaxy A50  
- Android 11, Chrome

*Value:* somewhat valuable

Attached screenshot and video

## Expected results

The user can successfully make another search by typing a product name in the 'What are you looking for?' search field.

## Actual results

When tapping on the search field, the keyboard opens for half a second and then closes itself and the user can not make another search by typing a product name in the search field.

# Clicking the radio-button type of filter doesn't return any results

E-commerce website

## Steps to reproduce

1. Open the testing website.
2. Hover over the [] section.
3. Click on [] in the [] column.
4. Scroll until you find the filter on the left side of the page.
5. Scroll to the 'Metal Color' filter.
6. Click on a color to filter the results (eg. yellow).

## Exploratory testing

*Issue type:* functional

*Severity:* medium

*Environment:* Windows 10 Pro -  
Chrome

*Value:* somewhat valuable

Attached screenshot,  
video and console log

## Expected results

The results page should return products with the selected filter when using the radio-button filter.

## Actual results

The results page does not return products with the selected filter when selecting the radio-button types of filter. The other types of buttons work correctly.

# Cannot see next and previous image when in zoom in/out function

E-commerce website

## Steps to reproduce

1. Open the testing website.
2. Click on the 'Personalized' tab.
3. Click on 'Create Now' under 'Create Your Own []' image.
4. Click on the product image to zoom-in on the product.
5. Click on the arrow-like button to see the next image.
6. Click on the other arrow-like button to see the previous image.

## Exploratory testing

*Issue type:* functional

*Severity:* medium

*Environment:* Windows 10 Pro -  
Chrome

*Value:* somewhat valuable

Attached screenshot, video  
and console log

## Expected results

The next or previous image should be displayed after clicking on the arrow-like button.

## Actual results

The next or previous image is not displayed after clicking on the arrow-like button. It is displayed only after closing the zoom in function.

# Error message for invalid promo code is not aligned with the error icon

Social casino app

## Steps to reproduce

1. Open the testing application.
2. Close the pop-ups that are displayed after opening.
3. Tap on the 'Reduceri' (eng: sale) button.
4. On the down-left of the app, tap on the 'Revendica cupon' (eng: redeem voucher) button.
5. Tap on the text box.
6. Type an invalid code: eg: xyz.
7. Tap on 'ok'.
8. Tap on 'Revendicare' (eng: redeem).

## Exploratory testing

*Issue type:* visual

*Severity:* low

*Environment:* Samsung Galaxy A50

- Android 11, native

*Value:* somewhat valuable

Attached screenshot

## Expected results

The error message you get for an invalid promotional code should be aligned with the error icon.

## Actual results

The error message is not aligned with the error icon and it looks misplaced.



# Overlapping text in the share of jackpot winnings tab of the jackpot club

Social casino app

## Steps to reproduce

1. Open the testing app.
2. Close the pop-ups that are displayed after opening.
3. Tap on the 'Club' icon.
4. Tap on 'Jackpot Club'.
5. Scroll to the '[]' (eng: []).

## Exploratory testing

*Issue type:* visual

*Severity:* low

*Environment:* Samsung Galaxy A50

- Android 11, native

*Value:* somewhat valuable

Attached screenshot

## Expected results

Text should not be overlapped.

## Actual results

The text is overlapped.



# Blank page displayed after tapping on a departing flight result

Flight booking app

## Steps to reproduce

1. Open the testing app.
2. Tap on 'More'.
3. Tap on 'Settings'.
4. Tap on 'Country / region'.
5. Tap on the country text box.
6. Type 'Romania' and tap on the country to select it.
7. Tap on 'Ok'.
8. Tap on the 'Buy now' tab.
9. Tap on the departing city text box.
10. Select a departing city by choosing from the list (eg: Cluj-Napoca).
11. Tap on the destination text box.
12. Select a destination city by choosing from the list (eg: Aalborg, Denmark).
13. Tap on the 'Select dates' button.
14. Choose a departure date and a return date.
15. Tap on the 'Confirm dates' button.
16. Tap on the next available departure date.
17. Tap on the last result available in the results page.

## Exploratory testing

*Issue type:* functional

*Severity:* high

*Environment:* Samsung Galaxy

A50 - Android 11, native

*Value:* somewhat valuable

Attached  
screenshot, video  
and device log

## Expected results

The departing flight details should be displayed.

## Actual results

A blank page is displayed after tapping on the departing flight result. This usually happens for the last result on the page, but it also happened for the first and second on some results.



# Only business fare available after being filtered by 'Economy' fare

Flight booking app

## Steps to reproduce

1. Open the testing app.
2. Tap on 'More'.
3. Tap on 'Settings'.
4. Tap on 'Country / region'.
5. Tap on the country text box.
6. Type 'Romania' and tap on the country to select it.
7. Tap on 'Ok'.
8. Tap on the 'Buy now' tab.
9. Tap on the departing city text box.
10. Select a departing city by choosing from the list (eg: Cluj-Napoca).
11. Tap on the destination text box.
12. Select a destination city by choosing from the list (eg: Aalborg, Denmark).
13. Tap on the 'Select dates' button.
14. Choose a departure date and a return date.
15. Tap on the 'Confirm dates' button.
16. Tap on the 'Economy' filter on the top-middle of the page.
17. Tap on 'Economy'.
18. Tap on a result for more details.

## Exploratory testing

*Issue type:* functional

*Severity:* high

*Environment:* Samsung Galaxy

A50 - Android 11, native

*Value:* somewhat valuable

Attached screenshot,  
video and device log

## Expected results

The departing flight details page should also show the economy fares available and, if not available, it should not be an option in the results page.

## Actual results

The departing flight details page displays only the business fares available and the economy fares are not displayed, even though it is an option in the results page.

# 8 Search results displayed after an inaccurate 'No flights' status

Flight booking app

## Steps to reproduce

1. Open the testing app.
2. Tap on the 'Buy now' tab.
3. Tap on the departure city text box.
4. Select a departure city from the list (eg: Cluj-Napoca).
5. Tap on the 'Arriving at' text box.
6. Select a destination from the list (eg: Paris Charles de Gaulle Airport, France).
7. Tap on the 'Select dates' button.
8. Double tap on a date (eg: 7th of June - 2024).
9. Tap on the 'Confirm date' button.

## Exploratory testing

*Issue type:* functional

*Severity:* medium

*Environment:* Samsung Galaxy A50

- Android 11, native

*Value:* somewhat valuable

Attached screenshot, video  
and device log

## Expected results

There should be a price displayed under the departing date if at least 1 departing flight is available.

## Actual results

An available flight is displayed in the search section, even though a 'No flights' status is displayed under the departing date.



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## Checkout button works without having any products added to cart

E-commerce website

### Steps to reproduce

1. Open the testing website.
2. Tap on the cart icon.
3. Tap on the 'Checkout as [your username]' button.

### Exploratory testing

*Issue type:* functional

*Severity:* medium

*Environment:* Samsung Galaxy A50

- Android 11, Chrome

*Value:* somewhat valuable

Attached screenshot, video  
and device log

### Expected results

There shouldn't be a 'Checkout' button if there aren't any products added to cart.

### Actual results

The checkout button works without having any products added to cart. Even the total items counter shows '0' and the estimated total shows 0.00 USD, but still you can checkout.



# 'Date of birth' displayed, but doesn't exist when trying to edit

E-commerce website

## Steps to reproduce

1. Open the testing website.
2. Click on the 'Conecteaza-te/Inregistreaza-te' button.
3. Click on the 'Email' text box.
4. Type the e-mail used for registration.
5. Click on the 'Parola' text box.
6. Type the password used for registration.
7. Click on 'Conecteaza-te'.
8. Click on 'Informatii cont'.
9. In the 'Detalii personale' area, click on the 'Editeaza'.

## Test case driven testing

*Issue type:* content

*Severity:* medium

*Environment:* Windows 10 Pro,  
Chrome

*Value:* somewhat valuable

Attached screenshot, video  
and device log

## Expected results

You should be able to edit date of birth.

## Actual results

'Date of birth' is displayed in the 'Personal details' area, but when trying to edit, there is no such field.

# Very short-timed error message when adding to cart a not available product

E-commerce website

## Steps to reproduce

1. Open the testing website.
2. Hover over the 'Femei' (eng: women) tab.
3. Click on 'Pulovere si cardigane' (eng: sweaters and cardigans) in 'Imbracaminte' (eng: clothing) section.
4. Click on the second product.
5. Scroll to 'Mai multe optiuni' (eng: more options) section.
6. Click on 'Select size' on the first product in the list.
7. Select size 'M'.
8. Click on 'Adauga in cos' (eng: add to cart) button.
9. After the button is available again, click on 'Adauga in cos' (eng: add to cart) button again.
10. After the new product details page opens select size 'M' and click on 'Adaugati in cos' (eng: add to cart) button.

## Test case driven testing

*Issue type:* functional

*Severity:* medium

*Environment:* Windows 10 Pro

*Value:* somewhat valuable

Attached  
screenshot, video  
and device log

## Expected results

A longer-timed error message should be displayed so that when you want to order, but the product is not available anymore, you can actually see why you cannot add it to cart.

## Actual results

The error message received when a product you want to add to cart is not available is very short-timed (I had to be very fast with the screenshot).

# Missing translation for child sizes, 'Similar items' and 'Select size' dropdown

E-commerce website

## Steps to reproduce

1. Open the testing website.
2. Hover over the 'Copii' (eng: kids) tab.
3. Click on 'Summer Shop'.
4. Click on a product to open the product details page (I chose the second).

## Exploratory testing

*Issue type:* content

*Severity:* low

*Environment:* Windows 10 Pro,  
Chrome

*Value:* somewhat valuable

Attached screenshot, video  
and console log

## Expected results

Sizes, 'Similar items' and 'Select size' should be translated into Romanian.

## Actual results

Sizes, 'Similar items' and 'Select size' are still in English.



# 'Newsroom' footer link redirects to the website's homepage

E-commerce website

## Steps to reproduce

1. Open the testing website.
2. Scroll to the footer of the page.
3. Click on 'Newsroom'.

## Exploratory testing

*Issue type:* functional

*Severity:* low

*Environment:* Windows 10 Pro,  
Chrome

*Value:* somewhat valuable

Attached screenshot, video  
and console log

## Expected results

'Newsroom' link should redirect to the brand's newsroom.

## Actual results

'Newsroom' link redirects to the website's homepage in  
another tab.

# Total price changes after deselecting & selecting the travelers

Flight booking app



*This bug report has been rated as HIGH integrity. The integrity of a bug report is measured by the tester's ability to provide useful and actionable information, in an efficient way.*

## Steps to reproduce

1. Open the testing app.
2. Tap on 'Continuati ca vizitator' (eng: Continue as a guest), then 'Omiteti' (eng: Skip) on the top right.
3. Tap on 'Dus-intors' (eng: Return) and select 'Doar dus' (eng: one way).
4. Tap on 'De la' (eng: From), then type and select the destination: Cluj-Napoca.
5. Tap on 'Catre' (eng: To), then type and select the destination: Aeroportul din Dublin.
6. Tap on trip details (people and luggage icons), then tap on 'Adulti' (eng: Adults) and select 2.
7. Tap on 'Bagaje de mana' (eng: cabin bags) and select 2, then tap on 'Bagaje suplimentare' (eng: Checked bags) and select 1.
8. Tap on 'Salvati' (eng: Save).
9. Tap on 'Plecare' (eng: Departure).
10. Select a departure date: 10th of December and tap on 'Setati data' (eng: Set date).
11. Tap on 'Cautare' (eng: Search).
12. Tap on the first result, then tap on 'Rezervati acest zbor' (eng: Continue).
13. Tap on 'Adaugati un calator nou' (eng: Add new travelers), fill the required fields and save the traveler.
14. Repeat step 18, with different information.
15. Deselect the first traveler, wait for price change and select it again.
16. Repeat the same with the second travelers.

## Test case driven testing

*Issue type:* functional

*Severity:* high

*Environment:* Samsung Galaxy  
A50 - Android 11, native

*Value:* very valuable

Attached video  
and device log

## Expected results

Price should be the same as it was in the results page and the same as it was when the travelers were selected automatically (after they were added).

## Actual results

Price does not remain the same as in the results page after deselecting the travelers and selecting them again. It shows a lower price.





Flight booking app

## "</br>" line break visible in the FAQ chat

### Steps to reproduce

1. Open the testing app.
2. Tap on 'Continuati ca vizitator' (eng: Continue as a guest), then 'Omiteti' (eng: Skip) on the top right.
3. Tap on 'Profil' (eng: profile).
4. Tap on 'Intrebari frecvente in limba engleza' (eng: FAQ chat in English).

### Exploratory testing

*Issue type:* content

*Severity:* medium

*Environment:* Samsung Galaxy  
A50, Android 11, native

*Value:* somewhat valuable

Attached screenshot

### Expected results

There shouldn't be any HTML elements visible in the text.

### Actual results

A line break element '</br>' is visible in the second paragraph.



# Can't scroll search results page after sorting products

E-commerce website

## Steps to reproduce

1. Open the testing website.
2. Tap on the 'What can we help you find' search text box.
3. Type 'Jeans' and tap on the magnifying glass icon.
4. Tap on 'Filter & Sort'.
5. Tap on 'Size' and select '6' and '16'.
6. Tap on 'Price' and select '\$24'.
7. Tap on 'Color' and select blue and black.
8. Tap on 'Length' and select 'Reg', 'Shortie' and 'Ankle'.
9. Tap on 'Wash' and select 'Medium' and 'Light'.
10. Tap on 'Deals' and select 'Sale Price \$12'.

## Test case driven testing

*Issue type:* functional

*Severity:* medium

*Environment:* Samsung Galaxy A50, Android 11, Chrome

*Value:* somewhat valuable

Attached screenshot,  
video and console log

## Expected results

You should be able to scroll down the results page and see the 'Best Sellers' that the website advertises.

## Actual results

You can't scroll the results page and there are products that the website advertises as 'Best Sellers'.

# 'Sorry, we could not find []' displayed after tapping 'Clear Filter'

E-commerce website

## Steps to reproduce

1. Open the testing website.
2. Tap on the 'What can we help you find' search text box.
3. Type 'Jeans' and tap on the magnifying glass icon.
4. Tap on 'Filter & Sort'.
5. Tap on 'Size' and select '6' and '2'.
6. Tap on 'Price' and select '\$27'.
7. Tap on 'Color' and select blue and black.
8. Tap on 'Length' and select 'Reg' and 'Shortie'.
9. Tap on 'Wash' and select 'Medium'.
10. Tap on 'Deals' and select 'Clearance \$20'.
11. Tap on 'Clear Filter'.

## Exploratory testing

*Issue type:* functional

*Severity:* medium

*Environment:* Samsung Galaxy  
A50, Android 11, Chrome

*Value:* somewhat valuable

Attached screenshot,  
video and console log

## Expected results

Filters used should be cleared and all the products searched should be available again on the page.

## Actual results

'Sorry, we could not find "Jeans"' message is displayed and the filters used are still there.

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## 'Shop by Category' dropdown filter disappears when opening a trends page

E-commerce website

### Steps to reproduce

1. Open the testing website.
2. Tap on 'Shop Now' on the '[]' trend.
3. Refresh page and try to 'catch' the 'Shop by Category' filter.

### Exploratory testing

*Issue type:* functional

*Severity:* medium

*Environment:* Samsung Galaxy A50, Android 11, Chrome

*Value:* somewhat valuable

Attached screenshot,  
video and console log

### Expected results

The 'Shop by Category' dropdown filter should be available on the page.

### Actual results

The 'Shop by Category' dropdown filter disappears when the page is loading and if you get to tap on the filter on time, before it disappears, the dropdown gets stuck on the page.

# Sorting [] by Old - New causes page flickering and loading endlessly

Personalized digital funny cards website

## Steps to reproduce

1. Open the testing website.
2. Tap on the magnifying icon on the top left of the page.
3. Tap on 'New!'
4. Tap on 'Sort Results'.
5. Tap on 'Old - New'.
6. Tap on 'Done'.
7. After the page is loaded, tap on 'Clear All'.
8. Tap on 'Sort Results'.
9. Tap on 'Old - New'.

## Exploratory testing

*Issue type:* functional

*Severity:* high

*Environment:* Samsung Galaxy  
A50, Android 11, Chrome

*Value:* very valuable

Attached video and  
console log

## Expected results

Page should be loading without flickering and at the second sorting it should take a decent amount of time to load results.

## Actual results

The page flickers at the first sorting and at the second one it shows 'Loading more' and it doesn't load anything.



# Error message tapping on schedule now button on corrupted video

Personalized digital funny cards website

## Steps to reproduce

1. Open the testing website.
2. Scroll to 'Upcoming Occasions'.
3. Tap on 'Mother's Day'.
4. Tap on shuffle to get to the corrupted video with the baby crying (the preview is black and, after tapping the play button, the video is split in two parts).
5. When you got to the corrupted video tap on the 'Schedule now!' button.

## Exploratory testing

*Issue type:* functional

*Severity:* high

*Environment:* Samsung Galaxy A50, Android 11, Chrome

*Value:* somewhat valuable

Attached screenshot,  
video and console log

## Expected results

You should be able to schedule the [].

## Actual results

You get an 'Oops! Something went wrong!' message, buttons are not available anymore and it is loading continuously.





# 'Product not available' when clicking on 'Sunglasses' section

E-commerce website

## Steps to reproduce

1. Open the testing website.
2. Hover over the 'Shoes & Accessories' tab.
3. In the 'Men's accessories & Socks' click on 'Sunglasses'.

## Exploratory testing

*Issue type:* functional

*Severity:* medium

*Environment:* Windows 10 Pro,  
Chrome & Microsoft Edge

*Value:* very valuable

Attached screenshot,  
video and console log

## Expected results

A new page with men's sunglasses opens.

## Actual results

A 'Sorry, this product is no longer available.' message is displayed when the new page opens and no such products are displayed. Women's sunglasses page renders these type of products.



## When PLP contains many products, page keeps loading and user can't access footer

E-commerce website

### Steps to reproduce

1. Open the testing website.
2. Click on 'Men' tab.
3. Scroll down the page and try to click on any provided link from the footer or the text.

### Exploratory testing

*Issue type:* functional

*Severity:* medium

*Environment:* Windows 10 Pro,  
Chrome

*Value:* somewhat valuable

Attached screenshot,  
video and console log

### Expected results

More products should load if you request so through a 'More' button, for example, and you can click on any link provided at the end of the page.

### Actual results

The PLP keeps loading products and, even if you are fast enough, the links you want to access can't be clicked, as they are blocked by the page loading more products. I tried to click on a link, but a PDP opened instead.