##### **Software Test Report**

**Software Test Report for “XYZ Electricity Company”**

**Autor: Israel Israeli**

**Date: dd/mm/yyyy**

1. **Test Summary**

***1.1 Scope of Testing:***

The primary objective of was to ensure the functionality, usability, and compatibility of the “XYZ Electricity” Company's website.

This included testing the following main Modules :

- Customer account management features,

- Bill payment processes,

- Reporting,

- Information accessibility.

Modules that was planned to be tested but did not:

- Interface Testing with Google pay was not done in this Sprint due to environment problem.

- Back Office Module was not tested because it was not ready on time by dev team.

***1.2 Testing Period:***

The testing was conducted over two/One sprints, each lasting two weeks, from [dd/mm/yyyy] to [dd/mm/yyyy].

***1.3 Testing Environment:***

Tests were carried out on the “Testing environment” of the website, mirroring the production setup.

Browsers included Chrome, Firefox, and Safari on desktop and mobile platforms.

* 1. ***High-Level Results:***

- A total of 120 test cases were executed:

with 110 passing, 8 failing, and 2 blocked due to dependencies.

- Major Open Issues included 1 critical open Bug In the payment system.

Dev Team informed that this bug will be fixed in 2 days from now.

1. **Testing Activities**

The Test Activities section details the comprehensive and methodical

approach undertaken to evaluate the functionality, and user experience of the

“XYZ Electricity Company website”.

This phase involved a series of targeted tests types designed to

rigorously assess each aspect of the website, ensuring reliability and quality

from the user’s perspective.

The following Testing Activities were performed in this sprint/s:

**2.1 Smoke Tests**

Over the course of the sprint, **eight (8) instances were identified where the**

**smoke tests failed**, thus required immediate re-building from the

development team.

**2.2 Regression Test**

during the regression testing phase, we encountered **1 significant**

issue where the previously functional of the 'Reporting' feature ceased to

function correctly after a recent update.

**2.3 Functional Testing**

all functional testing has been conducted, confirming that all

features and modules are operating as intended.

Except for **3 open** bugs classified as **'High' priority**.

These high-priority bugs are being actively addressed now by development

team.

**2.4 User Interface Testing**

Our user interface testing has confirmed that the overall user experience

aligns with our company high standards.

However, we did observe a **few minor glitches** in the rendering of pages on

mobile devices, particularly in certain browsers, which Development Team

are now working to fix in order to optimize a smoother mobile user

experience."

**2.5 Exploratory Testing**

Approximately 15% of our testing efforts were devoted to Exploratory

Testing.

**No major bugs were found on this process.**

**2.6 Compatibility Testing**

During our compatibility testing, **2 critical issues emerged**:

**Firstly**, the website was found to operate significantly slower on the Chrome

Browser.

**Secondly**, a major compatibility issue was identified with iPhones, where

the website failed to function properly.

**2.7 Recovery Testing**

Time constraints prevented us from conducting “Recovery Testing”.

we have to prioritize Recovery testing for the next sprint.

**2.8 Security Testing**

Unforeseen environmental issues within our testing setup prevented us from

proceeding with Security Testing.

Resolving these environmental challenges should be handled by IT Team

ASAP, so we can proceed with these important tests for the next sprint.

1. **Results and Findings**

This section presents the key outcomes of our testing efforts on

“the XYZ Electricity Company website”.

Here, we will present the important **metrics** that will highlighting both the

strengths and the areas needing attention.

These Metrics will provide a comprehensive understanding of the current

state of the website's functionality, usability, and overall performance.

**3.1 Test Execution:**

- **Executed:** 120 test cases (100% of planned)

- **Passed:** 110 (91.7%), Failed: 8 (6.7%), Blocked: 2 (1.6%)

**3.2 Defects Logged:**

- **Total:** 35 defects (Critical: 5, High: 10, Medium: 15, Low: 5)

- Open: 15

- In Progress: 10

- Fixed: 5

- Closed: 5

**3.3 Requirement coverage:**

- 95% of the requirements covered

1. **Open Issues, Risks and Go No Go**

On this section we will present the unresolved critical issues and the

potential risks that emerged during our testing process.

In addition to that we will outline here our Go No Go recommendation on

whether the current state of the website aligns with our quality standards and

criteria for going on “Live to Production”.

**4.1 Unresolved Issues**:

**4.1.1 Critical Payment System Bug:**

**Description:** Confirmation emails not sent after bill payment.

**Impact:** High - Affects user confidence in successful transactions.

**Current Status:** Under investigation by the development team.

**Risk:** Could lead to increased customer support calls and dissatisfaction.

**4.1.2 Performance Concerns:**

**Description:** Occasionally users experience slight decrease in response time.

**Impact:** High - Affects user experience.

**Current Status:** Waiting for investigation by the development team.

**Risk:** Could lead to customer support calls and dissatisfaction.

**4.1.3 Mobile Responsiveness:**

**Description:** UI misalignments on mobile devices in landscape mode.

**Impact:** High - Affects user experience on Mobile.

**Current Status:** Scheduled for UI design review.

**4.1.4 Go No Go Recommendation:**

After thorough analysis and considering all test results, we recommend a

'Go' decision for the release of the XYZ Electricity Company website.

Our testing experience indicates that the system is quite stable and performs

well overall.

We acknowledge the presence of open issues and propose releasing

them as known issues to the end-users, with a commitment to addressing

them as soon as possible through immediate hotfixes."