

# Test Plan for WhatsApp 2024

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Software Testing Project

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## 1. Introduction

**Purpose:** To define the testing scope, approach, resources, and schedule for WhatsApp testing. The primary objective is to ensure the app's messaging, calling, media sharing, and other core functionalities work as expected on various platforms (iOS, Android, Web)

**Objective:** To validate the stability, performance, security, and usability of WhatsApp across different devices and operating systems.

## 2. Scope

### 2.1 In scope:

- Functional testing of core features: messaging, calling, media sharing, status update, and group chats.
- Compatibility testing across major devices and operating systems.
- Performance testing to ensure speed, reliability, and handling of concurrent users.
- Security testing for end-to-end encryption, user data privacy, and app authentication.

### 2.2 Out of scope:

- Testing of WhatsApp Business API functionalities.
- Third-party integrations are not directly managed by WhatsApp.

## 3. Features to be tested

### 1. User registration and login

- Registering new users with a mobile number and OTP verification
- Logging in on different devices with multi-device compatibility
- Verifying session expiry and re-login behavior

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## 2. Messaging

- Sending and receiving text messages
- Sending and receiving multimedia files (photos, videos, documents, audio)
- Support for emojis, links, and formatting
- Message delivery indicators sent, delivered, and read receipts
- Deleting messages (for both sender and receiver)

## 3. Voice and video calling

- Initiating and receiving voice and video calls
- Call quality on different network conditions (Wi-Fi, 4G, 3G)
- Switching between voice and video during a call
- Group calling functionalities

## 4. Group chats

- Creating and managing groups
- Sending, receiving, and deleting messages in groups
- Adding or removing group members and assigning admin roles
- Group notification settings

## 5. Media sharing and file attachments

- Sharing photos, videos, documents, contacts, and location
- Viewing and downloading shared media
- Limit testing (e.g. file size restrictions, unsupported formats)

## 6. Status update

- Posting and viewing status updates (photos, videos, text)
- Privacy settings for status updates (who can view)
- Expiration of status updates after 24 hours

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## 7. Settings and privacy

- User profile setup and modification (name, profile picture, bio)
- Privacy settings (last seen, profile picture visibility)
- Blocking and unblocking contacts
- Backup and restore options for chat history

## 4. Test strategy

### 4.1 Testing types

- Functional testing: verifies that each feature performs as expected
- Usability testing: ensures the user experience is intuitive and consistent
- Compatibility testing: confirms the app works seamlessly across iOS, Android, and web on different devices and OS versions
- Performance testing: measures app response under various load conditions (e.g. high number of users, high volume of messages)
- Security testing: assesses end-to-end encryption, authentication, and data privacy
- Regression testing: ensures that new updates or fixes do not negatively impact existing functionality

## 5. Test environment

- Devices: Android devices (various versions, popular models), iOS devices (various versions, popular models), Desktop/ web browsers (Chrome, Firefox, Safari, Edge)
- Networks: Wi-Fi, 4G, 3G
- Test data: sample phone numbers, multimedia files, group setups, user accounts

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## 6. Entry and exit criteria

### 6.1 Entry criteria

- All requirements and functional specifications are defined and approved
- Test environments are set up and accessible
- Test data is available and prepared

### 6.2 Exit criteria

- All critical and major defects are resolved
- 100% test case execution is completed with a pass rate of at least 95%
- The test summary report is completed and reviewed

## 7. Test execution

1. Test cases:
  - Detailed test cases for each feature will be created with clear preconditions, steps, expected results, and postconditions
  - Each test case will be executed for all platforms
2. Defect tracking:
  - Defect will be logged in [defect management tool, e.g. JIRA]
  - Defect status and priority will be updated regularly

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## 8.Test schedule

Phase	Start date	End date
Test planning		
Test case development		
Test execution		
Defect fixing & retest		
Final review & sign-off		

## 9.Roles and responsibilities

Role	Responsibility
QA lead	Oversee testing, plan, and execute
Test engineer	Execute test cases, and report defects
Developer	Fix reported defects
Project manager	Coordinate with stakeholders

## 10.Risks and mitigations

Risk	Mitigation
Device availability for testing	Use cloud-based device testing
High defect rates in new features	Schedule additional test cycles

## 11.Deliverables

- Test plan document
- Test cases
- Defect reports

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- Test summary report

**Thank you!**