

Test Report for WhatsApp



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1. Introduction

- Project name: WhatsApp testing
- Objective: To evaluate the functionality, performance, and usability of WhatsApp to ensure it meets the expected quality standards before deployment.
- Scope: Testing covers the core functionalities of WhatsApp, including messaging, media sharing, calling, status updates, group chats, and settings.

2. Test objectives

- Verify that all functional and non-functional requirements are met.
- Ensure compatibility across major devices and operating systems (iOS, Android, and Web)
- Identify any critical defects before release.

3. Test summary

Category	Details
Total requirements	15
Total test cases	27
Test cases executed	27
Test cases passed	24
Test cases failed	3
Pass rate	88.9%
Testing start date	15.10.2024
Testing end date	06.11.2024

4. Test environment

- Devices: iPhone 13 (iOS 16), Samsung Galaxy S21 (Android 12), and Web version (Chrome browser)
- Network conditions: Wi-Fi, 4G LTE
- WhatsApp version: v2.23.11

5. Test results

Feature	Test case ID	Test case description	Status
User registration	TC_001	Verify login with OTP	Pass
Text messaging	TC_002 TC_003	Verify sending and receiving text messages	Pass
Media sharing	TC_005 TC_006	Verify sending and receiving photos and videos	Fail
Voice calling	TC_007 TC_008	Verify voice call functionality	Pass
Video calling	TC_009 TC_010	Verify video call functionality	Pass
Status update	TC_011 TC_012	Verify posting and viewing status updates	Fail
Group chat	TC_014 TC_015	Verify creating and participating in group chat	Pass
Contact blocking	TC_016 TC_017	Verify blocking and unblocking functionality	Pass
Privacy settings	TC_018 TC_019	Verify “Last seen” and read receipt settings	Pass
Chat backup and restore	TC_020 TC_021	Verify cloud backup and restore functionality	Pass
WhatsApp web	TC_022	Verify login to WhatsApp web via QR code	Pass
End-to-end encryption	TC_023 TC_024	Verify encryption for messages and calls	Pass
UI and responsiveness	TC_025	Verify app responsiveness across devices	Pass
Multimedia limitations	TC_026 TC_027	Verify file size and unsupported format restrictions	Pass

6. Defect summary

Defect ID	Description	severity	Status	comments
WHATSAPP_BUG_001	Error when sending photos in chat on iOS 16 devices	Critical	Open	Requires investigation for compatibility
WHATSAPP_BUG_002	Status update not loading on web version in Chrome	Major	Open	Check network/caching issue
WHATSAPP_BUG_003	Low video quality during calls on low-bandwidth networks	Minor	Open	Optimization suggested for call quality

7. Test analysis

- Pass rate: With an 88.9% pass rate, the majority of the core functionalities were successfully tested and met the requirements.
- Critical issues: Two critical issues were identified: a photo-sharing error on iOS 16 devices and a status-viewing issue on WhatsApp web.
- Minor issues: Video quality during low-bandwidth conditions could be optimized, though it does not impact critical functionality.

8. Recommendations

8.1 Fix critical defects

- Resolve the photo-sharing error on iOS 16 devices.
- Investigate and fix the status update issue in WhatsApp web.

8.2 Performance optimization

- Enhance video call quality in low-bandwidth scenarios for a smoother user experience.

8.3 Regression testing

- After fixes are applied, conduct regression testing to confirm that the changes have not affected other functionalities.

8.4 Additional testing on web version

- Given the issues with the status feature on the web version, a broader compatibility test for web browsers is recommended to identify potential inconsistencies.

9. Conclusion

Overall, WhatsApp's functionality met the core requirements, with critical features like text messaging, voice calls, group chats, and privacy settings functioning as expected. Addressing the identified issues will enhance user experience and ensure compatibility across all intended platforms. Once the critical defects are resolved, the product should be ready for release.

****Thank you..!****