📋 Bug Report 1: Bengali Search Functionality Issue

BUG-001: Bengali Search Not Returning Relevant Results

Basic Information

Bug ID: BUG-001

Module: Product Search & Catalog

Priority: High

Severity: Major

Reported By: Md Hasan Al Khaled

Date: September 11, 2025

Environment: Chrome 119+, Windows 11, Broadband Connection

Description

Bengali language search queries are not returning relevant results, impacting user experience for Bengali-speaking customers.

Steps to Reproduce

1. Navigate to Daraz.com.bd

2. In search bar, type Bengali keyword: "পাঞ্জাবী"

3. Press Enter or click search icon

4. Observe search results

Expected Result

Search should return relevant Panjabi (men's traditional wear) products with accurate results.

Actual Result

No relevant results returned OR incorrect products shown for Bengali search terms.

Evidence

Screenshot_BN_Search_Failed.png] - Showing empty/irrelevant results for Bengali search

Test Case: TC_CAT_002 (Search with Bengali keyword returning relevant results)

Impact

User Experience: Poor for Bengali-speaking users (majority user base)

Business Impact: Reduced sales from native language users

Accessibility: Language barrier for non-English users

Additional Information

English search queries working correctly

Issue affects multiple Bengali keywords tested

Possibly related to search algorithm or database indexing

📋 Bug Report 2: Cart Quantity Management Issue

BUG-002: Cart Quantity Decrease Functionality Broken

Basic Information

Bug ID: BUG-002

Module: Shopping Cart

Priority: High

Severity: Critical

Reported By: Md Hasan Al Khaled

Date: September 11, 2025

Environment: Chrome 119+, Windows 11, Broadband Connection

Description

The quantity decrease button in shopping cart does not function properly, preventing users from reducing item quantities.

Steps to Reproduce

1. Add any product to cart (e.g., Samsung Galaxy A04s)

2. Increase quantity to 2 using '+' button

3. Click '-' button to decrease quantity

4. Observe cart behavior

Expected Result

Quantity should decrease from 2 to 1, and cart total should update accordingly.

Actual Result

Quantity does not decrease OR cart behaves unexpectedly (may refresh without change).

Evidence

[Screen_Recording_Cart_Issue.mp4] - Video showing the malfunction

Test Case: TC_CART_003 (Decrease product quantity in the cart)

Console errors may be present (check browser console)

Impact

User Experience: Frustrating shopping experience

Business Impact: Potential cart abandonment

Revenue Loss: Users cannot modify orders easily

Additional Information

Quantity increases functionality works correctly

Issue occurs for both logged-in and guest users

Affects all product categories

📋 Bug Report 3: Order Tracking Integration Issue

BUG-003: Courier Tracking Not Functional for Local Partners

Basic Information

Bug ID: BUG-003

Module: Order Management

Priority: Medium

Severity: Major

Reported By: Md Hasan Al Khaled

Date: September 11, 2025

Environment: Chrome 119+, Windows 11, Broadband Connection

Description

Order tracking functionality for local courier partners (Pathao, RedX, eCourier) is not working, preventing customers from tracking deliveries.

Steps to Reproduce

1. Place an order and wait for shipping confirmation

2. Go to 'My Orders' section

3. Find a shipped order

4. Click 'Track Order' button

5. Observe tracking page behavior

Expected Result

Tracking page should load with current order status, delivery timeline, and courier information.

Actual Result

Error message appears OR page loads but shows no tracking information OR redirects incorrectly.

Evidence

[Screenshot_Tracking_Error.png] - Showing error/blank tracking page

Test Case: TC_ORD_004 (Track an order with a local courier)

Network tab shows API failures for courier integration

Impact

Customer Anxiety: Users cannot track their orders

Support Burden: Increased customer service calls

Trust Issues: Reduces confidence in delivery process

Additional Information

Issue affects multiple local courier partners

International tracking may work correctly

Possibly related to API integration issues with courier partners

📋 Bug Report 4: Security Test Requires Retest

BUG-004: Security Vulnerability Testing Required

Basic Information

Bug ID: BUG-004

Module: Authentication & Security

Priority: High

Severity: Critical

Reported By: Md Hasan Al Khaled

Date: September 11, 2025

Status: Requires Retest/Investigation

Description

Security tests including SQL Injection and XSS attacks need thorough investigation to ensure application security.

Affected Test Cases

TC_AUTH_020: SQL Injection attempt in login fields

TC_CAT_005: XSS attack attempt in search bar

Current Status

Marked as "Retest" - Requires additional security testing expertise and tools.

Required Actions

1. Conduct comprehensive penetration testing

2. Use specialized security tools (OWASP ZAP, Burp Suite)

3. Test with various payloads and attack vectors

4. Verify input sanitization and validation

5. Check database error exposure

Potential Risks

Data Breach: Customer information exposure

System Compromise: Unauthorized access

Reputation Damage: Security incidents affect brand trust

Recommendations

Engage security testing team

Perform automated security scanning

Conduct manual penetration testing

Implement WAF (Web Application Firewall)

Regular security audits

Evidence

TestRail Status: Retest required

Security testing tools needed for proper validation

📊 Bug Summary Report

Daraz Bangladesh - Bug Summary Report

Executive Summary

Total Bugs Identified: 4

Critical Severity: 2 bugs

Major Severity: 2 bugs

High Priority: 3 bugs

Medium Priority: 1 bug

Bug Distribution by Module

Authentication/Security: 1 bug (25%)

Product Search: 1 bug (25%)

Shopping Cart: 1 bug (25%)

Order Management: 1 bug (25%)

Impact Assessment

User Experience: 4 bugs affected

Revenue Impact: 3 bugs affected

Security Risk: 1 bug requires investigation

Customer Trust: 3 bugs affected

Recommended Actions

1. **Immediate Fix:** BUG-002 (Cart quantity issue)

2. **High Priority:** BUG-001 (Bengali search)

3. **Investigation Required:** BUG-004 (Security tests)

4. **API Integration Fix:** BUG-003 (Tracking issue)

Timeline Estimation

Urgent Fixes (1-3 days): BUG-002, BUG-001

Medium Term (1-2 weeks): BUG-003

Security Audit (2-4 weeks): BUG-004