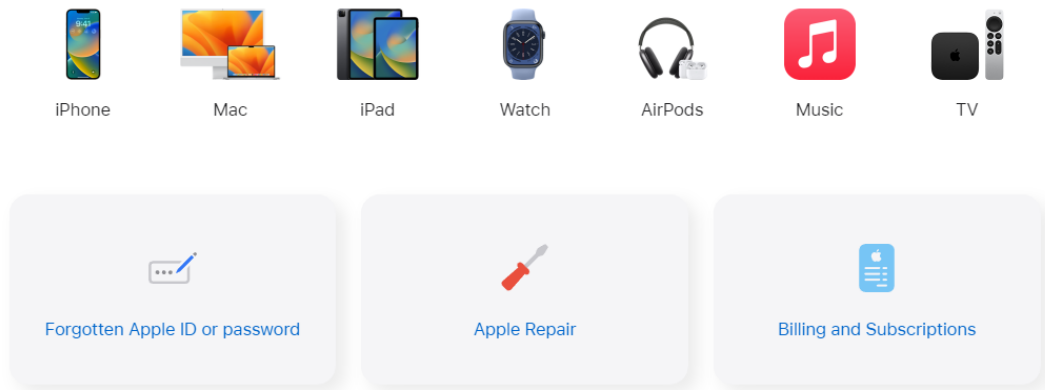


Apple website

Features

- Clean and minimalistic design - The website has a simple and clean design, with a white background and high-quality images of Apple products
- Prominent navigation menu - The navigation menu is easy to find and use, and allows users to quickly access different sections of the website
- Responsive layout - The website is optimised for different screen sizes, so it looks good on desktops, laptops, tablets, and smartphones
- Product pages - Each product page features high-quality images and detailed information about the product, including specifications, features, and pricing
- Online store - The website has a fully functional online store where users can purchase Apple products and accessories
- Support section - The website has a dedicated support section where users can access articles, tutorials, and other resources to help them troubleshoot issues with their Apple products
- Community section - The website also has a community section where users can connect with other Apple users, share tips and tricks, and get help from the Apple community
- Prominent call-to-action buttons - The website features prominent call-to-action buttons throughout the site, encouraging users to buy products, sign up for services, or get support
- Apple support manuals, forgotten Apple ID/password, Apple repair, Billing and subscription, Search support, AppleCare+, Apple Trade In, Email support

Apple Support



Uses

The website is a place where you can find everything about Apple products. You can buy things like phones, computers, and accessories. If you have a problem with your Apple device, you can go to the website to find solutions or get help from experts. The website also has lessons and guides to help you learn how to use your Apple products. You can download apps for your Apple device from the website's App Store, and find out news about Apple and its products. The website also has resources for people who want to create apps for Apple devices, and helps people with disabilities use products.

Pros

- The website features high quality images of apple products and you can see what the width/length is and even videos of the products
- Products are highly detailed with amazing resolution and refresh rate
- Website features an online store where customers can purchase apple products
- Community section so you can connect with other people and share tips, tricks and discuss apple products

Cons

- No colourblind or text size changes
- Prices are extremely high
- No live chat or phone support
- Website only sells apple products and accessories, which means customers looking for non-apple products will need to look somewhere else

Samsung website

Features

- Providing comprehensive information about Samsung's products, including electronics like smartphones, tablets, laptops, and TVs.
- Hosting an online store for customers to directly purchase products from the website.
- Offering support resources like user manuals, troubleshooting guides, and customer service options.
- Having a section dedicated to news and updates about Samsung's latest products, events, and other announcements.
- Allowing users to create and manage their accounts, with features like personalised content, order tracking, and account settings.
- Offering community forums where users can engage with each other, share tips and advice, and ask questions about Samsung products.
- Integrating with Samsung's social media accounts to facilitate easy connection with the company on various platforms.
- Being available in multiple languages to cater to a diverse global audience.

Product Help[Support Home](#)[Manual and Software](#)[Search Support](#)[SHOP FAQ](#)[How to Guides](#)**Repairs & Warranty**[Warranty Information](#)[Troubleshoot & Book a Repair](#)[Track My Repair](#)[Register your Samsung Product](#)[Spare Parts](#)[Repair Guides](#)**Contact**[Contact Us](#)[Sign Language Support](#)[Ask the Community](#)**Additional Info**[News & Alerts](#)

Get up to £750 off when you trade in your old smartphone and use code S23BOOST.¹

No smartphone to trade in? Use code S23SAVE for an instant £150 off.²



**Get up to
£750
off**

**Shop online exclusive colours**

Hues seen in nature, but found only here.



Hi, I'd
advise
buying
Samsung

Uses

Samsung's website is a helpful resource for customers. It offers comprehensive product information on a variety of electronics, an online store for convenient purchasing, and support resources for troubleshooting. Customers can stay up-to-date with news and updates, create personalised accounts, join community forums, and connect with Samsung on social media. The website is available in multiple languages to cater to a global audience.

Pros

- Online stores which allows customers to easily order products instead of spending more time going the actual store
- Support services such as 24/7 text support, mobile support, email support
- News and updates, up to date latest phones and software updates
- Personalised accounts to stay as a loyal customer
- Community forums
- Multiple languages

Cons

- Slow loading speeds for customers you don't want to be waiting to get to your product
- Limited availability
- Complex navigation the way to get around is hard and for someone who might not understand websites well it will take a while
- Inconsistency

Feedback 1:

Regarding the test plan for your website, it is evident that you have considered the importance of testing before deployment. However, the provided test plan lacks specific details that would help ensure comprehensive testing coverage. It would be beneficial to include more information about the test environment, steps to reproduce potential issues, and the expected results for each test case. Additionally, consider creating a list of all the pages on your website that should be tested, along with any potential edge cases that need to be considered.

Suggestion: To enhance your test plan, I recommend creating a detailed list of all the pages on your website and developing a specific test case for each page. Each test case should encompass the relevant test environment, step-by-step instructions to reproduce issues, and the expected outcome. It is also crucial to identify and include any edge cases that require testing. By assigning these test cases to a tester or testing team and utilising a test management tool, you can effectively track the progress and ensure thorough testing coverage.

Response: Thank you for providing feedback on my test plan. I understand the importance of incorporating more details into the plan to ensure comprehensive testing. I will take your suggestions into consideration and create a comprehensive list of all the pages on my website. For each page, I will develop specific test cases, including the test environment, step-by-step instructions, and the expected outcomes. I will also make sure to identify and include any relevant edge cases. Assigning the test cases to a tester or testing team and utilising a test management tool will enable effective tracking and coverage of the testing process.

Feedback 2:

The user requirements you have outlined for your website appear to be comprehensive and cover the necessary aspects. However, it would be advantageous to prioritise these requirements based on their importance and feasibility, considering the given timeline and budget. Additionally, conducting user research to gain insights into the preferences and pain points of your target audience can greatly inform the design and development process. I have found a small issue, on some pages when you click on logo - nothing happens, so no way to get to home page fast

Suggestion: To prioritise the user requirements effectively, consider creating a matrix that evaluates each requirement based on its importance and feasibility. This matrix will aid in identifying the most critical requirements that should be addressed first. Furthermore, conducting user research through methods such as surveys, focus groups, or interviews will provide valuable insights into the preferences and pain points of your target audience, guiding the design and development decisions.

Response: Thank you for your feedback regarding the user requirements for my website. I recognize the significance of prioritising these requirements, considering the given timeline and budget. I will create a matrix that evaluates each requirement based on its importance and feasibility to identify the key priorities for implementation. Additionally, I will conduct user research through surveys, focus groups, or interviews to gain insights into the preferences and pain points of my target audience, enabling me to make informed decisions during the design and development process. We successfully fixed a logo-link to the home page, thanks!