

## 1. About the Product:

### 1.1. Purpose

The Amazon Product App-Your Orders Page serves as a central hub within the user experience, offering a comprehensive array of features to facilitate order management seamlessly. From this page, users can effortlessly view, track, and take actions on their orders. Providing a detailed overview of all orders, including status, shipping information, payment details, and estimated delivery dates, enhances user confidence and convenience. Users benefit from real-time order tracking, ensuring visibility into processing, shipping, and delivery stages. Furthermore, the page offers comprehensive order details, including item descriptions, quantities, prices, and seller information, empowering users with the necessary information to make informed decisions. Additionally, the ability to perform various actions such as cancellations, returns, or requesting refunds or replacements, coupled with timely notifications regarding order updates and delivery status changes, further enriches the user experience. Moreover, the inclusion of features for filtering and sorting orders based on parameters like order date, status, or product category enhances user convenience, ensuring a seamless and efficient order management process.

### 1.2. What We Should Know:

- Understand the functionality of key features such as order tracking, order history, and status updates.
- Features allowing users to filter and sort orders based on various parameters like order date, status, or product category.
- Options for users to perform actions on their orders, such as cancellations, returns, refunds, or replacements.

### 1.3. What a Customer Actually Wants:

- Accurate and up-to-date order status and tracking information.
- Quick access to past orders for reference and reordering.
- Clear Images and product details
- Feedback about the product
- Product support

#### 1.4. CTQ (Critical to Quality):

- Accuracy of Order Information: The displayed order information, pricing including status, and shipping details must be accurate and up to date.
- Reliability of Actions: Any actions taken by users, such as cancellations or returns, must be processed reliably and reflected accurately.
- Consistency: The display of past orders must be consistent.

#### 1.5. Quality Expectation:

- The Your Orders page is expected to maintain high-quality standards in terms of functionality, usability, and reliability.
- It should consistently meet customer expectations regarding performance, accuracy, and responsiveness.
- Any issues or defects encountered should be promptly addressed and resolved to ensure a positive user experience.

## 2. Scope

#### 2.1. Inscope:

- Displaying the status of orders placed by the user.
- Allowing users to initiate the return process for orders if they are unsatisfied or encounter issues with the received items.
- Providing clear instructions and options for returning products, including return shipping labels where applicable.
- Presenting comprehensive information regarding the delivery of orders, including shipping address, estimated delivery dates, and courier details.
- Providing a buy-again option to buy a similar product again.
- Displaying the delivery date and order details for previously ordered product.
- Filter and sort orders based on order date and order type, enhancing user convenience.

#### 2.2. Outscope:

- Direct customer service interactions, such as live chat or phone support, are not part of the Your Orders page.
- Managing seller accounts or listings is not part of the functionality provided within the Your Orders page.

- Editing user account settings or preferences is not directly accessible from the Your Orders page.
- Viewing or managing wish lists is not within the scope of the Your Orders page.

## 3. Test Strategy

### 3.1. Functional Testing:

#### 3.1.1. Unit Testing:

Unit testing for the Amazon Your Orders Page ensures that individual components function correctly in isolation. It involves comprehensive testing of each unit under various scenarios, including normal and boundary conditions, to achieve sufficient code coverage.

##### Participants:

Development Team

##### Methodology:

Unit testing will be conducted by the development team using automated testing frameworks such as JUnit or XCTest. Test scripts will be written by developers alongside code implementation to verify the functionality of individual units. Unit testing will follow a test-driven development (TDD) approach where test cases are created before the implementation. Code reviews will be conducted to ensure the adequacy and correctness of unit tests. The sequence of events for unit testing involves writing test cases, executing them against the unit under test, analyzing results, and iteratively refining the tests as needed.

#### 3.1.2. System and Integration Testing

System and integration testing verify the interactions and interfaces between different modules, ensuring seamless functionality of the entire Your Orders Page.

##### Participants:

QA Team

### Methodology:

System and integration testing will be conducted by the QA team using based on system requirements and user stories. The sequence of events includes test planning, test case development, test execution, defect tracking, and reporting. The testing activity will involve simulating various user scenarios to validate end-to-end functionality and ensure seamless integration between different modules.

#### 3.1.3. User Acceptance Testing

User Acceptance Testing (UAT) ensures that the Your Orders Page meets business requirements and is ready for operational use.

### Participants:

End-users/Customer Representatives

### Methodology:

End-users or customer representatives conduct UAT in a controlled environment. Test scenarios are developed based on real-world usage patterns, and feedback is collected to verify acceptance criteria and address any identified issues before release.

#### 3.2. Non-Functional Testing:

##### 3.2.1. Performance Testing:

Performance testing evaluates the responsiveness and stability of the Your Orders Page under various load conditions to ensure optimal performance.

### Participants:

End-users/Customer Representatives

### Methodology:

End-users or customer representatives conduct UAT in a controlled environment. Test scenarios are developed based on real-world usage patterns, and feedback is collected to verify acceptance criteria and address any identified issues before release.

##### 3.2.2. Security Testing:

Security testing assesses the resilience of the Your Orders Page against security threats and vulnerabilities to protect user data and ensure compliance with security standards

### Participants:

Security Testing Team

### Methodology:

Security testing involves penetration testing, vulnerability scanning, and code review to identify and mitigate security risks using tools like OWASP ZAP or Burp Suite.

### 3.2.3. Usability Testing:

Usability testing evaluates the ease of use and user experience of the Your Orders Page to ensure smooth navigation and task completion.

#### Participants:

Usability Testing Team

#### Methodology:

Usability testing involves real users or representative personas conducting tasks in a controlled environment, collecting feedback to identify usability issues and enhance the user experience.

### 3.2.4. Compatibility Testing:

Compatibility testing ensures that the Your Orders Page functions correctly across different devices, browsers, and operating systems.

#### Participants:

Compatibility Testing Team

#### Methodology:

Compatibility testing covers various device types, operating systems, and web browsers, verifying layout consistency and functional correctness using manual and automated testing tools like Browser Stack. Compatibility issues are documented and prioritized for resolution. Compatibility matrices track supported platforms and configurations.

## 5. Schedule

Task	Name	Date	Hours required
Search bar	Anitha V	12/03/2024	2 hr
Order Filter	Fasil G	12/03/2024	3 hr

Product Details	Harini J	12/03/2024	4 hr
Order Status	Anitha V	12/03/2024	3 hr
Order Details	Joseph D	13/03/2024	3 hr
Return/Replace the order	Gowtham S	13/03/2024	2 hr
Download invoice	Harini J	12/03/2024	2 hr
Product Review and Rating	Fasil G	12/3/2024	1 hr
Product Support	Gowtham S	13/03/2024	2 hr
Related Products and Recommendation	Joseph D	13/03/2024	3 hr

## 5.Test Scenario:

### 5.1. View Order History

#### Scenario Description:

User accesses the Your Orders page to view their order history.

#### Expected Outcome:

The user is presented with a list of all previous orders, including relevant details such as order number, date, status, and items.

### 5.2. Manage Order Details

**Scenario Description:**

User selects an order and clicks on it to view detailed order information.

**Expected Outcome:**

The user can see comprehensive details for the selected order, including item descriptions, quantities, prices, shipping details, etc.

### 5.3. Filter Orders by Status

**Scenario Description:**

User applies a filter to view orders based on their status, such as "Cancelled," "Not yet Shipped," or "Delivered".

**Expected Outcome:**

Only orders matching the selected status criteria are displayed, and the filter functionality functions correctly without errors.

### 5.4. Perform Order Search

**Scenario Description:**

User utilizes the search functionality to find a specific order by entering relevant keywords.

**Expected Outcome:**

The system accurately retrieves and displays the order matching the search criteria, enabling the user to quickly locate the desired order.

### 5.5. Resolve Order Issues

**Scenario Description:**

User encounters an issue with an order and contacts customer support for assistance.

**Expected Outcome:**

The support team resolves the issue promptly, updates the order status accordingly, and notifies the user of the resolution.

## 5.6. Return/Replace the Order

### **Scenario Description:**

User initiates a return or replacement process for a received order due to dissatisfaction or product defects.

### **Expected Outcome:**

The system guides the user through the return/replacement process seamlessly, providing clear instructions and initiating the return shipment.

## 5.7. Product Review and Rating

### **Scenario Description:**

User accesses a purchased product from the order history and submits a review and rating based on their experience.

### **Expected Outcome:**

The system records the user's review and rating, displaying it alongside the product for future customers to reference.

## 5.8. Related Products and Recommendations

### **Scenario Description:**

User views a purchased product and receives recommendations for related or complementary items.

### **Expected Outcome:**

The system presents relevant product recommendations based on the user's purchase history or browsing behavior, facilitating additional purchases.

## 5.9. Sort Orders by Date



**Scenario Description:**

Users sort their orders based on order date, either in ascending or descending order.

**Expected Outcome:**

The system arranges the orders in the selected order, and the user can easily identify the most recent or oldest orders as per preference.

## 5.10. View Warranty Information

**Scenario Description:**

User accesses a product from the order history and seeks warranty information for the purchased item.

**Expected Outcome:**

The system displays comprehensive warranty details for the selected product, including coverage period, terms, and contact information.

## 6. Test Environment:

**Operating Systems:**

- Android 9 and above
- iOS 15.0 and later (for iPhone, iPad, iPod touch)

**Devices:**

- Android smartphones and tablets running Android 9 and above
- iPhone models compatible with iOS 15.0 or later
- iPad models compatible with iPadOS 15.0 or later

**Amazon Shopping App Version:**

- Version 28.5.2.100

### Hardware Requirements:

- Compatible smartphones and tablets meeting the specifications for Android 9 and above, as well as iOS 15.0 or later.

## 7. Risk Management and Mitigation Plan:

Risk	Probability	Impact	Mitigation
Inaccurate Order Status Updates	Medium	High	Implement real-time order tracking mechanisms with regular synchronization to ensure that order statuses are accurately updated and reflected to users.
Compatibility Issues with Older Devices	High	High	Conduct thorough compatibility testing on older devices running supported operating systems to identify and resolve compatibility issues.
Data Security Breaches	Low	High	Implement robust security measures such as encryption of sensitive data, secure authentication mechanisms, and regular security audits to prevent data breaches.
Performance Degradation	Medium	Medium	Perform comprehensive performance testing under different load conditions to identify and address performance bottlenecks, optimizing system performance.
User Interface (UI) Inconsistencies	Medium	Medium	Utilize UI automation testing to verify consistency across different devices and

			screen sizes, adhering to UI design guidelines for a uniform user experience.
Order Processing Delays	Low	Medium	Implement monitoring tools to track order processing times, with alerts configured to notify stakeholders of any delays, enabling timely resolution and communication.
Negative Customer Reviews	High	High	Implement a robust review moderation system to address and respond to negative reviews promptly and professionally.
Incorrect Order Fulfillment	Medium	High	Implement quality assurance checks at each stage of order processing to minimize the risk of incorrect order fulfillment.
Inadequate Customer Support	High	High	Ensure adequate staffing levels for customer support, provide comprehensive training for support agents, and implement efficient ticketing and resolution processes.

## 8. Test Results or Deliverable:

### 1. Perform Order Search:

- The test confirmed the functionality of the order search feature, with users able to locate specific orders by entering relevant keywords. The system accurately retrieved and displayed matching orders, enabling users to quickly find the orders they were looking for.

### 2. Filter Orders by Status:

- In the test scenario for filtering orders by status, users successfully applied filters to view orders based on their status. The system accurately filtered and displayed orders matching the selected criteria, enabling users to efficiently manage their order lists.

### 3. Sort Orders by Date:

- During the test to sort orders by date, users were able to arrange their orders based on their preferred order date criteria. The system effectively sorted the orders, allowing users to easily identify the most recent or oldest orders according to their preferences.

#### **4. Manage Order Details:**

- The test for managing order details yielded positive results, with the system displaying comprehensive information about the selected order. Users were presented with detailed descriptions, quantities, prices, and shipping details, all of which were correctly displayed and easily accessible for review.

#### **5. Resolve Order Issues:**

- During the test to resolve order issues, the support team efficiently addressed reported issues, updating order statuses accordingly and notifying users of the resolutions. This prompt resolution process ensures a satisfactory resolution of user-reported issues.

#### **6. Track Order Status:**

- During the test to track order status, the user efficiently monitored the progress of a specific order. Accurate information regarding the processing and shipping stages of the order was provided without any discrepancies or inaccuracies, ensuring users can stay informed about the status of their orders.

#### **7. Product Support:**

- Our rigorous testing ensured that users could access comprehensive product support documentation, addressing common issues and providing clear instructions for troubleshooting. Users can rely on the system to provide adequate support, enhancing their overall satisfaction and confidence in using the platform.

#### **8. Product Details:**

- Thorough examination of the system's presentation of product details revealed its effectiveness in providing users with comprehensive information about products available for purchase. Users could access detailed descriptions, images, pricing, and other pertinent details, facilitating informed purchasing decisions.

#### **9. Review and Rating:**

- Testing of the review and rating feature confirmed its functionality in enabling users to submit feedback and ratings based on their experiences with purchased products. Users could contribute to the platform's

community by sharing their opinions, enriching the shopping experience for others.

#### **10. Related Product and Recommendation:**

- Our testing procedure validated the system's ability to provide relevant product recommendations based on user browsing behavior and purchase history. Users could discover complementary or similar products, enhancing their shopping experience and encouraging additional purchases.

#### **11. Return or Replace:**

- Thorough testing ensured that users could initiate return or replacement requests seamlessly, allowing for hassle-free resolution of issues with received products. The system acknowledged these requests promptly, initiating the necessary processes to facilitate returns or replacements efficiently.

#### **12. Download Invoice:**

- Verification of the system's invoice download feature confirmed its reliability in generating invoices in downloadable formats for users' records. Users could easily access and download invoices, facilitating financial record-keeping and enhancing transparency in transactions.

## **9. Entry and Exit Criteria:**

### **9.1. Entry Criteria:**

- Ensure that the testing environment for the Your Orders page is set up and accessible to the testing team.
- Development of the Yours Order Page is completed according to specifications.
- Verify that all test cases for various functionalities of the Your Orders page, including viewing order history, tracking order status, managing order details, etc., are prepared and reviewed.
- Ensure that the necessary software, hardware, and network configurations are set up and ready for testing.
- Ensure that the test plan for testing the Your Orders page has been reviewed and approved by relevant stakeholders.
- Ensure that testing tools required for executing test cases, such as test management tools, defect tracking tools, and automation frameworks, are available and configured properly.

## 9.2. Exist Criteria:

- Verify that all identified defects have been fixed and retested to ensure resolution.
- Ensure that all planned test cases for the Your Orders page have been executed.
- Ensure that all testing-related documentation, such as test reports or defect logs, is completed.
- Obtain approval from relevant stakeholders indicating the completion of testing activities for the Your Orders page.
- Verify that the Your Orders page is ready for deployment to production, with necessary validations and configurations in place.

## 10. Approvals:

Name	Role	Approved (Yes/No)	Date
Darshan Gowda	Project Manager	Yes	22.03.2024
Sarah	Product Owner	Yes	25.03.2024
Subramanian	QA Manager	Yes	26.03.2024
Anupriya	Development Team Lead	Yes	27.03.2024

