

Test Name	Register/Login			
System	Amazon Mobile App			
Name of Tester	Jeff Jones	Date	6/13/19	
Preconditions	User has downloaded mobile app on their phone			
Step	Description/Action	Expected Results	Pass/Fail	Comments
1	Open app on mobile device	App should open up right away	Pass	App opens up directly to the Amazon app home page
2	Click prompt to login or register	App should direct user to page for login or account creation	Pass	App goes right to page where user is prompted to login or create an account if new to Amazon
3	Registration	Clicking on create account will direct user to enter information to register, entered information is accepted or rejected if the account information is already in use	Pass	User is taken directly to the registration form where they can enter their information to register, as my account already existed, I entered my email address and was informed the email address already existed for another account
4	Login	User information is input and user can login to the app	Pass	User enters in the email address and password and is taken to the Amazon home page within the app

Test Name	App Major Functionality			
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System	Amazon Mobile App			
Name of Tester	Jeff Jones	Date	6/13/19	
Preconditions	User has installed mobile app on their device and registered with Amazon			
Step	Description/Action	Expected Results	Pass/Fail	Comments
1	Open app on mobile device	Site information displays with logo/pictures/text	Pass	App opens with "Amazon" logo at the top of the screen and a search bar directly underneath it, pictures and text for items on sale appear clearly beneath that
2	Profile menu for user's account working	User can click on hamburger logo at the top of the screen and open their personal menu with offers/account information/personal settings	Pass	Clicking on hamburger menu opens profile menu with a selection of links to orders/lists/account settings, etc., clicking on each selection takes the user to the page of their choice
3	Search function working	Selecting the search function will allow the user to search for a specific item, and inputting search information will yield results for desired item	Pass	User can enter in a search for a type of product, in this case drill bits, and a number of products for sale matching that item description are displayed

4	Home page links working	Clicking on pictures and text from the home page will take user to the products they want to those pages	Pass	Clicking on several links from the homepage takes the user to the desired product pages
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Test Name	User Transactions			
System	Amazon Mobile App			
Name of Tester	Jeff Jones	Date	6/13/19	
Preconditions	User has app installed and is able to log in			
Step	Description/Action	Expected Results	Pass/Fail	Comments
1	User can add items to their cart	The user can select an item and add it to their cart for purchase	Pass	On the product page the user can click on the "Add to Cart" button, and the product is immediately added to their cart for checkout
2	User can remove items from the cart	The user can remove items they have decided not to purchase from their cart	Pass	The user can go into their cart by clicking on the cart logo at the top of the app screen, and see what items have been added, they can click on the delete button and the item is removed

3	User can make a payment for a selected item	User selects the format for the purchase they want to make and then pays for said purchase	Fail	I wanted to make a purchase of an ebook through the iPhone app and discovered an odd situation, the iPhone doesn't allow purchases for ebooks, the only format that a user can actually purchase through the app is physical copies of books, so in this case I determined the app failed, though it's not an actual failure of the code, but more a failure of the user experience, ebooks can only be purchase on the Amazon site through an internet browser
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Test Name	Product Detail Page			
System	Amazon Mobile App			
Name of Tester	Jeff Jones	Date	6/13/19	
Preconditions	User has app installed and is able to log in			
Step	Description/Action	Expected Results	Pass/Fail	Comments
1	Product Title	On a product detail page, is the title displayed correctly	Pass	Navigated to a few random product detail pages, and all of them clearly had product names at the top of the page as a title

2	Product Description	When viewing a product the user can find a correct description of the product	Pass	When viewing a few randomly selected product detail pages, a detailed description of the product can be read on each page
3	Product Image	Images for a selected product are available for view, those images can be enlarged, and they provide more than one angle of view	Pass	In this case, it depends on the product in question if there's a picture of each product from all angles, generally products have images that can be enlarged and a 360-degree view of the product, but some not every view, but images of the product in use, such as a car backseat organizer

Test Name	Detailed App Functionality			
System	Amazon Mobile App			
Name of Tester	Jeff Jones	Date	6/13/19	
Preconditions	User has installed the app and can log in			
Step	Description/Action	Expected Results	Pass/Fail	Comments

1	Product categories and filters	When navigating the site, the user can find lists of all departments and selecting a product category will filter results to just that category	Pass	The user can select department categories, such as electronics, then have the types of products they want to view filtered to more detailed categories such as TV & Video, upon selecting that they can filter their results further by picking an even more detailed category, such as projectors
2	Product sorting	The user will be able to sort through products by name, size, price, etc.	Fail	I judged this as a failure, based on the fact that I couldn't easily figure out how to actually do this within the app, there are various ways of sorting through products based on pricing, or searching for names, but from a user's perspective, it wasn't easy to go in to furniture and search for a chair or couch of a specific size within the app
3	Add product to wish list	The user can add products they are interested in to a wish list	Pass	The user can easily go to a product detail page and scroll down the page and select a link to add the product they are viewing to a wish list, there is added functionality for custom lists as well

Test Name	New User Documents			
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System	Amazon Mobile App			
Name of Tester	Jeff Jones	Date	6/13/19	
Preconditions	User has logged in to the app and opened their personal menu			
Step	Description/Action	Expected Results	Pass/Fail	Comments
1	App manual guide	A new user will be able to easily navigate to a help guide for how to shop on the app	Pass	Navigating to the personal home menu, the user can select the customer service option and then navigate to All Help Topics which contains detailed instructions for how to make purchases, refund policy, shipping etc. All of these in separate documents
2	Privacy Policy/Terms of Service	A new user should be able to easily locate the privacy policy for the app	Fail	I was unable to locate any document containing the privacy policy or terms of service for the app after several minutes of scrolling through different pages in the customer service section, if the policy is available on the app, it's not easy for a new user to find

Test Name	App display			
System	Amazon Mobile App			
Name of Tester	Jeff Jones	Date	6/13/19	
Preconditions	User has app installed and is logged in			
Step	Description/Action	Expected Results	Pass/Fail	Comments

1	Visual and written content on pages	The content on the pages is displayed correctly, with proper alignment and correct spelling	Pass	Was a bit more difficult to test this in the app, but I wanted to create a parameter for this as well since it's part of the user experience. Visually everything appears to be as it's intended within the app, pictures and text use proper margins, they all seem to align together, so overall it looks nice. Just cursory scrolling through pages I find no spelling errors. Though it's hard to say if spelling everywhere would pass this test as the app has thousands of pages of content, one user couldn't test all this on their own.
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Test Name	App security settings			
System	Amazon Mobile App			
Name of Tester	Jeff Jones	Date	6/13/19	
Preconditions	User has app installed and is logged in			
Step	Description/Action	Expected Results	Pass/Fail	Comments
1	Two-factor authorization	The app offers two-factor authorization for login	Pass	Simple enough, the user can go into their account settings and set up two-step verification to log into the app.



2	1-click purchasing settings	The user can disable 1-click purchasing on their device	Pass	The user is able to add an additional layer of security within the app by disabling 1-click settings. Though, the 1-click setting is turn on by default.
3	App permissions	The user can easily determine what the app is able to do in the background	Pass	This is a bit more ambiguous as, this isn't really something a user can determine within the app itself. For an iPhone user, they have to go to their device settings and then select the app to review what the app has access to within the device and make changes as they desire.