##### **Software Test Report**

##### **Software Test Report for “**[**cookstock.co.il**](http://www.cookstock.co.il)**”**

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**Date:**

**22/01/2024**

1. **Test Summary**

***1.1 Scope of Testing:***

The primary objective was to ensure the functionality, usability, and compatibility of the “cookstock.co.il” website.

This included testing the following main Modules:

- Customer account management features

- Purchasing processes

- Link and navigation usability

- Product page functionality

- Customer experience

Modules that was planned to be tested but did not:

- Accessibility features were not tested due to manpower shortages

- Search bar was not tested due to manpower shortages.

***1.2 Testing Period:***

The testing was conducted over one sprint, lasting from [30/11/2023] to [25/01/2024].

***1.3 Testing Environment:***

Tests were carried out on the Operational environment of the website, mirroring the production setup.

Browsers included: Chrome, Firefox, and Brave on desktop, in windows 10 and windows 11 operating systems.

* 1. ***High-Level Results:***

- A total of 203 test cases were planned and 203 were executed:

with 174 passing and 29 failing.

- 7 critical issues were found, in the user registration and management systems, and the shopping cart system.

- Major Open Issues included 3 high priority open Bugs, in the user management system, the shopping cart system, and the navigation system.

- Minor open issues include 22 open bugs, of those 9 are of medium importance and the rest are low or of negligible importance.

The Dev Team informed us that these Bugs will never be fixed.

1. **Testing Activities**

The Test Activities section details the comprehensive and methodical

approach undertaken to evaluate the functionality, and user experience of the

“cookstock.co.il”.

This phase involved a series of targeted tests types designed to

rigorously assess each aspect of the website, ensuring reliability and quality

from the user’s perspective.

The following Testing Activities were performed in this sprint/s:

**2.1 Smoke Tests**

Over the course of the sprint, no instances were identified where the

smoke tests failed.

**2.2 Load Testing**

Above 10k users made the load test failed, waiting for the non-existing Dev team to fix.

**2.3 Functional Testing**

all functional testing has been conducted, confirming that all

features and modules are operating satisfyingly, with some minor bugs that do not inhibit the critical function of the site.

Except for **7 open** bugs classified as **'Highest' priority**.

These high-priority bugs are not being actively addressed now by the development team.

**2.4 User Interface Testing**

Our user interface testing has confirmed that the overall user experience is lacking and doesn’t provide a stable experience when using the site.

We did observe a **few minor glitches in link** functionality and display options, with some overlapping text and images that do not match the text.

Our devs are now thinking about how to fix the bugs in order to optimize a smoother experience.

**2.5 Exploratory Testing**

Approximately 20% of our testing efforts were devoted to Exploratory

Testing.

**No major bugs were found in this process.**

**2.6 Compatibility Testing**

No issues were found with comparability on any browser or operating system that was tested.

**2.7 Integration Testing**

No issues were found with integration with the other sites the cookstock works with.

**2.8 User experience**

Many issues were found that affect the user experience and prevent optimal use of the site.

Out of those 6 were found to be critical and prohibit the user from creating and managing their account properly.

Our dev team is asleep right now and can't be bothered to fix it.

1. **Results and Findings**

This section presents the key outcomes of our testing efforts on

“cookstock.co.il”.

Here, we will present the important **metrics** that will highlighting both the

strengths and the areas needing attention.

These Metrics will provide a comprehensive understanding of the current

state of the website's functionality, usability, and overall performance.

**3.1 Test Execution:**

- **Executed:** 203 test cases (100% of planned)

- **Passed:** 174 (83.65%), Failed: 29 (13.94%), Blocked: 0 (0%)

**3.2 Defects Logged:**

- **Total:** 29 defects (Critical: 7, High: 3, Medium: 9, Low: 6, Lowest:4)

- Open: 29

- In Progress: 29

- Fixed: 0

- Closed: 0

**3.3 Requirement coverage:**

- 80% of the requirements covered

1. **Open Issues, Risks and Go No Go:**

On this section we will present the unresolved critical issues and the

potential risks that emerged during our testing process.

In addition to that we will outline here our Go No Go recommendation on

whether the current state of the website aligns with our quality standards and

criteria for going on “Live to Production”.

**4.1 .1 Unresolved Issues**: **Critical item amount selection bug:**

**Description:** Adding decimal amount of an item to the shopping cart is allowed even tho the item can't be bought in parts.

**Impact:** Can lead the user to pay for a fraction of an item by mistake.

**Current Status:** Unknown, devs are on strike.

**Risk:** Could lead to increased customer support calls and dissatisfaction.

**4.1 .2 Unresolved Issues**: **Critical client account bug:**

**Description:** Site does not show a logout button from the customer's account on the home page

**Impact:** High - Affects user experience, user can’t log out.

**Current Status:** Waiting for investigation by the development team.

**Risk:** It is not known if the account is connected or disconnected to the website.

**4.1 .3 Unresolved Issues**: **Critical item amount selection bug:**

**Description:** Extreme amount of the same item is available to choose even tho the shop won't be able to provide it

**Impact:**. High - heavy customer support issue, and customer dissatisfaction

**Current Status:** Unknown, devs won't speak to us since the carfuffle.

**Risk:** Can lead the user to purchase extreme amount of the same item by mistake and causes a heavy customer support issue

**4.1.4 Unresolved Issues**: **Critical payment page bug:**

**Description:** Payment form opens even tho it is millions of shekels and an imaginary item amount

**Impact:** High - Affects the payment procedure.

**Current Status:** Unknown, there are no developers to talk to, the aliens took them.

**Risk:** Might lead to a user purchasing by mistake a deal of hundred of thousands of shekels or even millions by a mistake.

**4.1.5 Unresolved Issues**: **Critical client account bug:**

**Description:** It is not known if the account is connected or disconnected on the home page

**Impact:** High - Affects user experience, It is not known what the status of the customer account is on the home page

**Current Status:** Waiting for investigation by the development team.

**Risk:** not known what the status of the customer account or another account

**4.1.6 Unresolved Issues**: **Critical client account bug:**

**Description:** It is not possible to change details in the customer's account

**Impact:** High - Affects user experience, Changing customer account details and payment procedure

**Current Status:** Waiting for investigation by the development team.

**Risk:** Change credit information or shipping address

**4.1.7 Unresolved Issues**: **Critical client account bug:**

**Description:** Possibility to register for the site if details are incorrect in the "Email" field

**Impact:** High - Sign up to the site with an invalid email

**Current Status:** Waiting for investigation by the development team.

**Risk:** Registering on the website with an incorrect email without being corrected that the email is incorrect

**4.1.6 Go No Go Recommendation:**

After thorough analysis and considering all test results, we recommend a

release of CookStock.co.il but with a heavy warning of potential customer dissatisfaction and potential of losing money or potential earnings.

Our testing experience indicates that the system is not stable and performs

badly overall.

We acknowledge the presence of way to many open issues and propose working further on the site, before opening it for users.