## Tester 1

Name: Julia Helena Konieczna

|  |  |  |
| --- | --- | --- |
| **Action** | **Result** | **Comments** |
| Register | Success | * Tester likes that she is informed about inputs through changing colors (red and green). * Phone number has increase and decrease arrow, which is confusing * Birthdate could be defaulted set on different date then year 0 * Tester thinks that not enough information was given during registration (missing passport number, nationality etc.) |
| Login | Success | * Tester likes that she is informed about inputs through changing colors (red and green). * Forgot password option is missing |
| Edit user info | Success | * Same as registration |
| Search flight | Success | * Confused about shortcut of airports * Sorting flights by longest does not make a sense * Missing option one-way flight and direct |
| Book flight | Success | * Passport number does not work, while trying to add bigger number than 2200000000 * Passport usually has letters * Passport number has decreasing and increasing arrows, which does not make a sense * When expiration date of passport is before actual flight date, customer is not notified * There could be a middle name as well |
| Choose luggage | Success | * Could be added price of the luggage * Could be possible to buy multiple luggage |
| Choose seat | Success | * Tester really likes, how this looks like and works |
| Pay for flight | Success | * Different price shown for flight and different price asked to pay * Decreasing and increasing of some inputs * Expiration date of the card before todays date is possible |
| View customers’ flight | Success | * There are 2 arrows back and forth, during search flight and tester thought, it is a return flight. On her ticket is written one-way * Some of the reserved seats are different * Tester chose different luggage sizes, and, on the ticket, all has same weight |
| Cancel flight | Success | * Should be some confirmation to cancel the flight, miss click can happen |
| Add new flight | Success | * Returning option should be renamed to landing |
| Delay flight | Success | * Some information as date and time is missing to delay flight. Different flight can be delayed |
| Cancel flight | Success | * Everything is okay |
| Logout | Success | * Everything is okay |
| Get notification | Success | * Very nice feature, to be informed about the delays and cancelations |
| Overall |  | * Click on website icon should take tester on homepage * More currency could be added |

## Tester 2

Name: Jan Hajek

|  |  |  |
| --- | --- | --- |
| **Action** | **Result** | **Comments** |
| Register | Success | * Error messages are not visible * Add option to confirm password, so no mistake in inputting password will occur * Nice and simple page |
| Login | Success | * Add option remember me |
| Edit user info | Success | * In name it is possible to input numbers * Not possible to input country prefix in phone number |
| Search flight | Success | * Would be nice to scroll down in origin and destination without writing * Add return flight option |
| Book flight | Success | * Red background on the top of the page is too bright * Decrease and increase number in passport is not necessary * Passport number must have 10 digits, but when number is bigger then 2200000000, it does not work (even though it has 10 digits) * Address of passengers is missing * Two arrows on the top means return flight, but flight is one way only |
| Choose luggage | Success | * Luggage option is nice and well organized |
| Choose seat | Not Success | * Tester could not choose seat for first passenger, only for second and third |
| Pay for flight | Not Success | * Option View Details can be open, but cannot be closed anymore * Card decrease and increase does not make sense * Increasing month should stop at 12 and not continue to 13 * It is possible to decrease year to negative values * Year has 4 digits but usually on credit cards is written only last 2 digits of the year * When pay for flight was confirmed tester got error message about wrong chosen seats |
| View customers’ flight | Success | * Hard to read, bad use of colors |
| Cancel flight | Success | * Too fast, miss click can happen * Add confirmation message |
| Add new flight | Success | * Choosing date is not well organized |
| Delay flight | Success | * After delaying flight, there is no information about how long the delay is |
| Cancel flight | Success | * After cancelling flight, the flight does not need to be in the list anymore |
| Logout | Success |  |
| Get notification | Success | * Nice and well organized |
| Overall |  | * System is easy to use |

## Tester 3

Name: Denis Popal

|  |  |  |
| --- | --- | --- |
| **Action** | **Result** | **Comments** |
| Register | Success | * Error message should start with capital letter |
| Login | Success | * Easy and fast |
| Edit user info | Success | * Easy and very nice * Everything worked as it should |
| Search flight | Success | * When the date of flight is not available, it would be nice to make it grey in the calendar * Distinguish between children and infants * Add return option * More information about origin and destination not just IATA code * Would be better to write time of flight in different format (x hours and x minutes than xx:xx) * Add option to sort it by shortest |
| Book flight | Success | * Automatically fill the form of passenger information, when I am already registered * Increasing and decreasing passport number is not good * Some grammar errors on the page (missing space between passportnumber, used informations instead of information etc.) |
| Choose luggage | Success | * Option to choose more luggage, than just one type * Prices of luggage could be displayed |
| Choose seat | Success | * Really nice * Seat text could be bold |
| Pay for flight | Success | * Show price of luggage, so passenger knows what he pays for * More details could be shown, as a passenger information, so it can be double checked * Add calendar for expiration month and year of the card * Credit card year has usually 2 digits not 4 |
| View customers’ flight | Success | * Use arrival time instead of landing * QR code is good-looking * Easy to use |
| Cancel flight | Success | * Easy to cancel, miss click can happen – add confirmation * Terms and condition about cancel flight could be added (more information about how much would be returned etc.) |
| Add new flight | Success | * Make larger inputs of dates, so time is visible as well * Before confirmation add summary of flight, so it can be double checked before publishing |
| Delay flight | Success | * More information about flights, so operator can distinguish between flights (date, time, flight number) |
| Cancel flight | Success | * More information about flights, so operator can distinguish between flights (date, time, flight number) * Add option Undo for adding the flight back |
| Logout | Success | * Easy and fast |
| Get notification | Success | * Nice and well-organized * Passenger could be notified through phone message or email |
| Overall |  | * More information on each page especially about flights * Add footer with customer service, contact information * Some image to the background, feels empty |

## Tester 4

Name: Filip Medved

|  |  |  |
| --- | --- | --- |
| **Action** | **Result** | **Comments** |
| Register | Success | * Country of phone or prefix of the phone * Stronger password (capital letters, digits etc.) * Likes changing colors of inputs, if they are correct green, if not red |
| Login | Success | * Add email verification |
| Edit user info | Success | * Add confirmation of password |
| Search flight | Success | * Tester likes intuitive searching bars of origin and destination – input letters and system will show up what is available * Add option return flight * Different format of the flight time would be better |
| Book flight | Success | * Have a option to autofill the passenger info already from logged account * More information about the flight somewhere on the page * Date of birth can be set only for 7 months old and it is still taken as a adult |
| Choose luggage | Success | * Show prices of luggage * Show price of ticket including prices of luggage |
| Choose seat | Success | * Swap the colors – red -> chosen seat, green -> available seats |
| Pay for flight | Not Success | * Price of the flight is different than actual price * Customer does not know for what he is pay for (confusing) * In all inputs including just number is by default 0, which would be better not to include at all or at click 0 could disappear * Confirm payment by text message * After completing payment, custom was redirected to the error page, flight was not booked, error about wrong chosen seat was displayed |
| View customers’ flight | Success | * Customer has different seat than he chose * Different luggage on ticket, than customer chose * Add option save, print and add to wallet |
| Cancel flight | Success | * Add confirmation window about cancelling flight |
| Add new flight | Success | * Add option one-way or return flight * Returning should be renamed to landing time |
| Delay flight | Success | * Add date and time of the flights * Add option to change the delay time if it is already delayed |
| Cancel flight | Success | * Very good |
| Logout | Success | * Add pop up – successfully logged out |
| Get notification | Success |  |
| Overall |  | * Layout is nice and easy to control |

## Tester 5

Name: Samuel Benus

|  |  |  |
| --- | --- | --- |
| **Action** | **Result** | **Comments** |
| Register | Success | * Country of phone number or prefix * Confirmation of password * Should ask for stronger password * Add some terms and conditions and agree to it |
| Login | Success | * Add function remember my password * Forgot password function is missing |
| Edit user info | Success | * When customer changed phone number error messaged popped out with format of the phone number. It would be better to write “phone number should have 8 or 9 digits” instead * Maximum value of date of birth should be at least 18 years (customer tried 5 years) * Grammar mistake at birthdate (should be date of birth) * Add captcha |
| Search flight | Success | * Add function return flight * Rename flying from and flying to to origin and destination * Sort by longest does not make sense * Different format of the time of flight should be used * Distinguished between infant and children * There is a icon of departure but not a arrival icon on the right side, where destination is |
| Book flight | Success | * Lastname should be written separately (grammar) * Should be auto filled or have option to autofill passenger info based on account * There are more genders than 2 * Nationality should be dropdown menu, where customer can choose * Instead of passport should be also option to use ID * The child maybe does not have passport, but it is mandatory to fill it * Passport number must have 10 digits, but when number is bigger then 2200000000, it does not work (even though it has 10 digits) * Possible expiration date of passport before date of flight |
| Choose luggage | Success | * Would be good to have price of each bag written and price overall somewhere on the page * Include dimensions of luggage * Sport equipment could be added next to the luggage |
| Choose seat | Success | * Emergency exits are usually also in the middle of the airplane, not only on the start and end * Would be nice to have option to skip the choosing seat * Only first name is displayed (first and last name looks more professional) |
| Pay for flight | Success | * Different price of ticket than on the start * After opening view details, closing it again is not available * Summary of all passenger’s passport could be displayed for double check * When credit card is filled, digits could be separated by 4 as on actual credit card * Expiration date and year input should be empty or the 0 could be deleted after clicking on it * Expiration date and year could be next to each other or like one input instead of two (unnecessary big) * Confirm payment through text message * Confirmation email about successful payment could be send |
| View customers’ flight | Success | * Passenger gender could be added (Mr., Mrs., Ms.) * Tester likes how the tickets is generated |
| Cancel flight | Success | * Too easy to delete, there could be a pop-up window with confirmation |
| Add new flight | Success | * Deformed input of date * There could be option to switch origin and destination of the flight * When the date is changed, time is set on midnight (would be nice to keep it) |
| Delay flight | Success | * Could be more information written about flight as time, date or flight number * After delaying, there could be written what the delay is * Tester would like to have the option to delay multiple times |
| Cancel flight | Success | * Pop-up window is nice |
| Logout | Success | * Could be confirmed before actual logged out |
| Get notification | Success | * Would be nice to be able to click on the notification and be redirected on the delayed flight |
| Overall |  | * Add more currency and another language of website * When clicking on website logo, website should be redirected on homepage * Website is nice and easy to understand |