

# Exploratory Test Charter

## Tricentis Demo Web Shop

**Document Version:** 1.0  
**Prepared By:** Lakindu De Silva **Date:** December 17, 2025  
**Session Duration:** 60 minutes

### Charter Information

Field	Details
Charter ID	ETC-001
Session Type	Exploratory Testing
Tester	Senithi Mathangaweera
Date Executed	December 17, 2025
Time Box	60 minutes
Application	Tricentis Demo Web Shop
URL	https://demowebshop.tricentis.com/
Browser	Google Chrome (Latest)

### 1. Charter Mission

**Explore** the product search, browsing, and shopping cart functionality  
**With** various user scenarios and edge cases  
**To discover** potential issues not covered by scripted test cases

### 2. Areas to Explore

#### 2.1 Product Search Functionality

Focus Area	What to Test
Keyword Search	Search by product names, categories, keywords
Partial Search	Search with partial product names
Special Characters	Search with symbols, numbers, special chars
Empty Search	Submit empty search query
Case Sensitivity	Search with different case combinations

2.2 Product Browsing

Focus Area	What to Test
Category Navigation	Browse all product categories
Product Display	Verify product information is complete
Add to Cart Buttons	Check all products have purchase options
Product Images	Verify images load correctly
Price Display	Verify prices are shown correctly

2.3 Shopping Cart Operations

Focus Area	What to Test
Add Products	Add various products to cart
Quantity Changes	Test quantity field with various values
Remove Products	Remove products from cart
Cart Persistence	Verify cart persists across pages
Multiple Products	Add multiple different products

3. Test Ideas / Heuristics Used

3.1 Heuristics Applied

Heuristic	Description
CRUD	Create, Read, Update, Delete operations
Boundaries	Min/max values, empty inputs, special characters
User Scenarios	Common user workflows and edge cases
Consistency	Same feature behaves same across categories
Error Handling	How system handles unexpected inputs

3.2 Test Ideas Explored

1. Search by category name (e.g., "Books", "Electronics")
2. Add products from different categories to cart
3. Navigate through all subcategories
4. Check all product detail pages have required elements
5. Test products with special configurations
6. Verify consistent UI across all product types

## 4. Session Notes

### 4.1 Observations

Time	Area	Observation
00:05	Product Search	Started exploring search functionality
00:12	Search Results	Noticed search by "Books" keyword returns no results
00:20	Electronics	Some products in Electronics lack "Add to Cart" button
00:35	Product Details	Clicked on product - no "Add to Cart" on detail page
00:45	Other Categories	Books, Jewelry, Apparel categories work correctly
00:55	Documentation	Captured screenshots for all issues found

### 4.2 Risks Identified

Risk Level	Description
High	Some products cannot be purchased at all
Medium	Search functionality doesn't index category names
Medium	Inconsistent product display across categories

## 5. Defects Found

### Summary

Defect ID	Test ID	Summary	Severity
DEF-002	ETC01	Search "Books" returns no products	Medium
DEF-003	ETC02	Some Electronics products missing Add to Cart	Medium
DEF-004	ETC03	Product detail page missing Add to Cart	High

### Detailed Findings

#### ETC01: Search by Category Name Issue

- **Steps:** Enter "Books" in search box → Click Search
- **Expected:** Products from Books category displayed
- **Actual:** "No products were found" message
- **Evidence:** ETC01\_BookKeyword\_Search.png
- **Defect Logged:** DEF-002

#### ETC02: Missing Add to Cart on Product Listing

- **Steps:** Navigate to Electronics → Camera/Photo

- **Expected:** All products show "Add to Cart" button
- **Actual:** Some products have no purchase option
- **Evidence:** ETC02\_NoAddtoCart.png
- **Defect Logged:** DEF-003

**ETC03: Missing Add to Cart on Product Detail Page**

- **Steps:** Click on affected product → View detail page
- **Expected:** "Add to Cart" button available
- **Actual:** No way to add product to cart
- **Evidence:** ETC03\_ItemDisplayNo\_Addtocart.png
- **Defect Logged:** DEF-004

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## 6. Test Coverage

Areas Covered

Area	Coverage	Notes
Product Search	<input checked="" type="checkbox"/>	Tested various keywords
Category Navigation	<input checked="" type="checkbox"/>	All categories explored
Product Display	<input checked="" type="checkbox"/>	Multiple products checked
Add to Cart - Listing	<input checked="" type="checkbox"/>	Issues found in Electronics
Add to Cart - Details	<input checked="" type="checkbox"/>	Issues found for some products
Shopping Cart Functions	<input checked="" type="checkbox"/>	Covered in manual testing

Areas NOT Covered (Defer to Next Session)

Area	Reason
Wishlist Functionality	Time constraint
Compare Products	Lower priority
Email a Friend	Lower priority
Gift Card Purchase	Covered in manual testing

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## 7. Session Metrics

Metric	Value
Session Duration	60 minutes
Test Ideas Explored	12
Defects Found	3

Metric	Value
Defect Severity - High	1
Defect Severity - Medium	2
Defect Severity - Low	0
Screenshots Captured	3
Areas Explored	6

## 8. Recommendations

### Immediate Actions

1. **Investigate DEF-004** - High priority as products cannot be purchased
2. **Fix search indexing** - Include category names in search results
3. **Verify all product pages** - Audit all products for missing Add to Cart

### Future Exploratory Testing

1. Conduct additional session for wishlist and compare features
2. Test with different user roles (guest vs. registered)
3. Explore checkout flow edge cases
4. Performance testing on product search

## 9. Session Debrief

### What Went Well

- Discovered 3 significant defects not found in scripted testing
- All issues properly documented with screenshots
- Good coverage of core shopping functionality

### What Could Be Improved

- More time needed for comprehensive coverage
- Should test with multiple browsers
- Include mobile responsive testing

### Lessons Learned

- Exploratory testing complements scripted tests effectively
- Category-specific issues require targeted exploration
- Product search functionality needs more thorough testing

## 10. Sign-Off

Role	Name	Signature	Date
Tester	Senithi Mathangaweera	___	12/17/2025
Reviewed By	Lakindu De Silva	___	12/17/2025

Appendix: Screenshots

File Name	Description
ETC01_BookKeyword_Search.png	Search results for "Books" keyword
ETC02_NoAddtoCart.png	Product listing missing Add to Cart
ETC03_ItemDisplayNo_Addtocart.png	Product detail page without button

Document End