Martin_Hoesemann_TesterRemoteEE8 Final_Project

Usability and Functionality testing on web page:
Nintendo.com

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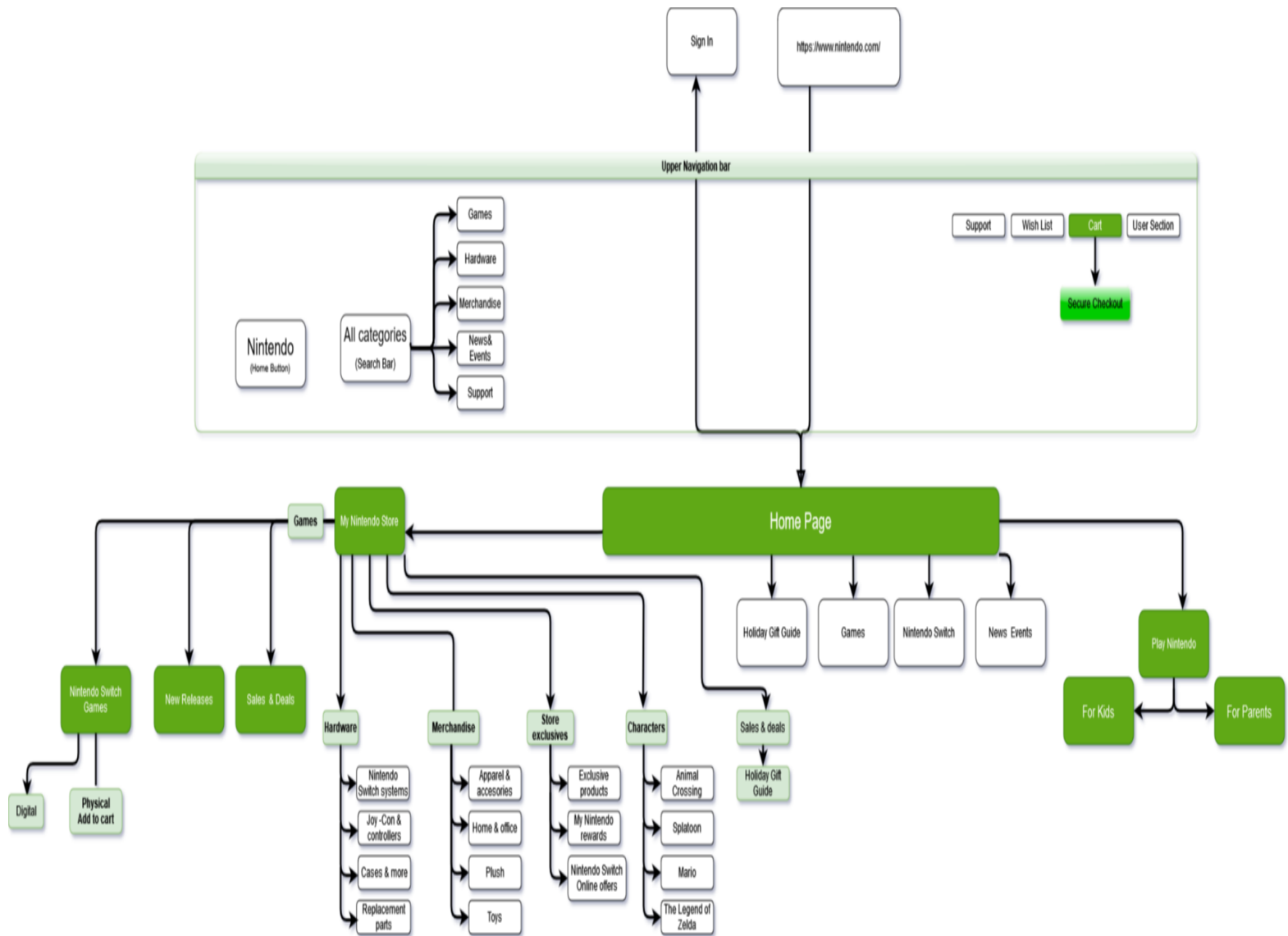# Contents

Document Purpose

This test aims to test the structure and functionalities of the Home Page upper section and their following contents:

- My Nintendo Store
    - Nintendo Switch Games
    - New Releases
    - Sales and Deals
- Game Selection
- Cart
- Play Nintendo
    - For Kids
    - For Parents

Testing Section

Sign In

https://www.nintendo.com/

Upper Navigation bar

Nintendo (Home Button)

All categories (Search Bar)

Games
Hardware
Merchandise
News& Events
Support

Support | Wish List | Cart | User Section

Secure Checkout

Games | My Nintendo Store

Home Page

Holiday Gift Guide | Games | Nintendo Switch | News Events

Play Nintendo

Nintendo Switch Games | New Releases | Sales & Deals

Hardware | Merchandise | Store exclusives | Characters | Sales & deals

For Kids | For Parents

Digital | Physical Add to cart

Nintendo Switch systems
Joy-Con & controllers
Cases & more
Replacement parts

Apparel & accesories
Home & office
Plush
Toys

Exclusive products
My Nintendo rewards
Nintendo Switch Online offers

Animal Crossing
Splatoon
Mario
The Legend of Zelda

Holiday Gift Guide

Testing Checklist

Type	ID	Checkpoints	Yes/No
General	1	Access to user account, username and password available	Y
		- Account is matching geographical location of the web page	Y
	2	Language is in english	Y
	3	Test environment is ready to use, Firefox as default browser	Y
Usability	1	Information in selected area is structured, formatted and available	Y
		- Links are easy to identify	Y
		- Buttons are easy to identify	Y
Functionality	1	Check if the hovering functions work equally on the links and buttons	Y
	2	Check if the pathways lead to the intended destination	Y
e-commerce	1	Check if the cart is accessible	Y
	2	Check if the cart functions work as intended	Y
		- Quantity is adjustable	Y
		- Display of item amount and price is correct	Y
	3	Limitations and notes to orders are displayed	Y
Responsiveness	1	Repeat previous steps in different browsers	Y
		- Google Chrome	Y
		- Microsoft Edge	Y
	2	Repeat previous steps in mobile environment	Y
		- Google Chrome	Y
		- Firefox	Y

Detailed Test Case

First example describing access and basic usage of the cart:

Preconditions

Navigate to https://www.nintendo.com/
Log in as a user
Begin with an empty cart

Steps

#	Action	Expected Result
1	Click on "My Nintendo Store" - Games	Navigate to https://www.nintendo.com/store/games/
2	Click on first game in the list ("Pokemon Scarlet")	Navigate to : https://www.nintendo.com/store/products/pokemon-scarlet-switch/
3	Select radio button "Physical"	"Direct download" button changes to "Add to cart" button
4	click on "Add to cart" button	Item is stored in cart red button "1" appears on the cart icon in the navigation bar
5	click on the cart button	Navigate to https://www.nintendo.com/cart/
6	click on "To secure checkout"	Navigate to reauthentication page https://accounts.nintendo.com/reauthenticate....
7	enter password	Navigate to checkout page : https://www.nintendo.com/cart/checkout/?state=state&session_state=92035e92ceace31799bdfe481b3e852dcf3611227b23bb564e40d431f3ce2a41&code=eyJhbGci0iJIUzI1NiJ9.eyJqdGki0iI2NjIyNz0yODO2NSIsInN1YiI6ImE1MDkwMThhMG00NT0zZDMiLCJpYX0i0jE2NzA2MDI4MDcsImV4cCI6MTY3MDYwNj0wNywiaXNzIjoiaHR0cHM6Ly9hY2NvdW50cy5uaW50ZW5kby5jb20iLCJ0eXAi0iJjb2RlIiwiYWM2c2NwIjpbMCw4XSwiYXVkIjoiMDFmZTAyN2FjZDZiYzBjZiJ9.IGOGM4ppmKN0XDEo0rIj_0JNHOvB9o39bIwU2aguXkI

The second example tests various events during the usage of the cart:

Steps

#	Action	Expected Result
1	Add Splatton 3 to the cart	Splatoon 3 is 1x in the cart The red icon on the cart icon is 1
2	click on the cart icon	nacvigate to https://www.nintendo.com/cart/ "Congratulations: You unlocked free shipping on your order!" message is visible Quantity bar with amount of 1 is visible price of a single item is shown in estimated total. The red icon on the cart icon is 1
3	click on "+" on the quantity bar	Splatoon 3 is 2x in the cart The estimated total has multiplied by 2 The red icon on the cart icon is 2
4	click on "+" 3x	Splatoon 3 is 5x in the cart The maximum amount for this item is indicated by the dissabled "+" button The estimated total is 5x the price of the singel item The red icon on top of the cart icon is 5
5	click on the "-" button 2x	Splatoon 3 is now 3x in the cart the "+" button is enabled the estimated total is 3x the single item price the red icon on top of the cart icon shows 3
6	click on the "Remove" button	"Removed Splatoon 3 from your cart." message is displayed "Undo" button appears Estimated total is $0.00 Red icon on top of the cart icon has dissapeared Quantitiy selector bar has disappeared "Attention: Free shipping on orders over $50.00!" appeared

Found Issues/Bugs

1.1

Videos:

[MicrosoftEdge](#)   [MozillaFirefox](#)   [GoogleChrome](#)

1.2

Improvements

Suggestions for improvement is to adjust the amount of information held close to each other.

Example one:

As shown in the first bug suggestion, the information held on the main web page's upper navigation bar seems repetitive from a viewable distance. Aside from the Gaming category, the Sales & Deals section also appears in viewable distance, but with a different font than the suggested bug.

Example two:

The "Holiday Gift Guide" link appears twice, within a viewable distance, leading to the same destination. Inexperienced users may spend time orientating themselves.

Test Design Techniques

- Exploratory Testing
  - Exploring and understanding gave me an understanding about the structure and functions about the page. On further exploration it was used to identify possible unintentional irregularities

- Usability Testing
  - In this technique the completeness and navigation of the chosen sections were confirmed and evaluated.

- Functional Testing
  - During functional testing the equal responsiveness of the basic functions have been confirmed. The cart functions, hovering functions and navigation pathways in particular.

- Error Guessing
  - As a user of the Nintendo game systems for over 2 decades, I have been following the development. Therefore I categorized issues also based on my past experiences.

- Mind map
  - The mind map helped to visualize and understand the structure of chosen sections of the webpage.

Reflection

Exploratory testing of the web page was simple and interesting. However, the actual extent of the webpage appeared much broader than expected.

While the whole web page appears very well organized and implemented, some structural choices are still unclear as a beginning tester and user.

During the exploratory testing I performed some load testing, by increasing and adjusting the amounts of the cart items to unrealistic events. Nevertheless, this step is not further documented, as it showed no relevant outcome and remained therefore part of the exploratory testing.