# QA Test Plan & Bug Report Template – T-Call Platform

## 1. Project Overview

System: T-Call (AI-Powered Voice Agent Platform)  
Tech Stack: Django, DRF, FastAPI (WebSocket), ReactJS  
3rd-Party APIs: Retail API, Eleven Labs API, Twilio  
Core Functions:  
- AI Agent creation (Retail and Eleven Labs types)  
- Inbound/Outbound call handling via Twilio  
- Voice generation (Eleven Labs)  
- Dashboard for Admin and Clients

## 2. Test Scope

Functional Areas:

* - Agent creation (Retail / Eleven Labs)
* - Voice Info setup
* - Twilio call flows (inbound and outbound)
* - WhatsApp message templates
* - Subscription and Notification system
* - Error handling and alert system

Non-Functional Areas:

* - WebSocket connection reliability
* - API performance (FastAPI/Django endpoints)
* - Compatibility (Admin vs. Client dashboards)

## 3. Test Types

✅ Manual Functional Testing

✅ API Testing (Postman/Swagger)

✅ WebSocket Testing

✅ Integration Testing (Retail, Eleven Labs, Twilio)

✅ Regression Testing

✅ Negative Testing

✅ Automation Testing (to be discussed)

## 4. Environments

Dev: For early testing and debugging  
Staging: For near-live validation  
Prod: Monitoring only, no direct test

## 5. Test Tools (Suggested)

* Postman / Swagger – API testing
* Charles Proxy / Fiddler – WebSocket + HTTP call monitoring
* Sentry / Logging panel – error and alert verification
* Browser DevTools – network and console logs

## 6. Bug Tracking

Use Jira / Trello / Notion (Confirm tool with team)

## 🐞 Bug Report Template

|  |  |
| --- | --- |
| Field | Description |
| Title | [Short summary] E.g., “Record button fails after AI question prompt” |
| Environment | Dev / Staging / Prod + OS/Browser |
| Steps to Reproduce | 1. Start AI interview 2. Wait for prompt 3. Click record (doesn’t respond) |
| Expected Result | Record button should start recording after question prompt |
| Actual Result | Button was unresponsive; reload gave more interview time unexpectedly |
| Impact | Medium – Interrupts interview process |
| Screenshot/Video | (Attach media if available) |
| Log Output | (Console error, server log, or WebSocket disconnect message) |
| Suggested Priority | Low / Medium / High / Critical |
| Additional Notes | Related to Twilio or frontend timeout? |