SteadFast Corporate Office
SQA Test Task

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1. Summary of the Product

   AutoCare is an online platform that provides vehicle-related services, including maintenance, repair, cleaning and emergency roadside help to automobile owners in Bangladesh. By matching consumers with vetted garages and service providers, it enables online service scheduling. Both a website and a mobile app are offered by the platform, which caters to auto owners seeking a reliable and easy way to maintain their vehicles without having to deal with manual reservations or unsure service quality.

2. Functional Test Scenarios
   Functional Test Scenarios Excel Sheet is available here: `Excel Link`

Test Scenario Id	Module	Test Scenario Description
TS_01	Login	Verify that users can log in with valid and registered number and password.
TS_02	Login	Verify that incorrect login credentials display appropriate error messages.
TS_03	Login	Ensure that submitting empty login fields triggers validation errors.
TS_04	Login & Signup	Confirm that the password input field masks characters.
TS_05	Login & Signup	Validate that the 'Forgot Password' feature sends an OTP to the registered number.
TS_06	Signup	Verify that users can register successfully using valid information.
TS_07	Signup	Ensure that registration with a duplicate number is prevented.
TS_08	Signup	Check that mismatched passwords during registration trigger an error.
TS_09	Signup	Verify that all required signup and login fields are validated as mandatory.
TS_10	Signup	Ensure that only properly formatted phone number are accepted.
TS_11	General Servicing Booking	Confirm users can select a service, date/time, and complete booking.
TS_12	Mechanical Systems Booking	Verify that a confirmation message or email is generated after booking.
TS_13	Service Booking	Ensure that the system Vehicle not Select for booking.
TS_14	Steering & Suspension	Check that all required booking fields are not found.
TS_15	Service Booking	Verify that users can view, modify, or cancel existing bookings.
TS_16	Browsing Services	Ensure all service categories are clearly listed and accessible.
TS_17	Browsing Services	Verify that clicking a service opens a detailed info page (description, price).
TS_18	Browsing Services	Test that the search bar returns relevant services for entered keywords.
TS_19	Browsing Services	Ensure filtering and sorting of services work by price, popularity, etc.
TS_20	Responsive Design	Confirm that the site functions properly on mobile, tablet, and desktop devices.

3. Test Case

Test Case Excel Sheet is available here: `Excel Link`

Test Case ID	Test Scenario	Test Case Title	Test Steps	Test Data	Expected Result	Actual Result	Status
TC_01	Login	Valid login	1. Navigate to login page 2. Enter valid phone & password 3. Click Login	Phone: 01756388158 Password: 123456	User is redirected to dashboard	As expected	Pass
TC_02	Login	Invalid login	1. Navigate to login page 2. Enter wrong password 3. Click Login	Phone: 01711111111 Password: wrongpass	Error message displayed	As expected	Pass
TC_03	Login	Unregistered number login attempt	1. Navigate to login 2. Enter unregistered phone & any password 3. Click Login	Phone: 01840727838 Password: anypass	Account does not exist	As expected	Pass
TC_04	Login	Phone field input validation	Enter alphabets & symbols in phone field	Phone: abc@123	Invalid phone number format	As expected	Pass
TC_05	Login	Remember me functionality	1. Check Remember Me 2. Login 3. Revisit site	Valid phone & password	User remains logged in	As expected	Pass
TC_06	Login	Logout functionality	1. Login successfully 2. Click logout		User is redirected to login page	As expected	Pass
TC_07	Forgot Password	OTP Sent on Forgot Password	1. Click "Forgot Password" 2. Enter registered number 3. Submit	Phone: 01756388158	OTP sent to number	As expected	Pass
TC_08	Forgot Password	Unregistered number in forgot password	Enter unregistered phone and submit	Phone: 01956837898	Number not found	As expected	Pass
TC_09	Forgot Password	Resend OTP option	1. Request OTP 2. Wait and click "Resend"	Phone: 01756388158	OTP resent successfully	As expected	Pass
TC_10	Forgot Password	OTP input field validation	Enter invalid or expired OTP	OTP: 152455	Invalid or expired OTP	As expected	Pass
TC_11	Forgot Password	Password reset	1. Enter OTP 2. Enter new password 3. Confirm password 4. Submit	New Password: Abc@1234	Password reset successfully	As expected	Pass
TC_12	Signup	Successful Registration	1. Go to Signup 2. Fill valid info 3. Submit form	Name, Phone, Password.	User registered successfully	As expected	Pass
TC_13	Signup	Duplicate number check	Try registering with same number again	Phone: 01765474556	Error message shown	As expected	Pass
TC_14	Signup	Password mismatch	Enter different Password and Confirm Password	Pass: abc123 Confirm: xyz123	Error shown for mismatch	As expected	Pass
TC_15	Booking Placement	Place a Service Booking	1. Login 2. Browse services 3. Click Book Now 4. Confirm booking	Car Wash	Booking placed successfully	As expected	Pass
TC_16	Booking List – My Orders	View My Bookings	1. Login 2. Go to My Orders		User sees their own booking list	As expected	Pass
TC_17	Cancel Booking	Cancel a Booking	1. User views booking 2. Click Cancel	Booking in "Placed"	Status updated to Cancelled	As expected	Pass
TC_18	Cancel After Confirmation	Try Cancelling Booking	1. Try cancelling after status is "Confirmed"	Booking ID	Cancellation disabled or requires approval	Blocked	Fail
TC_19	Status Display	Booking Status shown correctly	1. Open My Orders	Booking ID with status	Correct current status shown	As expected	Pass
TC_20	Booking Details	View Booking Details	1. Open a specific booking 2. Click Details	Booking ID	Booking details page opens	As expected	Pass
TC_21	Email Notification	Receive Booking Email	1. Place a booking 2. Check email	Booking info	Email confirmation received	As expected	Pass
TC_22	Booking From Mobile	Place Booking via Mobile	1. Login 2. Book service on mobile	Mobile browser	Booking placed successfully	As expected	Pass
TC_23	Booking Confirmation Page	Show Thank You	1. Complete booking 2. Land on confirmation		Success message and order number shown	As expected	Pass
TC_24	Service Unavailable	Block Slot if Already Booked	1. Book a time slot 2. Try to book same slot again	Same slot	Slot shown unavailable	Available	Fail
TC_25	Search Functionality	Search for Existing Service	1. Type "DVD Player" in search 2. Click Search	"DVD Player"	Matching results displayed	As expected	Pass

4. Bug Report

Bug Report Excel Sheet is available here: `Excel Link`

Issue ID	Issue Title	Issue Type	Issue Description
BUG_01	Booking can be cancelled after confirmation	Functional Bug	User is able to cancel a booking even after it is marked as "Confirmed", which should be restricted.
BUG_02	Service slot is not marked as unavailable after booking	Functional Bug	After booking a service time slot, the same slot is still available for another booking.
BUG_03	Footer layout breaks on mobile devices	UI Bug	Text and links overlap in footer section on iPhone 12
BUG_04	Search shows unrelated services	Functional Bug	Searching for "DVD Player" also displays unrelated items like "Battery Replacement"
BUG_05	Profile image upload allows unsupported formats	Validation Bug	User can upload unsupported formats like .exe or .svg without any warning
BUG_06	OTP resend button clickable multiple times rapidly	Functional Bug	User can click "Resend OTP" repeatedly, which triggers multiple OTPs
BUG_07	Unable to update phone number in profile	Functional	Users cannot update their phone number in the profile section — input field is disabled.
BUG_08	Booking status not updating in real-time	Functional	Status remains "Placed" even after admin has changed it to "Confirmed" from backend.
BUG_09	Cancel button available even after booking is confirmed	Functional	Users can still see and click the cancel button even after the booking is confirmed.
BUG_10	Cart total calculation incorrect	Functional	Total amount in cart is miscalculated when multiple items are added.
BUG_011	Input accepts emojis in the "Name" field during signup	Input Validation	The name input accepts emojis, which should be restricted.

5. Usability or UX Observations

1. **Missing Success Feedback:** Users may become confused when they submit some forms (Contact Us) because they do not receive a confirmation message.

2. **Non-intuitive Navigation:** It would be easier to locate the "My Bookings" area if it were located in the main menu or dashboard.

3. **Service Booking Flow:** It would be beneficial to include a progress indication for new users who might not be familiar with the procedures needed to finish a booking.

4. **Inconsistent Button Styling:** Certain buttons ("Book Now" and "Submit") behave and look differently, which compromises consistency.

5. **Lack of a Help or FAQ Section:** New users may become more reliant on support if there is no easily available guide or FAQ.

6. Cross-platform and Cross-browser Observations

Platform	Browser/App	Observation
Windows	Chrome	Fine, every page renders properly.
Windows	Firefox	Layout problem with the "Services" page.
Android	Chrome	Responsive but slower loading times.
Android	Autocare App	The booking procedure is functional; the navigation periodically freezes.
iOS	Safari (Web)	When submitting, the contact form returns an error.