**1st Task**

* Link of the Github repo: <https://github.com/Nourhan-Amgad/PlaywrightTask.git>

1. From your perspective, are there any requirements that are missing or unclear?

* **Back-office (Admin or Internal tool) Web Interface:**

1. Regarding the authentication and authorization part, are there **role-based access controls** for administrators and sales agents? And if so, what are the authentication mechanisms (username/password)?
2. Regarding the permission management part, what specific permissions can administrators assign to sales agents? and can permissions be customized per group, or are they predefined to all sales agents?
3. Regarding the request reassignment requirement, when should the reassignment happens, in which cases and should agents be notified when a request is reassigned to them? And according to which criteria?
4. Regarding the audit log, what details should be kept inside of it (e.g., timestamps, user IDs, action types)? Additionally, how long should audit logs be retained? Is there a need for filtering or exporting logs periodically or something?
5. For a particular request, what are the required fields that should be stored for each?
6. Are there reporting tools or dashboards required for administrators to analyze data (e.g., request trends, agent performance)?

* **Mobile application:**

1. What specific fields should customers fill in (e.g., name, phone, email, unit details)? are there any validations for mandatory fields?
2. Will customers be able to track the status of their submitted requests? if so, what details will they see, and will there be notifications for status updates (e.g., re-assign requests to another sales agent)?
3. Should there be notifications for state changes (e.g., SMS, email, or in-app)?
4. Will the app or admin portal integrate with any third-party systems (e.g., payment gateways)?
5. Record the defects most likely to occur in areas prone to errors.

* Data synchronization issue may reside, changes made by administrators or sales agents may not immediately reflect in the customer app.
* Sales agents may gain access to admin-only features due to misassigned permissions.
* Actions may not be properly logged or may lack sufficient detail due to audit log errors.
* Request reassignment requirement maybe done in an incorrect manner due to not following the reassignment’s criteria.
* Conflicts arise when multiple admins or agents try to update the same request simultaneously, due to concurrent access issues.
* Mobile app may crash when attempting to access online-only features without connectivity, due to ack of proper error handling or offline fallback logic.

1. After completing the testing cycle, explain how you would present a summary of the test results to your team.

* **Test Coverage:**  
  Provide an overview of the percentage of test cases executed, passed, failed, or blocked.
* **Defects Summary:**  
  Categorize defects based on severity (Critical, High, Medium, Low) and provide examples.
* **Feature Highlights:**  
  Summarize features that performed well without any defects.
* **Key Observations:**  
  Highlight areas prone to defects or requiring improvement, e.g., workflow issues or unclear requirements.
* **Recommendations:**  
  Suggest next steps, such as additional testing cycles, fixing critical bugs, or optimizing features.
* **Lessons Learned:**

**Documenting lessons learned in terms of what went well, what needs improvement and any future recommendations.**