**Beta Test Report for SMA Version 3.0**

**Project Name:**  **Skybot Mobile Application Version 3.0**   
**Date: 18-22.11.2024**  
**Test Conducted By:** O.Solodka  
**Test Phase:** Beta Testing  
**Focus Group:** Regular users (5 end-users, non-technical). Users' age: 35–44 years.

### **Summary:**

The beta testing phase was conducted with a focus group of regular users toevaluate the functionality and usability of the Skybot mobile application for purchasing electric transport to identify any issues and areas for improvement. The users were provided with the main requirements of the application prior to testing. Their conclusions were based on their own observations, which were primarily guided by these requirements.

The app currently has 9 key functional requirements and Test Environment Setup (Installation and setup of the application).

1. Registration and Authorization (User registration and login functionality).
2. Product Browsing (Functionality for searching and browsing products by categories).
3. Product Detailed (Product description is detailed and clear).
4. Cart Functionality (Adding, removing, and updating products in the cart).
5. Checkout (Completing the checkout process).
6. Payment (Processing payments for orders).
7. Order Tracking (Viewing the status of placed orders).
8. Reviews and Ratings (Viewing and submitting reviews and ratings for products).
9. User Interface (Evaluating the usability, navigation, and visual design of the application)

Out of these, Installation and setup of the application and 2 of key functionality have passed successfully, while 7 critical issues remain unresolved.

**Test results summary and detailed observations**

| **Requirement** | **Status** | **Comments** |
| --- | --- | --- |
| ***0. Test Environment Setup*** | Passed | App installed and launched without issues. All testers were able to download, install, and set up the application seamlessly |
| ***1. Registration and Authorization*** | Passed | Testers successfully completed account creation and logged into the application. No errors or crashes during the process |
| ***2. Product Browsing*** | Failed | The functionality for filtering products by category is missing. Users reported frustration as they could not easily find products of interest. |
| ***3. Product Detailed*** | Failed | Users noted the following issues:  - The descriptions were inconsistent and lacked a unified format.  - Some product images were blurry, affecting their clarity and usability.  - Portions of the descriptive text were written in a different language, causing confusion for them. |
| ***4. Cart Functionality*** | Passed | Users added, removed, and updated cart items successfully. They appreciated the ease of updating quantities |
| ***5. Checkout*** | Failed (Not implemented) | Unable to proceed with order checkout. This functionality has not been developed, preventing users from placing orders |
| ***6. Payment*** | Failed (Not implemented) | No payment processing feature availablewhich blocks the purchase process. |
| ***7. Order Tracking*** | Failed (Not implemented) | Users were unable to view the status of their orders as tracking features are absent |
| ***8. Reviews and Ratings*** | Failed | The comment functionality confused users, as it was not immediately clear that products have reviews and comments. One user accidentally discovered the review and comment page by clicking on the star rating icon. Later, users observed the following inconsistencies:  1. A comment and review form was available under only three products, which led to confusion about where they could leave feedback.  2. For most products, comments and reviews could only be accessed by clicking on the star rating icons, which was not intuitive. |
| ***9. User Interface*** | Failed | Feedback on the mobile application's interface was mixed, highlighting several areas of concern:  *1. Navigation and Menu:*  Three users noted the absence of a dropdown menu, which they felt would make navigation more intuitive.  The purpose of the main page was unclear to them at first.  Users found it challenging to locate the "Shop" icon quickly.  The meaning of the "Schedule" button was unclear.  *2. Video Feature:*  A separate button for "Video" raised questions, as users suggested that videos could be embedded under each product for easier access.  *3. Purpose of the App:*  Two out of five users did not immediately realize that the app was for purchasing electric transport.  They observed that there was no information about "Skybot" within the app, which made its purpose ambiguous.  *4. "Service" Button Functionality:*  All testers were confused about why they could not successfully register for services after clicking the "Sign Up" button. |

**Recommendations**

**High Priority**

* Develop Product Browsing functionality to enable users to filter and search for items by categories.
* Implement Checkout, Payment, and Order Tracking features to enable the core purchasing functionality.

**Medium Priority**

* Fix inconsistencies in the Reviews and Ratings feature to ensure smooth submission of reviews.
* Consider enhancing UI elements (e.g., improving icon clarity, adding tooltips for new users).

**Conclusion**

The application successfully passed testing for installation, registration and cart functionality. However, critical features such as product browsing, product detail, checkout, payment, and order tracking are missing, which significantly impacts the app’s usability for its intended purpose. Special attention should be given to the user interface to eliminate unclear buttons and complex navigation paths. To enhance usability, consider the following:

1. **Improve Navigation: (**Introduce a **dropdown menu** for easier access to different sections of the app. Clearly define the purpose of the **main page** and ensure it guides users effectively. Make key icons, such as "Shop," more prominent and intuitive.
2. **Clarify Button Functions: (**Rename or redesign ambiguous buttons like **"Schedule"** and **"Video"** to better reflect their purpose. Allow embedding videos directly under product descriptions instead of having a separate video section.
3. **Communicate App Purpose: (**Add an introductory section or pop-up on first launch to clearly explain the app's purpose and functionality, including the ability to purchase electric transport. Include brand information, such as "Skybot," to reinforce the app's identity.

Addressing these gaps is essential before the application can proceed to production release.