### **Beta Testing Report for Skybot Web Portal**

**Project Name:** Skybot Web Portal [Main | Skybot (prometheus qastage3.wixsite.com)](https://prometheusqastage3.wixsite.com/skybot)  
**Date:** [10.09.2024]  
**Test Conducted By:** [O.Solodka]  
**Test Phase:** Beta Testing  
**Focus Group:** Regular users (4 participants)

### **Summary:**

The beta testing phase of the Skybot Web Portal was conducted with a focus group of regular users. The portal currently has 14 key functional requirements. Out of these, 6 have passed successfully, while 8 critical issues remain unresolved. The issues mainly involve essential user functionalities, which could severely affect user experience and accessibility.

### **Main Findings:**

1. **Functional Requirements Pass/Fail Overview:**
   * **Total Requirements:** 14
   * **Requirements Passed:** 6
   * **Requirements Failed:** 8
2. **Critical Issues Identified (Key Functionalities Failing):**
   * **Order Placement Failure:** Users are unable to successfully place an order for electric vehicles. This is a core function of the site and its failure significantly impacts the portal's usability.
   * **Test Drive Booking Failure:** Users are not able to schedule a test drive, which may deter potential buyers from making a decision about a purchase.
   * **Service Appointment Booking Failure:** Users cannot book appointments for service and maintenance of purchased vehicles, impacting post-purchase support.
   * **Lack of Personalized Product Recommendations:** The system does not generate personalized product recommendations for site visitors, limiting customer engagement.
   * **Accessibility Issues:** The site is not optimized for users with disabilities (e.g., lack of screen reader compatibility, poor keyboard navigation), violating accessibility standards.
   * **Form Validation Failure (Support Form):** Users are able to submit the support form with invalid data, which could result in poor user experience and increased administrative workload.
   * **Missing Logo and Branding:** The site does not display the company logo or branding, leading to an unprofessional appearance and a potential loss of trust among users.

### **Detailed Requirement:**

| **Requirement** | **Status** | **Notes** |
| --- | --- | --- |
| **User Registration & Authentication** | Passed | No issues detected |
| **Missing Logo and Branding** | Failed | The company logo and brand name are not displayed, leading to poor brand recognition and trust issues |
| **Product Browsing & Filtering** | Passed | Users can browse and filter products without issues |
| **Product Details & Specifications** | Passed | Detailed information and specifications are shown correctly |
| **Order Placement Process** | Failed | Users are unable to place an order. There is no confirmation page after the checkout process, and payment processing fails |
| **Booking Test Drives** | Failed | The option to schedule test drives is non-functional. Users receive error messages when attempting to submit a booking |
| **Booking Service Appointments** | Failed | The option to schedule test drives is non-functional. Users receive error messages when attempting to submit a booking |
| **Personalized Product Recommendations** | Failed | The system does not provide personalized recommendations based on user activity or preferences |
| **Accessibility for Disabled Users** | Failed | The site lacks essential accessibility features such as alternative text for images, keyboard navigation, and screen reader compatibility |
| **Payment Gateway Integration** | Passed | Payment processing functions as expected when the order placement issue is bypassed |
| **Support Form Validation** | Failed | The form can be submitted with invalid data (e.g., missing email, incomplete message), which could overwhelm the support team with incomplete requests. |
| **Site Performance (Speed & Responsiveness)** | Passed | The site loads quickly, and performance on different devices was satisfactory |
| **Mobile Optimization** | Passed | The site is responsive and functions well on mobile devices |
| **Analytics and Tracking Tools** | Passed | Integration with analytics tools (Google Analytics, etc.) was successful, allowing for user behavior tracking |

### **Suggestions for Improvement:**

1. **Order Placement Functionality:** Urgently address the issue preventing users from successfully completing orders. Ensure that the checkout process, payment gateway, and confirmation page are functioning properly.
2. **Test Drive and Service Booking:** Fix the backend and frontend integration for booking test drives and service appointments to improve user interaction and post-purchase services.
3. **Implement Personalized Recommendations:** Integrate an algorithm or a recommender system that suggests products based on user behavior and preferences to increase user engagement.
4. **Improve Site Accessibility:** Ensure the site is compliant with Web Content Accessibility Guidelines (WCAG) to make it accessible for users with disabilities.
5. **Support Form Validation:** Add client-side and server-side validation for the support form, ensuring only valid data can be submitted.
6. **Add Logo and Branding:** Immediately integrate the company’s logo and branding to enhance trust and create a professional image.

### **Next Steps:**

* Prioritize resolving the identified critical issues, especially those related to order placement and service bookings.
* Retest the functionalities after the fixes are implemented.
* Conduct another round of testing focusing on the accessibility improvements and overall user experience.