Verification Test Report for Consumer Care Android and IOS App for PI-R16.2

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| **Document History** | | | | |
| **Version** | **Date** | **Author** | **Section** | **Changes** |
| App Version 5.0.0 | 13th May 2016 | Ambika S | Connected Digital Propositions, Bangalore | This file contains release details of Consumer Care Android from Version:4.1.0  And 5.0.0 IOS from Version\_4.1.0 to Version\_5.0.0 |

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| Administrative Information | | | |
| Project Name | Connected Digital Propositions | Project Identification | Consumer Care |
| Project Leader | Sreenath Kooloth | Date | 13th May 2016 |
| Quality Leader | Sudhir Kumar | Form Filled by | Ambika S |
| Customer Name    Address | Consumer Care Android and IOS  Philips High Tech Campus, Eindhoven | | |

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| --- | --- |
| **Authorisation** | |
| Quality Leader Signature | Project Leader Signature |
| Sudhir Kumar | Sreenath Kooloth |

**For Code:**

**Product :** Consumer Care Android and IOS App

**Release Version :** 5.0.0 **Release Date:** 13th May 2016

User manual (Optional): NA Customer Version ID (Optional):

# **Package List:**

The internal release is available in Jenkins and can be downloaded from the link:

IOS <http://pww.cljenkins.pic.philips.com:8080/job/DigitalCare_iOS_Debug/>

Android: <http://pww.cljenkins.pic.philips.com:8080/job/DigitalCare_Android_Debug/>

# **Summary**

# The objective of this document is to give the recommendation from the Verification team to the Business on the maturity of the App for further Validation of the app. This recommendation is based on the test results, the problem reports (PR) logged in rally and the acceptance criteria. It will be input for the Go / No Go decision for the Consumer Care release (Android and IOS).

# This go/no go decision concerns the following:

# Move from verification phase to further testing phase for the Consumer Care team for Android and IOS Release-PI R16.2.

**Recommendation:**

Test team recommends that this version of the App is ready and can be further validated by the vertical team for integration testing.

In Rally, you can find total of 8 (Android 3 & iOS 2) Open issues (Submitted and Open). However these defects will not block the Release. The current PMI for Android is 3.875 and for IOS is 0.875

**Known Issues:**

1. Send Email webpage is not displayed for Israel, Japan and Arab Regions- DE11675
2. Chat is not getting disconnected if the user kills the app or change the locale- DE11484
3. UI issues in chat now screen(web view)- DE11488
4. FAQs are displayed differently in different devices for same locale- DE11665, DE11673

Below are the open and submitted issues that we found in verification phase.

Please find the issues details below

**Android:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rally id | Name | Severity | Priority | State |
| DE11052 | Blank screen will be displayed when we scroll through the screen | 4 - Minor Problem | 3 - Normal | Open |
| DE11081 | The Tab color and the size is not matching with the color and the size in design document | 4 - Minor Problem | 3 - Normal | Open |
| DE11086 | The Font color and size is not displayed properly in Question and answer screen | 4 - Minor Problem | 3 - Normal | Open |
| DE11458 | The last product in the screen is not scroll-able.(Observed for Juicer product) | 4 - Minor Problem | 4 - Low | Open |
| DE11504 | Locale match issues | 4 - Minor Problem | 3 - Normal | Open |
| DE11564 | The Manual will not get downloaded on the first tap of the Option | 4 - Minor Problem | 3 - Normal | Open |
| DE11601 | Localization issues for FAQs | 4 - Minor Problem | 3 - Normal | Open |
| DE10930 | The find product button displayed is long in Select product screen | 5 - Cosmetic | 4 - Low | Submitted |
| DE11452 | The message displayed to download the "acrobat reader" is wrong | 3 - Major Problem | 3 - Normal | Submitted |
| DE11453 | The videos displayed is incorrect in view product information | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11479 | Video thumbnail is not displayed for the video in the product information page | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11480 | Not able to play the video in the product information page | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11499 | The app language is falling back to English when we change the locale to Indonesia | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11583 | CTN text is truncated in the confirmation page | 5 - Cosmetic | 3 - Normal | Submitted |
| DE11665 | FAQs are displayed differently in different devices for same locale | 3 - Major Problem | 3 - Normal | Submitted |

**IOS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rally id | Name | Severity | Priority | State |
| DE11555 | Text is truncating for the selected language | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11638 | No message is displayed when service centers are not available in Find Philips near you page | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11673 | FAQ tabs and content displayed is wrong | 3 - Major Problem | 3 - Normal | Submitted |
| DE10181 | Screen navigation issue in the confirmation screen. | 4 - Minor Problem | 3 - Normal | Open |
| DE11509 | Blank page is displayed in the FAQ's page | 4 - Minor Problem | 3 - Normal | Open |

# **System Configuration used for the Android and IOS app testing:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Test configuration | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Android** | | | **IOS** | | | | **Sl. No** | **Device** | **OS Version** | **Sl. No** | **Device** | **OS Version** | | 1 | Samsung S4 | 5.0.1 | 1 | iPhone 6 | 9.2.1 | | 2 | Samsung S5 | 5.1.1 | 2 | iPad Mini | 8.4.1 | | 3 | Moto G | 5.1 | 3 | iPhone 5 | 9.0.1 | | 4 | Samsung Tab | 4.4.3 | 4 | iPhone 5c | 8.4 | | 5 | Nexus 6 | 6.0 | 5 | iPad mini3 | 9.3.1 | | 6 | Samsung Galaxy Tab 4 | 5.1.1 | 6 | iPad | 9.0.1 | |
| App Release Version | A Full Version 5.0 for Android and IOS (Final round of verification was performed on app versions: Android-4.2.0 RC6 and iOS-4.1.6))  A regression test was executed after each release based on the impact assessment of the development team. |
| Start and end date of testing | 7/03/2016 to 13/5/2016 |
| Tester | Ambika S, Rakesh Dontha |

**Test Summary:**

The app is tested for the agreed user stories

**IOS**: US8342 (US8343, US8374, US8375), US8376 (US8578, US8576), US8303

**Android**: US8342 (US8333, US8377, US8378), US8379 (US8577, US8575), US8303

The report for the same is attached below which includes Test summary and tagging reports.



**Test Status Report**

More details on the test case report is available at the below location:

<https://rally1.rallydev.com/#/25382701856d/testcases?tpsV=qv%3A0>

# **Major Features Covered:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.No** | **Major Features tested in Release: PI.R16.2** | **Features implemented by Dev Team** | **Features verified by Test Team** |
| 1 | Multiproduct Selection | Yes | Yes |
| 2 | In-App FAQ | Yes | Yes |
|  |  |  |  |

**Status of the issues as in Rally:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Android** | | **iOS** | |
| Submitted | 6 | Submitted | 3 |
| Open | 8 | Open | 2 |
| Fixed | 1 | Fixed | 2 |
| Closed | 27 | Closed | 11 |
| Rejected | 2 | Rejected | 2 |
| Postponed | 14 | Postponed | 6 |
| Verified | 8 | Verified | 2 |

Below are the lists of issues found and logged during the testing.

**NOTE**: Defects are changed to Postponed state based on the business discussions.

**Android:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rally id | Name | Severity | Priority | State |
| DE10612 | Send us an email option is not working | 3 - Major Problem | 3 - Normal | Closed |
| DE10613 | Blank screen is displayed in View product information, FAQ, Send Email, Submit a product review screen(Nexus 6). | 4 - Minor Problem | 3 - Normal | Open |
| DE10701 | App is getting crashed in view product details screen | 2 - Crash/Data Loss | 2 - High Attention | Closed |
| DE10702 | The app is getting crashed when we tap on Change selected product option | 2 - Crash/Data Loss | 2 - High Attention | Closed |
| DE10703 | Blank screen is displayed in Support screen | 3 - Major Problem | 3 - Normal | Closed |
| DE10785 | Back arrow is not displayed when we launch the app as Fragment | 4 - Minor Problem | 3 - Normal | Closed |
| DE10786 | Few buttons in web view are not clickable in Product information | 4 - Minor Problem | 3 - Normal | Verified |
| DE10787 | sometimes the screen goes blank/phone hangs for 2/3 seconds and falls back to DigitalcareSample screen(Observed in Samsung S4) | 4 - Minor Problem | 3 - Normal | Closed |
| DE10823 | The text in the buttons are not aligned properly in view product information | 4 - Minor Problem | 3 - Normal | Closed |
| DE10827 | If service centers are not available then go to contact page options is not displayed | 3 - Major Problem | 3 - Normal | Closed |
| DE10930 | The find product button displayed is long in Select product screen | 5 - Cosmetic | 4 - Low | Submitted |
| DE11022 | The app is getting crashed on tapping FAQ option. | 2 - Crash/Data Loss | 1 - Resolve Immediately | Closed |
| DE11041 | The app is getting crashed when tapped on FAQ option (in HTC and Samsung Tab) | 2 - Crash/Data Loss | 2 - High Attention | Closed |
| DE11046 | The heading is displayed as "Read FAQs" | 4 - Minor Problem | 3 - Normal | Closed |
| DE11048 | Not able to Read the Questions due to the Background image | 4 - Minor Problem | 3 - Normal | Closed |
| DE11049 | The UI is not as per the design in Question and Answer page | 4 - Minor Problem | 3 - Normal | Verified |
| DE11052 | Blank screen will be displayed when we scroll through the screen | 4 - Minor Problem | 3 - Normal | Open |
| DE11057 | Separation line between the questions is missing in the Faq's page | 4 - Minor Problem | 3 - Normal | Closed |
| DE11081 | The Tab color and the size is not matching with the color and the size in design document | 4 - Minor Problem | 3 - Normal | Open |
| DE11082 | The tabs are not collapsing on tapping again | 3 - Major Problem | 3 - Normal | Closed |
| DE11083 | There is less gap between The tab text and the arrow for in Tablet devices. | 4 - Minor Problem | 3 - Normal | Closed |
| DE11086 | The Font color and size is not displayed properly in Question and answer screen | 4 - Minor Problem | 3 - Normal | Open |
| DE11088 | The video is not aligned properly and keeps playing even we come out of the app | 3 - Major Problem | 3 - Normal | Closed |
| DE11099 | The UI displayed is not proper in FAQ screen for Nexus 6 and Nexus 7 devices | 4 - Minor Problem | 3 - Normal | Closed |
| DE11450 | Blank screen is displayed in Question and answer screen of FAQ page | 3 - Major Problem | 3 - Normal | Closed |
| DE11452 | The message displayed to download the "acrobat reader" is wrong | 3 - Major Problem | 3 - Normal | Submitted |
| DE11453 | The videos displayed is incorrect in view product information | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11456 | The screen heading is displayed as "Frequently asked questions" in question and answer screen | 4 - Minor Problem | 3 - Normal | Closed |
| DE11458 | The last product in the screen is not scroll-able.(Observed for Juicer product) | 4 - Minor Problem | 4 - Low | Open |
| DE11479 | Video thumbnail is not displayed for the video in the product information page | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11480 | Not able to play the video in the product information page | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11484 | Chat is not getting disconnected if the user kills the app or change the locale | 4 - Minor Problem | 3 - Normal | Verified |
| DE11488 | UI issues in chat now screen(web view) | 4 - Minor Problem | 3 - Normal | Verified |
| DE11499 | The app language is falling back to English when we change the locale to Indonesia | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11500 | The app is getting crashed when we change the locale to ar\_SA/ Slovanian | 2 - Crash/Data Loss | 2 - High Attention | Closed |
| DE11502 | The app is getting crashed after using it for some time in Samsung S4 device | 2 - Crash/Data Loss | 2 - High Attention | Closed |
| DE11504 | Locale match issues | 4 - Minor Problem | 3 - Normal | Open |
| DE11549 | Send Email option is not present for locale zh\_CN/zh\_HK | 4 - Minor Problem | 3 - Normal | Closed |
| DE11557 | The Send email page is displayed blank for zh\_CN locale | 4 - Minor Problem | 3 - Normal | Verified |
| DE11558 | Changing locale leads to App crash | 2 - Crash/Data Loss | 1 - Resolve Immediately | Closed |
| DE11564 | The Manual will not get downloaded on the first tap of the Option | 4 - Minor Problem | 3 - Normal | Open |
| DE11580 | Crash observed due to the locale match component | 2 - Crash/Data Loss | 2 - High Attention | Closed |
| DE11581 | "Close this window" button is not functioning in the write your review page | 4 - Minor Problem | 3 - Normal | Verified |
| DE11583 | CTN text is truncated in the confirmation page | 5 - Cosmetic | 3 - Normal | Submitted |
| DE11600 | App is getting crashed during the launch when it is running in background | 2 - Crash/Data Loss | 2 - High Attention | Closed |
| DE11601 | Localization issues for FAQs | 4 - Minor Problem | 3 - Normal | Open |
| DE11640 | Crash observed in view product information screen | 2 - Crash/Data Loss | 1 - Resolve Immediately | Fixed |
| DE11641 | Crash observed in Find Philips near you page | 2 - Crash/Data Loss | 2 - High Attention | Verified |
| DE11665 | FAQs are displayed differently in different devices for same locale | 3 - Major Problem | 3 - Normal | Submitted |

**iOS:**

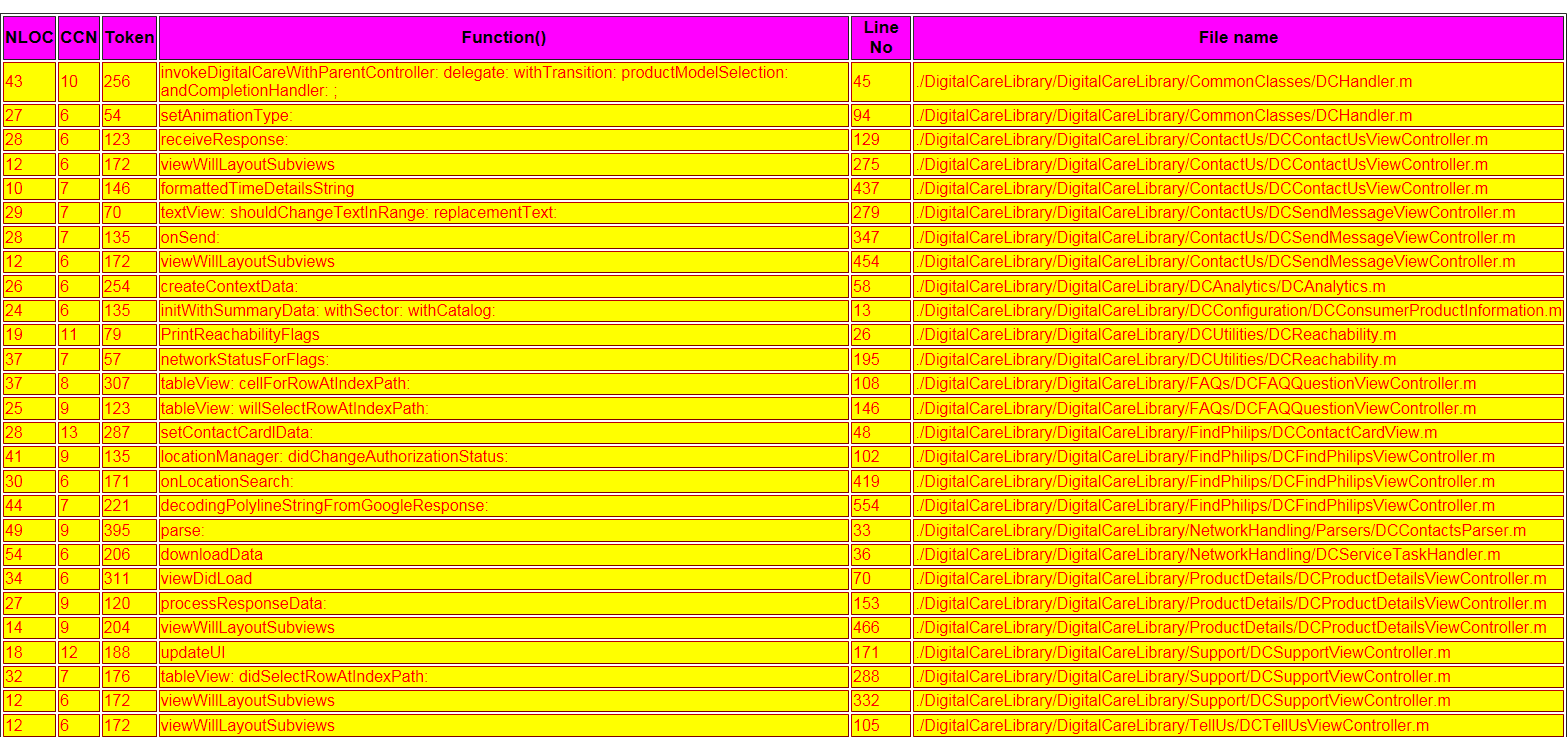
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rally id | Name | Severity | Priority | State |
| DE10845 | "Find product" screen is displayed when we tap on MyPhilips account | 4 - Minor Problem | 3 - Normal | Closed |
| DE10846 | Button name is displayed as "MyPhilips account" in iPhone and "Sign into MyPhilips" in iPad | 4 - Minor Problem | 3 - Normal | Closed |
| DE10847 | While changing the orientation of iPad from landscape to portrait mode in details screen flickering of previous image is observed | 4 - Minor Problem | 3 - Normal | Closed |
| DE10850 | Screen navigation issue while changing the selected product | 3 - Major Problem | 3 - Normal | Closed |
| DE11084 | Videos are not displayed in the Question and answer page | 3 - Major Problem | 3 - Normal | Verified |
| DE11085 | The tabs are not collapsing on tapping again | 3 - Major Problem | 3 - Normal | Closed |
| DE11087 | Not able to open the link present in the Question and answer page | 4 - Minor Problem | 3 - Normal | Verified |
| DE11090 | UI is not as per the design in FAQs screen | 4 - Minor Problem | 3 - Normal | Closed |
| DE11148 | Issue with top and bottom arrows for tabs in FAQs screen | 4 - Minor Problem | 3 - Normal | Closed |
| DE11508 | Not able to write the review for the selected product | 4 - Minor Problem | 3 - Normal | Verified |
| DE11509 | Blank page is displayed in th FAQ's page | 4 - Minor Problem | 3 - Normal | Open |
| DE11510 | Blank page is displayed when tapped on Submit a product review button | 4 - Minor Problem | 3 - Normal | Closed |
| DE11511 | Not able to play the video in the product information page | 4 - Minor Problem | 3 - Normal | Verified |
| DE11551 | Send Email option is not present for locale zh\_CN/zh\_HK | 4 - Minor Problem | 3 - Normal | Closed |
| DE11554 | Screen heading displayed is wrong for FAQ's screen | 3 - Major Problem | 3 - Normal | Closed |
| DE11555 | Text is truncating for the selected language | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11556 | Tabs text is colliding with arrows in the FAQs page for Arabic & Farsi | 5 - Cosmetic | 3 - Normal | Closed |
| DE11562 | UI issues in chat now screen(web view) | 4 - Minor Problem | 3 - Normal | Verified |
| DE11582 | "Close this window" button is not functioning in the write your review page | 4 - Minor Problem | 3 - Normal | Verified |
| DE11637 | Confirmation message is not displayed after posting to twitter | 4 - Minor Problem | 3 - Normal | Fixed |
| DE11638 | No message is displayed when service centers are not available in Find Philips near you page | 4 - Minor Problem | 3 - Normal | Submitted |
| DE11639 | Alert message is not displayed when user taps on call button in Ipad | 4 - Minor Problem | 3 - Normal | Closed |
| DE11673 | FAQ tabs and content displayed is wrong | 3 - Major Problem | 3 - Normal | Submitted |

**Appendix:**

**iOS CCN Report:-**

Total lines of code =4957  
Total Complexity =949.0  
Number of functions =472  
Mean Complexity =2.01059322034

The function(s) with a complexity value > 5 is/are:



**Test Cases report for Digital Care iOS:-**

**IOS unit test report:**

**'DigitalCareLibraryTests.xctest' passed at 2016-05-13 15:54:35.646.**

**Executed 61 tests, with 0 failures (0 unexpected) in 4.773 (4.976) seconds**

**Test Suite 'All tests' passed at 2016-05-13 15:54:35.658.**

**Executed 61 tests, with 0 failures (0 unexpected) in 4.773 (4.990) seconds**

**2016-05-13 15:54:35.883**

**Android CCN Report:-**

=================================================================================

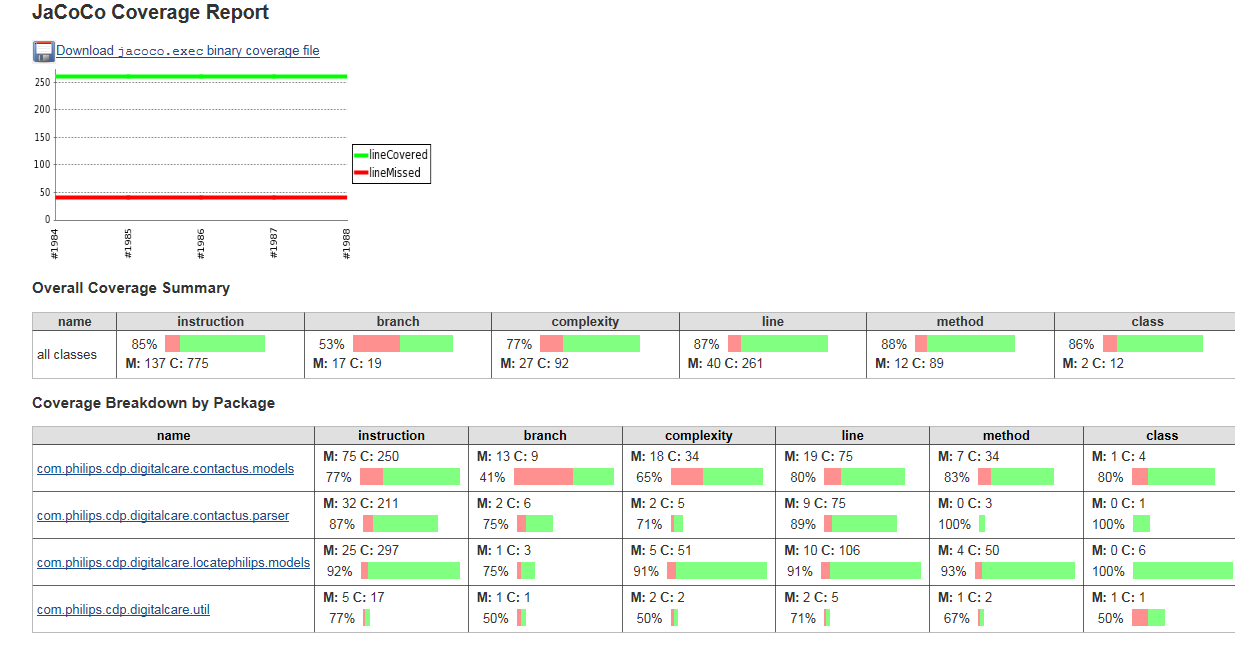
Total nloc Avg.nloc Avg CCN Avg token Fun Cnt Warning cnt Fun Rt nloc Rt

--------------------------------------------------------------------------------

5255 7 2.08 57.87 681 40 0.06 0.26

**Test Cases report for Digital Care Android:-**

**Android Unit test report:**

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