**Summary Report of Defect**

**Name – Pradeep Kumar Sahoo  
Application Name – Make My Trip  
Source of Defect – Google Play Store Review Section**

**I check all the functionalities present in application their all functions are working fine but looking into end user’s experience in review section I found this defect.**

**Note:- Here I completely explore the application but in test case report I cover only few function also their Test Scenarios and Test Cases.**

**Lack of Customer Support –**

* Some User may face the problem that they didn’t get any proper or reliable customer support from Make My Trip.
* This is a measure issue. This defect might affect or loss to make my trip application because users feeling frustrated for this type of issue.
* Company should be more concern about this issue. Because based on Google Play store there is 1000 of comment or review regarding customer support issue.