#### **Project Name : Booking.com**

#### **Plan Version : 53.6.1. Prepared By : Bashar, Rami, Mazen, Abed. Dated : 05/02/2025.**

#### **Opening Purpose and Domain : (פְּתִיחָה ותחום)**

* **Project Details**: (פרטי הפרויקט)
  + The project involves conducting a thorough test of the **Booking.com** platform’s core functionalities. This includes verifying the search and booking processes, payment integrations, and overall performance improvements. The testing will help confirm that the platform meets the quality standards and user expectations necessary for a smooth, efficient, and secure travel experience. The primary goal is to identify and resolve any issues before the platform update from **53.6** to **53.6.1**.
* **Trigger for Tests**: (סיבות לבדיקות)
  + Testing was initiated due to a scheduled platform update combined with preliminary findings from exploratory testing. Early observations revealed issues such as navigation malfunctions, input validation errors leading to server issues, and vulnerabilities in the listing approval process. Detailed descriptions of these issues will be provided in subsequent documentation.
* **Version**:
  + **From 53.6 to 53.6.1**
* **Links and References :** [**www.booking.com**](http://www.booking.com)

#### **Test Objectives: (מטרה ותחום)**

1. **Bug Fix Verification:**
   * Ensure previous bugs are fixed and do not reoccur in new builds.
   * Validate overall stability after bug fixes.
2. **User Authentication Testing:**
   * Ensure secure account registration, including proper email verification and prevention of temporary or fake email accounts.
3. **Navigation and Input Validation Testing:**
   * Verify that key navigational elements (e.g., logos, menu buttons) correctly redirect users.
   * Validate that input fields properly handle user data—rejecting excessively long inputs or non-standard characters when appropriate.
4. **Listing and Booking Restrictions Testing:**
   * Ensure that property listings are accurately verified to prevent fake or unverified entries.
   * Confirm that booking restrictions (such as limits on guest numbers per room) are correctly enforced.

**Test Objectives sorted by priority :**

| **Objective** | **Description** | **Acceptance Criteria** | **Priority** |
| --- | --- | --- | --- |
| **Bug Fix Verification** | Confirm that known issues are resolved and the platform is stable. | No recurrence of previously identified bugs; system remains stable in new builds. | High |
| **User Authentication Testing** | Ensure secure account creation by preventing registration using temporary email addresses. | Temporary email addresses are rejected during registration and proper email verification is enforced. | High |
| **Navigation Testing** | Verify that key navigational elements (e.g., Booking.com logo, Flight button) correctly redirect users to their intended sections. | Clicking the logo and flight button consistently directs users to the homepage and flight section respectively, without errors. | High |
| **Input Validation Testing** | Ensure input fields enforce appropriate limits and character rules (e.g., long text entries, symbol-only inputs). | Inputs exceeding acceptable limits return a proper error message (e.g., "Bad Request") and symbol-only entries do not yield irrelevant results. | High |
| **Listing Integrity Testing** | Verify that the system filters out and prevents the publication of fake hotel listings. | Fake or unverified hotel entries are flagged or rejected by the system. | High |
| **Booking Restrictions Testing** | Ensure that booking limits are enforced (e.g., preventing an excessive number of guests in a single booking). | Booking process enforces guest limits (e.g., does not allow booking for 30 people in one room). | Medium |

### **Terms and Concepts :**

**Bug Fixes –** Corrections made to resolve defects or issues identified in the system to improve functionality and stability.

**User Authentication –** The process of verifying a user's identity before granting access, typically involving email verification, password validation, or multi-factor authentication.

**Navigation Elements –** Key components of a website or application that facilitate movement between pages, such as menus, buttons, and links.

**Input Validation –** A security and data integrity measure that ensures user inputs are formatted correctly and prevent invalid or harmful data from being submitted.

**Listing Verification –** The process of confirming the legitimacy and accuracy of property or service listings to prevent fraudulent or unverified entries.

**Booking Restrictions –** Predefined limitations applied to reservations, such as guest capacity limits, minimum stay requirements, or eligibility criteria.

**Team Responsibilities :**

| **Name** | **Role** | **Responsibility** | **Contact Mail** |
| --- | --- | --- | --- |
| **Bashar** | Test Manager | Oversees testing strategy, coordinates with teams, ensures project objectives are met. | bashar@qaguard.com |
| **Rami** | Test Lead | Manages test execution, assigns tasks, reviews test cases, ensures quality standards. | rami@qaguard.com |
| **Mazen** | Test Engineer | Designs and executes test cases, reports defects, performs functional and regression testing. | mazen@qaguard.com |
| **Abed** | Automation Test Engineer | Develops and maintains automated test scripts, executes automated test suites. | abed@qaguard.com |

**Test Plan (**Paragraph**) :**

The testing plan for the **Booking.com** platform takes a comprehensive approach to ensure that all aspects of the system function correctly and provide a secure, seamless user experience. We will begin with **Unit Testing** to verify individual components—such as input validations, navigation elements, and account creation processes—to ensure they perform as expected. **Integration Testing** will follow to confirm smooth interactions between these components, including the linkage between search inputs and result displays and the flow from booking selection to payment processing.

Next, **System Testing** will assess the overall functionality of the platform, covering key features such as order placement, navigation via key elements (like the logo and flight button), and listing validations. In addition, targeted User Interface and **Usability Testing** will be conducted to verify that all elements—including the wishlist feature and input fields—operate in line with user requirements. Finally, User **Acceptance Testing** will validate that the platform meets business and end-user expectations before launch, and **Regression Testing** will ensure that new fixes and updates do not negatively impact existing features. This structured and layered approach guarantees a reliable and robust platform for **Booking.com** users.

**Environment (working environment) :**

**Technological Environments:**

* **Devices:** Testing will be performed on a range of devices, including a MacBook Air and a Lenovo Loq 15.
* **Operating Systems:** macOS Sonoma 14.4.1 and Windows 11 Pro 24H2.

**Browser Testing:**

* Tests will be conducted using both Chrome and Brave browsers to ensure consistent performance and compatibility across different browser platforms.
* Additionally, Chrome Developer Tools will be used to simulate various smartphone models for mobile testing.

**Hardware Requirements:**

* In addition to the devices listed above, testing will also cover mobile devices and tablets such as the iPad and Samsung Galaxy Tab.

**Additional Tools:**

* **Burp suite**

### **Tests Tree:**

**1 -**  **Login :**

1.2 **-** Enter email **.**

1.3 **-** Click on the login button .

1.4 - Sign in with the Google button .

1.5 - Sign in with the Apple button .

1.6 - Sing in with the Facebook button .

1.7 - Terms & Condition link .

1.8 - Privacy statement .

1.9 - Select your language button .

1.10 - Help and support button .

**2 - Register :**

2.1 **-** Enter email **.**

2.2 **-** Click on the login button .

2.3 - Sign in with the Google button .

2.4 - Sign in with the Apple button .

2.5 - Sign in with the Facebook button .

2.6 - Terms & Condition link .

2.7 - Privacy statement .

2.8 - Select your language button .

2.9 - Help and support button .

### **3. Header**

3.1 - Logo

3.1.1 - Click on the logo to return to the homepage

3.2 - Navigation Menu

3.2.1 - Stays

3.2.2 - Flight

3.2.3 - Car rental

3.2.4 - Attractions

3.2.5 - Airport taxis

3.3 - Select Language button

3.4 - Select Currency button

3.5 - Contact Customer Service icon

3.6 - List your property button

3.7 - Account Options

3.7.1 - My account

3.7.2 - Bookings & trips

3.7.3 - Genius loyalty programme

3.7.4 - Rewards and wallet

3.7.5 - Reviews

3.7.6 - Saved

3.7.7 - Sign out

### **4. Stays Section:**

4.1 Search

4.1.1 Enter destination/hotel name/city/country

4.1.2 Enter Check in- Check out date

4.1.2.1 Calendar

4.1.2.1.1 Choose a specific date

4.1.2.2 Flexible

4.1.2.2.1 Pick type of trip

4.1.2.2.2 Pick when to travel

4.1.3 Guest and Room Selection

4.1.3.1 Enter number of Adults

4.1.3.2 Enter number of Children

4.1.3.3 Enter number of Rooms

4.1.3.4 Select traveling with pets

4.1.4 Click on Search button

4.2 Offers

4.2.1 Click Save 15% or more

4.3 Trending Destinations

4.3.1 Select Destination

4.4 Browse by property type

4.4.1 Select property type

4.5 Popular attractions

4.5.1 See all attractions button

4.5.2 Select attraction

4.6 Quick and easy trip planner

4.6.1 City

4.6.1.1 Select city

4.6.2 Beach

4.6.2.1 Select city

4.6.3 Outdoor

4.6.3.1 Select city

4.6.4 Relax

1.6.4.1 Select city

4.6.5 Romance

4.6.5.1 Select city

4.6.6 Food

4.6.6.1 Select city

4.7 Travel more, spend less

4.7.1 Click Learn more about your rewards

4.7.2 Choose Plan

4.8 Deals for the weekend

4.8.1 Select deal

4.9 Get inspiration for your next trip

4.9.1 “More” button

4.9.2 Select article

4.10 Homes guests love

4.10.1 “Discover homes” button

4.10.2 Select home

4.11 “Discover Homes” Button

4.12 Popular with travellers from Israel

4.12.1 Domestic cities

4.12.1.1 Select City

4.12.2 International cities

4.12.2.1 Select City

4.12.3 Regions

4.12.3.1 Select region

4.12.4 Countries

4.12.4.1 Select country

4.12.5 Place to stay

4.12.5.1 Select option

4.13 Stay search results

4.13.1 Checking the top hotels to find the best deals

4.13.2 Edit Search

4.13.3 display type (list/grid)

4.13.4 Sort by

4.13.5 Choose hotel

4.14 Filter

4.14.1 Your budget per night

4.14.2 Your budget per stay

4.14.3 Deals

4.14.4 Popular filters (5 stars, free wifi, etc…)

4.14.5 Meals

4.14.6 Facilities

4.14.7 Property type

4.14.8 Review score

4.14.9 Room facilities

4.14.10 Bed preference

4.14.11 Property rating

4.14.12 Distance from centre of searched city

4.14.13 Reservation policy

4.14.14 Online payment

4.14.15 Fun things to do

4.14.16 Bedrooms and bathrooms

4.14.17 Property accessibility

4.14.18 Room accessibility

4.15 View Hotel

4.15.1 Overview

4.15.1.1 Hotel name

4.15.1.2 Hotel address

4.15.1.3 Show in map button

4.15.1.4 Save button

4.15.1.5 Share button

4.15.1.6 Reserve button

4.15.1.7 “We Price match” button

4.15.1.8 Hotel images

4.15.1.9 Hotel information

4.15.1.10 Reserve button

4.15.1.11 “Save the property” button

4.15.2 Availability

4.15.2 Check in date selection

4.15.3 Check out date selection

4.15.4 Rooms selection

4.15.5 Number of adults

4.15.6 Number of children

4.15.7 Check availability button

4.15.3 Guest review summary

4.15.3.1 Sort by View

4.15.3.2 Sort by diner

4.15.3.3 Sort by breakfast

4.15.3.4 Sort by room

4.15.3.5 Sort by family

4.15.3.6 See all reviews button

4.16.4 Travellers are asking

4.16.4.1 Ask question button

4.16.5 Hotel surroundings

4.16.5.1 Excellent location - show map

4.16.6 Facilities of Dana luxury huts

4.16.7 FAQs about Dana luxury huts

4.16 Checkout page

4.16.1 First name field

4.16.2 Last name field

4.16.3 Email address field

4.16.4 Country field

4.16.5 Phone number field

4.16.6 Yes, I'd like free …” Checkbox

4.16.7 “Who are you booking for?” Radio button

4.16.8 “Are you travelling for work ?” Radio button

4.16.9 Full guest name field

4.16.10 Add to your stay checkbox

4.16.11 Special requests box

4.16.12 Your arrival time

4.16.13 Final details button

4.16.14 “We match price” button

4.16.15 “What are my booking conditions?” button

4.16.16 About Booking.com button

4.16.17 Customer Service help button

4.16.18 Terms & Conditions button

4.16.19 Privacy & Cookie Statement button

4.17 Payment Page

4.17.1 Cardholder's Name

4.17.2 Card Number

4.17.3 Expiry Date

4.17.4 I consent to receiving marketing… Checkbox

4.17.5 I consent to receiving marketing… Checkbox

4.17.6 Booking conditions button

4.17.7 General terms button

4.17.8 Privacy policy button

4.17.9 Wallet terms button

4.17.10 Check your booking

4.17.11 Complete booking

### **5. Flights**

#### **5.1 Search**

5.1.1 Type the Departure City or Airport

5.1.2 Type the Destination City or Airport

5.1.3 Select Departure Date

5.1.3.1 Select Date

5.1.4 Select Return Date (if applicable)

5.1.4.1 Select Date

5.1.5 Select Number of Passengers

5.1.5.1 Choose Adult(s)

5.1.5.2 Choose Child(ren)

5.1.6 Select Cabin Class

5.1.6.1 Economy

5.1.6.2 Business

5.1.6.3 First Class

5.1.7 Press Search

#### **5.2 Popular Flights**

5.2.1 View Popular Routes

5.2.2 Top Destinations

#### **5.3 Flight Deals**

5.3.1 Click to Explore Deals

5.3.2 View Last-Minute Deals

5.3.3 Click Learn More About Offers

#### **5.4 Flight Options**

5.4.1 Sort by:

5.4.1.1 Price

5.4.1.2 Duration

5.4.1.3 Stops

5.4.2 Filter by:

5.4.2.1 Direct Flights Only

5.4.2.2 Price Range

5.4.2.3 Airline

5.4.2.4 Number of Stops

### **5.5 Flight Results**

5.5.1 Check Top Airlines for Best Deals

5.5.2 Edit Search

5.5.3 Sort by:

5.5.3.1 Price

5.5.3.2 Duration

5.5.4 Choose Flight Type:

5.5.4.1 One-way

5.5.4.2 Round-trip

5.5.5 Filter Options

5.5.5.1 Filter by Departure Time

5.5.5.2 Filter by Return Time

5.5.5.3 Filter by Airlines

5.5.5.4 Filter by Price Range

5.5.5.5 Filter by Flight Duration

5.5.5.6 Filter by Stops

5.5.6 View Flight Options

5.5.6.1 Flight details: Departure and Arrival times

5.5.6.2 Airline name

5.5.6.3 Price per person

5.5.6.4 Flight duration

5.5.6.5 View seats available

5.5.6.6 View baggage allowance

5.5.6.7 Click View Deal

### **5.6 Flight View Deal**

5.6.1 Flight Summary

5.6.2 Airline reviews

5.6.3 Additional fees and charges

5.6.4 Add extras (if applicable)

5.6.4.1 Choose extra luggage

5.6.4.2 Select seat preference

5.6.4.3 Select meal preference

5.6.5 Travel insurance

5.6.6 Click Go to Checkout

### **5.7 Flight Checkout**

5.7.1 Flight Summary (Confirm details)

5.7.2 Passenger Details

5.7.2.1 Type: Name, Email, Phone number, Passport number (if applicable)

5.7.3 Add Payment Information

5.7.3.1 Enter Credit/Debit card details

5.7.3.2 Choose payment method (PayPal, Credit card, etc.)

5.7.4 Review Terms & Conditions

5.7.5 VAT Details

5.7.6 Press Book Now

6. **Car Rental**

6.1 **Search**

6.1.1 Type the Pick-up location

6.1.2 Select Pick-up Date

6.1.2.1 Select Dates

6.1.3 Select Drop-off Date

6.1.3.1 Select Time

6.1.4 Tick Drop car off at a different location

6.1.4.1 Type Drop-off location

6.1.5 Tick Driver aged 30 – 65?

6.1.5.1 Select Driver's Age

6.1.6 Press Search

6.2 Popular car hire brands

6.3 Travel more, spend less

6.4.1 Click Learn more about your rewards

6.4.2 Choose Plan

6.4 FAQ

6.5 Popular car hire destinations

6.5.1 Cities in Israel  
 6.5.1.1 Pick a city

6.5.2 Regions in Israel

6.5.2.1 Pick a region

6.5.3 Cities worldwide

6.5.3.1 Pick a city

6.5.4 Airports worldwide

6.5.4.1 Pick an airport

6.6 **Car rental results**

6.6.1 Checking the top companies to find the best deals

6.6.2 Edit Search

6.6.3 Sort by

6.6.4 Choose Car Type

6.6.5 **Filter**

6.6.5.1 Filter by location

6.6.5.3 Filter by price per day

6.6.5.4 Filter by Car Specs

6.6.5.5 Filter by Electric Cars

6.6.5.6 Filter by Mileage

6.6.5.7 Filter by Fuel Policy

6.6.5.8 Filter by Deposit required at pick-up

6.6.5.9 Filter by Supplier

6.6.6 **View Cars**

6.6.6.1 Car brand and category

6.6.6.2 Car price

6.6.6.3 Car specs

6.6.6.4 Important info

6.6.6.5 Email quote

6.6.6.6 Company name

6.6.6.7 Show location

6.6.6.8 Press View deal

6.6.7 **Car rental view deal (Called “Your deal”)**

6.6.7.1 Chosen car summary

6.6.7.2 What travelers say about “Company name”

6.6.7.3 Included in the price

6.6.7.4 Add extras, complete your trip

6.6.7.4.1 Choose an Additional driver number

6.6.7.4.2 Choose Child seat number

6.6.7.5 Your pick-up checklist

6.6.7.5.1 Arrive on time

6.6.7.5.2 What to bring with you

6.6.7.5.3 Refundable deposit

6.6.7.6 Pess Go to checkout

6.6.8 **Car Rental Checkout**

6.6.8.1 Chosen car summary

6.6.8.2 Main driver's details

6.6.8.2.1 Type: Email address, First name, Last name, Contact number, Country.

6.6.8.3 Add your flight details

6.6.8.3.1 Type Where are you flying from?

6.6.8.3.2 Or, enter the flight number manually

6.6.8.3.2.1 Add Flight Number

6.6.8.4 Billing address

6.6.8.5 How would you like to pay?

6.6.8.6 Terms and Conditions

6.6.8.7 VAT detail

6.6.8.8 Press Book now

### **7. Attraction Search**

#### **7.1 Search for Attraction**

**7**.1.1 Type the Attraction name or location

7.1.2 Select Check-in Date

7.1.2.1 Select Dates

7.1.3 Select Check-out Date

7.1.3.1 Select Time

7.1.4 Tick "Show only available attractions"

7.1.5 Select the number of people (Adults, Children, Infants)

7.1.6 Press Search

#### **7.2 Popular Attractions**

7.2.1 Browse top attractions

#### **7.3 Explore Attractions by Type**

7.3.1 Click "Learn more about popular attractions"

7.3.2 Choose a destination or category (e.g., Museums, Outdoor Activities)

#### **7.4 Popular Attraction Destinations**

7.4.1 Cities in Europe

7.4.1.1 Pick a city

7.4.2 Regions in Asia

7.4.2.1 Pick a region

7.4.3 Worldwide Cities

7.4.3.1 Pick a city

7.4.4 Attractions by type

7.4.4.1 Historical Sites

7.4.4.2 Museums

7.4.4.3 Outdoor Adventures

#### **7.5 FAQ Section**

#### **7.6 Attraction Results**

7.6.1 View Attraction Results

7.6.2 Check the top attractions to find the best deals

7.6.3 Edit Search

7.6.4 Modify search parameters for better results

7.6.5 Sort Results by

7.6.5.1 Price (Low to High, High to Low)

7.6.5.2 Rating (Highest First)

7.6.5.3 Popularity

#### **7.7 Filter Results**

7.7.1 Filter by location

7.7.2 Filter by price per person

7.7.3 Filter by rating

7.7.4 Filter by age group (Adults, Children, Family-friendly)

7.7.5 Filter by duration

7.7.6 Filter by language of guide

7.7.7 Filter by accessibility (Wheelchair Accessible, etc.)

7.7.8 Filter by cancellation policy

#### **7.8 View Attraction Details**

7.8.1 Attraction name and category

7.8.2 Price per person

7.8.3 Rating and reviews

7.8.4 Detailed description

7.8.5 Important info (Operating hours, Address)

7.8.6 Attraction location on map

7.8.7 Press View Details

### **7.9 Attraction View Details**

7.9.1 Chosen Attraction Summary

7.9.2 Traveler Reviews for "Company name"

7.9.3 What's Included in the Price

7.9.3.1 Entrance fee

7.9.3.2 Audio guide (if available)

7.9.3.3 Snacks and drinks (if included)

7.9.4 Add Extras to Your Trip

7.9.4.1 Choose an additional guide

7.9.4.2 Select child seat (if applicable)

7.9.4.3 Choose group size or private tour option

7.9.5 Your Checklist

7.9.5.1 Arrive on time

7.9.5.2 What to bring (ID, Voucher, etc.)

7.9.5.3 Refundable deposit (if applicable)

7.9.6 Press Go to Checkout

### **7.10 Attraction Checkout**

7.10.1 Chosen Attraction Summary

7.10.2 Traveler’s Details

7.10.2.1 Type: Email address, First name, Last name, Contact number, Country

7.10.3 Add Your Flight Details (if applicable)

7.10.3.1 Type: Where are you flying from?

7.10.3.2 Or, enter flight number manually

7.10.3.2.1 Add Flight Number

7.10.4 Billing Address

7.10.5 Choose Payment Method

7.10.6 Terms and Conditions

7.10.7 VAT Details

7.10.8 Press Book Now

### **8. Airport Taxis**

#### 8.1 Search for an Airport Taxi

8.1.1 Type the Pick-up location (Airport, Hotel, or Address)

8.1.2 Type the Drop-off location (Hotel, Address, or Airport)

8.1.3 Select Pick-up Date

8.1.3.1 Select Date

8.1.4 Select Pick-up Time

8.1.4.1 Choose the exact time

8.1.5 Select Number of Passengers

8.1.5.1 Choose Adults

8.1.5.2 Choose Children (if applicable)

8.1.6 Select Vehicle Type

8.1.6.1 Standard Taxi

8.1.6.2 Luxury Taxi

8.1.6.3 Minivan

8.1.6.4 Shared Shuttle

8.1.7 Tick "Need a Return Trip?" (if applicable)

8.1.8 Press Search

#### **8.2 Popular Taxi Services**

8.2.1 View Top-Rated Taxi Companies

8.2.2 Browse Airport Transfer Deals

#### **8.3 Taxi Results**

8.3.1 Check Available Taxi Services

8.3.2 Edit Search

8.3.3 Sort by:

8.3.3.1 Price

8.3.3.2 Passenger Capacity

8.3.3.3 Vehicle Type

8.3.3.4 Customer Ratings

8.3.4 Filter Options

8.3.4.1 Filter by Price Range

8.3.4.2 Filter by Number of Passengers

8.3.4.3 Filter by Vehicle Type

8.3.4.4 Filter by Availability of Child Seats

8.3.4.5 Filter by Free Cancellation Option

8.3.5 View Taxi Details

8.3.5.1 Vehicle Type & Capacity

8.3.5.2 Price per Trip

8.3.5.3 Driver & Service Ratings

8.3.5.4 Estimated Travel Time

8.3.5.5 Included Amenities (Wi-Fi, Bottled Water, etc.)

8.3.5.6 Click "View Details"

#### **8.4 Taxi View Details**

8.4.1 Chosen Taxi Summary

8.4.2 Reviews & Ratings for "Taxi Company Name"

8.4.3 Included in the Fare

8.4.3.1 Fixed Price (No Hidden Fees)

8.4.3.2 Meet & Greet Service (if included)

8.4.3.3 Luggage Allowance Details

8.4.3.4 Child Seat Availability (if applicable)

8.4.4 Add Extras

8.4.4.1 Select Extra Luggage Space

8.4.4.2 Request Child Seat

8.4.4.3 Upgrade to Luxury Vehicle

8.4.5 Important Pickup Information

8.4.5.1 Arrival Instructions (Meeting Point Details)

8.4.5.2 Refundable Deposit (if applicable)

8.4.6 Press "Go to Checkout"

#### **8.5 Taxi Checkout**

8.5.1 Taxi Booking Summary

8.5.2 Passenger Details

8.5.2.1 Type: Name, Email, Contact Number

8.5.3 Add Flight Details (if applicable)

8.5.3.1 Type: Arrival Airport & Flight Number

8.5.3.2 Add Special Requests (if any)

8.5.4 Billing Address

8.5.5 Choose Payment Method

8.5.5.1 Credit/Debit Card

8.5.5.2 PayPal

8.5.5.3 Cash on Arrival (if available)

8.5.6 Terms & Conditions

8.5.7 VAT Details

8.5.8 Press "Book Now"

**Testing Levels :**

**A screenshot of a black screen

Description automatically generated**

**Functional Testing :**

| **Test Area** | **Objective** | **Test Scenarios** | **Acceptance Criteria** |
| --- | --- | --- | --- |
| **User Authentication** | **Ensure secure account registration.** | **- Try to register with a temporary email.**  **- Register with a valid email.** | **- Temporary emails should be rejected.**  **- Valid emails should be verified correctly.** |
| **Navigation & Page Errors** | **Ensure all pages and buttons function correctly.** | **- Click the Flight button in the menu.**  **- Check for broken links/pages.**  **- Test video playback.** | **- Flight button should navigate correctly.**  **- No broken pages/errors.**  **- Videos should play properly.** |
| **Wishlist Functionality** | **Ensure the wishlist behaves correctly for all users.** | **- Add an item to the wishlist as a guest.**  **- Check if the wishlist button is visible without adding items.** | **- Wishlist button should always be accessible in the menu.**  **- Guest users should not be able to add items to the wishlist.** |
| **Search Input Validation** | **Ensure proper handling of input fields.** | **- Enter only symbols in the search bar.**  **- Enter an extremely long input (10,000+ characters).** | **- suitable error message should appear**  **- Long inputs should return a proper error message.** |
| **Listing Property** | **Prevent fake or unverified hotel listings.** | **- Try to list a fake hotel.**  **- Check the property approval process.** | **- Fake listings should be flagged or rejected.**  **- Approval process should be enforced properly.** |
| **Booking Restrictions** | **Ensure booking limits are enforced.** | **- Attempt to book for 30+ people in a single room.** | **- Booking should not allow excessive guests per room.** |
| **Feature Availability** | **Ensure all features appear consistently across devices.** | **- Check if the "Travel for Work" feature appears on both desktop and mobile.** | **- "Travel for Work" feature should be available on all devices.** |

**Non-Functional Testing :**

| **Test Area** | **Objective** | **Test Scenarios** | **Acceptance Criteria** |
| --- | --- | --- | --- |
| **Performance Testing** | **Ensure the platform loads quickly and handles high traffic.** | **- Measure page load time on different devices.**  **- Simulate high concurrent users.** | **- Pages should load within acceptable time (e.g., under 3 seconds).**  **- System should remain stable under high traffic.** |
| **Load & Stress Testing** | **Verify system behavior under high user load.** | **- Simulate thousands of simultaneous users browsing the site.**  **- Test concurrent logins and searches.**  **- Measure server response time under peak traffic.** | **- The platform should handle high user traffic without crashing.**  **- Response time should remain within an acceptable range.** |
| **Usability Testing** | **Ensure ease of use and intuitive navigation.** | **- Check if users can easily find key features (wishlist, flights, travel for work, etc.).** | **- Users should navigate the platform without confusion.**  **- Important features should be easily accessible.** |
| **Compatibility Testing** | **Verify Booking.com works across different browsers and devices.** | **- Test website functionality on Chrome, Firefox, Safari, and Edge.**  **- Test mobile responsiveness on iOS and Android.** | **- The platform should function correctly across all tested browsers and devices.** |
| **Localization Testing** | **Ensure proper language support and regional settings.** | **- Change the language and region settings.**  **- Verify currency conversions and translations.** | **- Language translations should be accurate.**  **- Regional pricing and date formats should display correctly.** |
| **Accessibility Testing** | **Ensure the platform is accessible to all users.** | **- Test screen reader compatibility.**  **- Check color contrast and keyboard navigation.** | **- Users with disabilities should be able to navigate and use the platform effectively.** |
| **Reliability Testing** | **Ensure the system remains stable over time.** | **- Run continuous uptime monitoring.**  **- Check for session persistence during long browsing periods.** | **- System should not experience frequent downtimes.**  **- Users should not be logged out unexpectedly.** |

#### **Team Responsibilities and Deadlines :**

* **Start of Tests**:
  + **February 20, 2025**
* **Test Termination by Type/Platform**:
  + **Unit and Integration Testing**: February 21, 2025.
  + **User Acceptance Testing (UAT)**: February 22, 2025.
  + **Performance Testing**: February 23, 2025.
* **Personnel Evaluation**:
  + **Unit Tests**: 4 QA Engineers.
  + **Integration :** 4 QA Engineers.
  + **Integration and UAT**: 4 QA Engineers.
  + **Performance Testing**: 4 QA Engineers.

**Tasks and Deadlines** :

| **Tasks** | **Start Date** | **End Date** | **Personnel** |
| --- | --- | --- | --- |
| Unit Testing | February 20, 2025 | February 21, 2025 | 4 QA Engineers |
| Integration Testing | February 20, 2025 | February 24, 2025 | 4 QA Engineers |
| User Acceptance Testing (UAT) | February 22, 2025 | February 22, 2025 | 4 QA Engineers |
| Performance Testing | February 23, 2025 | February 23, 2025 | 4 QA Engineers |

**Responsibilities and Deadlines :**

| **Responsible** | **Task Description** | **Focus** | **Tools** | **Deadline** |
| --- | --- | --- | --- | --- |
| Bashar | Oversee and coordinate testing activities | Overall test management | Test Management System | 2025-02-14 |
| Bashar | Define Test Strategy – Identify test levels, scope, objectives, and approach. | Test strategy and planning | Test Management System | 2025-02-14 |
| Rami | Write and execute test cases | Functional and regression | JIRA | 2025-02-18 |
| Rami | Test Case Writing – Develop detailed test cases based on functional requirements. | Test case creation | JIRA | 2025-02-18 |
| Abed | Develop and maintain automated test scripts | Automation of test cases | Selenium | 2025-02-20 |
| Abed | Automation Testing – Develop, maintain, and execute automated test scripts. | Test automation | Selenium | 2025-02-20 |
| Mazen | Conduct performance testing | Website speed and stability | Burp Suite | 2025-02-22 |
| Mazen | Performance Testing – Conduct load, stress, scalability. | Performance testing | Burp Suite | 2025-02-22 |
| Rami | Regression Testing – Ensure new changes do not impact existing functionality. | Regression testing | JIRA | 2025-02-18 |
| Bashar | Test Monitoring & Reporting – Track test coverage, defect trends, and generate reports. | Test monitoring and reporting | Test Management System | 2025-02-14 |
| Rami | Test Execution – Run test cases, log defects, and retest fixes. | Test execution and defect management | JIRA | 2025-02-18 |
| Abed | Test Data Management – Prepare and maintain test datasets for different scenarios. | Test data preparation | Selenium, Custom Scripts | 2025-02-20 |

**Entry Criteria for Starting :**

* **Test Plan Approval:**

The test plan, outlining test scope, objectives, test cases, test environments, and schedule, must be reviewed and approved by relevant stakeholders, including product owners and developers.

* **Test Case Approval:**

All test cases must be defined, reviewed, and approved by relevant stakeholders, ensuring that they cover all key functionalities (e.g., booking flow, payment process, search functionality).

* **Risk Assessment:**

Any high-risk areas, such as payment processing, booking confirmation, and cancellation policies, must be identified, and the necessary test coverage must be ensured.

* **Bug Tracking System Ready:**

The defect tracking system must be operational and ready to log, track, and manage defects identified during testing.

* **Requirements Approval:**

All functional and non-functional requirements for Booking.com must be documented, reviewed, and approved by the stakeholders.

* **Test Environment Ready:**

The test environment must be set up, including all required software (such as the Booking.com platform version to be tested) and any third-party integrations (e.g., payment gateways, booking engines).

Access to the test environment must be granted to the testing team.

* **Test Data Prepared:**

Test data, including valid and invalid user accounts, hotel listings, payment methods, and booking scenarios, must be available.

The test data must cover various geographic regions, currencies, and payment methods to reflect a wide range of user cases.

* **Hardware Required:**

All necessary hardware, such as devices (desktop, mobile), and browsers (Chrome, Safari, Firefox, etc.), must be available and configured for testing.

* **Team Prepared:**

The testing team must be fully trained on the Booking.com platform and have access to all necessary testing tools (such as defect tracking tools, test management tools, and browsers).

The testing team must be aware of their responsibilities and testing objectives.

* **Version Control:**

The version of the Booking.com platform under test must be clearly identified, and any changes made to the environment or system must be logged and communicated to the testing team.

* **Stakeholder Communication:**

A communication plan must be in place, ensuring all stakeholders (product managers, developers, and QA team) are aligned on the testing schedule, scope, and potential issues that may arise during testing.

**Exit Criteria Success Metrics :**

* **Defect Resolution:**

All critical and major defects identified during testing must be resolved. Minor defects should be documented and prioritized for future releases. Defects in core functionalities (e.g., booking flow, payment processing) must be addressed before exit.

* **Test Coverage:**

All test cases, including those for functional and non-functional requirements (such as search functionality, booking confirmation, payment methods), must be executed. Test coverage should meet or exceed the planned coverage criteria outlined in the test plan.

* **Performance Benchmarks:**

The system must meet predefined performance benchmarks, such as response times for search results, booking flow, and payment processing. Load testing must confirm that the platform can handle expected peak traffic and booking volumes as specified in the test plan.

* **Acceptance Criteria Met:**

All acceptance criteria defined for each test case must be met, ensuring that the system performs as expected in all key areas, including booking process, payment gateway integration, user registration, and data security.

* **Documentation Completed:**

All testing documentation, including detailed test results, defect reports, and the final test summary, must be completed and reviewed. Any known limitations or areas of concern must be documented and communicated.

* **Stakeholder Approval:**

Test results and the overall quality of the product must be reviewed and approved by stakeholders (product managers, developers, and QA leads). Approval should confirm that the product meets the necessary quality standards and is ready for release or deployment.

* **Regression Testing Completed:**

Regression testing must be conducted to verify that new features or fixes have not negatively impacted existing functionalities. Any issues found must be addressed before exit.

* **Compliance and Security Verification:**

The system must comply with relevant legal and regulatory requirements (e.g., GDPR, PCI-DSS) and meet security standards. Any security vulnerabilities identified must be addressed and retested before the product can be considered ready for release.

* **Usability Testing Passed:**

Usability testing must confirm that the platform provides a positive user experience. This includes intuitive navigation, clear booking processes, and easy-to-understand error messaging.

* **Test Environment Clean-Up:**

The test environment should be cleaned up, with any test data removed, and the environment reset to its original state to ensure that no sensitive or test data remains.

**Description of expected problems :**

| **Problem Date** | **Severity** | **Description** | **Solution** |
| --- | --- | --- | --- |
| 2025-02-01 | High | Payment gateway failures during booking process. | Investigate and fix payment processing issues. |
| 2025-02-02 | High | Incorrect search results displayed. | Review search algorithms and optimize queries. |
| 2025-02-03 | Medium | Slow load times for booking and search pages. | Optimize code and increase server resources. |
| 2025-02-04 | Low | UI inconsistencies on mobile devices. | Adjust CSS for mobile responsiveness. |
| 2025-02-05 | Medium | Broken user registration forms. | Debug and test form submission process. |
| 2025-02-06 | High | Security vulnerability in user authentication. | Patch authentication system and improve encryption. |
| 2025-02-07 | Medium | Incorrect translations on booking confirmation page. | Fix translation errors for different regions. |
| 2025-02-08 | High | Performance issues under high traffic conditions. | Implement load balancing and optimize performance. |
| 2025-02-09 | Low | Email confirmations not sent or delayed. | Investigate email server issues and fix triggers. |
| 2025-02-10 | Medium | Incorrect currency formatting on payment pages. | Fix display formatting for supported currencies. |
| 2025-02-11 | Low | Fake email addresses used to register accounts. | Implement an email verification process to prevent fake sign-ups. |
| 2025-02-12 | Medium | Broken links on the booking confirmation page. | Identify and fix broken links throughout the platform. |
| 2025-02-13 | High | Fake property listings appearing on the platform. | Implement stricter listing validation and review process. |

#### **Expected Risks :**

* **Feedback Delays:** Risk of delays in getting feedback from stakeholders.

Mitigation: Set deadlines and stay in regular contact with stakeholders.

* **Data Issues:** Risk of incorrect or missing test data.

Mitigation: Verify test data before using it.

* **Fake Listings:** Risk of fake property listings.

Mitigation: Implement listing checks and manual reviews.

* **Regulatory Compliance:** Risk of not meeting legal requirements.

Mitigation: Stay updated on regulations and ensure compliance.

**Cost Table :**

| **Expense Category** | **Description** | **Estimated Cost** | **Actual Cost** | **Notes** |
| --- | --- | --- | --- | --- |
| **Personnel** | Salaries and wages for developers, testers, and other staff | $20,000 | $19,599 | Includes full-time and part-time staff |
| **Testing Tools** | Cost of automated testing tools, licenses, and subscriptions | $3,000 | $2,800 | Includes tool licenses like Selenium, JIRA |
| **Hardware** | Cost of devices and equipment for testing and development | $5,000 | $4,500 | Laptops, servers, and testing devices |
| **Infrastructure** | Server and network infrastructure costs | $4,000 | $4,200 | Cloud services, network maintenance |
| **Training** | Costs for training courses and workshops | $1,500 | $1,300 | Online courses, workshops for team members |
| **Miscellaneous** | Any unexpected or unplanned expenses | $800 | $750 | Contingency fund for miscellaneous costs |
| **Software Licenses** | Cost of licenses for development and testing software | $2,000 | $2,100 | Includes IDEs, databases, and tools used in development |
| **Marketing & Outreach** | Advertising, marketing campaigns, and outreach efforts | $3,500 | $3,200 | Social media, email campaigns, SEO tools |
| **Legal & Compliance** | Legal fees, contracts, and compliance-related expenses | $1,200 | $1,400 | Legal consultations, GDPR compliance |
| **Customer Support** | Cost for customer service tools and support staff | $1,000 | $950 | Includes support software and part-time staff |