

Cobble - Final QA Report

Tester: Rui Seca

Date: 01/11/2025

Device: *Model:* Samsung Galaxy S22 Ultra | *OS:* One UI version 7.0 | *Android:* 15

App version: 1.0.53 Internal Tester

Route: Buckingham Palace Walk

Context: At-home setup + full on-location testing. Notes consolidated from two test sessions, headphones - Y, battery level 40-80%, crowded area - Y

Testing Duration: ~3 hours total

- **Setup & familiarization:** 30 min

- **On-location walk:** 1.5 hours

- **Additional testing & documentation:** 1 hour

HOW I TESTED (summary)

- Signed-in with Google account; verified build in-profile.
- Subscribed to one-day pass and downloaded the Buckingham Palace Walk.
- Performed real-world walk starting ~Piccadilly Circus, reaching Wellington Arch around 13:00 and completing at Buckingham Palace around 15:00.
- Observed map/GPS, audio/AR triggers, subscription flows, download states, session persistence, and stats.
- Captured screenshots / timestamps for each notable issue (attach before submission).
- Edge Cases: Background/foreground switching, tab navigation, duplicate stops
- Sessions: two separate tests runs to verify reproducibility

A - CRITICAL BUGS (must-fix first)

1) Cobble Go session stops when switching in-app tabs (High)

What happens: If a user runs a Cobble Go story (audio + route) and switches to another tab inside the app (Profile / Collections), the entire Cobble Go session halts and requires manual resume/restart. Minimising the app does not stop the session behaviour is inconsistent.

Why critical: Breaks core experience and immersion; users lose progress and must manually restart.

Repro steps (concise):

1. Start a Cobble Go story (e.g., Wellington Arch).
2. While story playing, switch to Profile or Collections tab.

3. Observe the story/session has stopped and does not continue.

Suggested fix: Preserve session state when switching tabs OR show a confirmation modal:

“Leaving this tab will pause your current experience. Continue?” Ensure internal tab switching and app minimisation behave consistently.

Priority: P0 / Blocker for experience.

2) Tabs (Cobble Go / Profile) stuck loading after returning from background requires app restart (High)

What happens: After backgrounding the app (e.g., take call, play music) and returning, Cobble Go and Profile tabs sometimes show indefinite loading spinners while Explore recovers. A full app restart is required to continue the session.

Why critical: Session instability; forces app relaunch and kills user flow.

Repro steps (concise):

1. During a live route (around route 13), background the app (answer call / play music).
2. Return to app; observe Cobble Go/Profile load indefinitely.

Suggested fix: Harden state restoration logic: ensure session tokens, audio engine, and network/content loaders recover from background/resume. Add defensive timeouts and fallback to cached state.

Priority: P0 / Critical stability.

B - MODERATE ISSUES (fix soon)

3) Subscription tap-area mis-trigger (Medium)

Issue: “View Benefits” and “Subscribe” hit areas overlap; users can be taken directly to purchase without seeing benefits.

Impact: Accidental subscriptions, UX issue.

Suggested fix: Expand & separate hit zones; add a confirmation step before initiating payment.

Priority: P1

4) Walk download status label shows “Completed” while still downloading (Medium)

Issue: Label ambiguity between *download complete* and *walk completed*.

Impact: Users may think assets are ready when they are not.

Suggested fix: Use distinct states (“Downloading...”, “Downloaded Ready to Start”, “Walk Completed”) + progress indicator (spinner or percentage).

Priority: P1

5) Duplicate audio triggers between adjacent stops (Stops 5 & 6) (Medium)

Issue: Two nearby trigger zones caused both audios to play/overlap; system later corrected itself.

Impact: Confusing overlapping narration.

Suggested fix: Review GPS geofence radii and priority logic; ensure only one active trigger zone at a time and add brief debounce/lockout once a zone triggers.

Priority: P1

6) Stats / Tracking inaccuracies (Medium)

Issue: Summary metrics are incorrect (example: actual ~2h30m but app shows 13h40m; distance and steps inconsistent).

Impact: Misleading user metrics; trust/reliability issue.

Suggested fix: Validate metrics vs. GPS timestamps or HealthKit data. Ensure values reset at start of each new walk.

Priority: P1

7) Auto-replay / auto-start after completing the walk (Medium)

Issue: After completing a walk, reopening nearby can auto-play the first story without user confirmation.

Impact: Unexpected playback away from the location.

Suggested fix: Prompt user after completion: *“Start this walk again?”* or require explicit restart.

Priority: P1

C - MINOR / UX IMPROVEMENTS (nice to have)

8) Onboarding “Interests” screen lacks scroll cue (Low)

Fix: Add visual hint (fade, arrow, micro-bounce, “Scroll to see more”). Improves onboarding completeness.

9) Profile image not auto-imported from Google Sign-In (Low)

Fix: Auto-fetch Google avatar; show placeholder if none. Small personalization win.

10) Missing label on “More Info” link (Low / Accessibility)

Fix: Ensure all links have descriptive text for accessibility / clarity.

11) Map re-centre UX (Low)

Observation: Blue location dot drifts off-screen during horizontal walks (e.g., Constitution Hill) and requires manual re-centre taps.

Fix: Offer optional **auto-recenter** behaviour or configurable “follow” modes (always follow / follow with heading / manual).

12) Too many same-colour pins at Palace next-stop ambiguity (Low)

Fix: Emphasize the next stop visually (pulse, distinct colour, larger pin) and show a “Next: [stop name]” label.

13) Physical barrier handling: mark stops temporarily unavailable (note) (Low)

Fix: Allow admin flagging of blocked stops or show “temporarily inaccessible” in-app.

D - ENVIRONMENTAL NOTES (non-software)

- Final stop physically inaccessible due to barricade (photograph attached). This is an external factor; include guidance in route metadata if known.

- On-site crowding may affect GPS precision account for edge cases when designing trigger radii.

E - POSITIVE FINDINGS (keep & highlight)

- **Navigation:** Cobble + Google Maps integration is reliable and accurate; distance meters displayed for each waypoint improved orientation.
- **Audio & storytelling:** Intro music, ambience, and narration timing are excellent immersive and high quality.
- **Download resilience:** Download continued across Wi-Fi and mobile during testing (no interruption observed).
- **General stability:** No crashes during the majority of the route; app performed well outside the above high-priority issues.

PRIORITISATION RECOMMENDATION (for dev/PM)

1. **P0:** Fix session persistence & tab-switch loading (items A1–A2). These directly break the core experience.
2. **P1:** Fix subscription UX, download state label, duplicate audio triggers, stats accuracy, and auto-replay logic.
3. **P2:** UX polish (onboarding hint, profile image, map re-centre, pin clarity).
4. **P3:** Environmental handling and additional accessibility checks.

ATTACHMENTS / EVIDENCE

Screenshots: subscription screen, download state, overlapping pins at Palace, stats page (showing 13h40m), route 5-6 audio overlap, blocked final stop photo, etc. Timestamps for each issue (helpful for Crashlytics correlation). Also note that some of the screenshots may have a purple or grey pen samsung icon on the left as I was taking notes on my phone with a pen so the symbol would appear alongside, therefore, it has not relation with any bugs, glitches or UI/UX to Cobble.

Title: Cobble Go & Profile tabs freeze after backgrounding

Severity: High (Stability)

Local time (Europe/London): 14:38–14:41 GMT

Description:

- After briefly switching away from the app, both *Profile* and *Cobble Go* tabs remained indefinitely loading.
- The *Explore* tab eventually recovered, but *Cobble Go* and *Profile* did not until the app was force-closed.

Screenshots / Evidence: frozen_profile_tab, frozen_cobblego_tab

Recommendation:

- Review async state management when resuming from background.
- Ensure session objects and API calls are reinitialized properly.
- Implement fallback timeout and reload option for users.



Title: Duplicate audio and route glitch triggers between stops 5 & 6

Severity: Moderate (Audio / Geofence)

Local time: 13:50 GMT

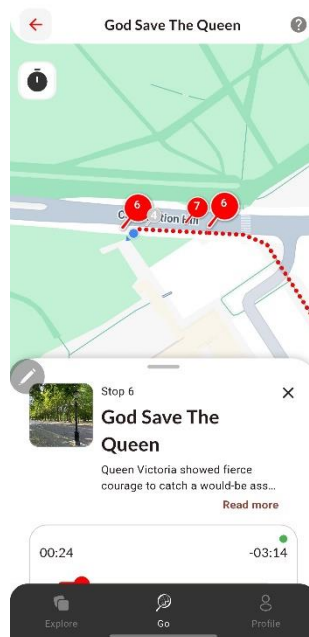
Description:

- While transitioning between stops 5 and 6, both audio clips began playing simultaneously before resyncing.
- This caused confusion and overlapping narration.

Screenshots / Evidence: route6_overlap

Recommendation:

- Review GPS trigger zones to avoid overlap.
- Consider adding small delay or fade-out before triggering the next stop.



Title: Walk download shows “Completed” prematurely

Severity: Moderate (Functional)

Local time: 10:04 GMT

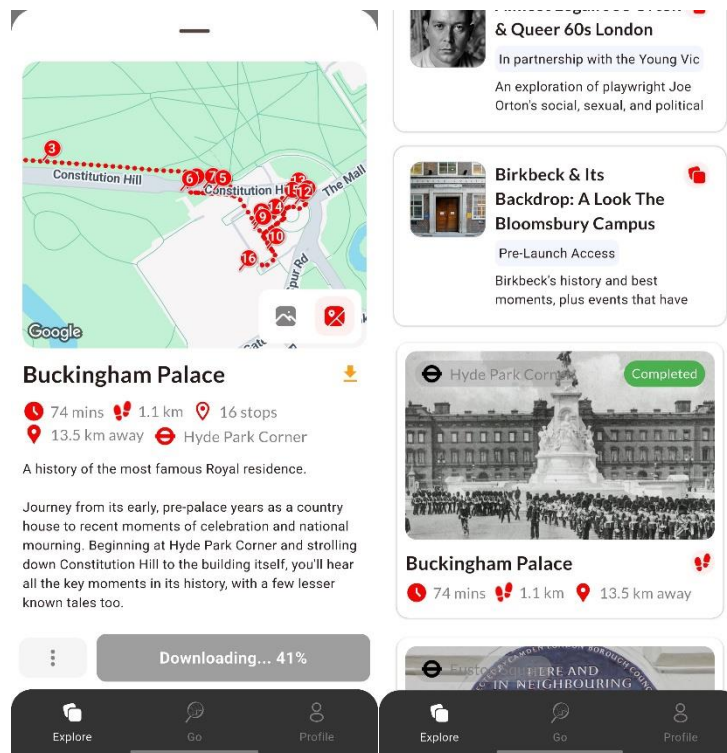
Description:

- During download of the Buckingham Palace walk, the app displayed “Completed” while the download was still processing.

Screenshots / Evidence: walk_downloading, walk_completed_label

Recommendation:

- Separate *Download Complete* and *Walk Completed* states clearly.
- Ensure progress bar or spinner reflects actual caching status.



Title: Subscription button hit-area sensitivity

Severity: Moderate (UX / Purchase Flow)

Local time: 10:02 GMT

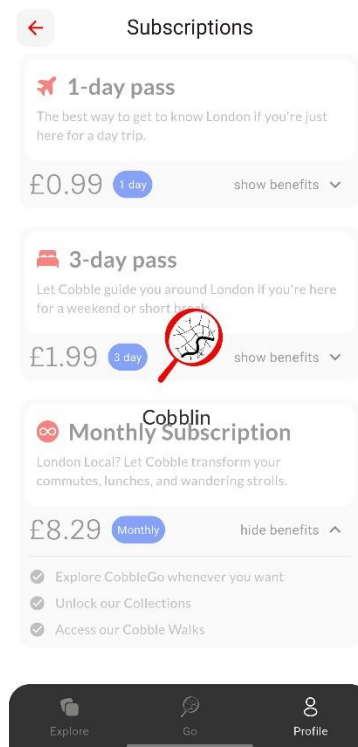
Description:

- On the subscription page, the “View Benefits” area is small and easy to mis-tap, causing immediate transition to purchase flow.

Screenshots / Evidence: subscription_active, subscription_loading

Recommendation:

- Enlarge hit area or create distinct “View Benefits” and “Subscribe” buttons.
- Add short delay or confirmation modal to prevent accidental purchases.



Title: Incorrect post-walk statistics

Severity: Moderate (Analytics / Data Accuracy)

Local time: 14:58 GMT

Description:

Final walk summary displayed significantly inaccurate data:

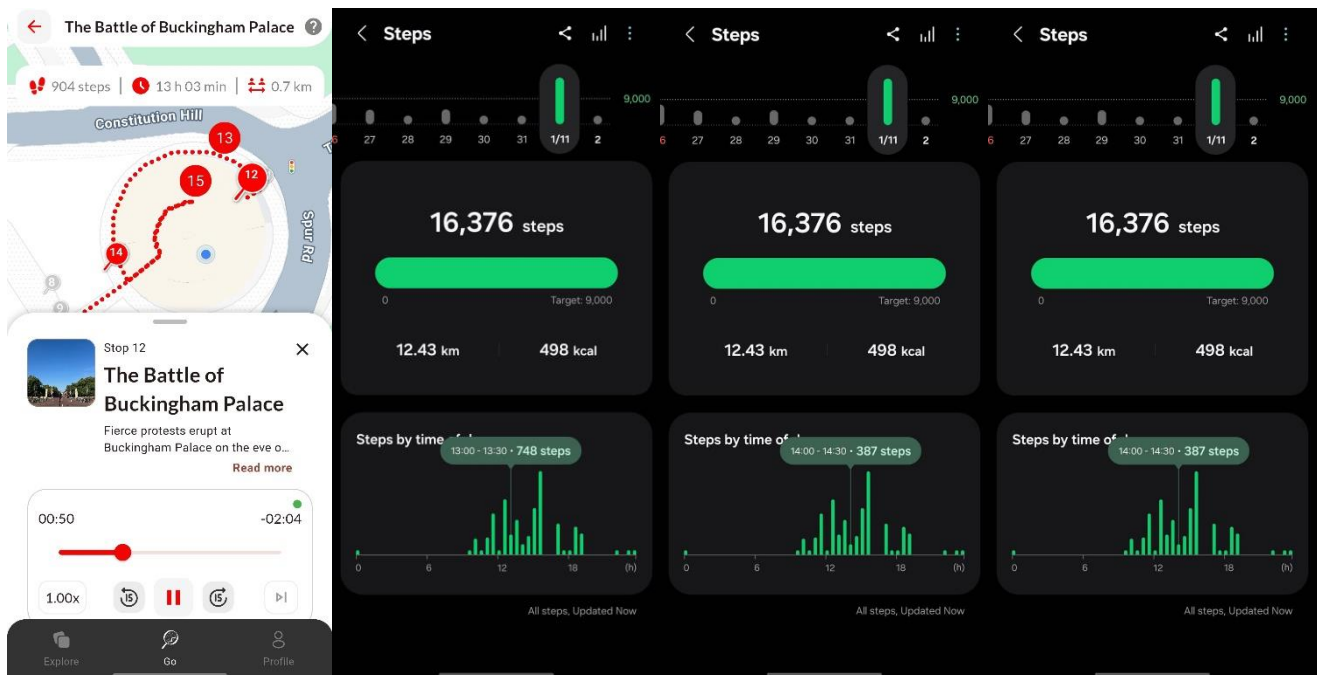
- Time: 13h 40m (actual: ~1.5 hours)
- Steps: 1,236
- Distance: inconsistent with GPS tracking

Cross-referenced with Samsung Health data for validation: 1,854 steps recorded during the actual walk period (13:00-15:00 GMT), which aligns more closely with expected range for a 1.5-hour urban walk.

Screenshots / Evidence: stats_incorrect, samsung_health_comparison

Recommendation:

- Validate metrics vs. GPS timestamps or HealthKit/Google Fit data.
- Ensure values reset at start of each new walk.
- Add sanity checks for outlier detection (e.g., flag times >5 hours for typical 1-2 hour walks).
- If app crashed or froze during session, ensure previous state doesn't corrupt new session metrics.



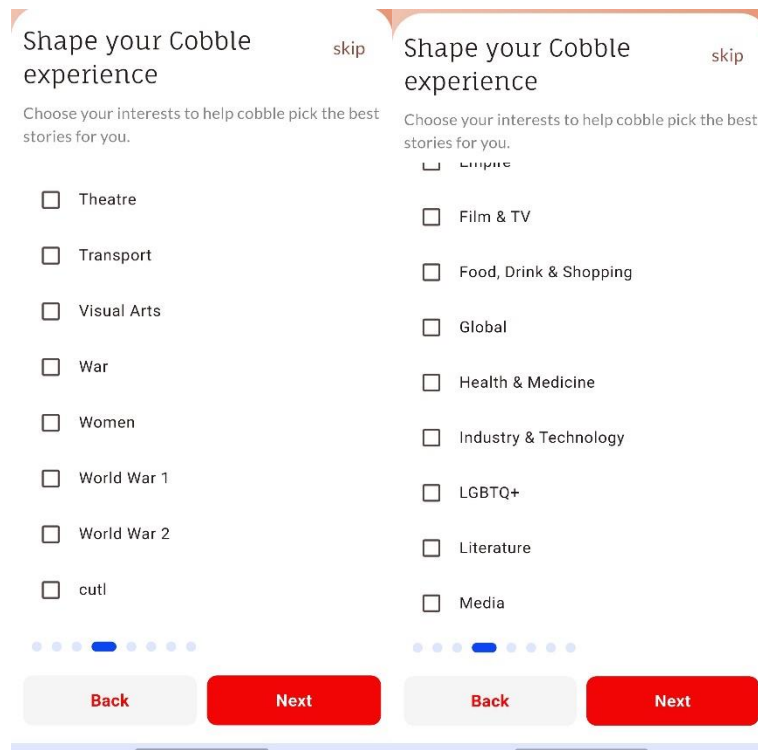
Title: Interests screen missing scroll cue

Severity: Minor (Onboarding UX)

Local time: 10:22 GMT

Description:

- On the *Interests* onboarding screen, users are not visually guided to scroll for more options.
Screenshots / Evidence: interests_initial, interests_scrolled
Recommendation:
- Add subtle scroll indicator, gradient fade, or text hint (“Swipe up to see more”).



Title: Map fails to auto-recenter on user

Severity: Minor (UX)

Local time: 13:31 GMT

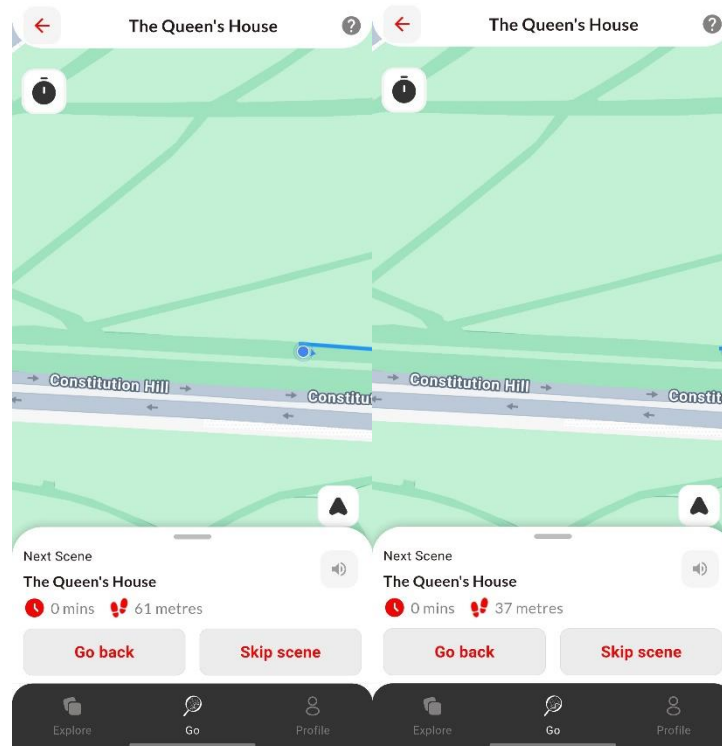
Description:

- The blue location dot drifts off-screen during horizontal movement; manual recentering is required.

Screenshots / Evidence: bluedot_offscreen, bluedot_centered

Recommendation:

- Implement “auto-follow” mode or auto-recenter every X seconds when active.



Title: Overcrowded pins around Buckingham Palace

Severity: Minor (UX)

Local time: 13:31 GMT

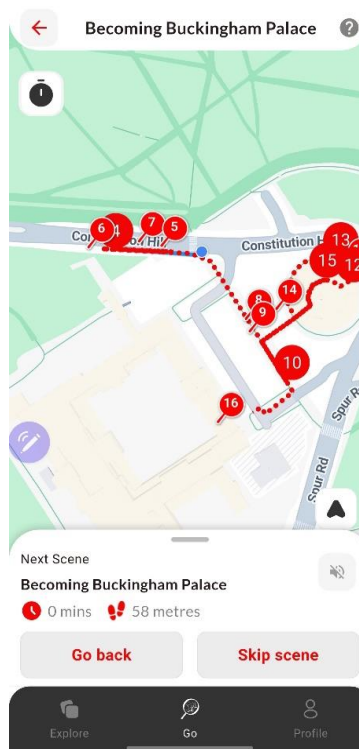
Description:

- Many pins of identical color cluster around key points, making the next stop unclear.

Screenshots / Evidence: 10_overwhelming_pins

Recommendation:

- Use clearer active pin highlighting or numbered markers (e.g., “Stop 4 → Stop 5”).



Title: Collection entries not clearly interactive

Severity: Minor (Discoverability / UX)

Local time: 15:06–15:07 GMT

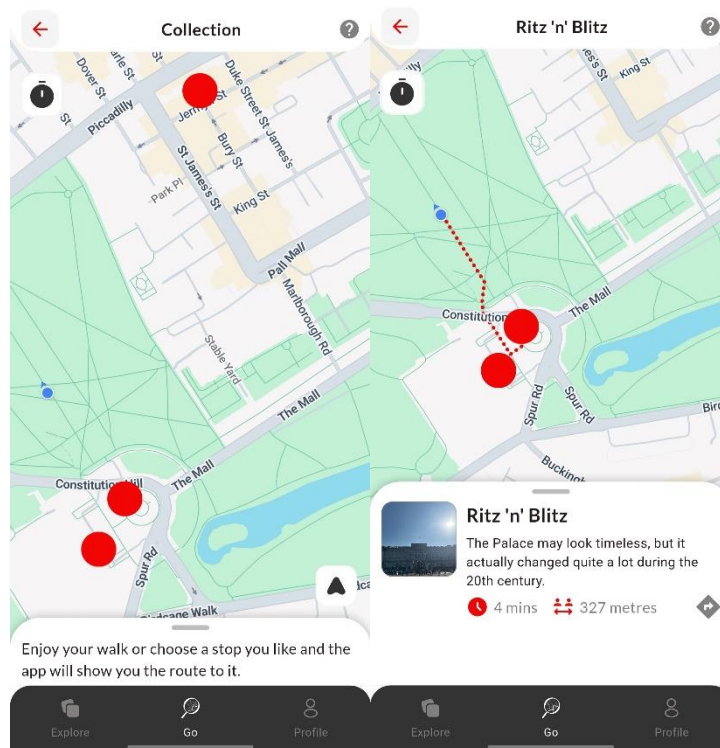
Description:

- Collection items show no visual hint that they can be tapped to reveal details.

Screenshots / Evidence: collection_before_click, collection_after_click

Recommendation:

- Add hover/tap animation or “View Details” label to improve discoverability.



Title: Missing label on “More Info” link (Wellington Arch)

Severity: Minor (Accessibility)

Local time: 13:11 GMT

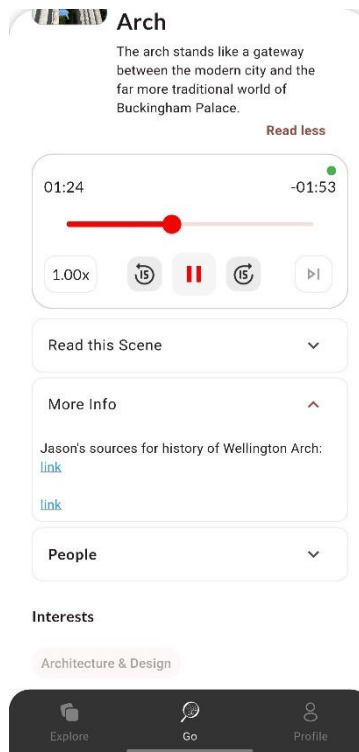
Description:

- External “More Info” one of the links on Wellington Arch has no visible title label.

Screenshots / Evidence: more_info_link

Recommendation:

- Add text or accessible label to clarify purpose of the link.



Title: Final Cobble stop physically blocked by barricade (external)

Severity: N/A (Environmental)

Local time: 14:58:30 GMT

Description:

- The final stop location was fenced off by construction barricades, preventing completion of the route.

Screenshots / Evidence: barricade_photo, cobblego_blocked_stop

Recommendation:

- Temporarily flag the stop as “inaccessible” in route data or provide notice to users.

Notes: Environmental observation not a software defect.

