**Bug Report: Sorting and Filtering Options Non-Functional for Problem User**

**Issue ID**: BC-004

**Title**: Sorting and filtering options do not function for problem user

**Severity**: Major

**Reported By**: Sanjay Mohan

**Date**: 30/10/2024

**Context**

When logged in as the “problem user,” the application’s sorting and filtering options are completely non-functional, preventing users from efficiently navigating and finding products.

**Username**: problem\_user

**Password**: secret\_sauce

**Problem**

**Steps to Reproduce**:

1. Navigate to the Saucedemo login page.

2. Enter the “problem user” credentials (username: problem\_user, password: secret\_sauce).

3. Click on the “Login” button.

4. Attempt to use the sorting options (e.g., sort by price, name) and filtering options (e.g., filter by categories).

**Expected Result**:

Users should be able to sort products and filter them based on specific criteria, enhancing their shopping experience.

**Actual Result**:

The sorting and filtering functionalities do not respond when attempted, leaving users unable to change their product display options.

**Root Cause**

This issue may be due to a failure in the front-end JavaScript code responsible for implementing sorting and filtering features. It could also relate to backend constraints affecting the problem user’s account.

**Fix**

•Investigate the sorting and filtering logic in the frontend and backend to identify if any specific conditions prevent these functions from operating correctly for the problem user.

•Ensure that all necessary data for sorting and filtering is correctly passed and processed.

**Documentation**

**Screenshots**

**1.Actual**

A screenshot of a website

Description automatically generated

**2. Expected**

**A screenshot of a product

Description automatically generated**

**Related Test Cases**

• [sorting.spec.ts](https://github.com/SanjayMohan95/saucedemo-tests/blob/main/tests/sorting.spec.ts)

**Testing Approach Adjustment**

Due to the non-functional sorting and filtering options, adjustments will be made to the testing approach:

• Extend testing to cover additional user accounts to determine if this issue is isolated to the problem user.

• Implement exploratory testing to verify other related functionalities to ensure they are not impacted.