

## SQA Test Task – AutoCare Platform

### Sazid Rahman

Website: <https://autocare.com.bd>

#### **Summary of Product Details:**

**AutoCare** is a platform that helps people take care of their vehicles easily. It lets users book different car services online, like car wash, engine check-up, oil change, and more.

Before AutoCare, people had to visit garages or service centers directly, which took time and effort. With AutoCare, users can book a service from their phone or computer and get help at their preferred time and place.

The main users of AutoCare are:

- Car or bike owners who want fast and easy service
- Busy people who don't have time to go to a garage
- Anyone who wants reliable car service at home or at a service center

#### **Test Case Design:**

I created test cases for the most important features of the AutoCare platform, such as signup, login, booking a service, and viewing bookings. Each test case checks one specific task a user would do on the website or app.

I made sure to include:

- **Positive test cases** (when the user enters correct information)
- **Negative test cases** (when the user enters wrong or missing information)
- **Edge cases** (like entering special characters or very long text)

All test cases are written in an easy-to-follow format with:

- Step-by-step instructions
- What data to use
- What should happen (expected result)

I also tested the same cases on both the website and the Android app to check if everything works the same way on different platforms.

### **Usability or UX Observations:**

1. **No Help for First-Time Users**
  - There are no tips or guides to help new users understand how to use the app or website.
2. **No Confirmation Before Logout**
  - When you click "Logout," it logs you out right away. It should ask, "Are you sure?"
3. **Some Icons Are Confusing**
  - Some service icons don't clearly show what they mean. Labels or text would help.
4. **Selected Date Is Hard to See**
  - When booking a service, the selected date doesn't stand out clearly on the calendar.
5. **No Message After Saving Profile**
  - When users update their profile, the app doesn't show a success message. It should say something like "Profile updated successfully."

### **Attention to Detail:**

While testing the AutoCare platform, I looked closely at small things that could affect the user experience. Here are some examples:

1. **Different Font Sizes**
  - Some pages use different font sizes for the same type of text, which looks unprofessional.
2. **Unclear Placeholder Text**
  - In some forms, the placeholder text doesn't go away after typing, which can confuse users.
3. **Misaligned Buttons and Icons**
  - On small mobile screens, some buttons and icons are not properly lined up.
4. **No Clear Success Messages**
  - After doing important actions like booking or updating a profile, the app doesn't always show a clear message that it was successful.
5. **Back Button Issues**
  - After logging out, if you press the back button, it sometimes takes you back to a logged-in page, which shouldn't happen.

### **Critical Thinking & Depth:**

While testing AutoCare, I didn't just check if buttons work — I thought like a real user. I tested what happens if someone:

- Makes a mistake (like using the wrong email),
- Skips a step (like not choosing a time),
- Uses the app on different devices or browsers.

I tried both common actions (like booking a service) and unusual ones (like using special characters). I also checked how the system reacts when something goes wrong.

I looked for problems that might confuse users or stop them from finishing a task. My goal was not just to find bugs, but to make sure the platform is easy, clear, and smooth for everyone.

### **Cross-Platform or Device Testing:**

I tested the AutoCare website and app on different devices and browsers to see if everything works the same.

1. **Homepage Problem on iPhone (Safari)**
  - The homepage banner looks cut off on iPhones when using Safari. *Special Note* (Fictional! I don't have a personal iPhone.)
2. **Buttons Look Different on Firefox**
  - On Firefox, some buttons look smaller or are not placed correctly.
3. **App is Slower on Old Android Phones**
  - On older Android phones, the app takes longer to open and load pages.
4. **Pop-Ups Not Aligned on Edge Browser**
  - On Microsoft Edge, pop-up messages are not in the center and look messy.
5. **Design Breaks on Opera Mini**
  - On Opera Mini browser, the layout breaks and some text overlaps.

*Special Note: I have used the help of grammatical apps to maintain the elegance of the language and correct grammar. In some cases I have taken help from Google.*