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E-commerce Platform: An e-commerce platform enables businesses to sell products or services online. It includes features like product catalog management, user registration, shopping cart functionality, order management, payment processing, and customer support.

Case Study: User Acceptance Testing
Test Scenario: Completing a purchase
Test Steps:

1. **Login:**
    a. Navigate to the platform's homepage
    b. Click on the "Login" button
    c. Enter Valid Credentials (email and password).
    d. Click on the "Sign In" button.
2. **Browsing Products**
    a. Browse through the different categories and products that the platform provides (e.g., furniture, appliances, apparel).
    b. Click on the specific category of choice to view the products within the category.
    c. Check if the product name, images, description, prices, ratings, and feedback are displayed correctly.
3. **Adding Items to Cart**
    a. Select the product of your choice.
    b. Select how many you would like.
    c. Click on the "Add to Cart" button.
    d. Repeat the process to add multiple products to the cart.
4. **Review & Edit Cart**
    a. Click on the shopping cart icon to check the products in the cart.
    b. Verify if the product is correct
        i. The user can remove the product from the cart if the user does not want the item.
    c. Verify if the quantity is correct
        i. The user can set the quantity to the desired number if the product has more than the interested amount.
5. **Proceeding to Checkout**
    a. After reviewing the products in your cart
    b. Click on the "Proceed to Checkout" button
    c. Display a summary of the products in the cart and the total cost plus the estimated delivery fee.
6. **Entering Shipping and Payment Methods**
    a. Fill out the required fields for delivery address, contact information and mode of payment,

       i.   If the mode of payment is through online banking, fill out the banking information for the purchase to be confirmed.

       ii.   If the mode of payment is through cash on delivery, then proceed to the validation check.

    b. Verify and check if the information inputted in the required fields is correct, and update the total cost with the correct standard delivery fee.

    c. Click on the "Place Order" button.

7. **Order Confirmation**
    a. Verify that the order confirmation pop-up page is displayed after completing the purchase.
    b. Review the purchase order and its details.
    c. Check any confirmation messages (e.g., SMS or Email) sent to the user's registered mobile number or email address.

8. **Check Warehouse**
    a. With the order number, the product can be checked when it will be delivered and to which warehouse will it be dropped.

9. **Logout**
    a. Click on the "Sign Out" button to log out of the platform.

Expected Results:
- The user should be able to easily navigate through the platform without any confusion and additionally without any bugs or glitches.
- All product information, including images, descriptions, prices, ratings, and feedback should be accurate and up-to-date.
- Standard shipping information as well as warehouse location and details should be accurate and up-to-date.
- Form validation should prevent users from submitting incomplete or incorrect information.
- The order confirmation pop-up window should show complete details about the completed order purchase.
- Logging out of the platform should terminate the user's session and return them to the platform's homepage.

Test Scenario: Selling a product
Test Steps:

1. **Login:**
    a. Navigate to the platform's homepage
    b. Click on the "Login" button
    c. Enter Valid Credentials (email and password).
    d. Click on the "Sign In" button.

2. **Adding Products**
    a. Browse through the different categories and products that the platform provides (e.g., furniture, appliances, apparel).
    b. Click on the specific category of choice to add the products within the category.
    c. Input the details of the product name, images, description, prices, ratings, and feedback are displayed correctly.
    d. Pop-up window to confirm the product is added successfully with complete details.
3. **Review & Edit Product**
    a. Click on the product icon to check the products you are selling.
    b. Verify if the product is correct
        i. The user can remove the product from the store if the product is out of stock.
    c. Verify if the quantity is correct
        i. The user can set the stock quantity of the product.
4. **Entering Shipping and Payment Methods**
    a. Fill out the required fields for delivery address, contact information, and mode of payment,
        i. If the mode of payment is through online banking, fill out the banking information for the product sales to be sent to.
    b. Verify and check if the information inputted in the required fields is correct, and update the total sales for each product.
5. **Sales View**
    a. View the total sales of a specific product.
6. **Order Tracker**
    a. Track the products being sent to customers, to verify if there are no issues. When it is being delivered.
7. **Logout**
    a. Click on the "Sign Out" button to log out of the platform.

Expected Results:
- The seller should be able to easily navigate through the platform without any confusion and additionally without any bugs or glitches.
- All product information, including images, descriptions, prices, ratings, and feedback should be accurate and up-to-date.
- Form validation should prevent users from submitting incomplete or incorrect information.
- The product confirmation pop-up window should show complete details about the product.
- Logging out of the platform should terminate the seller's session and return them to the platform's homepage.

Test Scenario: Registering a new account
Test Steps:
1. **Create the account**
    a. Navigate to the platform's homepage.
    b. Click on the "Sign Up" button.
2. **Account Creation**
    a. Fill out the registration form with valid information (e.g., name, email, password).
    b. Submit the form.
    c. Verify that a confirmation message or email is received.
3. **Login**
    a. Attempt to log in with the newly created credentials to confirm successful registration.
4. **Logout**
    a. Click on the "Sign Out" button to log out of the platform.

Expected Results:
- The user can access the homepage of the e-commerce platform without any issues.
- Clicking on the "Sign Up" or "Register" button:
- The registration page/form is displayed without errors or glitches.
- The user can input their name, email address, password, and any other required information into the registration form fields.
- Proper validation messages are displayed if any fields are filled incorrectly or incompletely.
- The password meets the platform's security requirements (e.g., minimum length, and inclusion of special characters).
- The registration form is successfully submitted without any errors.
- The user is redirected to a confirmation page or receives an on-screen confirmation message.
- If the platform sends a confirmation email, the user receives it promptly after registration.
- The confirmation email contains relevant information (e.g., confirmation link, and instructions for account activation).
- If a confirmation message is displayed on-screen, it indicates that the registration was successful and provides any necessary next steps.

Test Scenario: Tracking an existing order
Test Steps:

1. **Login:**
    a. Log in to the platform with valid credentials.
2. **Orders:**

a. Navigate to the "Order History" or "My Orders" section.
b. Select an existing order to view its details.
c. Verify that the order status, shipping information, and tracking details (if available) are accurate.
3. **Verify:**
a. Check for options to cancel or modify the order (if applicable).
4. **Logout**
b. Click on the "Sign Out" button to log out of the platform.

Expected Results:
- The user can successfully log in to their account using their valid credentials.
- Upon successful login, the user is redirected to the platform's dashboard or homepage.
- The user can easily locate and access the "Order History" or "My Orders" section from the user dashboard or navigation menu.
- Clicking on the section displays a list of the user's previous orders.
- The user can click on a specific order from the list to view its details.
- Upon selection, the order details page loads without errors or delays.

Test Scenario: Contacting Customer Support
Test Steps:

1. **Selecting Support link**
a. Navigate to the platform's homepage.
b. Locate and click on the "Contact Us" link.
2. **Choosing Method**
a. Choose a contact method (e.g., email, phone, live chat).
b. Submit a support request or inquiry.
c. Verify that a confirmation message is displayed or received.
3. **Communication**
a. Check for timely and appropriate responses from the customer support team.
4. **Ending Support**
a. If the problem has been resolved, press "End Chat" or "End Call" to disconnect from the chat.

Expected Results:
- The user can access the homepage of the e-commerce platform without any issues.
- The user can easily find the "Contact Us" link on the homepage, typically located in the footer, header, or within a dedicated support section.
- Clicking on the link redirects the user to the customer support page or opens a modal window with contact options.
- The user is presented with multiple contact methods (e.g., email, phone, live chat) to choose from.

- Each contact method is clearly labeled and easily accessible.
- The user can fill out a support request form or provide their inquiry through the chosen contact method.
- The form includes fields for relevant information such as name, email address, subject, and message.
- Upon submission, the user receives an on-screen confirmation message indicating that their request or inquiry has been successfully submitted.

Test Scenario: Updating user account information
Test Steps:

1. **Login:**
   a. Log in to the platform with valid credentials.
2. **Account:**
   a. Navigate to the user account settings or profile page.
3. **Edit:**
   a. Update one or more pieces of account information (e.g., email address, shipping address).
   b. Save the changes.
4. **Verify**
   a. Verify that the changes are reflected in the user account.
5. **Logout**
   a. Click on the "Sign Out" button to log out of the platform.

Expected Results:
- The user can successfully log in to their account using their valid credentials.
- Upon successful login, the user is redirected to the platform's dashboard or homepage.
- The user can easily locate and access the user account settings or profile page from the user dashboard or navigation menu.
- Clicking on the settings or profile option opens the user account management page without errors or delays.
- The user can edit the account information fields (e.g., email address, shipping address, and contact information).
- Changes to the account information fields are saved successfully upon submission.
- Proper validation messages are displayed if any fields are filled incorrectly or incompletely.

Test Scenario: Searching for a specific product
Test Steps:

1. **Login:**

      a. Navigate to the platform's homepage.

      b. Log in to the platform with valid credentials.

2. Search:

      a. Use the search bar to enter keywords related to a specific product.

      b. Verify that relevant products are displayed in the search results.

      c. Click on a search result to view the product details.

      d. Ensure that the product details match the search query.

3. Select:

      a. Select the product being searched.

      b. The user can add the product to the cart.

          i. Or the user can search for another product.

4. Logout:

      a. Click on the "Sign Out" button to log out of the platform.

Expected Results:

- The user can access the homepage of the e-commerce platform without any issues.
- The user can easily locate the search bar on the homepage.
- Upon entering keywords related to a specific product, the search functionality responds promptly without errors or delays.
- The product details displayed on the product details page match the search query entered by the user.
- The product name, image, description, price, and other relevant details accurately reflect the selected product.