**Exploratory Testing Report**

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**Testing Environment:** Chrome browser, Edge browser and Firefox browser

**1. Project Overview**

* **Test Objective:** Conduct manual exploratory testing on <https://www.saucedemo.com/> to evaluate functionality, performance, and user experience across different test accounts.

**2. Testing Scope & Approach**

The exploratory testing was conducted across various user roles with different permissions and behaviors:

* **Standard User** (Regular shopping experience)
* **Locked-out User** (Restricted access)
* **Problem User** (UI/UX issues)
* **Performance Glitch User** (Performance-related issues)
* **Error User** (Application-level bugs)
* **Visual User** (UI-related discrepancies)

Each user type was tested for core functionalities, including login, product viewing, sorting, adding to cart, checkout, and logout. The tests aimed to uncover both functional and non-functional issues.

**3. Summary of Findings**

| **User Type** | **Total Test Cases** | **Passed** | **Failed** | **Issues** |
| --- | --- | --- | --- | --- |
| Standard User | 14 | 14 | 0 | None |
| Locked-out User | 1 | 1 | 0 | None |
| Problem User | 10 | 4 | 6 | Sorting, Product Display, Checkout Issues |
| Performance Glitch User | 12 | 11 | 1 | Performance Issues |
| Error User | 12 | 6 | 6 | Sorting, Product Removal, Checkout Issues |
| Visual User | 13 | 9 | 4 | UI Distortions, Sorting Issues |

**4. Detailed Findings**

**4.1 Functional Testing Observations**

* **Login Functionality:** Successfully validated login for all user types. Locked-out user received expected error message.
* **Product Display Issues:**
  + **Problem User:** Some product descriptions and images were incorrect.
  + **Error User:** Product descriptions did not render correctly.
  + **Visual User:** Distorted UI elements observed on the product page and checkout page
* **Sorting Functionality:**
  + **Problem User, Error User, and Visual User:** Sorting by name and price did not work as expected.
* **Cart Functionality:**
  + **Problem User & Error User:** Some products were not added nor removed correctly from the cart on the product page.
* **Checkout Issues:**
  + **Problem User & Error User:** Issues encountered when attempting to complete the checkout process.
  + **Error User:** ‘Finish’ button was unresponsive, preventing order completion.

**4.2 Performance Testing Observations**

* **Performance Glitch User:** Significant delays during page transitions and interactions (~5 seconds per action).

**4.3 UI/UX Observations**

* **Visual User:**
  + Some images were not rendered properly.
  + Certain UI elements were distorted or misaligned.

**5. Recommendations**

* Resolve backend logic for sorting products by name and price.
* Improve error messaging for locked-out accounts by specifying the reason for the lockout.
* Optimize performance bottlenecks for better user experience.
* Ensure all product descriptions and images load correctly.
* Fix inconsistencies where items fail to be added or removed properly.
* Address issues with missing form fields and unresponsive buttons.
* Ensure that visual elements render correctly across different screen sizes and browsers.
* Improve security by implementing unique passwords
* Provide a form for users to enter payment details and shipping details
* Implement confirmation email simulation for order completion verification

**6. Conclusion**

The exploratory testing session successfully identified several functional, performance, and UI-related issues. The most critical defects were found in sorting, cart functionality, and checkout processes for certain user types. Addressing these defects will improve user experience and application reliability.