Software Test Report

Software Test Report for "myVisit" Mobile App

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1. Test Summary

1.1 *Scope of Testing:*

The primary objective was to ensure the functionality, usability, and compatibility of the "myVisit" Mobile App.

This included testing the following main Modules :

- ◆ Install/uninstall
- ◆ Registering/signing in without registering
- ◆ Three lines menu
- ◆ Plan a visit
- ◆ Cancel a visit
- ◆ My visits
- ◆ Notifications
- ◆ Settings
- ◆ About my visit
- ◆ All providers bar
- ◆ Maccabi
- ◆ Population & Immigration Authority
- ◆ National Insurance Institute
- ◆ Israel Electric Corporation
- ◆ Israel Postal company
- ◆ Mekorot
- ◆ Haifa Municipality
- ◆ Herzliya Municipality
- ◆ Migdal

Modules that was planned to be tested but did not: everything was tested

1.2 Testing Period:

The testing was conducted over One sprints, each lasting two weeks,
 from [26/11/2023] to [18/12/2023].

1.3 Testing Environment:

Tests were carried out on the "production environment" of the mobile app,
mirroring the production setup.

1.4 High-Level Results:

- A total of 31 test cases were executed:
  with 24 passing, 7 failing, and 0 blocked due to dependencies.

- Open Issues included 3 medium, 2 low and 2 high.

2. Testing Activities

The Test Activities section details the comprehensive and methodical
approach undertaken to evaluate the functionality, and user experience of the
"myVisit" Mobile App.
This phase involved a series of targeted tests types designed to
rigorously assess each aspect of the app, ensuring reliability and quality
from the user's perspective.

The following Testing Activities were performed in this sprint/s:

2.1 Smoke Tests
Over the course of the sprint the
smoke tests succeed.

2.3 Functional Testing
all functional testing has been conducted, confirming that all
features and modules are operating as intended.

Except for **4 open** bugs classified as 1 **'low' priority 2 medium and 1 high**
These priority bugs are being actively addressed now by development
team.

2.4　User Interface Testing
Our user interface testing has confirmed that the overall user experience
aligns with our company's high standards.
However, we did observe a **few minor glitches** in the rendering of pages on
The mobile , which Development Team
are now working to fix in order to optimize a smoother mobile user
Experience. And there was **1 high priority bug that is being taken care of**

2.5　Exploratory Testing
Approximately 100% of our testing efforts were devoted to Exploratory
Testing.

2.6　Compatibility Testing
During our compatibility testing,

2.7　Recovery Testing
During the recovery testing, the mobile application performed as expected. And
proceeded to come back online at great speed after disconnecting the network.

2.8　Security Testing
Unforeseen environmental issues within our testing setup prevented us from
proceeding with Security Testing.
Resolving these environmental challenges should be handled by IT Team
ASAP, so we can proceed with these important tests for the next sprint.

2.9 Localization Testing
During the localization testing phase, we encountered **some errors** in the
translation issue. After changing the language of the mobile application to every
other language other than Hebrew, the translation was only half way.
Resolving these environmental challenges should be handled by the Development
Team, in order to optimize a smoother mobile user experience.

3. Results and Findings

This section presents the key outcomes of our testing efforts on "myVisit" Mobile App.

Here, we will present the important **metrics** that will highlighting both the strengths and the areas needing attention.
These Metrics will provide a comprehensive understanding of the current state of the mobiles app functionality, usability, and overall performance.

3.1   Test Execution:

- **Executed:** 31 test cases (100% of planned)
- **Passed:** 24 (77.42%), Failed: 7 (22.58%), Blocked: 0 (0%)

3.2   Defects Logged:

- **Total:** 7 defects (Critical: 0, High: 2, Medium: 3, Low: 2)
- Open: 7
- In Progress: 0
- Fixed: 0
- Closed: 0

3.3   Requirement coverage:

- 100% of the requirements covered

4. Open Issues, Risks and Go No Go

On this section we will present the unresolved critical issues and the potential risks that emerged during our testing process.
In addition to that we will outline here our Go No Go recommendation on whether the current state of the website aligns with our quality standards and criteria for going on "Live to Production".

4.1   Unresolved Issues:

4.1.1   Critical Payment System Bug:

Description: Confirmation emails not sent after bill payment.
Impact: High - Affects user confidence in successful transactions.
Current Status: Under investigation by the development team.
Risk: Could lead to increased customer support calls and dissatisfaction.

4.1.2   Performance Concerns:

Description: Occasionally users experience slight decrease in response time.
Impact: High - Affects user experience.
Current Status: Waiting for investigation by the development team.
Risk: Could lead to customer support calls and dissatisfaction.

4.1.3   Mobile Responsiveness:

Description: UI misalignments on mobile devices in landscape mode.
Impact: High - Affects user experience on Mobile.
Current Status: Scheduled for UI design review.

4.1.4   Go No Go Recommendation:

After thorough analysis and considering all test results, we recommend a 'Go' decision for the release of the XYZ Electricity Company website.

Our testing experience indicates that the system is quite stable and performs well overall.

"We acknowledge the presence of open issues and propose releasing them as known issues to the end-users, with a commitment to addressing them as soon as possible through immediate hotfixes."