CustomBuilt UI Testing Report

Project: Custom PC E-Commerce Website
Module: Software Engineering & Testing
(COMP H2027)

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1. Principle: Guidance

Explanation:
Guidance ensures that the user always knows what actions they can take. Good UI provides prompts, clear buttons, and navigational aids.

Application in Project:
On the product page, each product clearly displays an "Add to Cart" button underneath. Furthermore, error messages such as "Please select a product and quantity" guide the user if they attempt to add without selecting.

Test Performed:

- Try adding a product without selecting a quantity.
- Try adding an out-of-stock product.

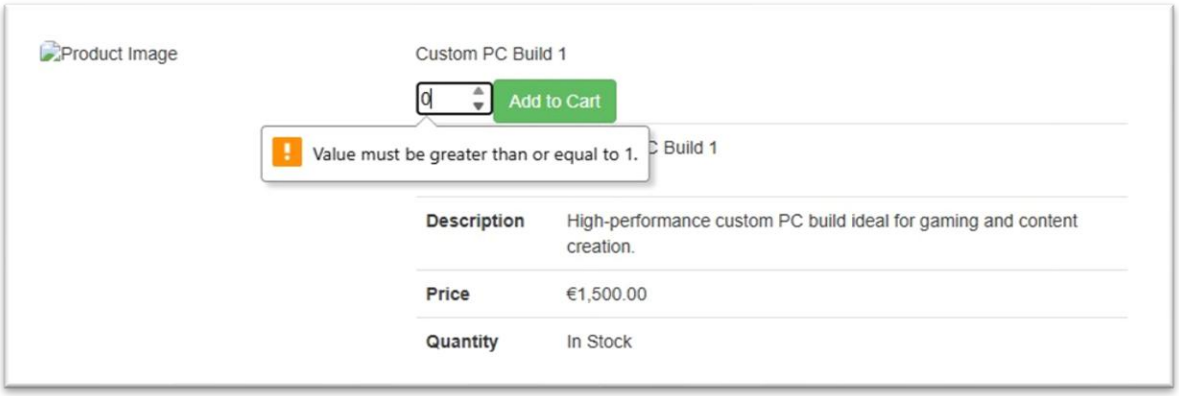
Expected Result:
The system should guide the user with a clear error or success message.

Actual Result:

- Proper error/success messages displayed.
- Test: Pass

Screenshots:

- Adding to cart error message when quantity not selected.



2. Principle: Feedback

Explanation:
Feedback tells the user that the system has received their input or completed an action successfully.

Application in Project:
After clicking "Add to Cart", users receive a "Product added to your cart!" message instantly. Similarly, when removing items from the cart, feedback is shown.

Test Performed:

- Add a product to cart.
- Remove a product from cart.

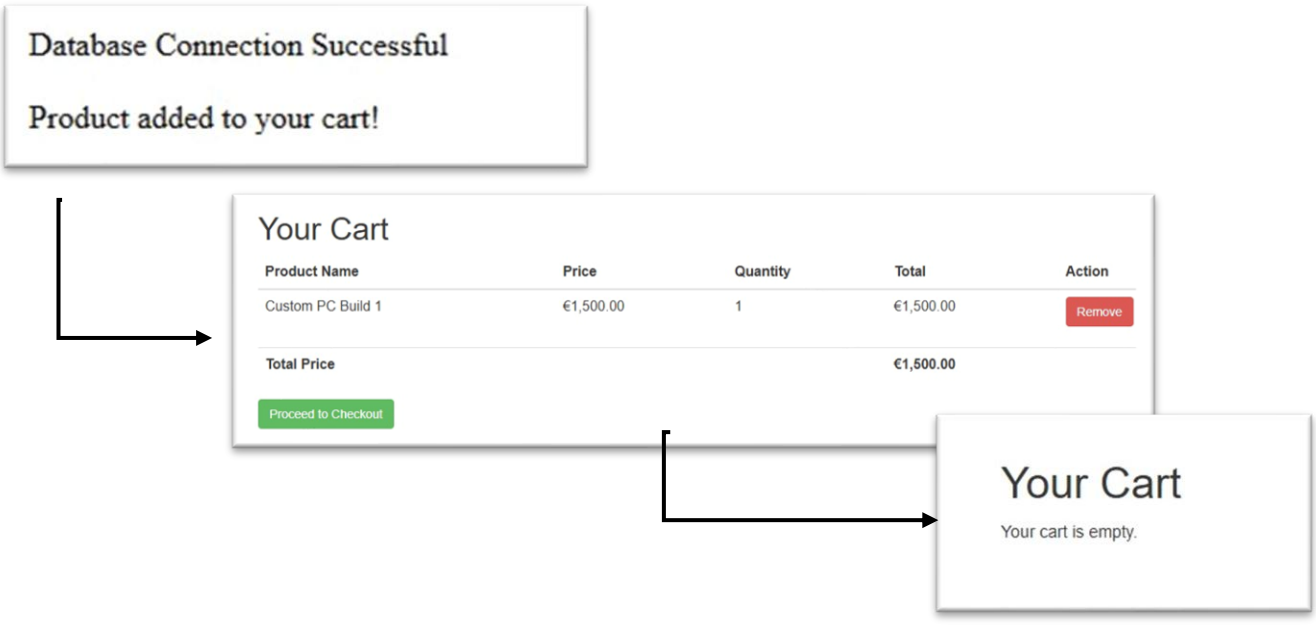
Expected Result:
A success message should appear after each action.

Actual Result:

- Confirmation messages appear correctly.
- Test: Pass

Screenshots:

- Successful "Product Added" notification.
- Successful "Product Removed" notification.



3. Principle: Consistency

Explanation:
Consistency ensures that similar operations look and behave similarly throughout the website, creating a smooth experience.

Application in Project:
Buttons (e.g., "Add to Cart", "Remove", "Proceed to Checkout") are styled similarly using Bootstrap classes. Pages like cart.php and product.php share the same layout header and footer for consistent look and feel.

Test Performed:

- Navigate between pages: home -> product -> cart.
- Interact with buttons on different pages.

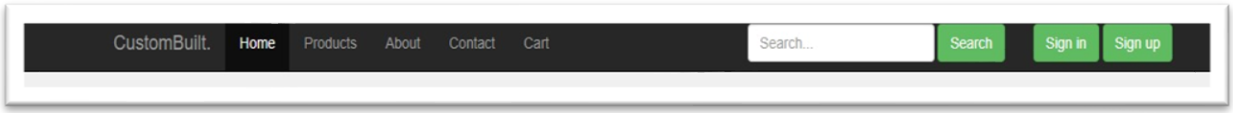
Expected Result:
Consistent design, colours, font, and button behaviours across all pages.

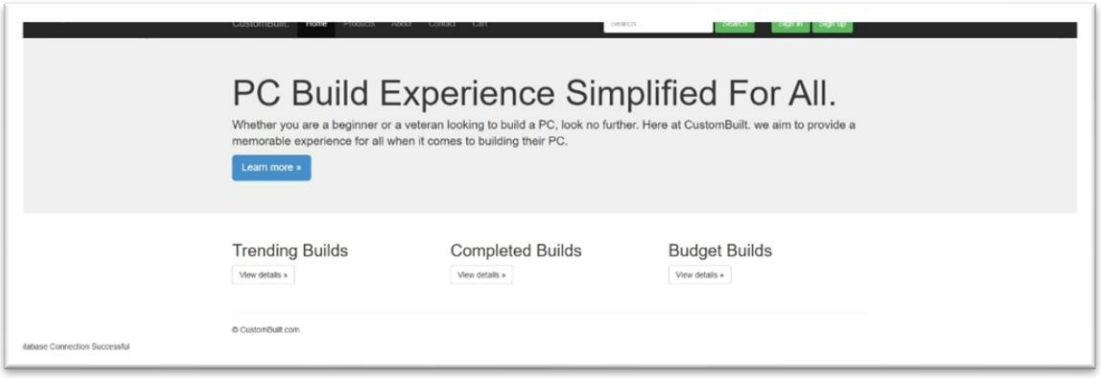
Actual Result:

- Visual and functional consistency maintained.
- Test: Pass

Screenshots:

- Similar styled buttons across pages.
- Consistent page layouts (header/footer).





4. Principle: Minimal User Effort (Minimal Clicks)

Explanation:
The system should allow users to complete tasks in the fewest steps possible.

Application in Project:
Users can add an item to their cart and proceed to checkout in just two clicks:

1. "Add to Cart"
2. "Proceed to Checkout"

Test Performed:

- Add a product to cart and attempt checkout.

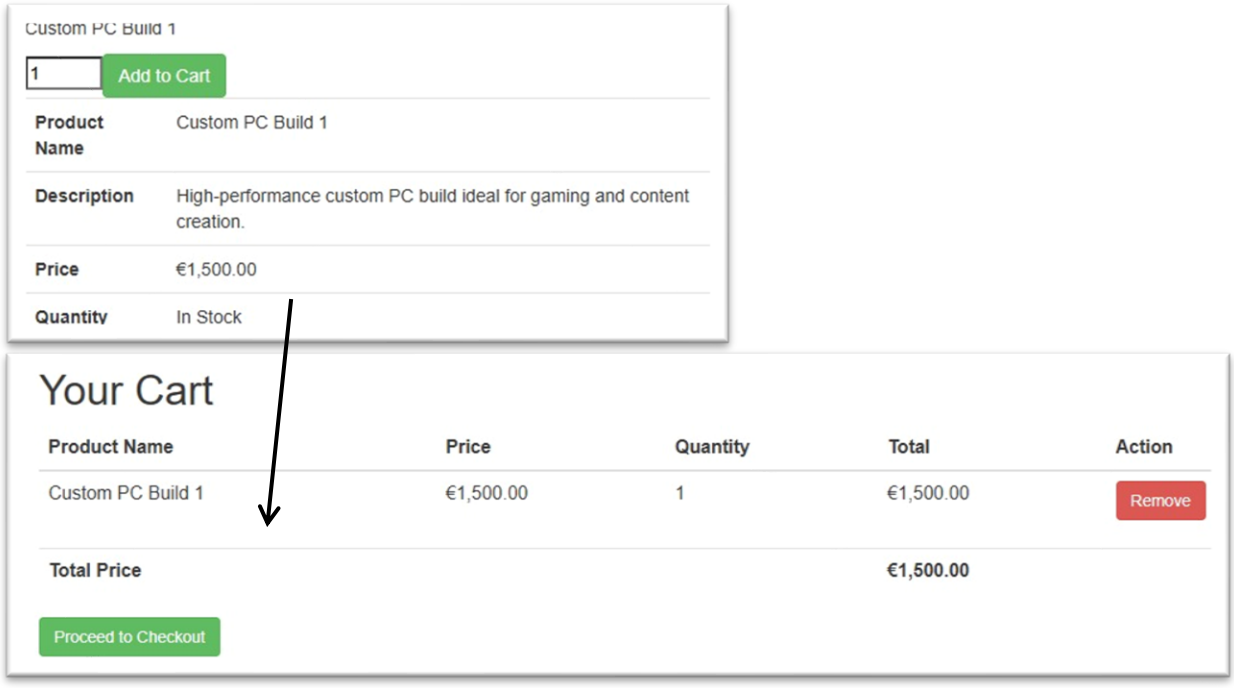
Expected Result:
No unnecessary steps; action completed in minimal clicks.

Actual Result:

- Checkout possible within 2-3 clicks.
- Test: Pass

Screenshots:

- Click flow showing "Add to Cart" and "Checkout" button sequence.



5. Principle: Recoverability

Explanation:
Recoverability means users should easily fix mistakes without losing progress.

Application in Project:
Users can remove a product from their cart easily with the "Remove" button without having to start over.

Test Performed:

- Add a product to cart.
- Remove the product.

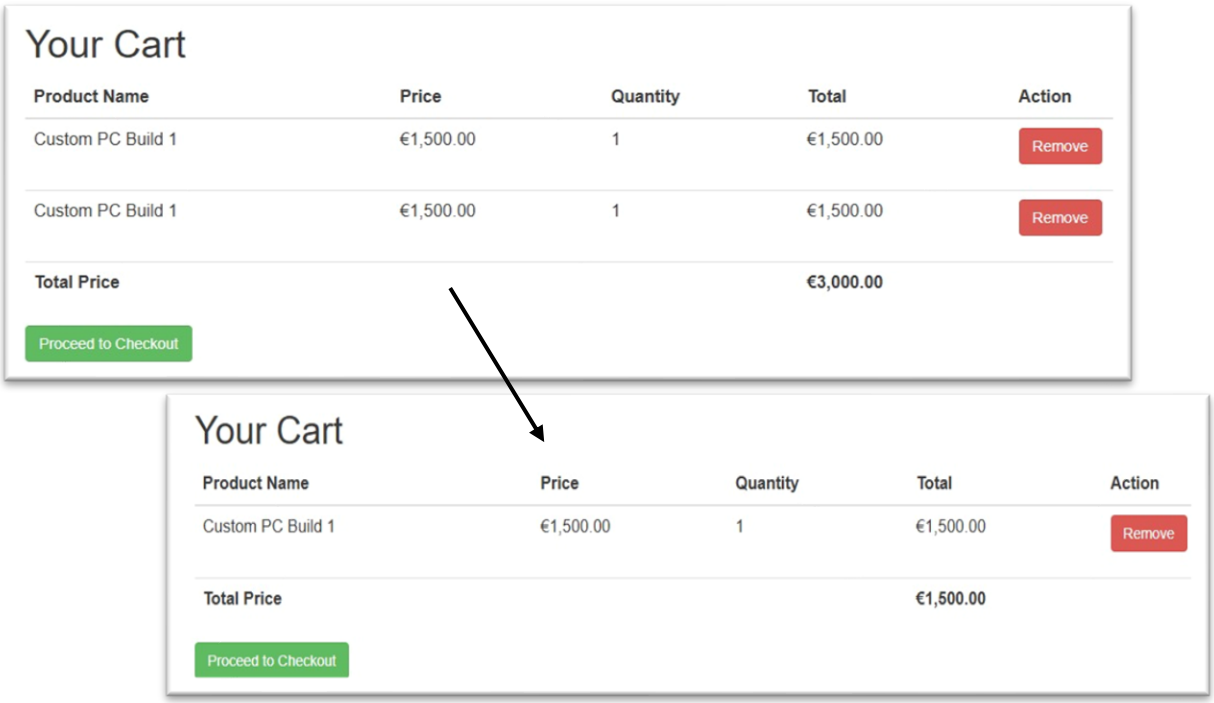
Expected Result:
Cart updates properly and allows corrections without restarting the process.

Actual Result:

- Product removed smoothly, cart recalculates.
- Test: Pass

Screenshots:

- Removing an item from the cart successfully.



Conclusion

The user interface of our e-commerce platform has turned out to be intuitive, user-friendly, and responsive. After running a series of tests based on key user interface design principles, we're happy to report that the system checks all the boxes for smooth interaction and a positive user experience. All tests related to UI feedback, consistency, guidance, minimal user actions, and recoverability were successfully completed, ensuring that users can easily navigate the platform.

The feedback principle worked well, with users receiving clear and helpful notifications during their interactions. Consistency across the platform was maintained, making it easy for users to understand and use. The guidance provided, through tooltips, instructions, and visual cues, was effective in helping users feel confident. We also made sure that users wouldn't need to take too many actions to complete tasks, which helped make the experience more efficient. Lastly, we made sure users could recover easily from mistakes, which added a layer of reassurance.

Overall, the UI testing went well, and we're confident that the platform is ready to go live. The system is easy to use, performs well, and offers a seamless experience for users. With positive feedback from initial users, we're excited to move forward and launch the platform for everyone!