



QA case

Case Study October

INTRODUCTION

You are in the QA team of October. We are now organized in agile, writing User stories to describe the features we want to prioritize for the product roadmap. Every three weeks, we select the US that will be developed during the 2 weeks of development sprint. The last week is dedicated to testing before going live.

CONTEXT

The CPO of October, invites you to review the path of a topic/epic within the product: Lender account management

October is a crowd-lending platform, that allows individual lenders to invest in loans along with the October investment fund. These lenders are individuals like you and me, who can invest in projects opened on the October platform and earn interests on those investments. Today, the crowd-lending platform has over 100,000 registered lenders, out of which 40,000 of those are “active” lenders.

On the platform, lenders can :

- create an account
- input money into their account
- browse through the different projects available for investment
- choose projects to invest in
- see the evolution of their portfolio (active loans, reimbursements, interests perceived, etc).

The platform is available as a web app and as a mobile app (Android and iOS).

One of the main pain points of lenders with the October app is the ability to change their personal information: every time a lender wants to change some personal

information, they need to reach out to the October Customer Success team via Intercom, who then edits this information manually. Those support tickets now represent over 25% of all the Intercom conversations initiated by the lenders, resulting in a lot of manual work for the Customer Success team and a lot of frustration for the lenders community.

Scope:

The Product team has been working on some key features to make the change of personal information doable by the lenders. The final objective would be to allow the lenders to edit their phone number, email address, home address, and IBAN directly from their personal account. Users can do this both on the web and on the mobile app. Of course, this also raises a few questions related to account security and authentication that needs to be taken into account.

For this case study, we will focus on allowing lenders to change their phone number on the web app.

As a QA, you have access to :

- the screens on **Figma (prototype [here](#)) dedicated to the user journey for the lenders wishing to change their phone number on the web app**
- the User Stories written to describe this feature with the nominal scenarios
- you have the technical documentation attached in the email that contains API doc on 👥Users endpoints and 🔒Sessions endpoint

USER STORIES - CHANGE PHONE NUMBER ON THE WEB APP

User Story #1: Edit phone number

As an October lender

I want to change my phone number using my October web app

So that I can manage my account without contacting the Customer Success team

Rules :

1. User is already registered as a Lender on October platform
2. User already has a registered mobile number added on the platform

3. User already has a registered email address added on the platform
4. Validation code is sent by email to this registered email address
5. Validation code is made of 6 digits
6. Validation code is valid for one hour

Scenario 1: nominal

Given I am a Lender

and I am logged in the app

and I am viewing the Personal information tab in my account

When I click on the "Change" in the phone number section

then I should be asked to authenticate myself

and I should receive a 6-digit code by email

User Story #2: First security step

As an October lender

I want to verify my identity through email on the October app

So that I can edit my personal information safely

Rules :

1. User is already registered as a Lender on October platform
2. User already has a registered mobile number added on the platform
3. User already has a registered email address added on the platform
4. Validation code is sent by email to this registered email address
5. Validation code is made of 6 digits
6. Validation code is valid for one hour
7. User has received the validation code

Scenario 1: nominal

Given I am a Lender

and I am logged in the app

and I am completing the security steps to change my phone number
When I have entered the correct code
then I should be able to enter my birth-date

User Story #3: Second security step

As an October lender
I want to verify my identity with a personal question
So that I can make sure I have a complete 2FA verification flow

Rules :

1. User is already registered as a Lender on October platform
2. User already has a registered mobile number added on the platform
3. User has already passed the email authentication
4. User has already filled the birth-date information on their profile

Scenario 1: nominal

Given I am a Lender
and I am logged in the app
and I am completing the security steps to change my phone number
When I have entered my birth-date
then I should be able to edit my phone number

User Story #4: Change phone number

As an October lender
I want to edit my phone number using my October mobile app
So that I can complete the flow to edit my personal information

Rules :

1. User is already registered as a Lender on October platform

2. User already has a registered mobile number added on the platform
3. User has already passed the email authentication
4. User has already passed the birth-date question

Scenario 1: nominal

Given I am a Lender

and I am logged in the app

and I have completed the security steps to change my phone number

When I enter my new phone number

then I should receive a validation code by SMS

User Story #5: Phone number validation

As an October lender

I want to verify my new phone number

So that I can make sure I input a valid number before validating my changes

Rules :

1. User is already registered as a Lender on October platform
2. User already has a registered mobile number added on the platform
3. User has already passed the bio-metric security
4. User has already passed the birth-date question
5. Validation code is sent by SMS to the new phone number
6. User has received the validation code

Scenario 1: nominal

Given I am a Lender

and I am logged in the app

and I have completed the security steps to change my phone number

When I enter the correct validation code I received on my new phone number

then I should finish the flow to change my phone number

and I should see my phone number changed in my Personal information tab

EXECUTION

The objective of the exercise is to find out what test plan you would put in place for October :

1. You need to prepare your response on following topics and present to us in any format that suits you the best
 - a. **General question** : What would be your strategy for QA at October? (what software to settle, what type of tests, how often, in which case?).
 - b. **Functional understanding** : Using the Figma screens, the User stories and the technical documentation. Please complete the secondary US scenarios (all possible scenarios)
2. **Technical Test.**

This test will be done live so you will need to have a computer with access to the Postman app and understanding of the technical documentation shared with you along with the case study.

Using the provided technical documentation, the goal is to interact with the Marketplace API, using Postman, to execute the given tasks.
4. During the Technical Test, you should find a bug in these user stories, please create a bug report.
5. **Bonus:** What automated testing tools would you put in place to test these user stories?

Using one of these tools, setup a test that checks if user phone edition works correctly.

DELIVERABLE

You will present to the team the result of your work, explaining the approach and justifying your decisions.

GOOD LUCK 🍀