TEST REPORT

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Objective

The main objective for testing the website zebe.ro is to ensure that their functionalities work as intended, and the user experience as long as the user interface is optimized, meeting the customers expectations. This includes ensuring the seamless functioning of critical features such as login, registration, logout, product pages, checkout, and payment processing, without encountering errors or security vulnerabilities.

Product Description

I've selected to test an e-commerce website with a Romanian domain registration, www.zebe.ro, that offers a diverse range of products, spanning from clothing, toys, and home textiles to gardening items and electronic devices. Also, the website offers a seller account option, enabling any legal entity selling products to easily register and showcase their items on the platform.

Testing Period

The site was tested between 1.10.2023 – 27.11.2023

Features/Functionalities tested	
Autentificare	Inapoi la produse
Inregistrati-va	Adaugati in cos
V-ati uitat parola?	Catalog produse
tine-ma minte	Adaugă la lista de comparație
Delogare	Add to wishlist
Actualizare cos	Vizualizare rapida
Finalizare comanda	Inregistrare Cont vanzator
inlaturati	Cauta
Goliti cosul	

Test Environment

Testing was executed using the most recent version of Google Chrome on the Windows 10 Pro operating system.

This testing session was performed on:

- Laptop Lenovo: Windows 10 Pro Version 22H2 Installed on 2021-12-06 OS build 19045.3693

For cross-browser testing I used the following browsers:

- Google Chrome, Version 118.0.5993.118
- Firefox, Version 119.0.1
- Microsoft Edge, Version 119.0.2151.72
- Opera, Version 12.15

Testing Tools

- TestLink
- Mantis Bug Tracker
- Microsoft 365 (Office)
- Google Drive
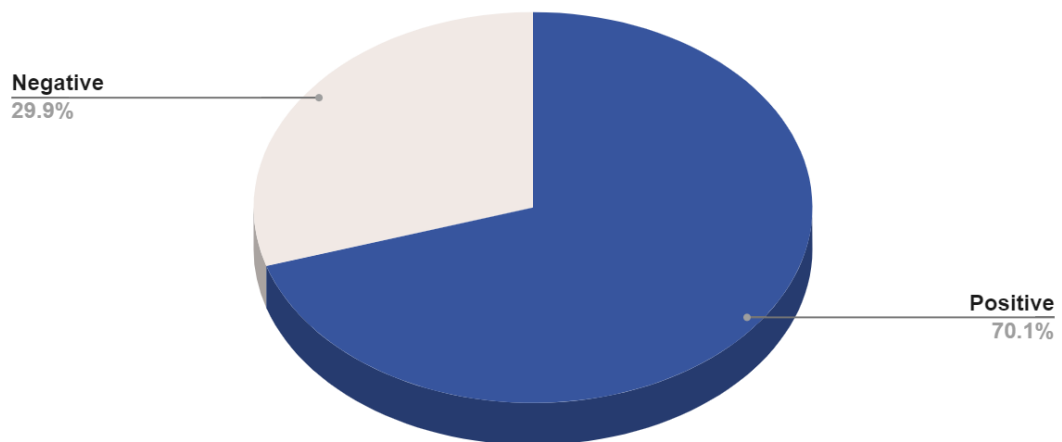- Snipping tool for Windows
- Canva

Testing Types Used

- Functional Testing
- Non-functional testing
- Black box testing
- White box testing
- Smoke testing
- Positive testing
- Negative testing
- Exploratory testing
- Dynamic testing
- Usability testing

Functional vs Non-functional

Non-functional
3.0%

Functional
97.0%

Positive vs Negative
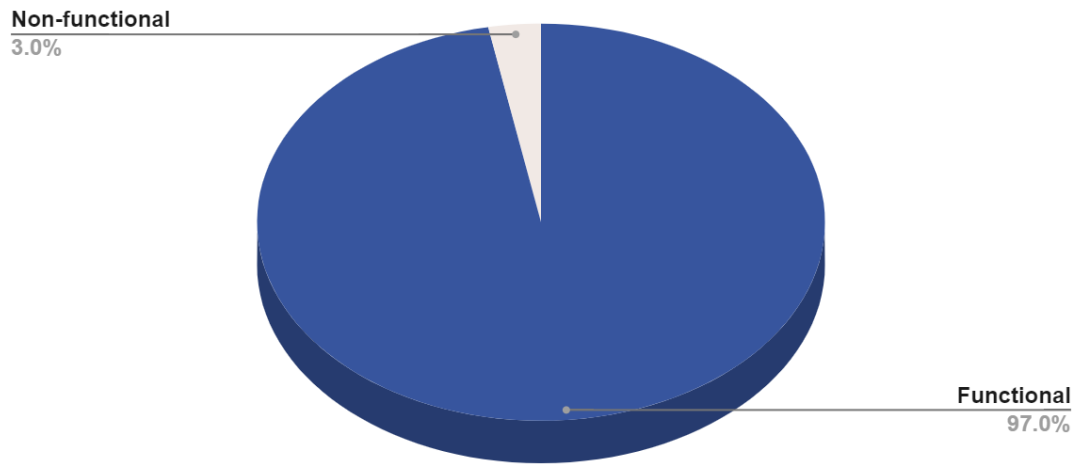
Negative
29.9%

Positive
70.1%

Test Design Techniques

Boundary Value Analysis

Equivalence Class Partitioning

Smoke

One of the most important parts of the testing process is Smoke Testing, which ensures that the fundamental and essential functionalities of the website work properly.

The Smoke suite has **7 test cases**, making up almost 12% of all test cases. These test cases cover the following functionalities:

- Autentificare
- Inregistrati-va
- V-ati uitat parola?
- tine-ma minte
- Delogare

The Smoke suite has a 100% pass rate.

Smoke testing

Delogare
16.7%

Autentificare
33.3%

tine-ma minte
16.7%

V-ati uitat parola?
16.7%

Inregistrati-va
16.7%
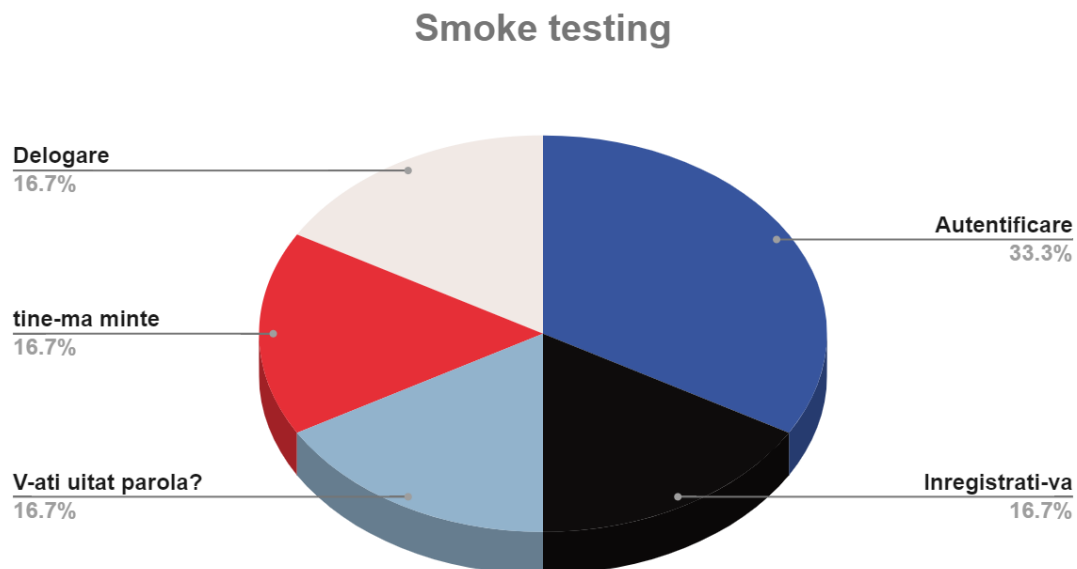
Testing Levels
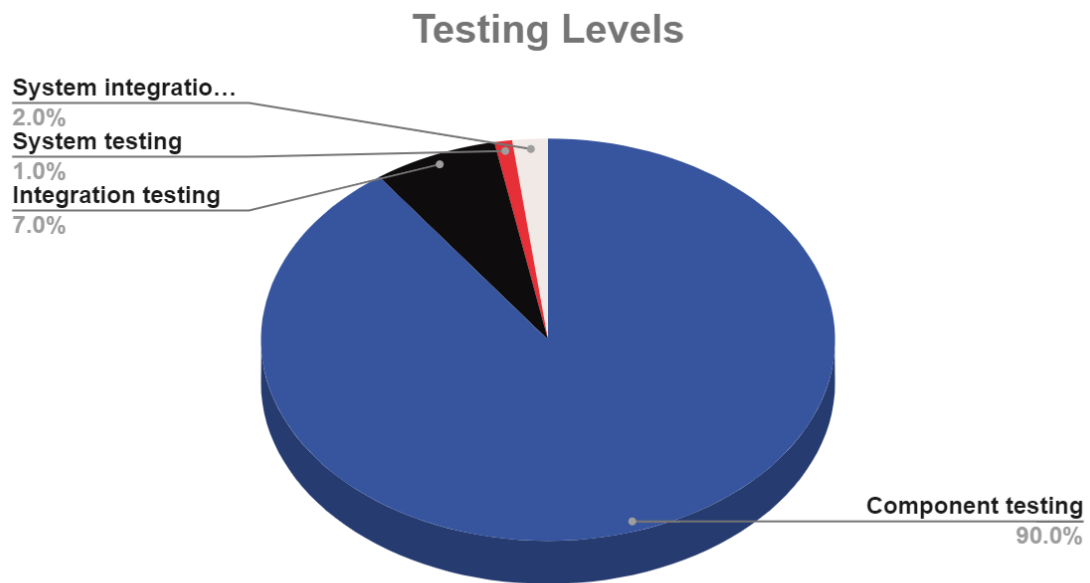
- Component testing
- Integration testing
- System testing
- System integration testing

Testing Levels

System integratio...
2.0%
System testing
1.0%
Integration testing
7.0%

Component testing
90.0%

Observing the above pie chart, we can notice that Component Testing holds the highest share, accounting for 90%.

Test Results

Test Cases	Number	Rate %
Designed	60	n/a
Executed	60	60
Passed	51	51
Failed	9	9

Passed vs Failed Test Cases

Failed
15.0%
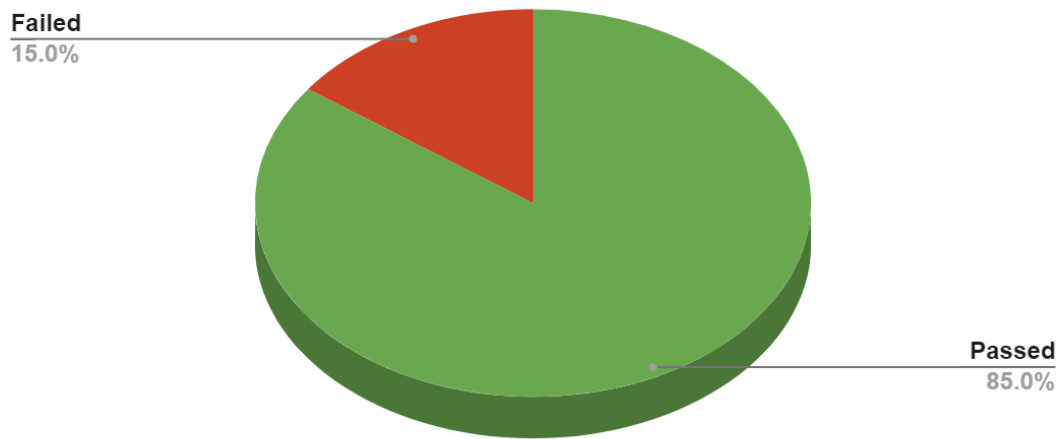
Passed
85.0%

As illustrated in the pie chart above, among the 60 total test cases, only 9 failed, making up 15% of the overall cases.

Test Metrics per Functionality

Test Overview	Status			
	Passed	**Failed**	**Blocked**	**Not Run**
Autentificare	6	0	0	0
Inregistrati-va	6	1	0	0
V-ati uitat parola?	4	0	0	0
tine-ma minte	2	0	0	0
Delogare	1	1	0	0
Actualizare cos	4	0	0	0
Finalizare comanda	6	2	0	0
inlaturati	2	0	0	0
Goliti cosul	1	0	0	0
Inapoi la produse	1	0	0	0
Adaugati in cos	5	0	0	0
Catalog produse	2	2	0	0
Adaugă la lista de comparație	1	0	0	0
Add to wishlist	1	0	0	0
Vizualizare rapida	1	0	0	0
Inregistrare Cont vanzator	2	1	0	0
Cauta	5	1	0	0

Test Metrics per Functionality

Test Rate per Functionality

	Passed	Failed	Pass rate (%)	Fail rate (%)
Autentificare	6	0	100%	0%
Inregistrati-va	6	1	86%	14%
V-ati uitat parola?	4	0	100%	0%
tine-ma minte	2	0	100%	0%
Delogare	1	1	50%	50%
Actualizare cos	4	0	100%	0%
Finalizare comanda	6	2	75%	25%
inlaturati	2	0	100%	0%
Goliti cosul	1	0	100%	0%
Inapoi la produse	1	0	100%	0%
Adaugati in cos	5	0	100%	0%
Catalog produse	2	2	50%	50%
Adaugă la lista de comparație	1	0	100%	0%
Add to wishlist	1	0	100%	0%
Vizualizare rapida	1	0	100%	0%
Inregistrare Cont vanzator	2	1	67%	33%
Cauta	5	1	83%	17%

Test Rate per Functionality
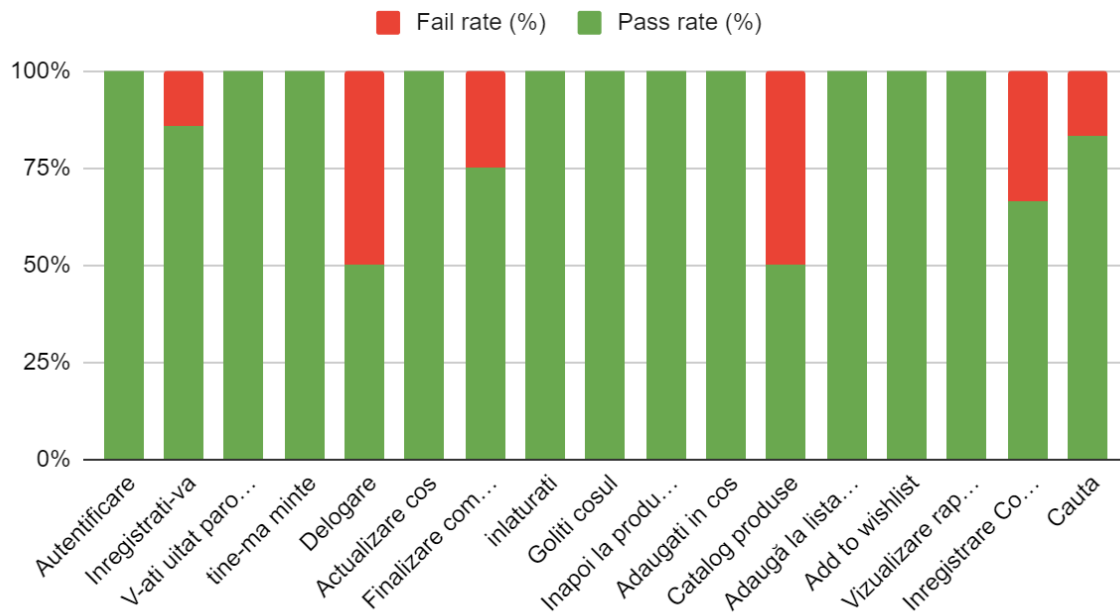
Exploratory sessions results

Nr. of exploratory sessions: 2

Duration: 1h /session

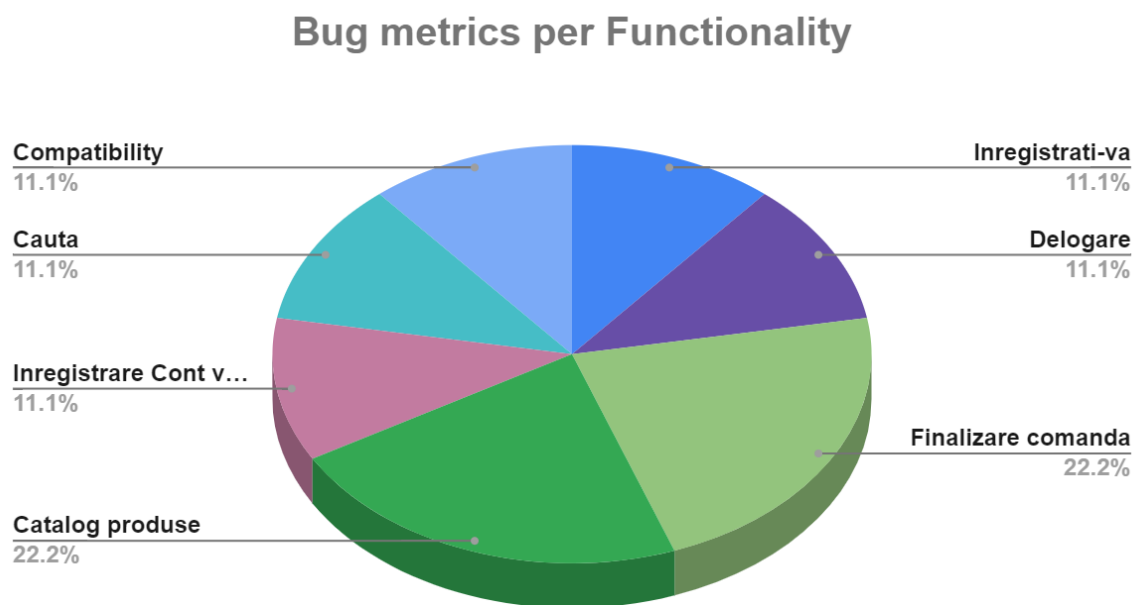The exploratory sessions on zebe.ro offered vital insights into its performance and functionality. Over two sessions lasting two hours, the exploration uncovered nine bugs, including issues found during test execution.

Features/functionalities explored:

- Autentificare
- Inregistrati-va
- V-ati uitat parola?
- tine-ma minte
- Delogare
- Actualizare cos
- Finalizare comanda
- inlaturati
- Goliti cosul
- Inapoi la produse
- Adaugati in cos
- Catalog produse
- Adaugă la lista de comparație
- Add to wishlist
- Vizualizare rapida
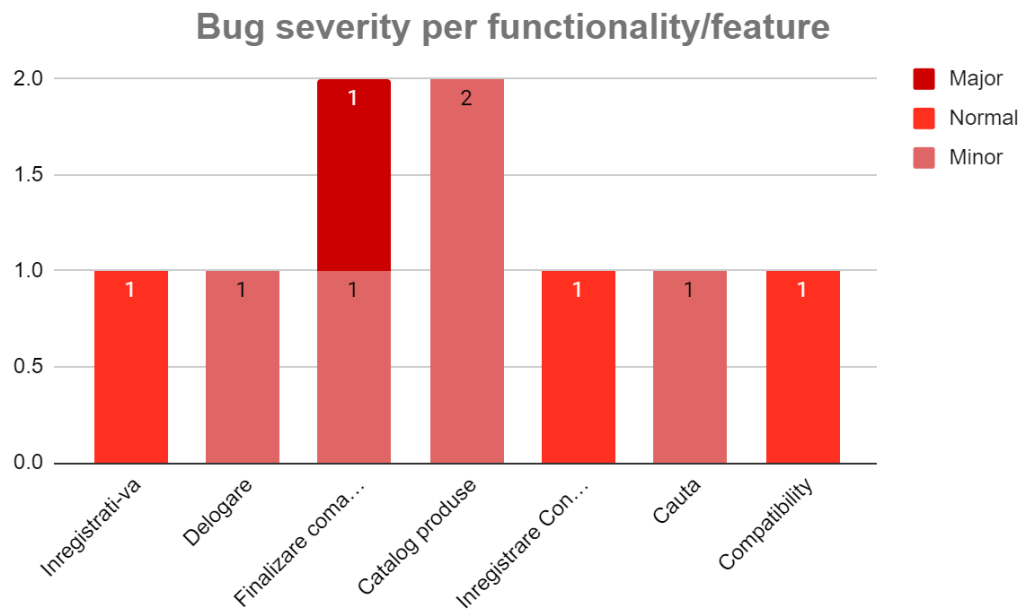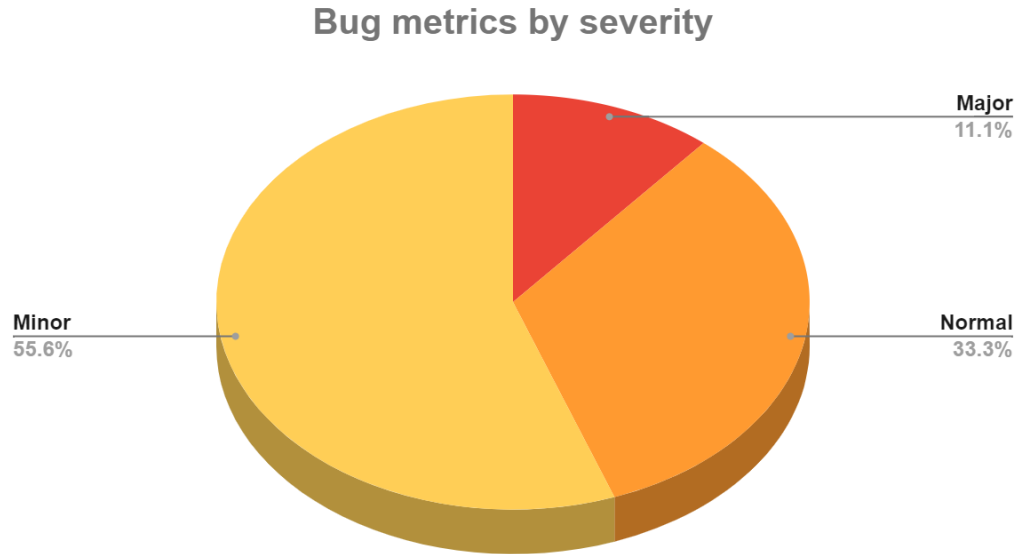- Inregistrare Cont vanzator
- Cauta

Exploratory testing results by functionalities

During exploratory testing, I identified a total of 9 bugs across various critical functionalities. These bugs spanned different aspects, from user authentication (Autentificare) to cart management (Actualizare cos, Goliti cosul), and even extended to features like product catalog navigation (Catalog produse).

Bug metrics per Functionality

Functionality	Percentage
Compatibility	11.1%
Cauta	11.1%
Inregistrare Cont v…	11.1%
Catalog produse	22.2%
Inregistrati-va	11.1%
Delogare	11.1%
Finalizare comanda	22.2%

Bug Metrics by Severity

A total of 9 bugs were discovered through the execution of tests and exploratory sessions:

Bug metrics by severity

Major
11.1%

Normal
33.3%

Minor
55.6%

Bug severity per functionality/feature

Major
Normal
Minor

Inregistrati-va	Delogare	Finalizare coma...	Catalog produse	Inregistrare Con...	Cauta	Compatibility
1	1	1 / 1	2	1	1	1

Bug ID	Severity	Summary
0054702	Major	[Finalizare comanda] User is not able to acces the "Termeni şi condiţii" page
0054619	Normal	[Inregistrati-va] User can create an account with invalid email on zebe.ro
0054800	Normal	[Compatibility] User is not able to see the video displayed on the "zebe.ro" homepage in Firefox browser
0055014	Normal	[Cont vanzator] The user can register as seller with an invalid CUI
0055266	Minor	[Delogare] User is not able to see the wishlist empty after logging out
0055495	Minor	[Cauta] User encounters unwanted random product listings on empty search
0054881	Minor	[UI] The sale text overlaps with the product details after selecting "Gallery View" button
0055480	Minor	[UI] User encounters a typo on the "Finalizare comanda" page
0054622	Minor	[UI] User finds it difficult to read the products listed in the 'Barbati' category

Test Coverage

Given the diverse array of products, categories, and dual account types on the zebe.ro website, achieving thorough test coverage posed a notable challenge. Presently, our testing has achieved an 80% coverage, meticulously addressing critical areas. To reach 100% test coverage for the zebe.ro website, the current focus shifts to non-functional testing. This involves essential evaluations like security, scalability, and recoverability testing.

Conclusions

❖ Smoke testing session included 5 test cases which all have the status passed.

❖ During test execution 9 bugs were identified.

❖ The examined website, www.zebe.ro, exhibits defects impacting key functionalities such as registration, sign-out, checkout, search box, and product catalog. These issues have the potential to result in the input of incorrect data or disrupt the intended system functionality. The identified bugs encompass both functional and non-functional aspects of the website.

❖ From the user's point of view, the website works well for its intended purposes—account creation, login, navigation, product search, adding items to the cart, and completing orders. However, it's crucial to recognize that the identified bugs could significantly impact the overall user experience on the site.

❖ The Terms and Conditions link directing to an error on the Checkout page may erode user trust in the zebe.ro website, potentially causing users to abandon orders due to perceived credibility issues.

❖ Registering with an incorrect email may result in users being unable to log in later with their correct email, causing frustration.
Additionally, text overlapping with images in subcategory listings and typos contribute to an unpleasant user experience, possibly prompting users to opt for a more positive experience on another website.

Recommendations

❖ Prioritizing fixing critical bugs, especially the Terms and Conditions link error on the Checkout page, to maintain user trust and prevent order abandonment.

❖ Implement an additional email confirmation field and introduce an email verification step during registration. This proactive measure aims to prevent user frustration and potential login issues caused by the input of incorrect email addresses.

❖ Promptly rectify text overlaps and typos across the entire website to elevate its visual appeal and create a more enjoyable user experience. This proactive step aims to enhance

overall aesthetics and readability, contributing to a positive impression for users on zebe.ro.

❖ Establish a user feedback mechanism to encourage users to report issues or provide suggestions, fostering a collaborative approach to improving the website.

❖ Regularly review and improve the website's performance to tackle any slowdowns or technical glitches that might affect user satisfaction. This ongoing assessment ensures a smoother experience for users on zebe.ro.