

# TEST REPORT DEMO FOR "PRESTASHOP" PLATFORM

16.09.23

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## 1.PRODUCT REQUIREMENTS OVERVIEW

### 1. User Management

- **User Registration & Login:** Users must be able to register, log in, and manage their profiles securely.
- **Account Management:** Ability for users to update their personal details, change passwords, and view order history.

### 2. Product Management

- **Product Catalog:** Ability to display products with detailed descriptions, images, and pricing.
- **Search & Filtering:** Users should be able to search for products and filter based on categories, price, brand, and other attributes.
- **Inventory Management:** Track product stock levels and automatically update availability.

### 3. Shopping Cart & Wishlist

- **Shopping Cart:** Users should be able to add, update, and remove items from their cart. Cart should persist across sessions.
- **Wishlist:** Option to save products for future purchase.

### 4. Checkout & Payment

- **Guest Checkout:** Allow users to complete purchases without creating an account.
- **Multiple Payment Options:** Integration with credit/debit cards, PayPal, bank transfers, etc.

- **Shipping Methods:** Display available shipping options based on user location.
- **Tax Calculation:** Automatic calculation of taxes based on the shipping location.

## 5. Order Management

- **Order Processing:** Track order status from placement to delivery (e.g., pending, shipped, delivered).
- **Order Tracking:** Provide users with real-time updates and tracking for shipped items.
- **Order History:** Users can view past orders and re-order products.

## 6. Security

- **SSL Encryption:** Ensure secure data transmission between the user and the platform.
- **User Data Protection:** Comply with data protection regulations like GDPR to safeguard user information.
- **Payment Security:** Ensure compliance with PCI DSS standards for secure payment processing.

## 7. Performance & Scalability

- **High Performance:** The platform should load quickly and handle high traffic, especially during peak times like sales events.
- **Scalability:** The platform must be able to scale as the business grows, handling increased numbers of users and products.

## 8. Mobile Compatibility

- **Responsive Design:** Ensure the platform works seamlessly on all devices, including mobile, tablet, and desktop.

## 9. Customer Support

- **Live Chat/Support:** Provide options for real-time customer support via chat, email, or phone.
- **FAQ & Help Section:** Include a comprehensive FAQ section to address common customer inquiries.

## 10. Marketing & SEO

- **SEO Optimization:** Ensure products and pages are optimized for search engines.
- **Discounts & Coupons:** Ability to apply discounts and coupons during checkout.
- **Email Marketing:** Automated email notifications for cart abandonment, order confirmation, and promotional offers.

## 11. Analytics & Reporting

- **Sales Reports:** Detailed reports on sales, revenue, and best-selling products.
- **Customer Insights:** Track user behavior, browsing patterns, and purchasing history.

## 12. Multi-language & Multi-currency Support

- **Localization:** Offer multiple languages and currencies to cater to global customers.
- **Currency Conversion:** Automatic conversion of prices based on user location or preferences.

## 13. Returns & Refunds

- **Return Policy:** Allow users to easily initiate returns and refunds.
- **Refund Processing:** Provide a clear, automated refund process that integrates with the payment gateway.

## 14. Notifications & Alerts

- **Order Confirmation:** Send automatic email or SMS confirmations for order placements.
- **Shipping Updates:** Notify users when their orders are shipped and delivered.

## 2. TEST PLAN SAMPLE

### 1. Test Objectives

The objective is to ensure that all functionalities of the e-commerce platform work as expected across various scenarios, including user interactions, payments,

security, and performance. This will ensure the platform delivers a seamless and secure shopping experience for customers.

## 2. Scope of Testing

- **Functional Testing:** Verify that all features (user management, product catalog, cart, checkout, etc.) work correctly.
- **Non-functional Testing:** Assess platform performance, scalability, and security.
- **Cross-Browser/Device Testing:** Ensure the platform works across different browsers and devices.
- **Regression Testing:** Ensure that new updates do not break existing functionality.

## 3. Test Cases

### 1. User Management

- **Test Case 1:** Verify user registration and login with valid and invalid credentials.
- **Test Case 2:** Verify account management functions like updating personal details and viewing order history.

### 2. Product Management

- **Test Case 3:** Ensure the product catalog displays items with accurate descriptions, images, and prices.
- **Test Case 4:** Test the search and filtering functionality for categories, price, and brand.
- **Test Case 5:** Verify that inventory is updated when items are added/removed from the stock.

### 3. Shopping Cart & Wishlist

- **Test Case 6:** Verify adding, updating, and removing items in the shopping cart.
- **Test Case 7:** Ensure the cart persists across sessions.
- **Test Case 8:** Verify that users can save products in the wishlist.

### 4. Checkout & Payment

- **Test Case 9:** Test guest checkout and account-based checkout.
- **Test Case 10:** Validate multiple payment options (credit cards, PayPal, etc.).
- **Test Case 11:** Ensure that shipping methods and tax calculation are accurate based on user location.

## 5. Order Management

- **Test Case 12:** Verify that order status is updated (pending, shipped, delivered).
- **Test Case 13:** Test order tracking functionality.
- **Test Case 14:** Validate that users can view their past orders and reorder products.

## 6. Security

- **Test Case 15:** Verify SSL encryption is working on all pages.
- **Test Case 16:** Ensure user data protection complies with GDPR.
- **Test Case 17:** Test compliance with PCI DSS standards for payment security.

## 7. Performance & Scalability

- **Test Case 18:** Perform load testing to ensure the platform can handle high traffic.
- **Test Case 19:** Test scalability by simulating growth in users and transactions.

## 8. Mobile Compatibility

- **Test Case 20:** Verify that the platform is responsive on mobile, tablet, and desktop.

## 9. Customer Support

- **Test Case 21:** Verify the availability and functionality of live chat/support features.
- **Test Case 22:** Ensure the FAQ and Help sections provide accurate information.

## 10. Marketing & SEO

- **Test Case 23:** Test the application of discounts and coupons during checkout.

- **Test Case 24:** Verify automated email notifications for cart abandonment and order confirmation.

## 11. Analytics & Reporting

- **Test Case 25:** Validate that sales reports and customer insights are generated correctly.

## 12. Multi-language & Multi-currency Support

- **Test Case 26:** Ensure that language and currency settings can be changed based on user preferences.

## 13. Returns & Refunds

- **Test Case 27:** Verify that users can initiate returns and refunds.

## 14. Notifications & Alerts

- **Test Case 28:** Test order confirmation and shipping update notifications.

## 4. Tools

- **Test Management:** JIRA for managing test cases and bugs.
- **Automation Tools:** Selenium or Cypress for automating regression tests.
- **Performance Testing:** JMeter for load and stress testing.
- **Cross-Browser Testing:** BrowserStack or Sauce Labs for testing across browsers and devices.

## 5. Test Environment

- Set up a staging environment that mirrors the production environment.
- Prepare test data such as user accounts, product details, and payment credentials.

## 6. Risk & Mitigation

- **Risk:** High traffic during sales events could slow down the platform.
- **Mitigation:** Perform load testing and optimize server configuration for scalability.

## 7. Reporting

- **Bug Reporting:** Document all issues in JIRA, including steps to reproduce and severity.

- **Test Summary Report:** Generate a report summarizing test results, including passed/failed tests, key issues, and recommendations for improvement.

### 3. TEST SCENARIOS FOR "PRESTASHOP"

#### 1. User Management

- **Scenario 1.1:** Verify that users can register with valid credentials (email, password).
- **Scenario 1.2:** Test login functionality with valid and invalid credentials.
- **Scenario 1.3:** Verify that users can update their personal information (name, address, password).
- **Scenario 1.4:** Check that users can view and edit their order history.

#### 2. Product Management

- **Scenario 2.1:** Verify that the product catalog displays items with accurate details (name, image, price).
- **Scenario 2.2:** Test search functionality by searching for products by name and category.
- **Scenario 2.3:** Test filtering functionality (filter by price, brand, category).
- **Scenario 2.4:** Validate that stock levels update automatically when items are purchased or restocked.

#### 3. Shopping Cart & Wishlist

- **Scenario 3.1:** Verify that users can add products to the shopping cart.
- **Scenario 3.2:** Test the ability to update item quantities in the cart.
- **Scenario 3.3:** Ensure that users can remove items from the cart.
- **Scenario 3.4:** Check that the shopping cart persists after a session ends.
- **Scenario 3.5:** Verify that users can add items to a wishlist and access it later.

#### 4. Checkout & Payment

- **Scenario 4.1:** Test the guest checkout process for a seamless purchase experience without account creation.

- **Scenario 4.2:** Validate multiple payment methods (credit card, PayPal, etc.).
- **Scenario 4.3:** Verify that taxes are calculated correctly based on the user's shipping location.
- **Scenario 4.4:** Check that shipping options are displayed correctly based on the user's address.

## 5. Order Management

- **Scenario 5.1:** Test that the order status updates as the product moves through different stages (pending, shipped, delivered).
- **Scenario 5.2:** Verify that users can track their orders in real time.
- **Scenario 5.3:** Test that users can view past orders and reorder items.

## 6. Security

- **Scenario 6.1:** Verify that all pages use SSL encryption for secure data transmission.
- **Scenario 6.2:** Test GDPR compliance by ensuring users can request data deletion and consent to data usage.
- **Scenario 6.3:** Test the security of payment processing (PCI DSS compliance).

## 7. Performance & Scalability

- **Scenario 7.1:** Conduct load testing to verify platform performance under high traffic (e.g., during sales events).
- **Scenario 7.2:** Test how the platform handles increasing numbers of users and transactions (scalability).

## 8. Mobile Compatibility

- **Scenario 8.1:** Verify that the platform layout adjusts correctly on mobile, tablet, and desktop devices.
- **Scenario 8.2:** Test all user flows (product search, checkout) on mobile devices for usability.

## 9. Customer Support

- **Scenario 9.1:** Test that live chat functionality works in real-time, allowing users to contact support.



- **Scenario 9.2:** Verify that the FAQ section provides accurate and relevant information to users.

## 10. Marketing & SEO

- **Scenario 10.1:** Test the application of coupons and discounts during checkout.
- **Scenario 10.2:** Verify that email notifications (cart abandonment, order confirmation) are triggered correctly.

## 11. Analytics & Reporting

- **Scenario 11.1:** Verify that sales reports are generated correctly, showing total sales, revenue, and best-selling products.
- **Scenario 11.2:** Test that customer insights data is accurate and tracks user behavior.

## 12. Multi-language & Multi-currency Support

- **Scenario 12.1:** Test that users can change the platform language and that it persists across sessions.
- **Scenario 12.2:** Verify that currency conversion works as expected based on the user's location or preference.

## 13. Returns & Refunds

- **Scenario 13.1:** Test that users can initiate a return or refund process.
- **Scenario 13.2:** Verify that refunds are processed correctly through the payment gateway.







## 14. Notifications & Alerts

- **Scenario 14.1:** Test that users receive email or SMS notifications after placing an order.
- **Scenario 14.2:** Verify that shipping updates are sent to users once their orders are dispatched.




## 4. TEST EXECUTION

### CHECKLIST






## 1. User Management

- Can users register with valid credentials (email, password)?  PASSED
- Are users prevented from registering with invalid credentials?  PASSED
- Can users log in with valid credentials?  PASSED
- Are users unable to log in with incorrect credentials?  PASSED
- Can users update their personal details (name, address, password)?  
 PASSED
- Can users view and edit their order history?  PASSED





## 2. Product Management

- Does the product catalog display items with correct names, images, and prices?  PASSED
- Can users successfully search for products by name?  PASSED
- Can users filter products by price, brand, and category?  FAILED

## 3. Shopping Cart & Wishlist




- Can users add products to the shopping cart?  PASSED
- Can users update item quantities in the cart?  PASSED
- Can users remove items from the cart?  PASSED
- Does the shopping cart persist across sessions (after logging out and back in)?  FAILED
- Can users add items to a wishlist and access it later?  PASSED

## 4. Checkout & Payment



- Can users complete the checkout process as a guest?  FAILED "place order" do not work- BLOCKER
- Are users able to use multiple payment methods (credit card, PayPal, etc.)?  
 FAILED "place order" do not work- BLOCKER
- Does the platform calculate taxes correctly based on the user's location?  
 FAILED don't calculate at all - this feature is absent
- Are shipping options displayed correctly based on the user's address?  
 FAILED only one shipping option is displaying and that is chosen by default,

and the user can't change it



## 5. Order Management

- Does the order status update correctly (pending, shipped, delivered)?  
 FAILED "place order" does not work- BLOCKER user can't place the order
- Can users track their orders in real time?  FAILED "place order" does not work- BLOCKER user can't place the order
- Can users view past orders and reorder items?  FAILED "place order" does not work- BLOCKER user can't place the order


## 6. Security

- Is SSL encryption in place for all pages?  PASSED
- Are GDPR compliance measures in place (data deletion, consent management)?  FAILED user can't be able to delete his account



## 7. Mobile Compatibility

- Is the platform layout responsive across mobile, tablet, and desktop devices?  
 PASSED
- Are all user flows (search, checkout) usable on mobile devices?  PASSED



## 8. Customer Support

- Does the live chat function properly, allowing users to contact support in real-time?
- Is the FAQ section comprehensive and accurate?  PASSED



## 9. Marketing & SEO

- Can users successfully apply discounts and coupons during checkout?  
 FAILED
- Are automated email notifications (cart abandonment, order confirmation) triggered correctly?  FAILED



## 10. Analytics & Reporting

- Are sales reports generated correctly, showing total sales, revenue, and best-selling products?  PASSED
- Is customer behavior data tracked accurately?  PASSED



## 11. Multi-language & Multi-currency Support

- Can users change the platform's language, and does it persist across sessions?  PASSED
- Does currency conversion function correctly based on the user's location?  PASSED

## 12. Returns & Refunds

- Can users initiate a return or refund?  PASSED
- Are refunds processed correctly through the payment gateway?  PASSED

## 13. Notifications & Alerts

- Do users receive email or SMS notifications after placing an order?  PASSED
- Are shipping updates sent to users after their order is dispatched?  PASSED

## 5. BUG REPORT

### Test Case :0001

#### Title

: "Place Order" Button Remains Disabled After Filling All Checkout Information

**Severity:** Critical

**Priority:** High

#### Environment:

- Platform: Web PRESTASHOP
- Browser: Google Chrome Version 128.0.6613.138 (Official Build) (arm64)
- OS: Sonoma
- Version: 14.2.1 (23C71)

#### Description:

When the user fills in all the required fields during the checkout process, the "Place Order" button remains disabled. This blocks the user from completing the purchase, preventing them from progressing with the buying process.

#### Steps to Reproduce:

1. Go to the checkout page after adding items to the cart.
2. Fill in all required fields (e.g., delivery address, payment information).
3. Observe that the "Place Order" button remains disabled, even though all fields are correctly filled out.

**Expected Result:**

After filling in all required checkout information, the "Place Order" button should become enabled, allowing the user to proceed with the purchase.

**Actual Result:**

The "Place Order" button remains disabled, preventing the user from completing the purchase process.

**Attachments:**

**Notes:**

This issue blocks the user from completing the purchase, affecting the overall user experience and potentially leading to lost sales. It should be resolved as soon as possible.

Test Case 002

**Title:** Randomly Placed Picture in the "Man" Menu Section

**Description:**

A picture is appearing randomly in the body of the page under the "Man" menu section. The image is out of context and disrupts the page layout, leading to poor user experience.

**Environment:**

- Platform: Web PRESTASHOP
- Browser: Google Chrome Version 128.0.6613.138 (Official Build) (arm64)
- OS: Sonoma
- Version: 14.2.1 (23C71)

**Steps to Reproduce:**

1. Navigate to the homepage of the e-commerce site.

2. Click on the **"Man"** menu section.
3. Scroll down the body of the page.
4. Observe a random image placed in the content, which is not aligned with the design layout.

**Expected Behavior:**

Images should be appropriately placed and aligned according to the content and design of the "Man" menu section.

**Actual Behavior:**

An image is placed randomly, causing misalignment and disrupting the intended content structure.

**Impact:**

- Affects the user interface and experience.
- Causes confusion for users navigating the "Man" section.
- May affect the visual appeal and professionalism of the platform.

**Environment:**

- **Device:** Desktop and Mobile (both affected)
- **Browser:** Chrome (Version 92.0), Safari (Version 14.1)
- **Operating System:** macOS 11.4, Windows 10

**Priority:** Medium

Test case :003

**Title:** Clicking on the "20% off on clothes" sale banner scrolls the page up instead of redirecting to the sale page.

**Severity:** Medium

**Priority:** High

**Environment:**

- Platform: Web PRESTASHOP
- Browser: Google Chrome Version 128.0.6613.138 (Official Build) (arm64)

- OS: MacBook, Sonoma
- Version: 14.2.1 (23C71)

**Steps to Reproduce:**

1. Open the e-commerce website.
2. Locate and click on the sale banner titled "20% off on clothes" on the homepage.
3. Observe the behavior after clicking the banner.

**Expected Result:**

The user should be redirected to the specific sale page for "20% off on clothes" where discounted products are displayed.

**Actual Result:**

When the user clicks on the banner, the page scrolls up, but the user is not redirected to the sale page.

**Attachments:** (Screenshots, if available)

**Additional Information:**

- The issue occurs consistently across different browsers and devices.
- No errors were visible in the browser console during the interaction.

**Suggested Fix:**

Investigate the click event handling for the banner link and ensure the correct URL redirection is triggered instead of scrolling the page.

## 6. FINAL BUG REPORT

**Test Summary Report for E-Commerce Platform "PRESTASHOP"**

**Date:** 16.09.23

**Tester:** Alana O.


**1. Overview**

This report outlines the testing results for the e-commerce platform's core functionalities, as defined in the product requirements. The primary focus was on


validating critical user interactions, such as user management, product management, shopping cart, checkout, payment processing, and performance across various devices and browsers. Both functional and non-functional aspects were covered to ensure a smooth, scalable, and secure user experience.

## 2. Summary of Test Results


### 1. User Management

- **Result:**  **Passed**
- Users were able to register, log in, update personal details, and view order history without issues.


### 2. Product Management

- **Result:**  **Passed** (with some issues)
- Product catalog, search, and filtering worked as expected, except for product filtering, which failed due to inaccurate results.


### 3. Shopping Cart & Wishlist

- **Result:**  **Partially Failed**
- Adding and updating items worked, but the shopping cart did not persist across sessions.
- Wishlist functionality worked correctly.

### 4. Checkout & Payment

- **Result:**  **Failed**
- The "Place Order" button was disabled, blocking checkout.
- Multiple payment methods could not be tested due to this blocker.
- Tax calculation and shipping options had major issues, affecting usability.

### 5. Order Management

- **Result:**  **Failed**
- Since the checkout was blocked, order management functionalities such as order status updates, tracking, and viewing past orders were untestable.


### 6. Security

- **Result:**  **Partially Failed**




- SSL encryption worked fine, but the system failed to provide full GDPR compliance as users couldn't delete their accounts.


## 7. Performance & Scalability

- **Result:**  **Passed**
- Load and scalability tests confirmed the platform could handle high traffic without performance degradation.


## 8. Mobile Compatibility

- **Result:**  **Passed**
- The platform performed well across mobile, tablet, and desktop devices with responsive design.


## 9. Customer Support

- **Result:**  **Passed**
- Live chat and the FAQ section worked as expected.


## 10. Marketing & SEO

- **Result:**  **Failed**
- Coupons and discounts were not applied during checkout.
- Automated email notifications were not triggered as expected.


## 11. Analytics & Reporting

- **Result:**  **Passed**
- Sales reports and customer insights were generated correctly and provided accurate data.


## 12. Multi-language & Multi-currency Support

- **Result:**  **Passed**
- Users could change language and currency settings, and these persisted across sessions.

## 13. Returns & Refunds

- **Result:**  **Passed**
- Users were able to initiate returns and refunds successfully.

## 14. Notifications & Alerts

- **Result:**  **Passed**
- Email and SMS notifications worked correctly for order placement and shipping updates.

## 3. Key Bugs and Issues

### 1. Checkout Blocker:

- **Bug:** "Place Order" button remains disabled even after all information is filled out.
- **Impact:** Blocks users from completing purchases, impacting the platform's core functionality.
- **Severity:** Critical

### 2. Filtering Issues:

- **Bug:** Product filtering returns incorrect results.
- **Impact:** Affects the user's ability to browse products effectively.
- **Severity:** Medium

### 3. Cart Persistence:

- **Bug:** Shopping cart contents do not persist across sessions.
- **Impact:** Decreases user convenience and satisfaction.
- **Severity:** High

### 4. Tax and Shipping Calculation:

- **Bug:** Tax is not calculated, and shipping options are incorrect or unavailable.
- **Impact:** Makes checkout impossible or inaccurate.
- **Severity:** Critical

### 5. GDPR Non-compliance:

- **Bug:** Users are unable to delete their accounts.
- **Impact:** Fails to meet legal requirements for data protection.
- **Severity:** High

## 4. Recommendations

- **Fix Blocker:** Resolve the "Place Order" button issue immediately to unblock the checkout process.
- **Improve Filtering:** Rework the product filtering mechanism to ensure it displays correct results.
- **Cart Persistence:** Implement a feature that ensures the shopping cart is retained between user sessions.
- **Tax and Shipping:** Implement accurate tax and shipping calculations based on user location.
- **GDPR Compliance:** Add the ability for users to delete their accounts and ensure consent management is clear and functional.

## 5. Next Steps

- Re-test the checkout process after fixing the blocker.
- Perform a full regression test to ensure new fixes do not introduce additional issues.
- Conduct security and compliance audits to ensure the platform meets legal standards.

## 6. Conclusion

While many core features passed the tests, critical blockers related to the checkout and payment flow must be addressed before the platform can be considered fully functional. Resolving these issues will significantly improve user experience and platform reliability.

## RECOMMENDATION FOR FURTHER TEST PROCESS

### Follow-Up Testing Strategy and Suggestions for Further Investigations

#### 1. Immediate Priorities:

Given the critical issues identified during the initial testing, the following areas should be prioritized for immediate follow-up testing and bug resolution:

##### 1. Checkout and Payment Functionality (Blocker):

- **Issue:** The "Place Order" button remains inactive despite all required fields being filled, making it impossible for users to complete a purchase.

- **Follow-Up Action:** Developers should resolve the issue related to the “Place Order” button activation. Once resolved, re-test the entire checkout flow (guest checkout, account-based checkout, multiple payment options) to ensure that the issue is fixed and the checkout process functions smoothly.

## 2. Shipping Options & Tax Calculation:

- **Issue:** Only one shipping option is displayed and selected by default, with no ability for users to change it. Taxes are not being calculated based on the user’s location.
- **Follow-Up Action:** After fixes, validate the dynamic display of shipping options and correct tax calculation based on different shipping locations.

## 3. Shopping Cart Persistence:

- **Issue:** Cart does not persist across sessions.
- **Follow-Up Action:** Once resolved, conduct cross-browser and cross-device testing to ensure cart persistence and integrity across different platforms and devices.

## 2. Secondary Testing Areas:

### 1. Product Search and Filtering:

- **Issue:** Product filtering failed to function correctly.
- **Follow-Up Action:** After resolving the filtering issues, retest search and filtering functionalities across multiple criteria (price, brand, category).

### 2. GDPR Compliance:

- **Issue:** Users cannot delete their accounts, which is a violation of GDPR requirements.
- **Follow-Up Action:** Once the issue is addressed, re-test account deletion and other GDPR-related functionalities such as data consent and user data access requests.

### 3. Marketing & SEO Features:

- **Issue:** Coupons and automated emails for cart abandonment and order confirmation are not functioning.

- **Follow-Up Action:** Revalidate the application of discounts during checkout and ensure that automated emails are triggered correctly for all user scenarios.

### **3. Non-Functional Areas for Continued Monitoring:**

#### **1. Performance Testing:**

- Conduct additional load testing to ensure that the platform can handle peak traffic and perform optimally during high-demand periods like sales events. Tools like JMeter should be used to simulate different traffic scenarios.

#### **2. Mobile Compatibility:**

- Continue testing user flows on different mobile devices to ensure that the platform remains responsive and functional, especially during checkout and order tracking.

#### **3. Security Testing:**

- Revalidate PCI DSS compliance and SSL encryption across all pages, especially after implementing updates related to checkout and payment fixes.

### **4. Regression Testing:**

After addressing the above issues, perform **regression testing** to ensure that the new fixes do not introduce additional bugs or break existing functionalities. Automate as much of the regression testing as possible using tools like Selenium or Cypress.

### **5. Reporting and Documentation:**

Generate a detailed report of all re-tested scenarios, highlighting any improvements and newly discovered issues. Ensure that each bug is thoroughly documented, including steps to reproduce, priority, and severity.