

# Exploratory Testing Report for Jumia Website

Tester Name: [F Njakai](#)  
Date of Testing: Tue, 26 Nov, 2024  
Website URL: <https://www.jumia.co.ke/>  
Testing Duration: Approximately 3 hours  
Purpose: Test key functionalities of the Jumia website from a user perspective

## Test Case Results

Test Case ID	Test Description	Steps taken	Expected Result	Actual Result	Status	Notes
1	Homepage Navigation	1. Go to homepage 2. Click on various categories	All links navigate correctly	All links worked as expected	Pass	No issues found
2	Search Functionality	1. Go to homepage 2. Enter "laptop" in the search bar 3. Click search	List of laptops is displayed	List of laptops is displayed	Pass	Search is responsive
3	Invalid Search Query	1. Go to homepage 2. Enter "xyzabc123" in the search bar 3. Click search	No results found message	"No results found" message displayed	Pass	Correct handling of invalid search
4	Product Page Details	1. Click on a product from search results 2. Check product details	Product details are displayed correctly	Product details displayed correctly	Pass	Images load quickly
5	Add to Cart	1. Click on a product 2. Click "Add to cart"	Product is added to cart	Product was added to cart	Pass	Cart updates correctly

Test Case ID	Test Description	Steps taken	Expected Result	Actual Result	Status	Notes
6	Checkout Process	1. Go to cart 2. Click "Proceed to Checkout" 3. Enter address and payment info	Order confirmation page is displayed	Order confirmation page displayed	Pass	Payment options available
7	User Registration	1. Click "Sign Up" 2. Fill in details 3. Submit	Registration successful message	Registration successful message	Pass	Email verification received
8	Mobile Responsiveness	1. Resize browser to mobile view 2. Navigate through site	Site adjusts to mobile view	Site adjusts correctly	Pass	Mobile layout is user-friendly

Summary of Findings

1. Major Issues Found

No significant issues were found during testing. All key functionalities performed as expected.

2. Usability Observations

The website navigation is intuitive and the search functionality is responsive. Product pages provide comprehensive details enhancing user experience.

3. Recommendations

Consider improving loading times for images on product pages to further enhance user experience. Ensure that error messages for invalid inputs are clear and provide guidance for users.

4. Overall Impression

The Jumia website is user-friendly and functions well across various tested features. The testing revealed no critical bugs indicating a stable release.

Conclusion

The exploratory testing of the Jumia website was successful; all major functionalities performing as intended. The site offers a positive user experience and no critical issues were identified. Further testing could explore edge cases or additional functionalities not covered in this round.