

# HIGH-LEVEL TEST SCENARIOS

## Flipkart E-Commerce Web Application

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### 1. User Registration & Login

**Jira ID:** FLIP-1001

**Priority:** High

1. Verify user can register using a valid email ID.
  2. Verify user can register using a valid mobile number with OTP.
  3. Verify OTP expires after 60 seconds.
  4. Verify user cannot request more than 5 OTP resends per day.
  5. Verify login using valid email and password.
  6. Verify login using valid mobile number and OTP.
  7. Verify login using Google account.
  8. Verify login using Facebook account.
  9. Verify invalid login attempts show appropriate error messages.
  10. Verify locked account behavior after multiple failed login attempts.
  11. Verify biometric hint prompt is displayed on supported devices.
  12. Verify session timeout and auto logout after inactivity.
  13. Verify the user is redirected to the intended page after successful login.
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## 2. Profile Management

**Jira ID:** FLIP-1002

**Priority:** High

1. Verify users can add a new delivery address.
  2. Verify user can add up to a maximum of 10 addresses.
  3. Verify geo-validation is applied while adding an address.
  4. Verify user can edit an existing address.
  5. Verify user can delete an existing address.
  6. Verify user can set a default address.
  7. Verify user can save and manage payment methods.
  8. Verify user can update personal profile details.
  9. Verify user preferences are saved successfully.
  10. Verify changes reflect immediately across the application.
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## 3. Homepage & Navigation

**Jira ID:** FLIP-1003

**Priority:** High

1. Verify homepage loads within 1.8 seconds.
2. Verify personalized banners are displayed for logged-in users.
3. Verify category navigation works correctly.
4. Verify Flipkart Minutes toggle functionality.
5. Verify language toggle between English and Hindi.

6. Verify homepage layout across different screen resolutions.
7. Verify broken links are not present on homepage.

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## 4. Multi-Modal Search (Immerse)

**Jira ID:** FLIP-1004

**Priority:** High

1. Verify product search using text input.
2. Verify product search using voice input.
3. Verify product search using image upload.
4. Verify product search using video input.
5. Verify auto-suggestions appear while typing search keywords.
6. Verify sponsored results are clearly labelled.
7. Verify filters work correctly on search results.
8. Verify no results message for invalid search inputs.
9. Verify search performance under high load.

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## 5. Category Browsing & Filters

**Jira ID:** FLIP-1005

**Priority:** High

1. Verify category pages display relevant products.
2. Verify availability of 65+ filters.
3. Verify filters can be applied individually.

4. Verify multiple filters can be applied simultaneously.
  5. Verify applied filters persist across pagination.
  6. Verify filters remain applied when navigating back.
  7. Verify trend sections are displayed correctly.
  8. Verify clearing filters resets results correctly.
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## 6. Product Detail Page (PDP)

**Jira ID:** FLIP-1006

**Priority:** High

1. Verify product details are displayed correctly.
  2. Verify product images support 360-degree view.
  3. Verify AR preview works for supported categories.
  4. Verify product videos play correctly.
  5. Verify product specifications are accurate.
  6. Verify product reviews and ratings are displayed.
  7. Verify variant selection (size, color, etc.).
  8. Verify price updates based on selected variant.
  9. Verify stock availability is shown correctly.
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## 7. Wishlist

**Jira ID:** FLIP-1007

**Priority:** Medium

1. Verify logged-in user can add product to wishlist.
  2. Verify user can remove product from wishlist.
  3. Verify wishlist items sync across devices.
  4. Verify wishlist limit of 500 items.
  5. Verify price-drop alerts are triggered correctly.
  6. Verify wishlist persists after logout and login.
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## 8. Shopping Cart

**Jira ID:** FLIP-1008

**Priority:** High

1. Verify product can be added to cart from PDP.
2. Verify product quantity can be increased or decreased.
3. Verify product can be removed from cart.
4. Verify save for later functionality.
5. Verify cart price updates in real time.
6. Verify coupons can be applied successfully.
7. Verify SuperCoins can be applied.
8. Verify cart persists for 45 days.
9. Verify out-of-stock items are handled correctly.

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## 9. Checkout & Payments

**Jira ID:** FLIP-1009

**Priority:** High

1. Verify checkout flow completes within 2 minutes.
2. Verify address selection during checkout.
3. Verify order summary details are accurate.
4. Verify payment options (UPI, cards, BNPL, COD).
5. Verify inventory lock when payment is initiated.
6. Verify successful payment confirmation.
7. Verify failed payment retry mechanism.
8. Verify order is not created on payment failure.
9. Verify secure redirection to payment gateway.

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## 10. Order Tracking & Returns

**Jira ID:** FLIP-1010

**Priority:** High

1. Verify order status updates in real time.
2. Verify shipment tracking details.
3. Verify order cancellation before shipment.
4. Verify return initiation within allowed window.
5. Verify return window based on product category.

6. Verify refund processing after return completion.
  7. Verify notifications for order and return updates.
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## 11. Flipkart Black & SuperCoins

**Jira ID:** FLIP-1011

**Priority:** High

1. Verify SuperCoins are earned after order completion.
  2. Verify SuperCoins can be redeemed during checkout.
  3. Verify SuperCoins expiry after 6 months.
  4. Verify Flipkart Black membership benefits.
  5. Verify cashback calculation accuracy.
  6. Verify exclusive offers for Black members.
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## 12. Seller Onboarding

**Jira ID:** FLIP-1012

**Priority:** High

1. Verify seller can onboard within 10 minutes.
2. Verify GSTIN validation.
3. Verify bank account auto-verification.
4. Verify video KYC fallback process.
5. Verify error handling for invalid seller details.
6. Verify onboarding completion confirmation.

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## 13. Seller Product Listing

**Jira ID:** FLIP-1013

**Priority:** High

1. Verify product listing using bulk CSV upload.
2. Verify AI-assisted single product listing.
3. Verify product images and videos upload.
4. Verify AI-suggested titles and images.
5. Verify listing validation rules.
6. Verify listed products appear to customers.

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## 14. Seller Inventory & Order Management

**Jira ID:** FLIP-1014

**Priority:** High

1. Verify seller can update inventory quantity.
2. Verify inventory auto-deduction after order placement.
3. Verify order processing workflow.
4. Verify return handling by seller.
5. Verify FBF integration functionality.
6. Verify dashboard data accuracy.

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## 15. Seller Payments & Analytics



**Jira ID:** FLIP-1015

**Priority:** High

1. Verify seller settlements are processed in T+7 days.
  2. Verify settlement amount accuracy.
  3. Verify detailed P&L reports generation.
  4. Verify seller performance analytics.
  5. Verify download and export of reports.
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## 16. Customer Support

**Jira ID:** FLIP-1016

**Priority:** Medium

1. Verify AI chat resolves common queries.
2. Verify AI resolves at least 70% queries.
3. Verify escalation to human agent.
4. Verify ticket creation and tracking.
5. Verify FAQs accessibility.
6. Verify response time SLAs.