Critical Scenarios

Successful Car Booking

The process of successfully booking a car through the Lyft website

Precondition

User already has an active account and is logged in

Steps

1. User navigates to the 'Rent a Car' section of the Lyft website
2. User selects the desired rental location and rental dates
3. User browses available cars, filtering by preference and selects a suitable car
4. User selects the desired car and adds any additional services i.e. baby seat
5. User proceeds to the payment page and provides payment information
6. User reviews booking summary and confirms the booking
7. User receives a booking confirmation email with all the relevant details
8. User can view the booking on their Lyft dashboard

Expected Results

1. User should be able to successfully navigate through the booking process without encountering any errors or issues
2. User should receive a confirmation email after booking
3. The booking details in the users dashboard matches the information provided during the booking process

Payment Failure

The response of the system when a payment failure occurs during the booking process

Precondition

User already has an active account and is logged in

Steps

1. User navigates to the 'Rent a Car' section of the Lyft website
2. User selects the desired rental location and rental dates
3. User browses available cars, filtering by preference and selects a suitable car
4. User selects the desired car and adds any additional services i.e. baby seat
5. User proceeds to the payment page and provides payment information intentionally using an invalid credit card number
6. Users attempts to confirm the booking

Expected Result

1. The system should realise it's an invalid payment and prevent the user from completing the booking
2. An error message should be displayed on the website indicating that the payment failed due to invalid payment details
3. User should not receive any confirmation booking email
4. The booking should not be displayed on the users dashboard