

# STR MOBILE PROJECT

K.S.P



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## Introduction

KSP Computer & Communication is one of Israel's largest and most well-known electronics and computer retail chains. Established in 1995, the company has expanded from a small computer shop into a nationwide enterprise with multiple physical stores and a comprehensive online platform. KSP offers a wide range of products, including laptops, smartphones, PC components, home appliances, and gaming accessories, serving both individuals and businesses. Its e-commerce website is central to its business strategy, offering users real-time inventory, promotional deals, and secure online payment options.

## Purpose

The purpose of this test plan is to define and document the overall strategy, scope, and methodology for performing manual Quality Assurance (QA) testing on the KSP e-commerce platform. This document serves as a formal guide to ensure that all critical components of the website are tested systematically and efficiently, helping the QA team detect and report functional defects, usability issues, and other system-related problems before the product reaches end-users.

As KSP is one of the largest and most widely used electronics retailers in Israel, its website must maintain a high level of performance, reliability, and user satisfaction. Given the wide range of functionalities offered—such as product browsing, search, filtering, shopping cart operations, user registration, checkout, and customer service integration—manual testing plays a crucial role in validating these features across different devices, languages, and user scenarios.

This test plan provides a shared understanding between testers, developers, and project stakeholders regarding the goals of testing, the features to be covered, the roles and responsibilities of each participant, the tools to be used, and the criteria for test success or failure. By following this plan, the QA process becomes more transparent, repeatable, and effective in supporting the delivery of a high-quality digital shopping experience to KSP customers.

## Scope of Testing

The following components and functionalities of the KSP app are included in the scope of manual testing:

**Homepage:** Layout, banners, category navigation, and language switching.

**Search Functionality:** Product search with keywords, filters, and sorting.

**Product Pages:** Product details, images, specifications, pricing, availability.

**Shopping Cart:** Add/remove products, update quantity, view total price.

**User Registration & Login:** Account creation, login, password recovery.

**Checkout Process:** Shipping information, payment options, order confirmation.

**UI/UX Elements:** Buttons, fonts, layout consistency, color usage.

**Multilingual Support:** app behavior in Hebrew, Arabic, and English (if available).

**Responsive Design:** Testing on different screen sizes (desktop, tablet, mobile).

**Input Validation & Error Messages:** Required fields, incorrect formats, alerts.

**Basic Accessibility:** Keyboard navigation, text readability, and alt-text on images

# Types of Testing

The following types of manual testing will be performed to ensure the functionality, usability, and reliability of the KSP e-commerce website:

## ◆ 1. Functional Testing

To verify that all website features work as intended, including product search, filtering, cart operations, user registration, and the checkout process.

## ◆ 2. UI/UX Testing

To evaluate the design consistency, visual layout, alignment, color schemes, button visibility, and general user interface behavior across different sections of the site.

## ◆ 4. Usability Testing

To assess how intuitive and user-friendly the website is for new and returning customers, focusing on ease of navigation, clear labeling, and logical workflow.

## ◆ 5. Input Validation Testing

To confirm that form fields handle correct and incorrect input gracefully, including validation for required fields, email format, phone numbers, and payment details.

## ◆ 6. Language & Localization Testing

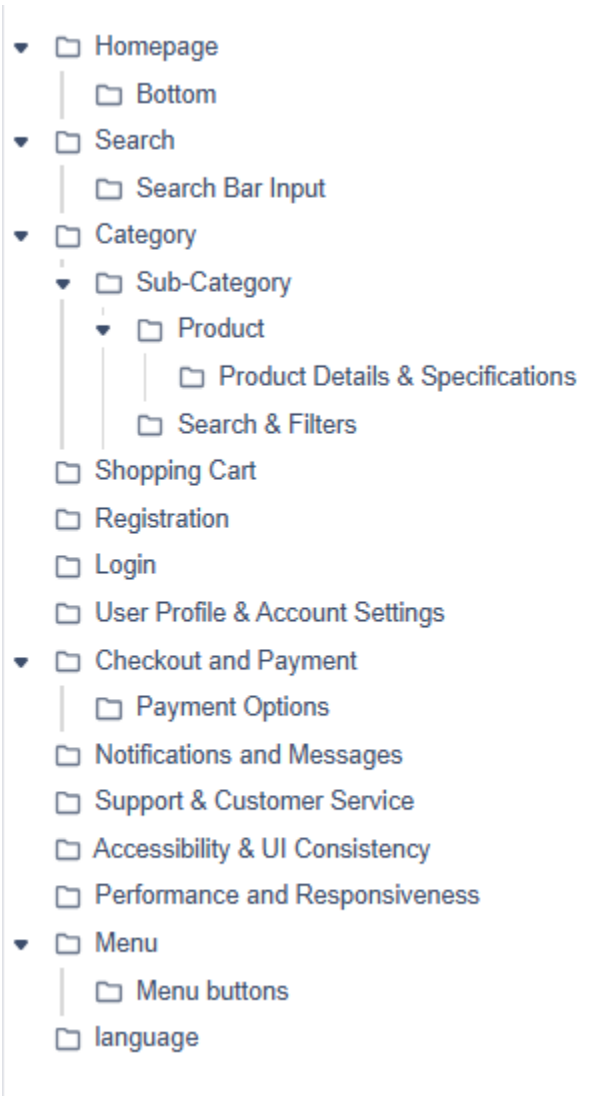
To check that the multilingual functionality (Hebrew, Arabic, English) is working correctly, with appropriate translations, alignment (LTR/RTL), and character encoding.

## ◆ 7. Error Handling Testing

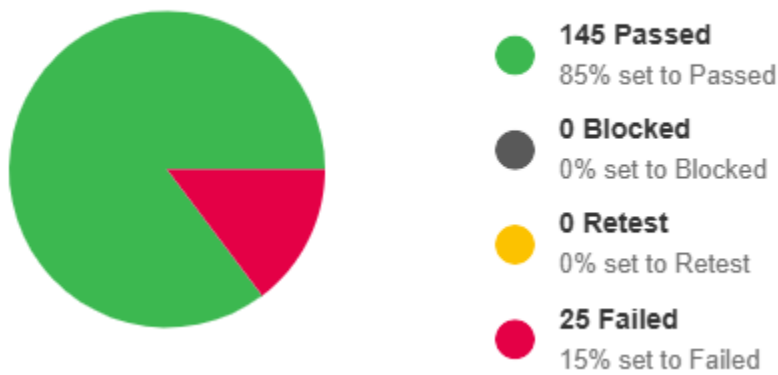
To ensure that meaningful error messages are displayed when users perform incorrect actions or system errors occur (e.g., 404 pages, failed payments).

# Metrics

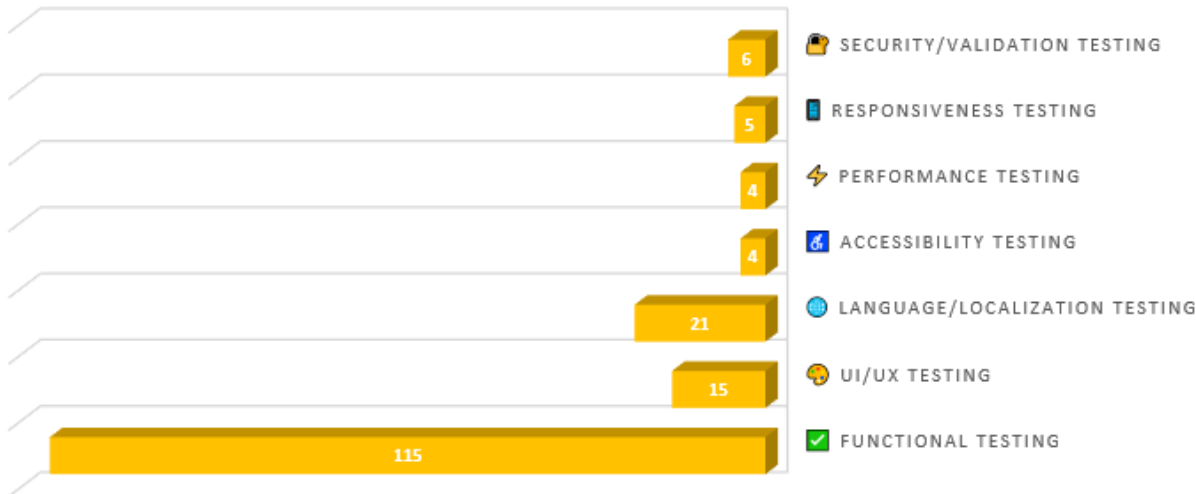
Testing tree



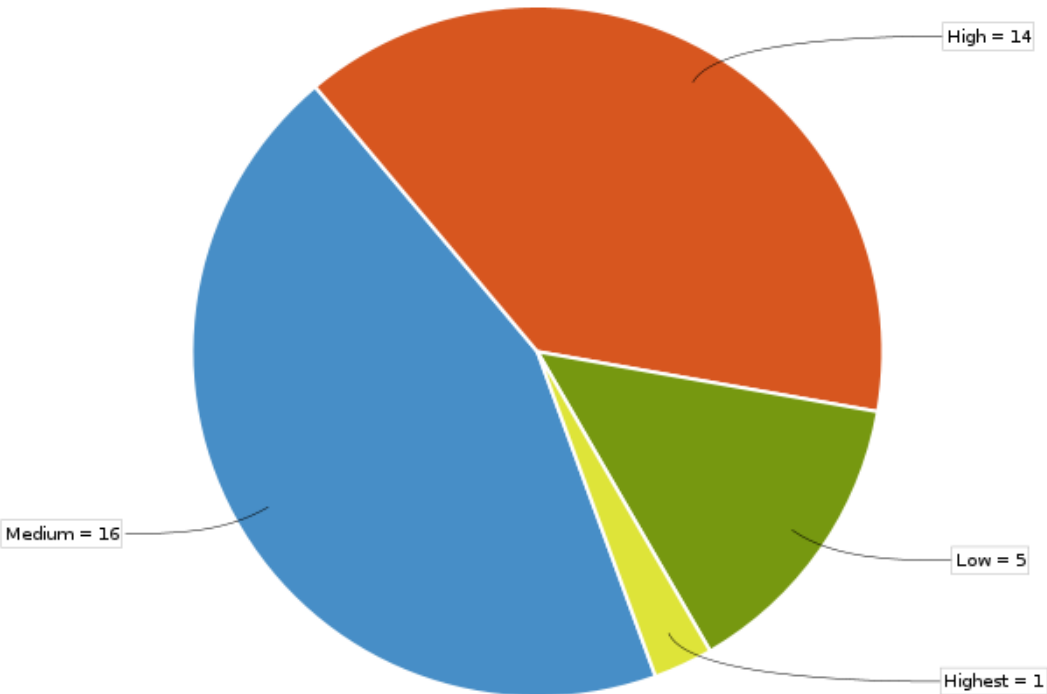
Test cases status



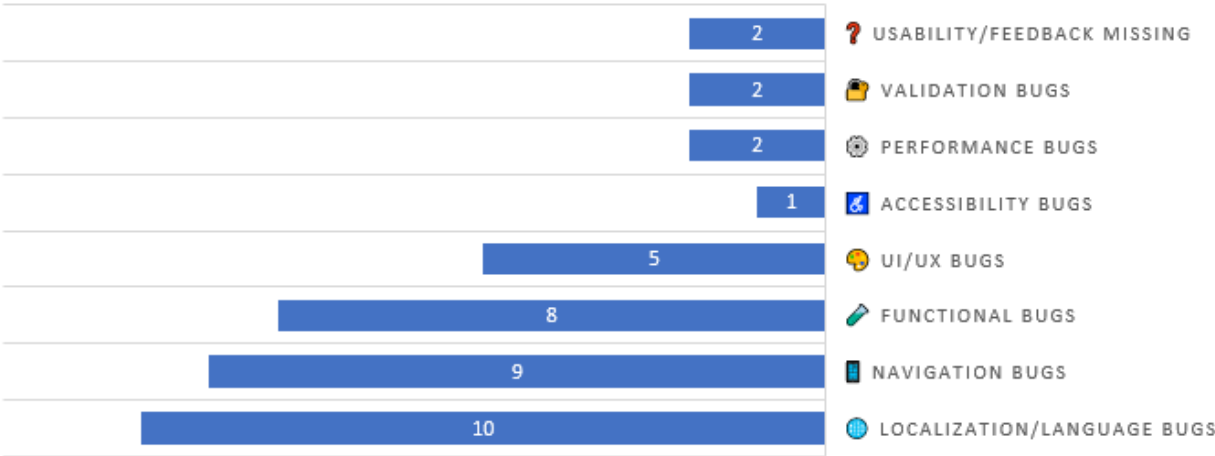
NUMBER OF TESTS FOR EACH TYPE



Bugs priorety chart



NUMBER OF BUGS FOR EACH TYPE





## Test Environments and Tools

The testing activities for this project will be conducted using a real mobile device to simulate real-world user behavior and interactions. The environment details are as follows:

<b>Environment URL</b>	<u>ksp</u>
<b>Device Model</b>	iPhone 11
<b>Operating System</b>	iOS 18.4.1

### Testing Tools:

- **TestRail:**  
Used for designing, organizing, executing, and tracking test cases systematically.
- **Jira:**  
Used for logging, managing, and tracking bugs, as well as for collaboration between team members.

## Exit Criteria

All planned test cases have been executed, covering major modules such as Home, Menu, Personal Area, Business Class, and Customer Service.

A total of **36 bugs** were reported and documented in detail (KSP-1 to KSP-36), covering functional, UI/UX, navigation, language, performance, and accessibility issues.

No critical blockers remain that prevent access to key functionalities, but several high-severity bugs are still unresolved.

Application was tested in both **Hebrew and English**, revealing multiple localization issues.

All discovered issues have been reproduced, logged, and submitted for review and resolution.

Non-functional issues such as slow performance and lack of accessibility were also reported.

## Recommendations

- **Fix High and Medium Severity Bugs** before release, especially those affecting navigation, multi-language support, and user interface consistency.
- **Make the application logo clickable** to return users to the home page, enhancing navigation and user experience (related to Bug KSP-9 and KSP-10).
- **Implement accessibility improvements** to make the app usable for users with disabilities.
- **Improve loading performance**, especially on the home page (Bug KSP-1).
- **Add refresh capabilities** to pages like Personal Area, Notifications, and Categories
- Include **language switching validations** and ensure full UI consistency across all supported languages.
- Review and enhance the **user flow** to avoid redundant or broken navigation paths.

## Summary And Conclusions

The manual testing of the KSP application revealed a total of **36 bugs**, some of which impact the user experience significantly. The test covered all critical components of the app, and bugs were categorized and reported with proper documentation. While there are no blocking issues, multiple **high-priority bugs remain**, especially those related to **language inconsistencies, navigation errors, and accessibility limitations**.

Before proceeding to production, it's strongly recommended to resolve the critical issues and re-test affected areas. Once these bugs are addressed, the application will be in a much more stable and user-friendly state for end users.

# List Of Test Cases-ST

Homepage 20 <div></div>			
<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T218	Verify homepage loads correctly		Passed <span>▼</span>
<input type="checkbox"/> T219	Verify menu button open the correct page		Passed <span>▼</span>
<input type="checkbox"/> T221	Verify service button open the correct page		Passed <span>▼</span>
<input type="checkbox"/> T222	Verify search button open the correct page		Passed <span>▼</span>
<input type="checkbox"/> T223	Verify discounts button open the correct page		Passed <span>▼</span>
<input type="checkbox"/> T224	Verify shopping cart button open the correct page		Passed <span>▼</span>
<input type="checkbox"/> T225	Verify navigation bar functionality		Passed <span>▼</span>
<input type="checkbox"/> T226	Verify banner carousel functionality		Passed <span>▼</span>
<input type="checkbox"/> T227	Verify category links/buttons		Passed <span>▼</span>
<input type="checkbox"/> T228	Test image loading in homepage		Passed <span>▼</span>
<input type="checkbox"/> T229	Check product quick view		Passed <span>▼</span>
<input type="checkbox"/> T231	Verify scrolling behavior		Passed <span>▼</span>
<input type="checkbox"/> T232	Verify performance of scrolling up button		Passed <span>▼</span>
<input type="checkbox"/> T230	Check that clicking new in site redirects to the relevant page		Passed <span>▼</span>
<input type="checkbox"/> T348	Check that clicking sales redirects to the relevant page		Passed <span>▼</span>
<input type="checkbox"/> T349	Check that clicking outlet redirects to the relevant page		Passed <span>▼</span>
<input type="checkbox"/> T350	Check that clicking gift card digital redirects to the relevant page		Passed <span>▼</span>
<input type="checkbox"/> T351	Check that clicking buying guides redirects to the relevant page		Passed <span>▼</span>
<input type="checkbox"/> T363	Check that clicking KSP Icon redirects to the home page		Failed <span>▼</span>
<input type="checkbox"/> T364	Check that clicking back Icon redirects to the relevant page		Passed <span>▼</span>
Bottom 6 <div></div>			
<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T370	Verify email sending feature is work correctly		Passed <span>▼</span>
<input type="checkbox"/> T365	Check that clicking facebook item will open the facebook page		Passed <span>▼</span>
<input type="checkbox"/> T366	Check that clicking telegram item will open the telegram page		Passed <span>▼</span>
<input type="checkbox"/> T367	Check that clicking instagram item will open the instagram page		Passed <span>▼</span>
<input type="checkbox"/> T368	Check that clicking tiktok item will open the tiktok page		Passed <span>▼</span>
<input type="checkbox"/> T369	Check that clicking whatsapp item will open the whatsapp page		Passed <span>▼</span>

Search 0 <div></div>			
<input type="checkbox"/> ID	Title	Assigned To	Status
Search Bar Input 4 <div></div>			
<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T233	Verify that the search bar accepts input and displays relevant suggestions		Passed <span>▼</span>
<input type="checkbox"/> T234	Verify search with an invalid keyword ( "xxxxxx")		Failed <span>▼</span>
<input type="checkbox"/> T235	Check that the site doesn't crash or behave abnormally when entering a long/random string		Passed <span>▼</span>
<input type="checkbox"/> T236	Verify that suggestions do not appear when input is empty or invalid		Passed <span>▼</span>
Category 2 <div></div>			
<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T237	Verify when click on category will open the correct page		Passed <span>▼</span>
<input type="checkbox"/> T240	Verify that category image is displayed correctly		Passed <span>▼</span>
Sub-Category 3 <div></div>			
<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T238	Verify when click on sub-category will open the correct page		Passed <span>▼</span>
<input type="checkbox"/> T239	Verify the button show more is loads correct		Passed <span>▼</span>
<input type="checkbox"/> T241	Verify that sub-category image is displayed correctly		Passed <span>▼</span>
Product 3 <div></div>			
<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T242	Verify that product image is displayed correctly		Passed <span>▼</span>
<input type="checkbox"/> T243	Verify that clicking or swiping product images shows enlarged view or gallery		Passed <span>▼</span>
<input type="checkbox"/> T244	Verify ability to enlarge the product images more		Failed <span>▼</span>

### Product Details & Specifications 10

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T245	Verify that product title is displayed correctly at the top of the page		Passed
<input type="checkbox"/> T246	Check that a detailed product description is available		Passed
<input type="checkbox"/> T247	Verify that technical specifications are listed in a clear format		Passed
<input type="checkbox"/> T248	Verify performance of scrolling up button		Passed
<input type="checkbox"/> T249	Verify the add to cart button is working fine and actually adds it		Passed
<input type="checkbox"/> T250	Verify the Inventory in branches button is working fine and open the correct page		Passed
<input type="checkbox"/> T251	Verify that the product price is displayed clearly and prominently		Passed
<input type="checkbox"/> T252	Check that discounted prices (if any) are shown with the original price and percentage off		Passed
<input type="checkbox"/> T253	Verify that prices are correctly formatted (including currency symbol and decimals)		Passed
<input type="checkbox"/> T254	Check behavior when clicking "Add to Cart" multiple times (quantity increases or error)		Passed

### Search & Filters 11

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T295	Verify that the search bar is visible and accessible from all pages		Passed
<input type="checkbox"/> T296	Check that typing a keyword shows relevant suggestions or auto-complete options		Passed
<input type="checkbox"/> T297	Verify that hitting clicking search icon shows relevant product results		Passed
<input type="checkbox"/> T298	Verify that special characters in search do not break functionality		Passed
<input type="checkbox"/> T299	Verify that when entering a random element, there is a message that this element does not exist		Failed
<input type="checkbox"/> T300	Verify that filter options are displayed on the search results page		Passed
<input type="checkbox"/> T301	Check that selecting a filter updates the product list accordingly		Passed
<input type="checkbox"/> T302	Verify that multiple filters can be applied together		Passed
<input type="checkbox"/> T303	Check that filters can be cleared/reset individually or all at once		Passed
<input type="checkbox"/> T304	Verify that sort options work correctly		Passed
<input type="checkbox"/> T305	Verify share button is work correctly		Passed

## Shopping Cart 9

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T255	Verify that added products appear in the cart with correct image, title, price, and quantity		Passed
<input type="checkbox"/> T256	Check that users can increase/decrease quantity using drop down button		Passed
<input type="checkbox"/> T257	Verify that updating quantity reflects correct total price		Passed
<input type="checkbox"/> T258	Check that removing a product from cart updates the cart view correctly		Passed
<input type="checkbox"/> T259	Verify that an empty cart shows an appropriate message ("Your cart is empty")		Passed
<input type="checkbox"/> T260	Verify that the total price is calculated correctly based on quantity and unit price		Passed
<input type="checkbox"/> T261	Verify the button add coupon open correct page		Passed
<input type="checkbox"/> T262	Verify that currency formatting is consistent in subtotal, shipping, and total		Passed
<input type="checkbox"/> T263	Verify the delivery method (radio button)		Failed

## Registration 17

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T264	Verify that the registration form is accessible from the login page or homepage		Passed
<input type="checkbox"/> T265	Verify that the registration form is accessible from the personal area page		Passed
<input type="checkbox"/> T266	Verify registration using Gmail		Passed
<input type="checkbox"/> T267	Verify registration using Apple account		Passed
<input type="checkbox"/> T268	Verify that all required fields are present		Passed
<input type="checkbox"/> T269	Check that empty fields trigger appropriate validation messages		Passed
<input type="checkbox"/> T270	Verify that email field does not accept invalid format		Passed
<input type="checkbox"/> T271	Verify registration with valid user first name		Failed
<input type="checkbox"/> T272	Verify registration with valid user last name		Failed
<input type="checkbox"/> T379	Verify error registration with invalid user first name		Failed
<input type="checkbox"/> T380	Verify error registration with invalid user last name		Failed
<input type="checkbox"/> T273	Check that password field requires minimum length		Passed
<input type="checkbox"/> T274	Verify that register button open the correct page		Passed
<input type="checkbox"/> T275	Verify that a user can successfully register with valid input in all required fields		Passed
<input type="checkbox"/> T276	Check that after successful registration, the user is redirected to a welcome page or homepage		Passed
<input type="checkbox"/> T277	Verify that a confirmation email (if applicable) is sent to the registered email address		Passed
<input type="checkbox"/> T278	Verify user remains logged in after successful registration		Passed



**Login**

9

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T279	Verify that the login form is accessible from the homepage		Passed ▾
<input type="checkbox"/> T280	Check that both email and password fields are present and required		Passed ▾
<input type="checkbox"/> T281	Verify that login fails when fields are empty and shows proper validation messages		Passed ▾
<input type="checkbox"/> T282	Check that incorrect email format is not accepted		Passed ▾
<input type="checkbox"/> T283	Verify that the password field is masked (hidden) while typing		Passed ▾
<input type="checkbox"/> T284	Check that login fails when incorrect password is entered		Passed ▾
<input type="checkbox"/> T285	Verify that login fails when using an unregistered email		Passed ▾
<input type="checkbox"/> T286	Verify that the user is redirected to the correct landing page after login		Passed ▾
<input type="checkbox"/> T334	Verify save the login after close the app		Passed ▾

**User Profile & Account Settings**

8

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T287	Verify that user can access the profile page from the main menu or header		Passed ▾
<input type="checkbox"/> T288	Check that user information (name, email...) is displayed correctly		Passed ▾
<input type="checkbox"/> T289	Verify that user can edit profile fields and save changes		Failed ▾
<input type="checkbox"/> T290	Check that validation is applied to edited fields		Failed ▾
<input type="checkbox"/> T291	Check that the user must enter the current password before setting a new one		Passed ▾
<input type="checkbox"/> T292	Verify that the new password field follows the complexity requirements		Passed ▾
<input type="checkbox"/> T293	Check that mismatched "new password" and "confirm new password" fields show an error		Passed ▾
<input type="checkbox"/> T294	Verify that a success message is shown after changing the password		Passed ▾

**Checkout and Payment**

5

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T306	Verify that cart contents (products, quantity, price) are displayed clearly before checkout		Passed ▾
<input type="checkbox"/> T307	Check that user can update quantity or remove items from the cart		Passed ▾
<input type="checkbox"/> T308	Verify that total price (including tax or discounts) is updated dynamically		Passed ▾
<input type="checkbox"/> T309	Check that clicking "Proceed to Checkout" redirects to the correct page		Passed ▾
<input type="checkbox"/> T312	Verify that all required billing fields (name, address, ...) must be filled before proceeding		Passed ▾

#### Payment Options 4

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T310	Verify that available payment methods (credit card, PayPal, apple pay...) are displayed		Passed ✓
<input type="checkbox"/> T311	Check that selecting a payment method updates the payment form accordingly		Passed ✓
<input type="checkbox"/> T314	Check that invalid credit card numbers or expired dates are detected with proper error messages		Passed ✓
<input type="checkbox"/> T315	Verify that payment is not processed if required fields are missing or invalid		Passed ✓

#### Notifications and Messages 8

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T316	Verify that the user receives an order confirmation notification after successful checkout		Passed ✓
<input type="checkbox"/> T317	Check that notifications appear in the designated area		Passed ✓
<input type="checkbox"/> T318	Verify that unread notifications are visually distinguished		Failed ✗
<input type="checkbox"/> T319	Check that clicking a notification redirects to the relevant page		Passed ✓
<input type="checkbox"/> T320	Verify that system notifications (promotions, alerts) are also shown appropriately		Passed ✓
<input type="checkbox"/> T321	Check that discounts button is clickable		Passed ✓
<input type="checkbox"/> T322	Check that clicking a discounts button redirects to the relevant page		Passed ✓
<input type="checkbox"/> T389	Verify swap left and right in notifications page		Passed ✓

#### Support & Customer Service 3

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T323	Verify that the "Contact Us" or "Support" link is visible in the footer or main menu		Passed ✓
<input type="checkbox"/> T324	Verify that clicking on the whatsapp chat is open the chat really(on mobile)		Passed ✓
<input type="checkbox"/> T325	Check that the support email is correctly linked and opens the default email client		Passed ✓

#### Accessibility & UI Consistency 5

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T326	Check that clicking a accessibility button redirects to the relevant page		Passed ✓
<input type="checkbox"/> T327	Verify that color contrast between text and background meets accessibility standards		Failed ✗
<input type="checkbox"/> T328	Check that all images have descriptive alt text		Failed ✗
<input type="checkbox"/> T329	Verify that font styles and sizes are consistent across all major pages		Passed ✓
<input type="checkbox"/> T347	Verify the feature scroll down to refresh		Passed ✓




















#### Performance and Responsiveness 4

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T330	Measure homepage load time on iPhone 11 (iOS 18.4.1) using Wi-Fi		Failed ✗
<input type="checkbox"/> T331	Check responsiveness of product pages on iPhone 11		Passed ✓
<input type="checkbox"/> T332	Test app loading speed under slower network		Failed ✗
<input type="checkbox"/> T333	Verify that interactive elements (buttons, dropdowns) are responsive without noticeable delay		Passed ✓

#### Menu 1

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T335	Check that clicking a menu button redirects to the relevant page		Passed ✓

## Menu buttons 19

<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T336	Check that clicking a home button redirects to the relevant page		Passed 
<input type="checkbox"/> T337	Check that clicking personal home button redirects to the relevant page		Passed 
<input type="checkbox"/> T338	Check that clicking language button redirects to the relevant page		Passed 
<input type="checkbox"/> T339	Check that clicking customer service button redirects to the relevant page		Passed 
<input type="checkbox"/> T340	Check that clicking business class button redirects to the relevant page		Passed 
<input type="checkbox"/> T341	Check that clicking appointments button redirects to the relevant page		Passed 
<input type="checkbox"/> T342	Check that clicking coupons button redirects to the relevant page		Passed 
<input type="checkbox"/> T343	Check that clicking hot seals button redirects to the relevant page		Passed 
<input type="checkbox"/> T344	Check that clicking gift card button redirects to the relevant page		Passed 
<input type="checkbox"/> T345	Check that clicking branches and reception hours button redirects to the relevant page		Passed 
<input type="checkbox"/> T346	Check that clicking setting button redirects to the relevant page		Passed 
<input type="checkbox"/> T371	Check that clicking branches and hours button redirects to the relevant page		Passed 
<input type="checkbox"/> T372	Check that clicking laboratory price list button redirects to the relevant page		Passed 
<input type="checkbox"/> T373	Check that clicking accessibility button redirects to the relevant page		Passed 
<input type="checkbox"/> T374	Check that clicking user information button redirects to the relevant page		Passed 
<input type="checkbox"/> T375	Check that clicking terms and conditions button redirects to the relevant page		Passed 
<input type="checkbox"/> T376	Check that clicking privacy policy button redirects to the relevant page		Passed 
<input type="checkbox"/> T377	Check that clicking KSP affiliate button redirects to the relevant page		Passed 
<input type="checkbox"/> T378	Verify that branches and hours page display his location in the map		Failed 

language 19 <div><div></div></div>			
<input type="checkbox"/> ID	Title	Assigned To	Status
<input type="checkbox"/> T352	Verify that click on language will translate to english		Passed
<input type="checkbox"/> T353	Verify that the home page has been translate to english		Passed
<input type="checkbox"/> T354	Verify that the personal home page has been translate to english		Passed
<input type="checkbox"/> T355	Verify that the customer service has been translate to english		Passed
<input type="checkbox"/> T356	Verify that the business class page has been translate to english		Passed
<input type="checkbox"/> T357	Verify that the appointments page has been translate to english		Passed
<input type="checkbox"/> T358	Verify that the coupons page has been translate to english		Passed
<input type="checkbox"/> T359	Verify that the hot seals page has been translate to english		Passed
<input type="checkbox"/> T360	Verify that the gift card page has been translate to english		Passed
<input type="checkbox"/> T361	Verify that the branches and reception hours page has been translate to english		Passed
<input type="checkbox"/> T362	Verify that the setting page has been translate to english		Passed
<input type="checkbox"/> T381	Verify that the branches and reception hours page has been translate to english (from the customer service page)		Failed
<input type="checkbox"/> T382	Verify that question about products page has been translate to english		Failed
<input type="checkbox"/> T383	Verify that reservation or booking in eilat form has been translate to english		Failed
<input type="checkbox"/> T384	Verify that contacting the business department form has been translate to english		Failed
<input type="checkbox"/> T385	Verify that report missing item form has been translate to english		Failed
<input type="checkbox"/> T386	Verify that check order status form has been translate to english		Failed
<input type="checkbox"/> T387	Verify that request to cancel form has been translate to english		Failed
<input type="checkbox"/> T388	Verify that returning a anew product form has been translate to english		Failed

## Bugs List

Bug-ID	Summary
<b>KSP-1</b>	Slow loading home page
<b>KSP-2</b>	There is no rating for the products
<b>KSP-3</b>	When the user in customer service page and click on the menu it appears in a different way
<b>KSP-4</b>	When the user in business class page and click on the menu it appears in a different way
<b>KSP-5</b>	There is no back button in customer service page
<b>KSP-6</b>	There is no back button in business class page
<b>KSP-7</b>	There is no way to delete the history search
<b>KSP-8</b>	language page and setting page it is the same pages in different view
<b>KSP-9</b>	If we are inside any page whose logo appears and we click on it, it does not give
<b>KSP-10</b>	The first name can be number
<b>KSP-11</b>	The last name can be a number
<b>KSP-12</b>	When searching for something that does not exist, there is no notification indicating that it does not exist

<b>KSP-13</b>	There is no indication that the notifications were read
<b>KSP-14</b>	Not all branches are shown on the map
<b>KSP-15</b>	The application does not support accessibility
<b>KSP-16</b>	The content on the lab price page is sticky
<b>KSP-17</b>	The privacy policy page didn't translate to english
<b>KSP-18</b>	The logout confirmation message does not disappear when logging out
<b>KSP-19</b>	Registration page didn't translate to english
<b>KSP-20</b>	Back button in personal area didn't work
<b>KSP-21</b>	In the pages (category, notifications, personal area) there is no way to refresh the page
<b>KSP-22</b>	branches and reception hours page didn't translate to english
<b>KSP-23</b>	contacting the business department page didn't translate to english
<b>KSP-24</b>	Report missing items page didn't translate to english
<b>KSP-25</b>	returning a new product page didn't translate to english
<b>KSP-26</b>	service and technical support page didn't translate to english
<b>KSP-27</b>	Sometimes when you switch the language to hebrew, not all the contents of the page are converted

<b>KSP-28</b>	If you scroll down in the main page and click on the arrow goes up, so the main screen does not show the content unless you move the screen a little
<b>KSP-29</b>	Multiple click on (ksp trade in) will open error page
<b>KSP-30</b>	When you enter the personal area page from the menu and then press the back button, it opens the home page and not the menu page
<b>KSP-31</b>	When you enter the coupon page from the menu and then press the back button, it opens the home page and not the menu page
<b>KSP-32</b>	When the main language is hebrew and the bottom in english if you double click on home the app language will change to english
<b>KSP-33</b>	In invoice recovery page the button is not complete
<b>KSP-34</b>	When issuing a digital gift card the page not open correctly
<b>KSP-35</b>	When you open the discounts and sales page and select the TV, two back buttons appear in an unorganized manner
<b>KSP-36</b>	When you open the discounts and sales page and click on the first back button will open the home page in english

# Bug Report By Jira

[KSP-36] When you open the discounts and sales page and click on the first back button will open the home page in english

Status: To Do

Project: KSP

Type: Bug

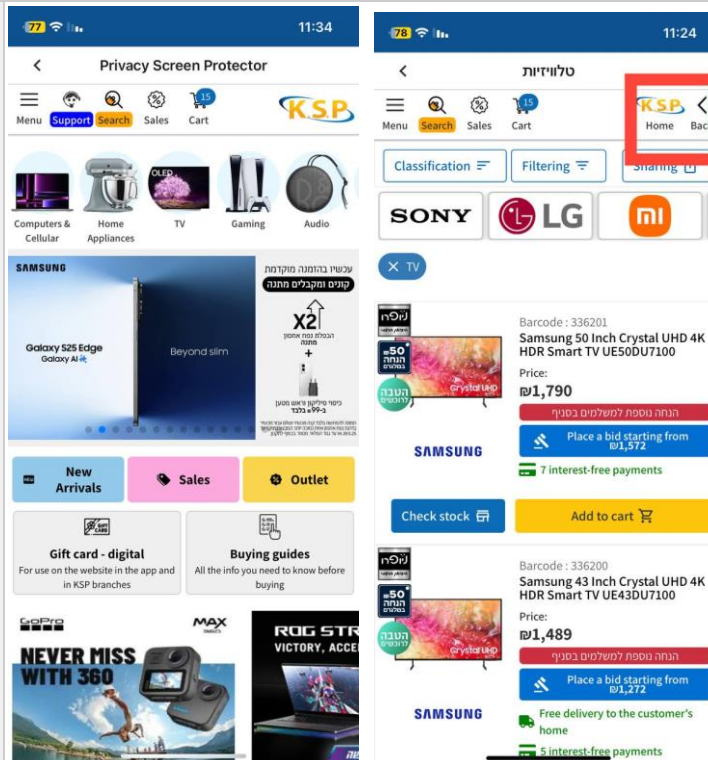
Priority: High

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

## Attachments:





## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on category
- 3)scroll down and click on discount and sales
- 4)click on tv
- 5)click on tv
- 6)click on the first button back

Actual Result: home page in english

Expected Result: home page in original language (language should not be changed)

[KSP-35] When you open the discounts and sales page and select the TV, two back buttons appear in an unorganized manner

Status: To Do

Project: [KSP](#)

Type: Bug

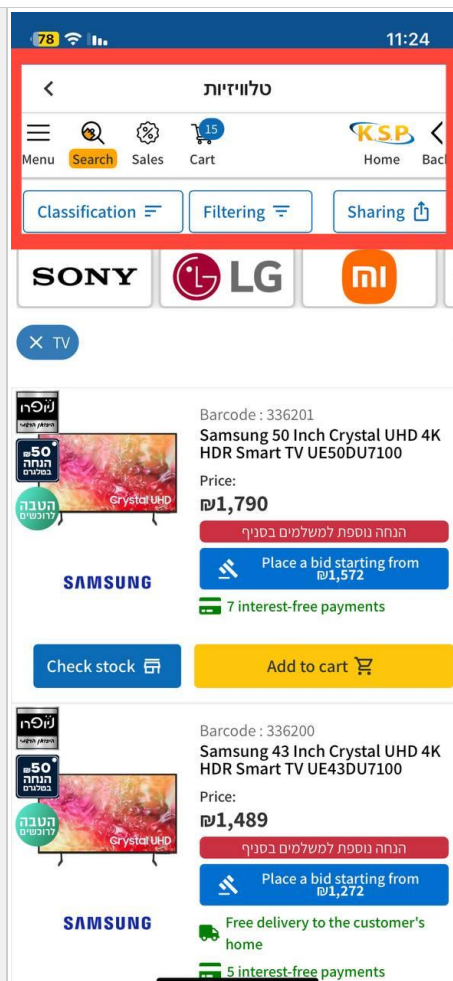
Priority: High

Reporter: [hussin aljohari](#)

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:



## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on category
- 3)scroll down and click on discount and sales
- 4)click on tv
- 5)click on tv

Actual Result: two buttons and not organized

Expected Result: there is one back button and should be more organized

[KSP-34] When issuing a digital gift card the page not open correctly

Status: To Do

Project: KSP

Type: Bug

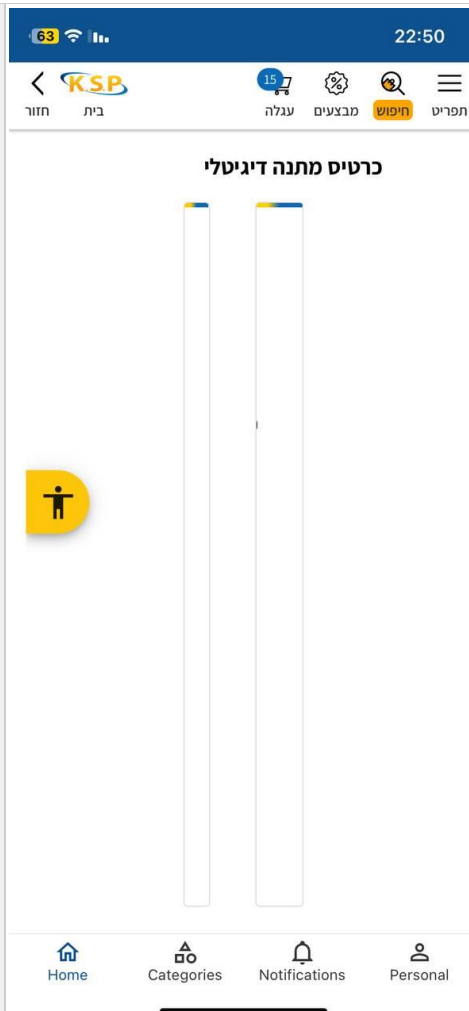
Priority: High

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:



## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on gift card
- 3)click on issuing a digital gift card

Actual Result: there is no content

Expected Result: should be content or form to issuing the gift card

[KSP-33] In invoice recovery page the button is not complete

Status:	To Do		
Project:	<a href="#">KSP</a>		
Type:	Bug	Priority:	High
Reporter:	<a href="#">hussin aljohari</a>	Assignee:	Unassigned
Environment:	Device Model: iphone11 Operating System: iOS18.4.1		

Attachments:

65 22:39

Invoice Recovery ?

You can independently retrieve your purchase invoice(s). First, enter your phone number. Then, enter the code received via SMS. The system will locate all the products you have purchased from KSP. For each product, you can view order details, invoice number, and more. Additionally, you can choose to receive an SMS link to the invoice under which you paid for the product. This invoice can be used for warranty claims with the product's warranty provider.

**Locating the products I purchased at KSP**

Phone Number

**FIND MY PRODUCTS BY PHONE**

Returning a new product ?

Service and technical support after purchase ?

Home Categories Notifications Personal

## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)the app should be in english
- 3)click on menu
- 4)click on customer service
- 5)choose the second option(inquiries after...)
- 6)choose the fourth option(invoice recovery)
- 7)scroll down

Actual Result: the button not complete

Expected Result: the button must be clear and complete

[KSP-32] When the main language is hebrew and the bottom in english if you double click on home the app language will change to english

Status: To Do

Project: [KSP](#)

Type: Bug

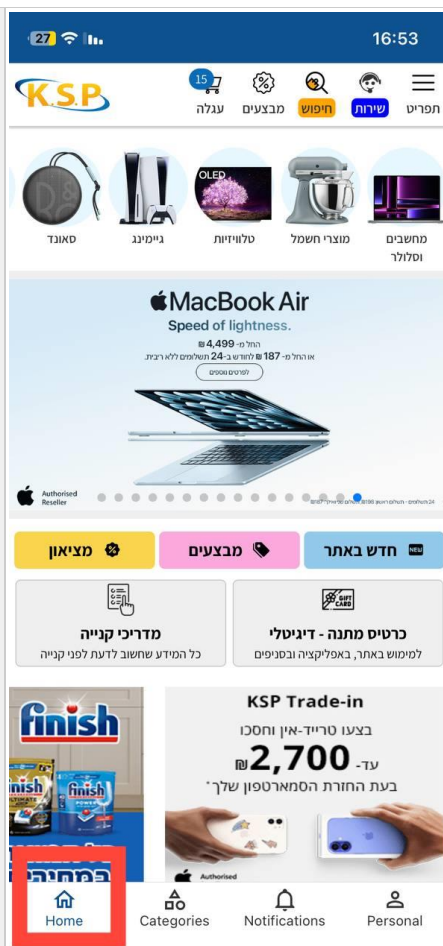
Priority: High

Reporter: [hussin aljohari](#)

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

#### Attachments:





## Description

Steps to Reproduce:

1)open the app from the phone

2)double click on home page

Actual Result: the language changes to english

Expected Result: just refreshing the page

[KSP-31] When you enter the coupon page from the menu and then press the back button, it opens the home page and not the menu page

Status:	To Do
Project:	<a href="#">KSP</a>

Type:	Bug	Priority:	Low
Reporter:	<a href="#">hussin aljohari</a>	Assignee:	Unassigned
Environment:	Device Model: iphone11 Operating System: iOS18.4.1		

#### Attachments:



## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)click on coupon

Actual Result: the home page will open

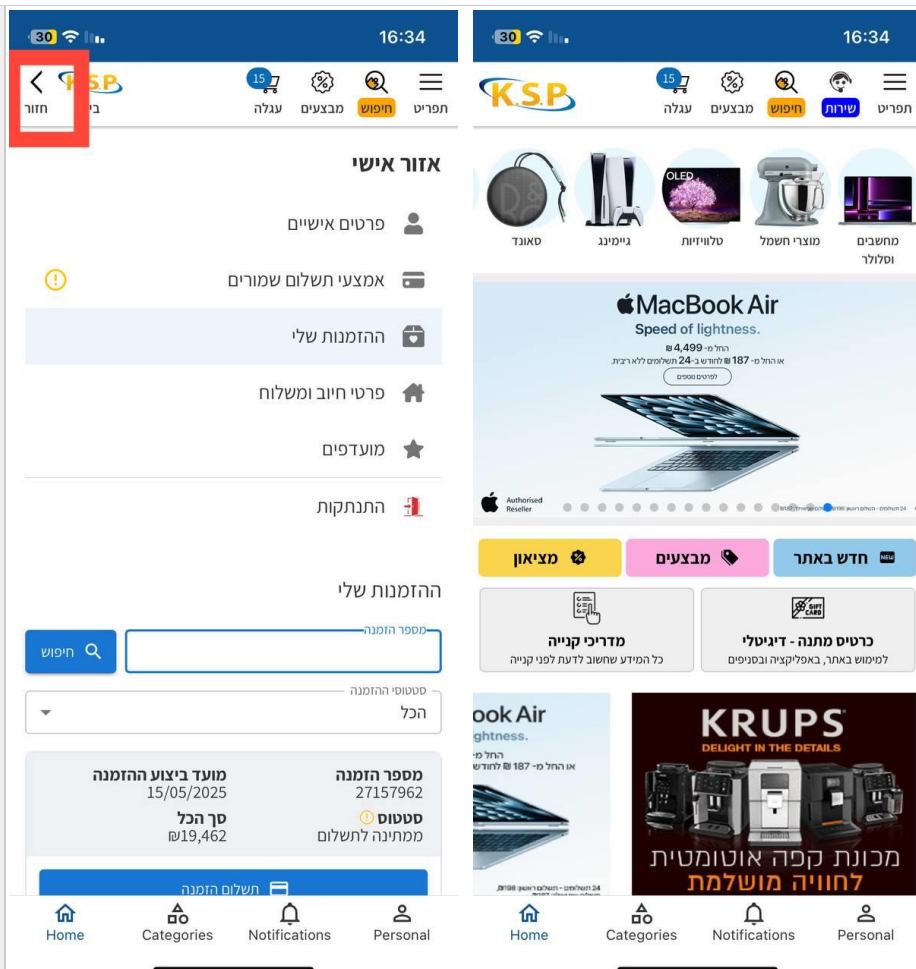
Expected Result: when click on back button the menu will open

[KSP-30] When you enter the personal area page from the menu and then press the back button, it opens the home page and not the menu page

Status:	To Do
Project:	<u>KSP</u>

Type:	Bug	Priority:	Low
Reporter:	<u>hussin aljohari</u>	Assignee:	Unassigned
Environment:	Device Model: iphone11 Operating System: iOS18.4.1		

#### Attachments:



## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)click on personal area

Actual Result: the home page will open

Expected Result: when click on back button the menu will open

[KSP-29] Multiple click on (ksp trade in) will open error page

Status: To Do

Project: KSP

Type: Bug

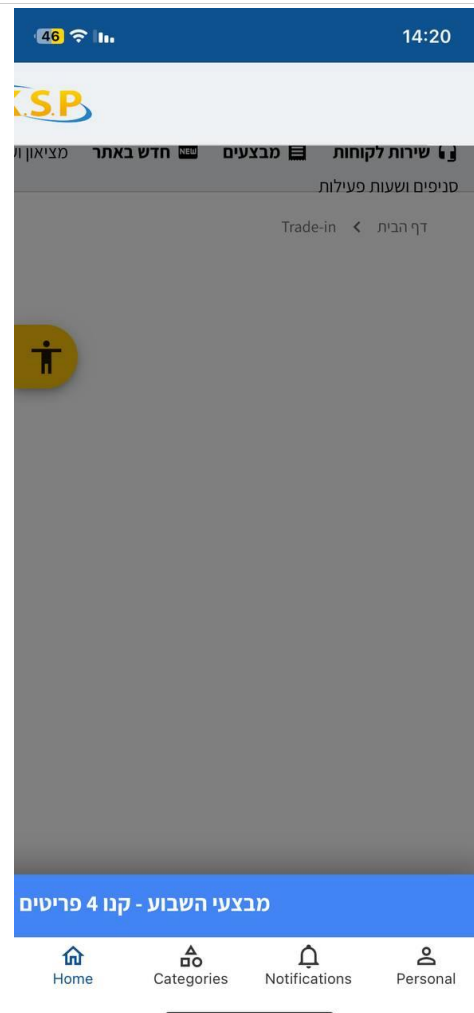
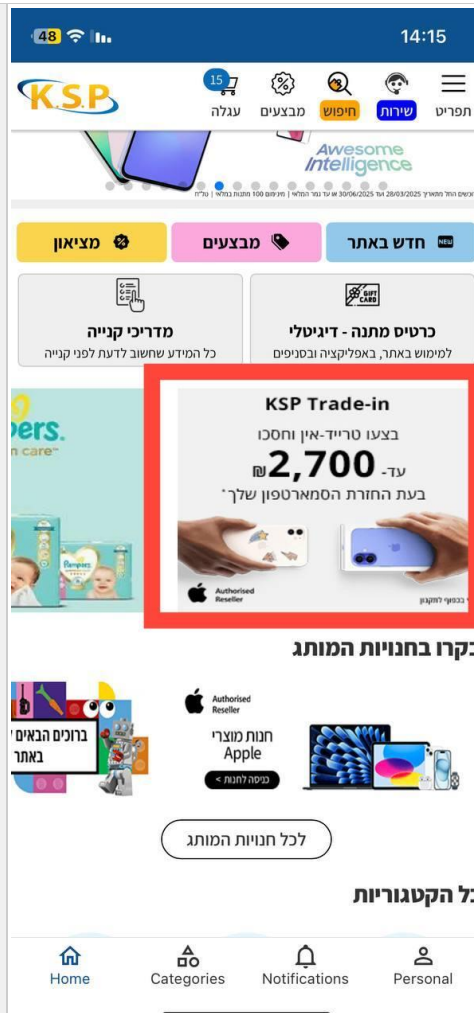
Priority: High

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:



## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)multiple click on( ksp trade in)

Actual Result: error page will open

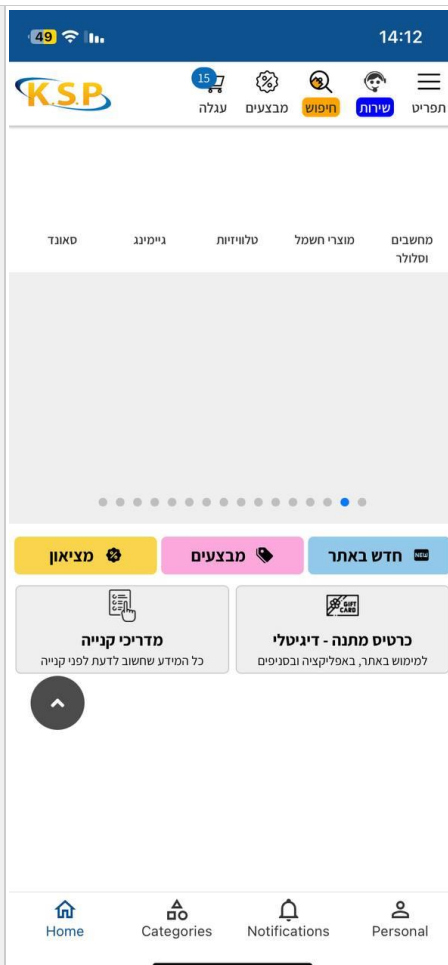
Expected Result: the page will open correctly

**[KSP-28]** If you scroll down in the main page and click on the arrow goes up, so the main screen does not show the content unless you move the screen a little

<b>Status:</b>	To Do
<b>Project:</b>	<a href="#">KSP</a>

<b>Type:</b>	Bug	<b>Priority:</b>	High
<b>Reporter:</b>	<a href="#">hussin aljohari</a>	<b>Assignee:</b>	Unassigned
<b>Environment:</b>	Device Model: iphone11 Operating System: iOS18.4.1		

#### Attachments:





## Description

Steps to Reproduce:

1)open the app from the phone

2)scroll down

3)press the arrow quickly more than once at the same time

Actual Result: there is no photo on the page and the arrow does not disappear

Expected Result: go up without any problems

**[KSP-27] Sometimes when you switch the language to hebrew, not all the contents of the page are converted**

**Status:** To Do

**Project:** [KSP](#)

**Type:** Bug

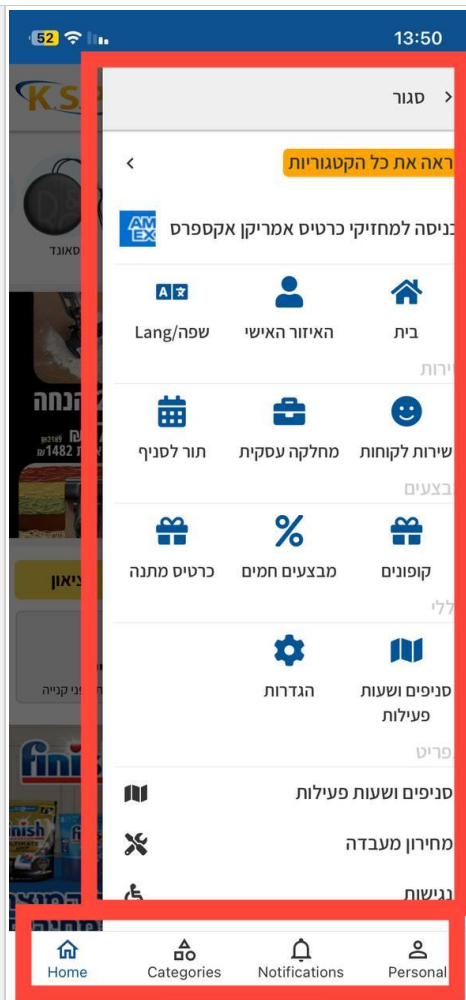
**Priority:** High

**Reporter:** [hussin aljohari](#)

**Assignee:** Unassigned

**Environment:** Device Model: iphone11  
Operating System: iOS18.4.1

**Attachments:**



### Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)click on language
- 4)change it to hebrew

Actual Result: some content didn't translate

Expected Result: all content will be in hebrew

[KSP-26] service and technical support page didn't translate to english

Status: To Do

Project: KSP

Type: Bug

Priority: Medium

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:

The screenshot shows a mobile browser interface with a blue header bar containing the status bar (81% battery, signal, time 11:10) and the URL ksp.co.il. The main content is in Hebrew and includes the title 'פניה בנוגע לקבלת שירות ואחריות לאחר קנייה למוצרים שנרכשו ב-KSP' (Contact regarding receiving service and warranty after purchasing products from KSP). Below the title is a paragraph of text explaining the purpose of the page. The form contains several input fields: 'שם לקוח' (Customer Name), a radio button selection for 'מעוניין לקבל תשובה דרך SMS' (Interested in receiving an answer via SMS) and 'מעוניין לקבל תשובה דרך אימיל' (Interested in receiving an answer via email), 'מספר הזמנה / מספר חשבונית' (Order number / Invoice number), 'מספר סידורי של המוצר (במידה ומצליחים לאתר) לחילופין, שם המוצר ושם היצרן' (Sequential number of the product (if successful in locating) or, alternatively, the product name and manufacturer name), and 'סיבת הפניה' (Reason for contact). A blue button labeled 'שלח פנייה' (Send message) is at the bottom of the form. The bottom of the screen shows a mobile navigation bar with icons for back, forward, and search.

## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)the app should be in english
- 3)click on menu
- 4)click on customer service
- 5)choose the second option(inquiries after...)
- 6)choose the sixth option(service and technical support...)
- 7)scroll down and click on(click here)

Actual Result: the form in hebrew

Expected Result: translate to english

[KSP-25] [returning a new product page didn't translate to english](#)

Status: To Do

Project: [KSP](#)

Type: Bug

Priority: Medium

Reporter: [hussin aljohari](#)

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:

82 11:06

ksp.co.il ביטול

### פניה בנוגע להחזרת מוצר וביטול עסקה

במידה וברצונך להחזיר מוצר שרכשת ולבטל את העסקה - ניתן לעשות זאת בתוך 14 יום מתאריך הפקת החשבונית ובתנאי שלא נעשה שימוש במוצר והוא באריזה תקינה ומקורית. ניתן להגיע לסניף הקרוב עם המוצר ולהחזירו.

לשאלות נוספות בנושא, אנא השאר פרטים:

שם לקוח

☐ מעוניין לקבל תשובה דרך SMS

☐ מעוניין לקבל תשובה דרך אימייל

מספר הזמנה / מספר חשבונית

במידה ואין ברשותך מספר חשבונית אנא ציין, ככל שניתן: שם בחשבונית, מספר טלפון בחשבונית, הסניף והתאריך בו בוצעה הרכישה ומוצרים שנרכשו

שלח פניה

## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)the app should be in english
- 3)click on menu
- 4)click on customer service
- 5)choose the second option(inquiries after...)
- 6)choose the fifth option(returning a new product)
- 7)scroll down and click on(click here)

Actual Result: the form in hebrew

Expected Result: translate to english

[KSP-24] Report missing items page didn't translate to english

Status: To Do

Project: KSP

Type: Bug

Priority: Medium

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:

85 10:51

ksp.co.il ביטול

דיווח על חוסר, אי-התאמה או נזק בהזמנה שהגיעה במשלוח

שם לקוח (חובה)

☐ מעוניין לקבל תשובה דרך SMS

☐ מעוניין לקבל תשובה דרך אימייל

מספר הזמנה / מספר חשבונית

במידה ואין ברשותך מספר חשבונית, אנא ציין שם ומספר טלפון בחשבונית

תאור נזקים/חוסרים

שלח פנייה



## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)the app should be in english
- 3)click on menu
- 4)click on customer service
- 5)choose the second option(inquiries after...)
- 6)choose the first option(report missing items..)
- 7)scroll down and click on(click here)

Actual Result: the form in hebrew

Expected Result: translate to english

[KSP-23] [contacting the business department page didn't translate to english](#)

Status: To Do

Project: [KSP](#)

Type: Bug

Priority: Medium

Reporter: [hussin aljohari](#)

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:

85 10:45  
ksp.co.il ביטול

### פנייה למחלקה עסקית

לתשומת לבכם מחירי המוצרים, תנאי התשלום והאספקה ללקוח עסקי זהים לחלוטין לאלו של לקוח פרטי לכל היקף מכירה ותשלום מלא תמיד קודם לאספקת הסחורה (ללא הסדרי שוטף פלוס וכדומה) - תשלום בכרטיס אשראי או העברה בנקאית). ככל וניתן לקיים את העסקה ללא צורך ארגוני מיוחד כאמור לעיל אין טעם לפנות למחלקה העסקית. מהיר ופשוט יותר לקיים העסקה באתר גם עבור נציגי חברות.

שם חברה

שם איש קשר

מספר טלפון סלולרי (ספרות בלבד)

כתובת דוא"ל

☐ מעוניין לקבל תשובה דרך SMS  
☐ מעוניין לקבל תשובה דרך אימייל

אנא בחרו בשירות שהייתם מעוניינים לקבל מהמחלקה העסקית

הפקת גיפט קארד דיגיטלי (תו דיגיטלי) לעובדים לרכישה באתר

הערות

## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)the app should be in english
- 3)click on menu
- 4)click on customer service
- 5)choose the second option(inquiries before ...)
- 6)choose the last option(cantacting the business dapartment)
- 7)scroll down and click on(click here)

Actual Result: the form in hebrew

Expected Result: translate to english

[KSP-22] branches and reception hours page didn't translate to english

Status: To Do

Project: KSP

Type: Bug

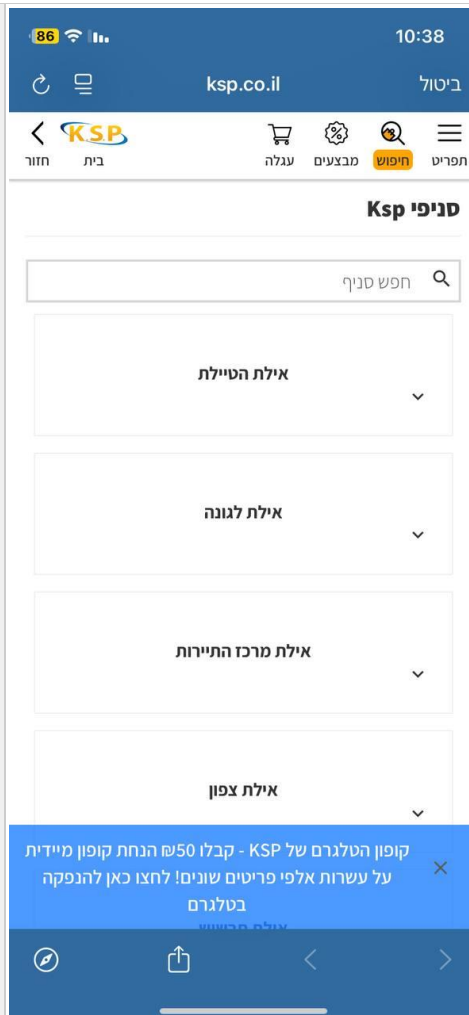
Priority: High

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:



## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)the app should be in english
- 3)click on menu
- 4)click on customer service
- 5)choose the first option
- 6)click on the green area

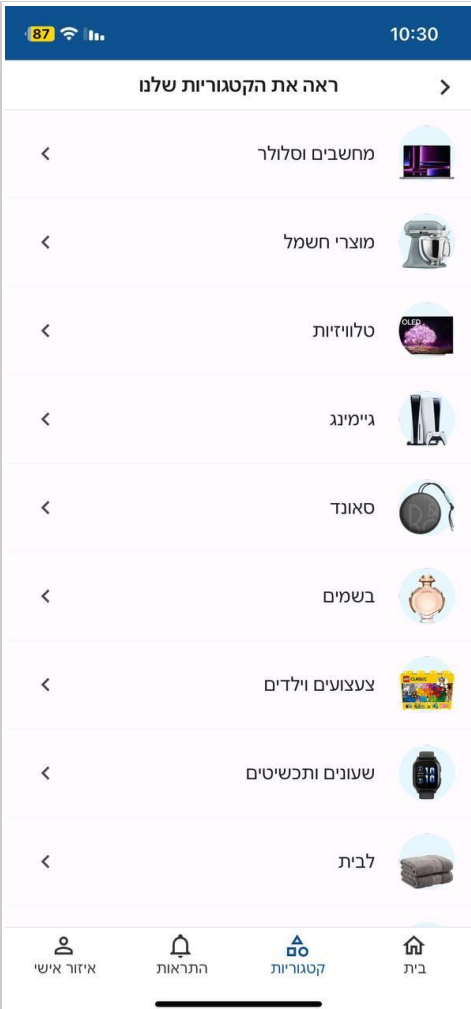
Actual Result: the page in hebrew

Expected Result: translate to english

[KSP-21] In the pages (category, notifications, personal area) there is no way to refresh the page

Status:	To Do
Project:	<a href="#">KSP</a>

Type:	Bug	Priority:	Medium
Reporter:	<a href="#">hussin aljohari</a>	Assignee:	Unassigned
Environment:	Device Model: iphone11 Operating System: iOS18.4.1		

Attachments:	
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### Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on category
- 3)swap down

Actual Result: nothing is happening

Expected Result: the page has been updated

[KSP-20] Back button in personal area didn't work

Status: To Do

Project: KSP

Type: Bug

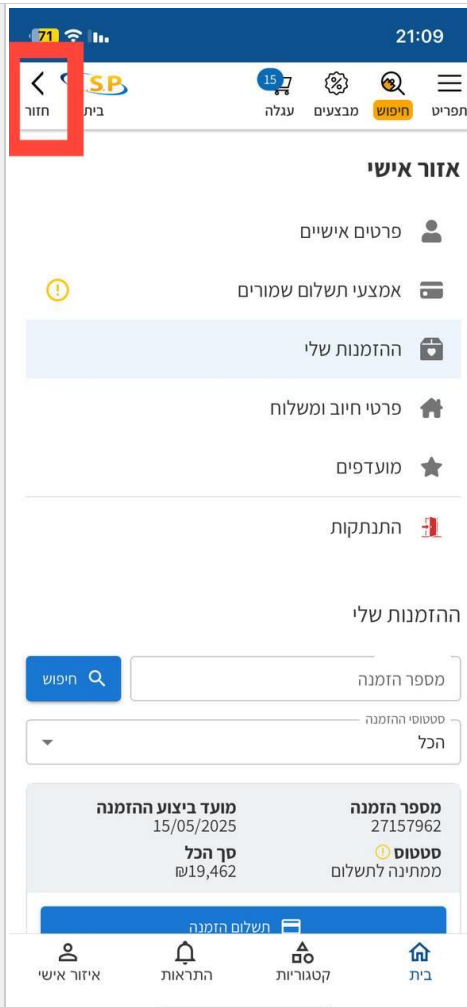
Priority: High

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:





## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)click on personal area
- 4)click on back button

Actual Result: no think

Expected Result: go back

[KSP-19] Registration page didn't translate to english

Status: To Do

Project: KSP

Type: Bug

Priority: Medium

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:

The screenshot shows a mobile app registration screen in Hebrew. At the top, the status bar shows 71% battery, signal strength, and the time 21:02. The page title is 'הרשמה' (Registration) with a right arrow. Below the title is a section 'המשך באמצעות' (Continue with) featuring Apple and Google logos. Underneath is an 'או' (or) separator. The form contains several input fields: 'שם פרטי' (First Name), 'שם משפחה' (Last Name), 'דוא"ל' (Email), 'טלפון נייד (אופציונלי)' (Mobile Phone (Optional)), 'סיסמה' (Password) with an eye icon, and 'סיסמה פעם נוספת' (Password again). A blue button labeled 'הרשמה' (Register) is at the bottom, followed by the text 'כבר יש לכם חשבון? היכנסו' (Already have an account? Log in).

## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)click on personal area
- 4)click on registration

Actual Result: hebrew registration page

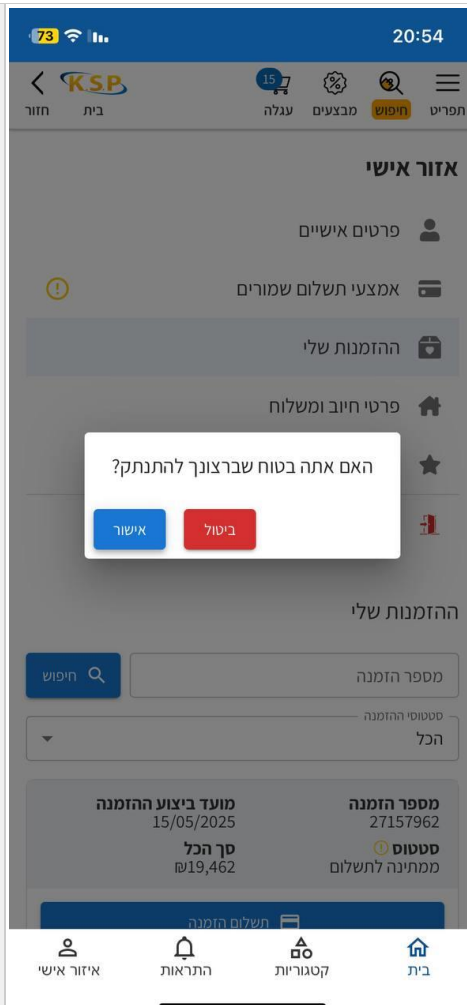
Expected Result: english registration page

[KSP-18] The logout confirmation message does not disappear when logging out

Status:	To Do
Project:	<u>KSP</u>

Type:	Bug	Priority:	Highest
Reporter:	<u>hussin aljohari</u>	Assignee:	Unassigned
Environment:	Device Model: iphone11 Operating System: iOS18.4.1		

Attachments:



## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)click on personal are
- 4)click on logout

Actual Result: confirmation message does not disappear

Expected Result: successfully logout and open the home page

[KSP-17] <b>The privacy policy page didn't translate to english</b>	
Status:	To Do
Project:	<a href="#">KSP</a>

Type:	Bug	Priority:	Medium
Reporter:	<a href="#">hussin aljohari</a>	Assignee:	Unassigned
Environment:	Device Model: iphone11 Operating System: iOS18.4.1		

Attachments:	<div> <div>75</div> <div>20:42</div> <div>ksp.co.il</div> </div> <div> <div>1 מתוך 4</div> <div> <div>מדיניות הגנת הפרטיות KSP</div> <div> <p>המחבר מודה מתווכח באופן שווה לכל מין ומגדר, ומטעם בלשון זכר מטעמי נוחות בלבד.</p> <p>אם תוך מתחת ל-18, המחבר סמך עשוי להיות מעט מורכב. את חיוויך במבוגר אחראי לפי השימוש.</p> </div> <div> <p>1. כללי</p> <p>1.1. משתמש יקר: קבוצת חברות KSP, ובכלל זה חברת קיי.אס.פי.אקספרס בע"מ (להלן: "החברה"), המפעילה את אתר האינטרנט <a href="http://www.ksp.co.il">www.ksp.co.il</a> (להלן: "האתר") ואת האמצעים הדיוניים, לרבות האפליקציה (להלן: "האפליקציה"), מבקרת את פרטיותך, כמו גם את פרטיותם של כלל קהילות המשתמשים בפרטיות (להלן: "המשתמשים" ויחד: "המשתמשים").</p> <p>1.2. מטרת התאמה המפורטת במדיניות פרטיות זו, המאפשרת חלק כלכלי פורד מחנאי השירות של החברה, הוא לפרט אודות המידע הנאסף אודותך עקב השימוש בפרטיות, וכן לסקור את האופן שבו משתמשת החברה במידע שנאסף על ידה אצל השימוש בפרטיות. תשומת לבך כי עבור פרטיות זו או יישומים נפרדים עשויים להיות כללים שונים וייתכן שתפרסם בגדר מדיניות פרטיות בוחס לשימוש במידע שייאסף באותו יישום.</p> <p>1.3. החברה רשאית לשנות מעת לעת את מדיניות הפרטיות ואת תנאי השירות, ויחד או לחיד, כך שישקפו שינויים טכנולוגיים, עסקיים, משפטיים או רגולטוריים. עדכונים בוחס למדיניות הפרטיות כאמור יפורסמו במסמך זה, אשר יימצא במחברות המעודכנת באתר. שימוש בפרטיות כפוף למדיניות הפרטיות העדכנית בהם, ועידעל הסכמתך למדיניות הפרטיות וכן לשינויים בה – על כן אתה ממליצים לערוך במדיניות הפרטיות מעת לעת.</p> <p>1.4. כל הדברות והמונחים במדיניות הפרטיות יהיו כמשמעותם במסמכי מידע ותנאי השירות המצויים באתר (להלן: "התנאים והמונחים"), אלא אם הקשרם של הדברים מחייב אחרת.</p> </div> <div> <p>2. אישור מידע השימוש בו</p> <p>2.1. השימוש בפרטיות, לרבות העלשה בהם טעונים מסירת מידע אישי אודות המשתמשים.</p> <p>2.2. השימוש בפרטיות מאפשר במבוגר אורח או כמשתמש רשום. כמשתמש רשום תוכל ליחוט מחוויות גלישה קלה ונוחה יותר. כך, למשל, תוכל לשמור פרטים מסוימים ברשימת "פריטים שאהבתי", לקבוצת אתר היסטורית רכישות שלך ולבצע רכישות בצורה נוחה ומחירה יותר.</p> <p>2.3. בעת רישום ראשון לפרטיות תבקש לשמור מידע אישי: שם מלא, כתובת מילוי וטלפון נייד. בסוף הרישום תבקש ליצור חשבון אישי וחדות לשמשתך – פרט זה אמור להעברה ולחיד לשמור עליו בחברתך הבלעדית. לחילופין, תוכל להירשם דרך פרופיל הפייסבוק האישי שלך.</p> <p>2.4. בעת ההתחברות לפרטיות כמשתמש רשום, תבקש לחזון כתובת מילוי וסיסמא או טלפון נייד לצורך קבלת SMS.</p> <p>2.5. בעת ביצוע רכישת תבקש לחזון את הפרטים הבאים: שם פרטי, שם משפחה, כתובת דואר אלקטרוני, טלפון, כתובת למשלוח ולחשבונית (בכל שנתן משתמש רשום פרטים אלה או חלקם כבר יהיו ידועים קודם עם החברה במסגרת מידע לפרטיות, טופס משוגב וכו'). באמצעות טלפון, מילוי או אמצעי התקשורת אחר, ייאסף המידע הקשור ביצירת הקשר, לרבות החזקת הנפטר בגינת ובמכתב.</p> <p>2.7. בעת השימוש באתר עשוי להישמר מידע אודות פעולות שלא הושלמו במסגרת הפרטיות (לדוגמה רשימה קניות או הפסקת תהליך קניה באמצעות, לדוגמה על באגרים וכו').</p> <p>2.8. בעת השימוש בפרטיות יאסף גם מידע טכני נוסף, סוג דפדפן, פרטים אודות מכשיר הקבוע, כתובת IP, נתוני גלישה, נתוני מקום, רגלי השימוש באתר, לרבות גלישה וזרימה. מידע זה ייאסף באמצעות "עוגיות" (Cookies), כמפורט בסעיף 4 מטה.</p> </div> <div> <p>2.9. במידה ותרשם לפרטיות דרך חשבון ה-Facebook האישי שלך, ייתכן שיעבר אליו מידע אודותיך, בהתאם לתנאי השימוש וההרשאות שקבעת בחשבונותך ברשתות אלו.</p> <p>2.10. כל האמור לעיל יהיו מהווה חלק מהמידע הנאסף. מובהר כי אינך מחויב לשמור פרטים אלו על מידך, ומסירתם תהיה אך בהתאם להצרכים המצויינים בהתאמה זו.</p> </div> </div> </div>
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## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)click in language
- 4)chose english
- 5)click on menu
- 6)click on privacy policy

Actual Result: page in hebrew

Expected Result: page in english

[KSP-16] The content on the lab price page is sticky

Status:	To Do
Project:	<u>KSP</u>

Type:	Bug	Priority:	Medium
Reporter:	<u>hussin aljohari</u>	Assignee:	Unassigned
Environment:	Device Model: iphone11 Operating System: iOS18.4.1		

Attachments:

80

19:42

KSP

חזור

בית

15

עגלה

מבצעים

חיפוש

תפריט

מחירון מעבדה

מחיר

מק"ט תיאור

כותרת

60

הרכבה עד 2 רכיבי מק"ט: כגון זכרונות, כונן קשיח, כונן חומרה (למעט מעבד 23368 אופטי, ספק כוח או כרטיס או גוף קירור ולוח הרחבה, כולל מנהלי התקנים (דרייברים) במקרים רלוונטיים ובדיקה

מחיר

100

הרכבת מעבד + גוף מק"ט: הרכבה של מעבד, משחה קירור (הדורשת 23367 טרמית, גוף קירור ובדיקה פירוק לוח אם)

מחיר

100

הרכבת לוח אם מק"ט: הרכבה של לוח אם בתוך 23366 המחשב וכל הרכיבים הנלווים כולל בדיקה

מחיר

150

התקנת מערכת הפעלה שנרכשה ב- KSP מק"ט: Windows כולל מנהלי התקנים (דרייברים) ובדיקה

מחיר

80

התקנת מערכת הפעלה (שאנו מוכרים) במעמד KSP מק"ט: ברכישת מחשב נייד (לפטופ) 50005 התקנת Windows שנרכש ב- KSP כולל מנהלי התקנים

מחיר

70

תקנת תוכנה (שאנו מק"ט: תוכנות כגון: אנט-וירוס, וכל זכרים) או מנהלי 23364 תוכנה אחרת (בצירוף רישיון תקנים - דרייברים חוקי בלבד!)

מחיר

100

תקנת מערכת פעלה שאנו מוכרים 50004 שולחני) התקנת Windows מעמד רכישת חשב נייד של KSP כולל מנהלי חשב נייד של KSP התקנים (דרייברים) ובדיקה

מחיר



## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)click on lab price

Actual Result: sticky content

Expected Result: they must be arranged in a table

[KSP-15] The application does not support accessibility

Status: To Do

Project: KSP

Type: Bug

Priority: Medium

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:

81 19:32

KSP

תפריט

נגישות באתר

KSP שמה דגש למתן השירות לכלל הלקוחות לרבות אנשים בעלי מוגבלויות שונות בערוצי המכירה והשירות השונים.

- פרטי יצירת הקשר של רכז הנגישות מפורטים בתחתית הדף וניתן לפנות בכל טענה, בקשה לשיפור, הודעה על בעיית נגישות שלא קיבלה מענה וגם לצורך סיוע במתן שירות שוטף (סיוע בשירות מרכז הנגישות ניתן ללקוחות בעלי מוגבלויות בלבד)
- חנניות פיזיות
- אנשי המכירות והשירות עוברים הדרכות רענון בנגישות באופן תקופתי וזאת במטרה להעניק שירות מיטבי ככל שניתן
- בחנניות KSP הותקנו בין היתר מערכות עזר לאנשים עם מוגבלויות בשמיעה, עם לולאת השראה וגם עם אוזניה למי שאין מכשיר שמיעה או שאין מצב T במכשיר השמיעה. כדי ליהנות ממערכת העזר יש להעביר את מכשיר השמיעה למצב T או להשתמש באוזניה של מערכת העזר.
- מצ"ב פירוט של הסדרי הנגישות בכל חנות – [לפירוט לחצו כאן](#)

שירות לקוחות

- קיים מוקד שירות הלקוחות אשר נותן מענה בטלפון.
- עבור לקוחות ששירות בטלפון אינו נותן מענה ניתן לבצע פנייה לכתובת המייל [service@ksp.co.il](mailto:service@ksp.co.il).
- כמו כן, באתר האינטרנט ניתן לקבל מידע לגבי סטטוס הזמנה.

איזור אישי התראות קטגוריות בית

## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)click on accessibility

Actual Result: displays the content of the site, not options to change the appearance

Expected Result: options to change the appearance

[KSP-14] Not all branches are shown on the map

Status: To Do

Project: KSP

Type: Bug

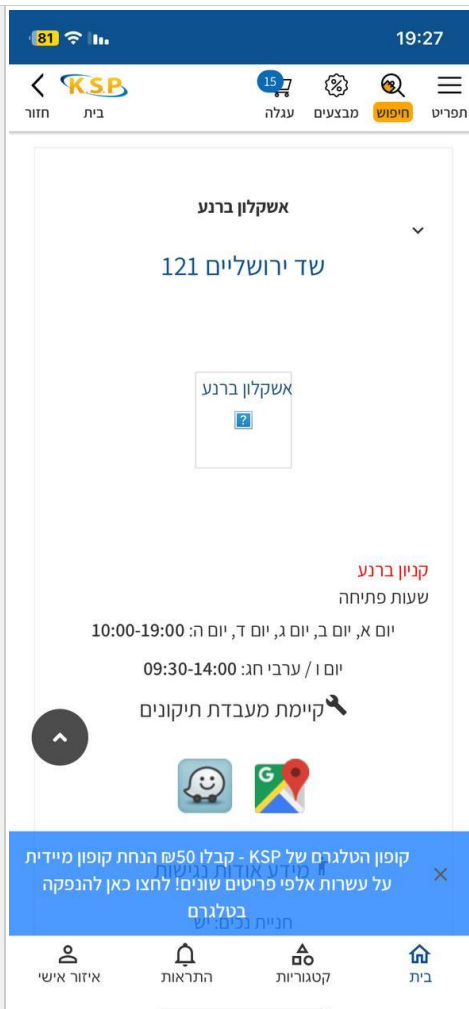
Priority: Medium

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:



## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)click on branches and reception
- 4)scroll down and chose "אשקלון ברנע"

Actual Result: there is no map for this branch

Expected Result: there should be a map like all branches.

**[KSP-13] There is no indication that the notifications were read**

<b>Status:</b>	To Do
<b>Project:</b>	<u>KSP</u>

<b>Type:</b>	Bug	<b>Priority:</b>	Low
<b>Reporter:</b>	<u>hussin aljohari</u>	<b>Assignee:</b>	Unassigned
<b>Environment:</b>	Device Model: iphone11 Operating System: iOS18.4.1		

Attachments:

29

17:03

מבצעים אחרונים

התראות אחרונות

השקות ומבצעי מאי על מגוון מוצרי XIAOMI

KSP במחירי GILLETTE-i BRAUN

מגוון מוצרים שיקררו לכם את הקיץ

בוסטרים, קומפרסורים, מטענים למצבר ועוד מגוון...

חדש באתר! Ninja SLUSHi להכנת משקאות ועו...

Adventure Time! מגוון מזוודות מהמותגים המובי...

samsung s25 edge

Adventure Time! מגוון מזוודות מהמותגים המובי...

מגוון מוצרי LEGO במחירים משתלמים! קונים ב-...ש

קונים מרגץ ב-199ש או יותר ומקבלים את כיסוי ה...

אביזרים, ארגזי כלים ותיקי כלים במחירים משתלמ...

איזור אישי

התראות

קטגוריות

בית

## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on notifications
- 3)chose the first one
- 4)click on the back button

Actual Result: no change occurs

Expected Result: the notification color should change

[KSP-12] When searching for something that does not exist, there is no notification indicating that it does not exist

Status: To Do

Project: [KSP](#)

Type: Bug

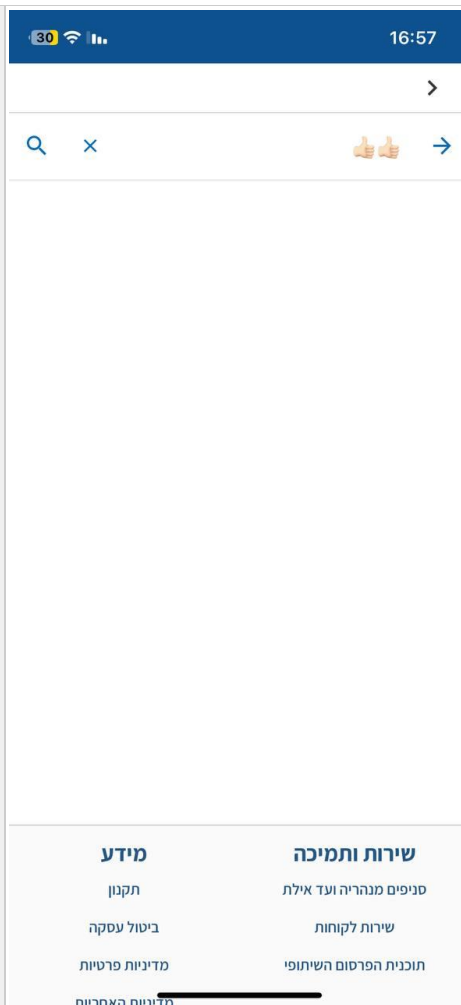
Priority: Medium

Reporter: [hussin aljohari](#)

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:





### Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on search button
- 3)write “👍”

Actual Result: no thing

Expected Result: error message that this item does not exist

[KSP-11] The last name can be a number


Status:	To Do
Project:	<u>KSP</u>

Type:	Bug	Priority:	High
Reporter:	<u>hussin aljohari</u>	Assignee:	Unassigned
Environment:	Device Model: iphone11 Operating System: iOS18.4.1		

Attachments:

16:45

>

 < בית חזור

15 עגלה

מבצעים

חיפוש

תפריט

פירוט אישי

שם פרטי\*

11

שם משפחה\*

22

אימייל\*

@ zigratoligro-5351@yopmail.com

טלפון\*

0501111111

מגדר

אנא בחרו מגדר

תאריך לידה

יש למלא את כל השדות המסומנים בכוכבית\*

שמירה

מחיקת חשבון משתמש

הפעולה הצליחה

שינוי סיסמה

### Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)chose menu
- 3)click on personal home
- 4)click on personal information
- 5)write "22" in last name
- 6)click on save

Actual Result: it accepted

Expected Result: error with message that this item can't be a number

[KSP-10] <u>The first name can be number</u>	
Status:	To Do
Project:	<u>KSP</u>

Type:	Bug	Priority:	High
Reporter:	<u>hussin aljohari</u>	Assignee:	Unassigned
Environment:	Device Model: iphone11 Operating System: iOS18.4.1		

Attachments:

31

16:45

<

KSP

15

15

15

15

חזור

בית

עגלה

מבצעים

חיפוש

תפריט

פרטים אישיים

שם פרטי\*

11

שם משפחה\*

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אימייל\*

@ zigratoligro-5351@yopmail.com

טלפון\*

0501111111

מגדר

אנא בחרו מגדר

תאריך לידה

יש למלא את כל השדות המסומנים בכוכבית\*

שמירה

מחיקת חשבון משתמש

הפעולה הצליחה

### Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)chose menu
- 3)click on personal home
- 4)click on personal information
- 5)write "11" in first name
- 6)click on save

Actual Result: it accepted

Expected Result: error with message that this item can't be a number

[KSP-9] If we are inside any page whose logo appears and we click on it, it does not give any reaction (you think that the program is not responding)

Status: To Do

Project: [KSP](#)

Type: Bug

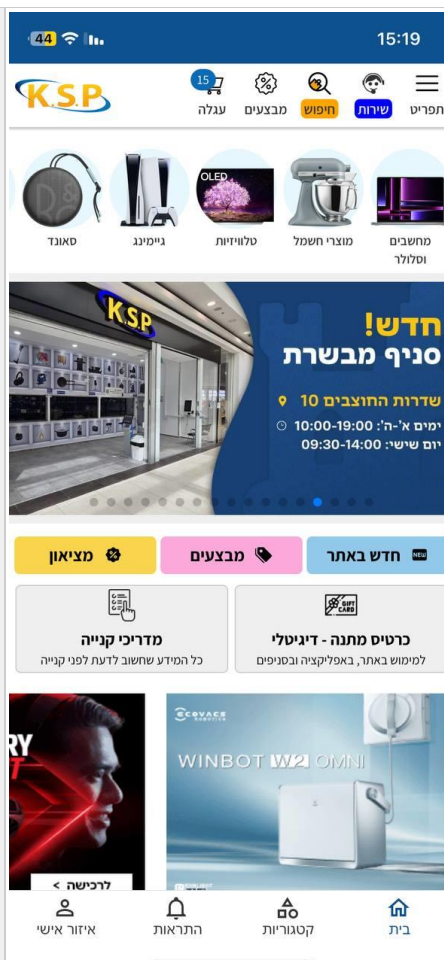
Priority: Low

Reporter: [hussin aljohari](#)

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:



## Description

Steps to Reproduce:

1)open the app from the phone

2)click on menu button

Actual Result: nothing happens

Expected Result: the page should give any reaction

[KSP-8] language page and setting page it is the same pages in different view

Status:	To Do
Project:	<a href="#">KSP</a>

Type:	Bug	Priority:	Medium
Reporter:	<a href="#">hussin aljohari</a>	Assignee:	Unassigned
Environment:	Device Model: iphone11 Operating System: iOS18.4.1		

**Attachments:**

The left screenshot shows the 'Lang/שפה' (Language) settings page. A modal dialog titled 'בחר שפה' (Choose Language) is displayed, showing 'Hebrew' and 'English' options. The right screenshot shows the 'הגדרות' (Settings) page, which includes a 'בחר שפה' (Choose Language) section and a list of services and features.



## Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)click on language
- 4)click on menu
- 5)click on setting

Actual Result: the same content in both pages

Expected Result: the settings page should contain settings other than the language

[KSP-7] There is no way to delete the history search

Status: To Do

Project: KSP

Type: Bug

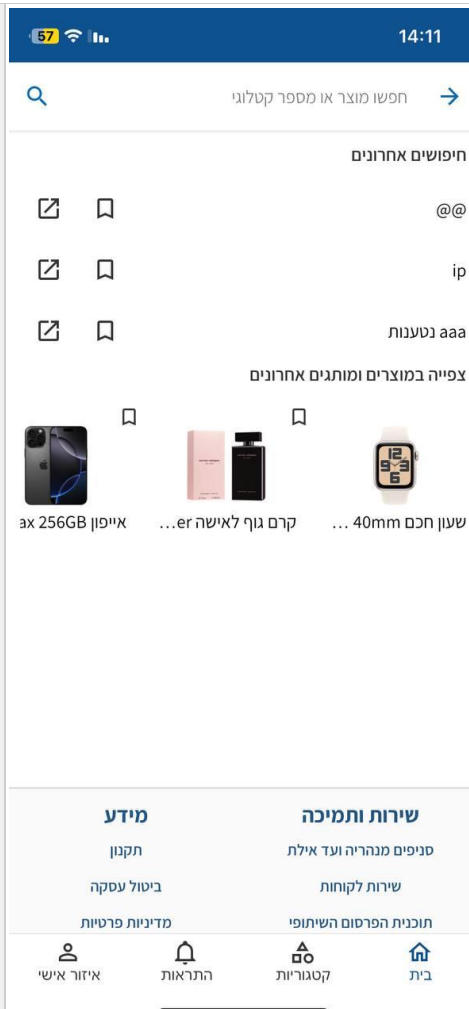
Priority: Medium

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:



## Description

Steps to Reproduce:

1)open the app from the phone

2)click on search on top of the page

Actual Result: can't delete the history

Expected Result: should be delete button to clear the history

[KSP-6] There is no back button in business class page

Status: To Do

Project: KSP

Type: Bug

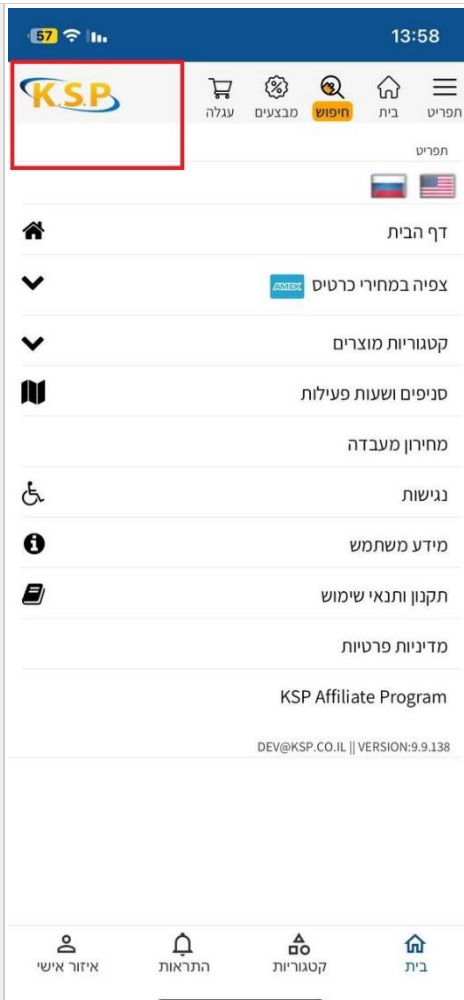
Priority: Medium

Reporter: hussin aljohari

Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:



## Description

Steps to Reproduce:

1)open the app from the phone

2)click on menu

3)chose business class

Actual Result: there is no back button

Expected Result: there is back button

[KSP-5] There is no back button in customer service page

Status: To Do

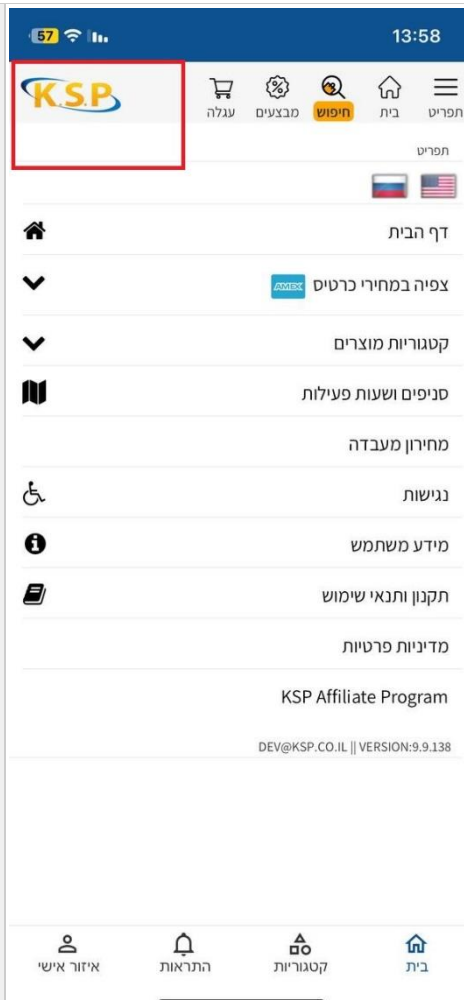
Project: KSP

Type: Bug Priority: Medium

Reporter: hussin aljohari Assignee: Unassigned

Environment: Device Model: iphone11  
Operating System: iOS18.4.1

Attachments:



## Description

Steps to Reproduce:

1)open the app from the phone

2)click on menu

3)chose customer service

Actual Result: there is no back button

Expected Result: there is back button

[KSP-4] When the user in business class page and click on the menu it appears in a different way

**Status:** To Do

**Project:** KSP

**Type:** Bug

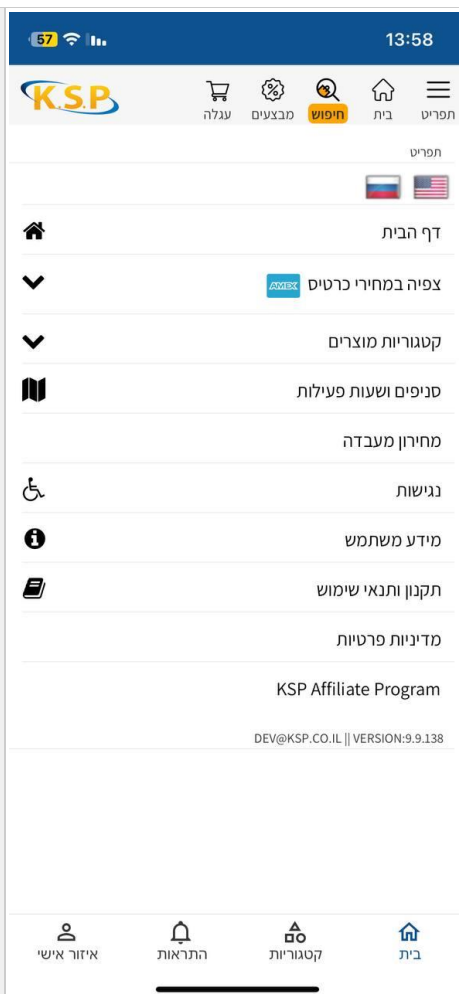
**Priority:** High

**Reporter:** hussin aljohari

**Assignee:** Unassigned

**Environment:** Device Model: iphone11  
Operating System: iOS18.4.1

**Attachments:**





### Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)chose business class
- 4)click on menu again

Actual Result: the menu it appears in a different way

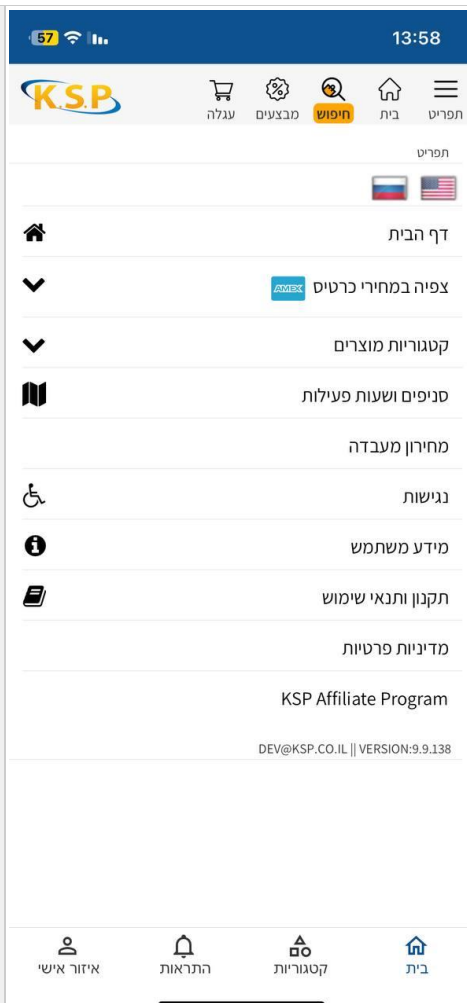
Expected Result: it should appear as usual

[KSP-3] When the user in customer service page and click on the menu it appears in a different way

Status:	To Do
Project:	<a href="#">KSP</a>

Type:	Bug	Priority:	High
Reporter:	<a href="#">hussin aljohari</a>	Assignee:	Unassigned
Environment:	Device Model: iphone11 Operating System: iOS18.4.1		

#### Attachments:



### Description

Steps to Reproduce:

- 1)open the app from the phone
- 2)click on menu
- 3)chose customer service
- 4)click on menu again

Actual Result: the menu it appears in a different way

Expected Result: it should appear as usual

<b>[KSP-2] <u>There is no rating for the products</u></b>	
<b>Status:</b>	To Do
<b>Project:</b>	<u>KSP</u>

<b>Type:</b>	Bug	<b>Priority:</b>	Medium
<b>Reporter:</b>	<u>hussin aljohari</u>	<b>Assignee:</b>	Unassigned
<b>Environment:</b>	Device Model: iphone11 Operating System: iOS18.4.1		

### Description

Steps to Reproduce:


- 1)open the app from the phone
- 2)chose category
- 3)chose product type
- 4)chose the product
- 5)scroll down

Actual Result: no rating for the product

Expected Result: there is rating and comments from the customer

<b>[KSP-1] <a href="#">Slow loading home page</a></b>	
<b>Status:</b>	To Do
<b>Project:</b>	<a href="#">KSP</a>

<b>Type:</b>	Bug	<b>Priority:</b>	Low
<b>Reporter:</b>	<a href="#">hussin aljohari</a>	<b>Assignee:</b>	Unassigned
<b>Environment:</b>	Device Model: iphone11 Operating System: iOS18.4.1		

<b>Attachments:</b>	
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### Description

Steps to Reproduce:

1)open the app from the phone

Actual Result: open the home page slowly

Expected Result: open the home page quickly