Test Strategy and Test Cases - SmartPad Customer Feedback

1. Overall Test Strategy

The goal of this testing effort is to validate the core functionality, usability, and stability of the SmartPad Customer Feedback form. We will follow a hybrid approach combining manual exploratory testing with automation for regression coverage. The test effort will focus on functional, boundary, input validation, and UI/UX checks.

2. Key Product Flows

- Filling out and submitting the feedback form

- Form validation and error handling for required fields

- Input sanitization (e.g., invalid emails, long comments)

- Verifying the presence and content of the success message

- Usability across different devices and browsers (manually verified)

3. Test Cases

ID	Test Case	Expected Result	Actual Result
TC01	Submit valid feedback form	Form submitted successfully with thank you message	Success message displayed as expected
TC02	Submit empty form	Error messages for required fields	Validation errors displayed
TC03	Invalid email input	Error message for email field	Validation works correctly
TC04	Skip rating selection	Form should not submit without rating	Rating required message shown
TC05	Very long comment	Form accepts and processes long text	Handled successfully
TC06	Special characters in comment	No crash or misbehavior	No issues observed
TC07	Responsive layout on mobile	Proper layout and alignment	Layout adjusts well