

Customer Complaints:

1. Was the customer justified with their complaints?
-Yes, they didn't seem to be demanding anything out of the ordinary & if they felt they were promised something? It should absolutely be verified for them.
2. Did the QA do a good job responding to the customer's complaints?
-Yes, what I particularly liked was that QA didn't make any promises, even though they easily could have. Especially w/the feedback about the aesthetic of the site.
3. Would you address them in a different way?
-I would assume I would answer very similarly. I felt the responses were very fair & I treat others the way I wish to be treated. So I agreed w/the responses.
4. What information would you need to adequately respond to their concerns?
-I would need to know what was presented as expectations for the customer initially.

Customer request checklist:

- Visual aesthetic
- Saving of changed features
- Wrong test data
- Missing entry fields: email, login/out, search

If I were the customer what features would I want the site to have?

- Stylish aesthetic, personalized for the specific company.
- Data base to save information & communicate w/only applicable data entries.
- Login & log-out feature.
- Entry field for email.
- Search bar.

According to documentation, answers these questions:

1. What are you testing?
-Ability to run on multiple browsers, fully functional, professionally styled, loads employee list, allows editing of employee list, click feature on each employee to access their file, employee file to contain: ID, name, phone, title, all contents editable except ID, ability to save or cancel any changes, with save/cancel buttons, if cancelled revert to most recent employee update.

-Future Functionality to be accounted for:

2. Phone numbers will be validated 10 digit, area code included, US phone numbers.
3. The Employee List will reside in a database and be accessed through API integration
4. An Add Employee function will be implemented
5. A search function to filter the employee list will be available, based on Job Title, Name, and/or ID
6. An Email Address field will be added for each employee file
7. All fields will be required for any entry/modification
8. How long will you test for?

-30 minutes

9. Are there pieces you aren't going to test?

-Not testing future functionality, just being cognizant of it

10. How do you plan on testing?

-by going through the site/app testing all possible features listed

11. How do you know when you're done testing?

-when all possible features are tested/validated

List of all the issues/bug found, include the positives:

-Site operable on multiple browsers

-Fully Functional

-No styling

-Loads employee list

-Allows for employee editing

-Doesn't allow employee ID editing

-Employee click feature functional

-Save/Cancel ability functional

-Cancel feature reverts back to latest update

-Employee ID #4 is a negative number

-Phone number should only allow numerical digits to be entered

-Still missing login/out & email/search entry fields

Overall the app is a good start & has the basic functionality promised to the customer.

Based on customer's concerns:

Usually the styling will be done after all functional work is complete. Data was being saved upon changes, except for employee ID (which was expected). Login/out page to be added. Additional data entry for email to be added. Lastly, search bar to be implemented.

Test Summary Report

The Test Summary Report was for the testing of the “Pilot Support and The Process of QA”.

“Pilot Support and The Process of QA” is an enterprise pilot app for basic employee data. The app is meant to store, organize, edit, & access employee data. Data is to be accessed after logging in. Ability to edit: name, title, phone number, email.

Tested functionality & was verified via ability to access/edit applicable data & save edited data. As well as cancelling editing changes.

- Functional Test for the following:
 - Edit data
 - Cancel edit
 - Save Data
- Performance Testing not done:
 - Email entry
 - Log in, log out
 - Search bar

Testing was done for a metric of 30 minutes w/no major errors noted. The employee ID #4 was negative.

App was tested for all possible editable data in all possible fields of entry for a time limit of 30 minutes.

Test environment was: StaticJs, WebPack, ReactDOM

Lessons learned on functionality being in place. A need to correct employee ID #4. Add entry fields, login/out, & search bar.

Would recommend a more stylish aesthetic. Bottom margin, center the app overall, style the data boxes, header, footer.

Best Practices:

- Addressing customers' concerns initially allowed me to experience w/site. While returning for testing, familiarity streamlined the testing process.
- Accounting for missing email data input created a need for a search bar.
- Auto text fill w/existing employee data would save time.
- Data entries exclusive to numeric values should only allow numbers.

Exit Criteria:

All test cases were executed.

All defects are accounted for.

Open defects have actionable plans:

- email data entry to be added
- login/out page to be implemented
- employee if #4 to be corrected from negative status
- search bar to be added

Conclusion:

Upon completion of Exit Criteria, app should be sent back to customer for testing.