# Feature:

Error Management

# Sitemap:

Error Page Template

# Acceptance Criteria

## Business rules:

* The system must be able to handle server side error messages. Each error scenario will be outlined under Functional Requirements below.

## Business process:

* N/A

## Functional requirements

* When an error is triggered, the system will display it in three distinct ways: Full page, Pop up and Superbar.
* Each of these types of errors have been outlined in the following document: [https://colesgroup.sharepoint.com/sites/ColesOnlineSwiftshop/Shared%20Documents/Business%20Rules/swiftshop\_error\_message\_guidelines.pdf](https://colesgroup.sharepoint.com/sites/ColesOnlineSwiftshop/Shared%2520Documents/Business%2520Rules/swiftshop_error_message_guidelines.pdf)

## Error Scenarios

Listed below are each of the error scenarios that must be catered for, including how they will be displayed “Error Type” and what message will be displayed to the user “Error Message”.

**Note:** These error scenarios cover catalogue browsing only and does not cover any checkout scenarios. These will be covered in a future card.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Error + Trigger** | **Error Type** | **Error Message** | **User options** | **Post Event** |
| When a customer attempts to add, update or delete an item in (or to) their current trolley that no longer exists in the catalog | Superbar | “There was a problem loading these products  <list products experiencing the error>” | * Ok, remove those products | “Ok, remove those products” will remove the listed products and close the Superbar. |

Customer loses internet connectivity whilst on the website when:

|  |  |  |  |
| --- | --- | --- | --- |
| **Event** | **Error Type** | **Error Message** | **User Options** |
| Adding / Updating item in trolley | Popup | “Connection lost  Trying again in 10” | * Try again now * Give up \* |
| Deleting item from trolley | Popup | “Connection lost  Trying again in 10” | * Try again now * Give up |
| Opening an overlay | Popup (overlay can be loaded) | “Connection lost  Trying again in 10” | * Try again now * Give up |
| Fetching trolley ID | Popup | “Connection lost  Trying again in 10” | * Try again now * Give up |
| Landing on homepage | Popup | “Connection lost  Trying again in 10” | * Try again now * Give up |
| Category / Browse | Popup | “Connection lost  Trying again in 10” | * Try again now * Give up |
| Search | Popup | “Connection lost  Trying again in 10” | * Try again now * Give up |
| Fetch user details / Bought before history | Popup | “Connection lost  Trying again in 10” | * Try again now * Give up |
| Tab Count | None, do not display anything in the tab count area if the tab count can’t be retrieved | N/A | N/A |
| Login page | Popup | “Connection lost  Trying again in 10” | * Try again now * Give up |
| Auto suggest | None, don’t display the auto-suggest drop down if not avialable | N/A | N/A |

**Note:** If the customer does not select any of the User Options, the system will continue to “try again” up to 10 times before it automatically gives up.

When a customer performs an event and internal connection is lost (500):

|  |  |  |  |
| --- | --- | --- | --- |
| **Event** | **Error Type** | **Error Message** | **User Options** |
| Adding / Updating item in trolley | Popup | “Sorry, something’s not quite right” | Go back |
| Deleting item from trolley | Popup | “Sorry, something’s not quite right” | * Go back |
| Opening an overlay | Popup (overlay be can loaded) | “Sorry, something’s not quite right” | * Go back |
| Fetching trolley ID | Popup | “Sorry, something’s not quite right” | Go back |
| Landing on homepage | Popup | “Sorry, something’s not quite right” | Go back |
| Category / Browse | Popup | “Sorry, something’s not quite right” | * Go back |
| Search | Popup | “Sorry, something’s not quite right” | * Go back |
| Fetch user details / Bought before history | Popup | “Sorry, something’s not quite right” | Go back |
| Tab Count | None, do not display anything in the tab count area if the tab count can’t be retrieved | N/A | N/A |
| Login page | Popup | “Sorry, something’s not quite right” | Go back |
| Auto suggest | None, don’t display the auto-suggest drop down if not avialable | N/A | N/A |

Customer performs an event and they have an invalid cookie (401):

|  |  |
| --- | --- |
| **Event** | **Action** |
| Adding / Updating item in trolley | Forward customer to the Re-login form |
| Deleting item from trolley | Forward customer to the Re-login form |
| Opening an overlay | Forward customer to the Re-login form |
| Fetching trolley ID | Forward customer to the Re-login form |
| Landing on homepage | Forward customer to the Re-login form |
| Category / Browse | Forward customer to the Re-login form |
| Search | Forward customer to the Re-login form |
| Fetch user details / Bought before history | Forward customer to the Re-login form |
| Tab Count | Forward customer to the Re-login form |
| Login page | Forward customer to the Re-login form |
| Auto suggest | Forward customer to the Re-login form |

Page cannot be found (404):

|  |  |  |  |
| --- | --- | --- | --- |
| **Event** | **Error Type** | **Error Message** | **User Options** |
| Adding / Updating item in trolley | Popup | “Page could not be found” | * Go back |
| Deleting item from trolley | Popup | “Page could not be found” | * Go back |
| Opening an overlay | Popup (overlay be can loaded) | “Page could not be found” | * Go back |
| Fetching trolley ID | Popup | “Page could not be found” | * Go back |
| Landing on homepage | Popup | “Page could not be found” | * Go back |
| Category / Browse | Popup | “Page could not be found” | * Go back |
| Search | Popup | “Page could not be found” | * Go back |
| Fetch user details / Bought before history | Popup | “Page could not be found” | * Go back |
| Tab Count | None, do not display anything in the tab count area if the tab count can’t be retrieved | N/A | N/A |
| Login page | Popup | “Page could not be found” | * Go back |
| Auto suggest | None, don’t display the auto-suggest drop down if not avialable | N/A | N/A |

General catch all when no error message is available (4XX):

|  |  |  |  |
| --- | --- | --- | --- |
| **Event** | **Error Type** | **Error Message** | **User Options** |
| Adding / Updating item in trolley | Popup | “Sorry, something’s not quite right” | * Go back |
| Deleting item from trolley | Popup | “Sorry, something’s not quite right” | * Go back |
| Opening an overlay | Popup (overlay be can loaded) | “Sorry, something’s not quite right” | * Go back |
| Fetching trolley ID | Popup | “Sorry, something’s not quite right” | * Go back |
| Landing on homepage | Popup | “Sorry, something’s not quite right” | * Go back |
| Category / Browse | Popup | “Sorry, something’s not quite right” | * Go back |
| Search | Popup | “Sorry, something’s not quite right” | * Go back |
| Fetch user details / Bought before history | Popup | “Sorry, something’s not quite right” | * Go back |
| Tab Count | None, do not display anything in the tab count area if the tab count can’t be retrieved | N/A | N/A |
| Login page | Popup | “Sorry, something’s not quite right” | * Go back |
| Auto suggest | None, don’t display the auto-suggest drop down if not avialable | N/A | N/A |

Post Event Actions:

**Try again now** will retry the event that triggered the error message.

**Give Up** will close the error pop up and return the customer to the previously state.

**Give Up \*** will display another message informing that customer that some of their items may be lost from their trolley. They can then click “Ok” to close the pop up and return to the previous state.

**Ok, remove those products** will remove the listed products and close the Superbar.

**Go back** will return the customer back to the website’s previous state.

## Security requirement:

* N/A

## Look and Feel

* Refer to the Visual Design folder in Sharepoint for the latest designs: https://colesgroup.sharepoint.com/sites/ColesOnlineSwiftshop

## Device/Browser/OS:

[http://teamsite/sites/ColesOnlineProgram/Shared%20Documents/FY15/Tablet%20Site/Swiftshop/Device-Browser-OS%20requirements.xlsx](http://teamsite/sites/ColesOnlineProgram/Shared%2520Documents/FY15/Tablet%2520Site/Swiftshop/Device-Browser-OS%2520requirements.xlsx)

## Operational impact

* If any data elements of this user story are changed / updated, then regression and potential updates to the desktop / mobile site need to be considered.

## Data types/model if not covered in feature document (update relevant documents)

* N/A

## Espot

* N/A

## Dependency to other systems or user stories (update relevant documents):

* N/A

## Main/alternative scenarios (preferably cucumber format):

Refer to the “Error Scenario” table above for test scenarios.

Two additional scenarios that should be considered during testing:

* + Testing for when the client side trolley is out of sync with the server side trolley when updating an existing item in the current trolley
  + Testing for when the client side trolley is out of sync with the server side trolley when deleting an existing item in the current trolley

In both circumstances the website should be able to handle it behind the scenes and not display any errors to the customer.

## Out of scope

* Accessibility
* Analytics
* Full page Error Message [SS-335]