

Exploratory Testing Report

Project: Travel Planner Web App

Date: October 17, 2024

1. Objective:

The goal of this exploratory testing was to check how well different parts of the Travel Planner app work, especially new features and connections to third-party services like booking accommodations and activities. I aimed to find any issues with usability, functionality, or user experience by testing it creatively and freely.

2. Focus Areas:

Here are the main areas I focused on during testing:

- **Third-Party Integrations:** Making sure the app connects smoothly with other services like hotel and activity booking sites.
- **Itinerary Planning:** Testing how the app handles creating and saving trip plans.
- **User Profiles:** Checking if users can upload profile pictures, save trips, and change settings like language preferences.
- **New Features:** Exploring new features in the trip planner and how they work on both desktop and mobile.
- **Mobile Responsiveness:** Testing how the app works on mobile devices.
- **Error Handling:** Seeing how well the app handles errors, such as failed uploads or missing search results.

3. Test Scenarios:

Here's a summary of the test cases I executed:

1. **Testing Booking Integration**
 - Checked if the app correctly displays accommodation prices and links users to the right booking pages.
2. **Creating and Exporting Itineraries**
 - Made and saved trip plans, then tested if the app correctly exports them to PDF.
3. **Profile Picture Upload**

- Tried uploading different profile pictures to see if they work and explored language settings.
- 4. **New Features in the Planner**
 - Tested the newly added features in the trip planner, especially on mobile devices.
- 5. **Activity Booking**
 - Checked if clicking "Book Now" leads users to the right activity provider's website.
- 6. **Mobile View**
 - Explored the app on both Android and iOS devices to check for mobile-friendly design.

4. Issues Found:

Here are the key problems I found during testing:

1. **Descriptions Cut Off on Mobile**
Severity: Medium
Destination details are shortened on mobile without a way to expand them.
2. **Images Not Loading**
Severity: High
Some destination images don't load and show a broken link icon instead.
3. **Wrong Sorting of Destinations**
Severity: Low
When sorting by popularity, less popular destinations are shown at the top.
4. **Trip Planner Crashing**
Severity: High
The trip planner crashes when adding more than 10 activities, causing all data to be lost.
5. **Missing Transportation Options**
Severity: Medium
For some remote destinations, the planner doesn't show any transportation options like flights.
6. **Blank PDF Itineraries**
Severity: High
When exporting itineraries to PDF, the files are often blank.
7. **Duplicate Accommodation Listings**
Severity: Medium
Some accommodations are listed multiple times in the search results.
8. **Discount Prices Not Displayed**
Severity: Medium
The app doesn't show discounted prices, even when available on the booking site.
9. **Activity Booking Links Wrong**
Severity: High
Users are sometimes directed to the wrong provider when trying to book activities.

10. Saved Trips Not Showing

Severity: High

Saved trips do not appear in the user profile under “Past Trips.”

5. Insights Gained:

- **Third-Party Integration Problems:** The app struggles to display correct prices and correctly link users to booking sites.
- **Mobile Issues:** The app isn't fully optimized for mobile, causing content to be cut off or misaligned.
- **Trip Planner Instability:** The planner crashes when dealing with larger itineraries.
- **Exporting Issues:** The PDF export feature is unreliable, often producing blank files.

6. Recommendations:

- **Fix Third-Party Links and Prices:** Improve how the app pulls data from third-party services to ensure accurate pricing and correct links.
- **Optimize for Mobile:** Make the app more mobile-friendly by fixing layout issues and truncation problems.
- **Improve Planner Stability:** Focus on making the trip planner more reliable, especially when dealing with larger numbers of activities.
- **Fix PDF Export:** Resolve issues with exporting itineraries to PDF to ensure the feature works correctly across all devices.

6. Conclusion

This report highlights some critical areas for improvement, especially around integrations, mobile usability, and planner stability. Addressing these issues will greatly enhance the user experience. Further testing is recommended to ensure the app works smoothly in these key areas.