Test Report

Introduction

This report provides an overview of the exploratory testing conducted on the Swag Labs e-commerce website.

Test Objective

The goal was to identify any bugs, usability issues, or inconsistencies while navigating and exploring its content.

Test Environment

- Application URL: https://www.saucedemo.com/
- Device(s) Used: Laptop.
- Operating System: macOS.
- Browser(s): Chrome.
- Network: Home WiFi

Scope

This report covers the testing of the following components:

- Login
  - Test Credentials:
    - User 1: Username - problem_user, Password - secret_sauce
    - User 2: Username - standard_user, Password - secret_sauce
  - Testing Tasks:
    - Verify successful login for both users.
    - Check error messages with invalid credentials.
- Add and Remove Products from Cart
    - Add products to the cart.
    - Verify correct product added (with product name, quantity, and price).
    - Remove products and verify the cart updates correctly.
- Product Filtering

- Test all available filter options (e.g., "Name (A to Z)", "Price (low to high)").
- Verify products appear correctly based on filter selection.
- View Cart
  - Verify that the cart page accurately displays the selected items and total price.
  - Check functionality of the "Checkout" buttons.
- Checkout
  - Verify successful checkout process with valid payment info.
  - Validate error message for missing or invalid payment information.

Test Strategy

The exploratory testing focused on both functionality and usability by navigating through the application, testing interactions, and documenting unexpected behaviors.

Key Findings

User: problem_user

1: Add multiple products to cart (#008)

Test Scenario: Test to verify that the user can add multiple products to the cart.

- Steps to Reproduce:
  1. aLogin to the Swag Labs application.
  2. Select multiple products from the product list.
  3. Attempt to add all selected products to the cart.
  4. Notice that only some of the "Add to Cart" buttons are responsive, and others do not respond to clicks.
- Actual Result: Some "Add to Cart" buttons are functional, while others are not clickable.

2: Contents and image validations (#009)

Test Scenario: Test to verify content accuracy and grammar.

- Steps to Reproduce:
    1. Login to the Swag Labs application.
    2. Review product descriptions across different products.
    3. Identify spelling or grammatical errors.
- Actual Result: The product description contains spelling and punctuation errors.

3: Image Display and Loading Validation (#010)

Test Scenario: Test to verify that all images on the page are displayed correctly and load without errors.

- Steps to Reproduce:
    1. Login to the Swag Labs application.
    2. Navigate to a product listing page.
    3. Observe that images are static (showing placeholders or thumbnails).
    4. Click on the image to display the full-size image, which loads correctly.
    5. Check if any images show broken icons or fail to load.
- Actual Result: All images are static on the interface and only display the actual item image when clicked.

4: Filter products by Price (low to high) (#013)

Test Scenario: Test to verify that the user can filter products by Price (low to high).

- Steps to Reproduce:
    1. Login to the Swag Labs application.
    2. Go to the product listing page.
    3. Click on the "Price (low to high)" filter option.
    4. Observe that the product list is not reordered as expected.
- Actual Result: The products remained unchanged and were not filtered.

5: Filter products by Price (high to low) (#014)

Test Scenario: Test to verify that the user can filter products by Price (high to low).

- Steps to Reproduce:
    1. Login to the Swag Labs application.
    2. Go to the product listing page.
    3. Click on the "Price (high to low)" filter option.
    4. Observe that the product list is not reordered as expected.
- Actual Result: The products remained unchanged and were not filtered.

6: Filter products by Name (A to Z) (#015)

Test Scenario: Test to verify that the user can filter products by Name (A to Z).

- Steps to Reproduce:
    1. Login to the Swag Labs application.
    2. Go to the product listing page.
    3. Click on the "Name (A to Z)" filter option.
    4. Observe that the product list is not reordered alphabetically.
- Actual Result: The products remained unchanged and were not filtered.

7: Filter products by Name (Z to A) (#016)

Test Scenario: Test to verify that the user can filter products by Name (Z to A).

- Steps to Reproduce:
    1. Login to the Swag Labs application.
    2. Go to the product listing page.
    3. Click on the "Name (Z to A)" filter option.
    4. Observe that the product list is not reordered as expected.
- Actual Result: The products remained unchanged and were not filtered.

User: standard_user

8: Contents and spelling validations (#009)

Test Scenario: Test to verify content accuracy and grammar.

- Steps to Reproduce:
    1. Login to the Swag Labs application.
    2. Review product descriptions across different products.
    3. Identify spelling or grammatical errors.
- Actual Result: The product description contains spelling and punctuation errors.

Suggestions for Improvement

1. **"Add to Cart" Button**: Ensure all "Add to Cart" buttons function consistently. If unavailable, consider displaying a tooltip explaining why or use dynamic loading.
2. **Content Accuracy**: Review all text for spelling and grammar. Correct product descriptions to enhance professionalism and readability.
3. **Image Loading**: Ensure images load without requiring user interaction.
4. **Sorting Functionality**: Check backend sorting logic to ensure filters are applied accurately and that the UI refreshes dynamically to reflect filtered products.

Conclusion

The exploratory test revealed several usability and functionality issues impacting the user experience on Swag Labs. To enhance the overall functionality, attention should be given to ensuring all buttons respond correctly, product descriptions are error-free, images load seamlessly, and sorting filters work as expected. By addressing these areas, Swag Labs can provide a smoother, more reliable experience for its users. For a detailed account of test cases and steps, click here to view test case document.