“Online Book Store”

Summer Internship 2025

Manual Testing with JIRA & SCRUM

SubmittedTo

CRC-Training

By

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Under the guidance of

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TABLE OF CONTENTS

CERTIFICATE 3
ACKNOWLEDGEMENT 4
ABSTRACT 5
DFD: Data Flow Diagram 6
RTM: Requirement Traceability Matrix 7
SDLC & STLC 8
V MODEL 9
TESTING 10-17
TESTING TYPES
- Functional Testing
- Adhoc Testing
- Integration Testing
- Regression Testing
- System Testing
- Smoke Testing
- Unit Testing
- ReTesting

DECISION TABLE 18
JIRA BUG REPORTING 19-27
- Functional Testing (Jira Links)
- Adhoc Testing (Jira Links)
- Integration Testing (Jira Links)
- Regression Testing (Jira Links)
- System Testing (Jira Links)
- Smoke Testing (Jira Links)
- Unit Testing (Jira Links)
- ReTesing (Jira Links)

SCRUM REPORT 28
MANUAL TESTING SUMMARY
KEY ISSUES AND FIXES 29
CONCLUSION 30
FUTURE DIRECTION 31

CERTIFICATE

This is to certify that the Project Report entitled **"Online Book Store Testing Using JIRA"** which is submitted by **Nandini Patwa** and in partial fulfillment of the requirement for the "**Manual Testing with JIRA & SCRUM**" in the Department of CRC-Training of ABES Institute of Technology, is a record of the candidate own work carried out by her under my supervision.

Mr. Gaurav Kansal
(Head Training)

Mr. Sajal Mishra
(Technical Trainer)

Date:

ACKNOWLEDGEMENT

It gives us a great sense of pleasure to present the report of the "**Manual Testing with JIRA & SCRUM**" *undertaken during B. Tech, 4th Year. We owe a special debt of gratitude to* ***Mr. Sajal Mishra & Mr. Gaurav Kansal*** *for his constant support and guidance throughout the course of our work.His constant motivation has been a constant source of inspiration for us. It is only his cognizant efforts that our endeavors have seen light of the day.*

We also take the opportunity to acknowledge the contribution of team members of CRC-Training and ***Hoshiyar Singh kanyal (HOD)*** *for their full support and assistance during the development of the project.*

We also do not like to miss the opportunity to acknowledge the motivation of the Department Of …… , ABES Institute of Technology to provide us the opportunity to undergo training at CRC-Training.

Signature:

Name : Nandini Patwa

Roll No.:

2202900100123

Date :

ABSTRACT

This project focuses on the implementation of **Manual Testing techniques** within a **SCRUM-based Agile development environment**, utilizing **JIRA** as the primary project and defect management tool. The aim is to validate the quality and functionality of a software product through systematic manual testing while adhering to agile practices.

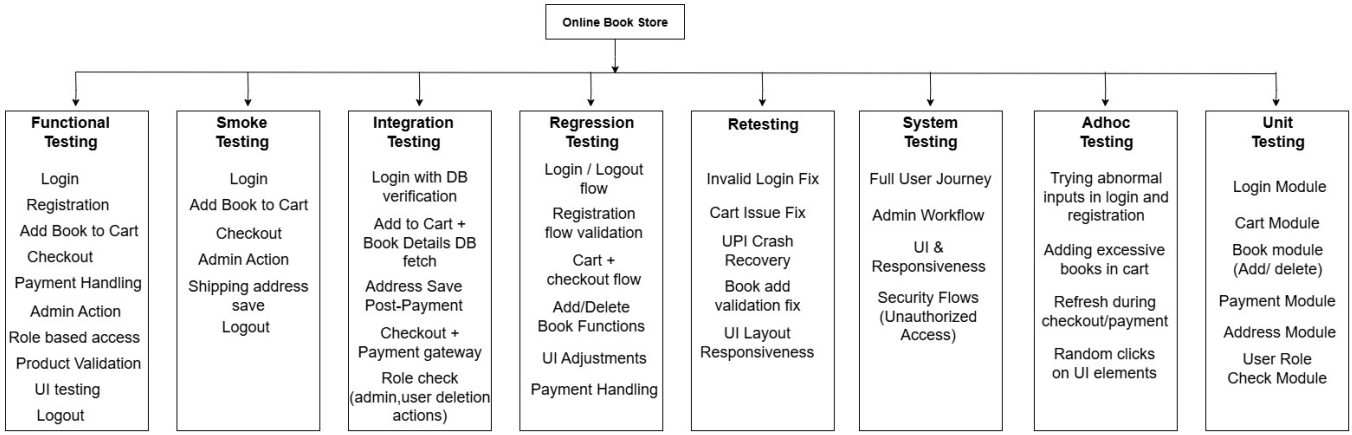
Manual testing involves executing test cases manually without the use of automation tools to ensure that the application behaves as expected. The project demonstrates the creation of test cases based on user stories, execution of tests across multiple sprints, logging of defects, and continuous collaboration with developers and stakeholders.

Using **JIRA**, the team manages the product backlog, sprint planning, user story creation, test case documentation, bug tracking, and daily SCRUM meetings. The agile methodology ensures incremental delivery of features, fast feedback loops, and adaptability to changes. Test artifacts such as test scenarios, test cases, defect logs, and traceability matrices are maintained within the project.

This project highlights the synergy between manual testing and agile practices, ensuring that quality assurance is deeply integrated into the development lifecycle, resulting in a robust and user-focused software product

DFD: Data Flow Diagram

The Testing Data Flow Diagram (DFD) represents how different types of testing are applied to various functionalities of the Online Book Store. It shows the relationship between test types (like smoke, functional, regression, etc.) and system modules such as login, book issue/return, and search. This helps visualize the flow of testing efforts across all key components.

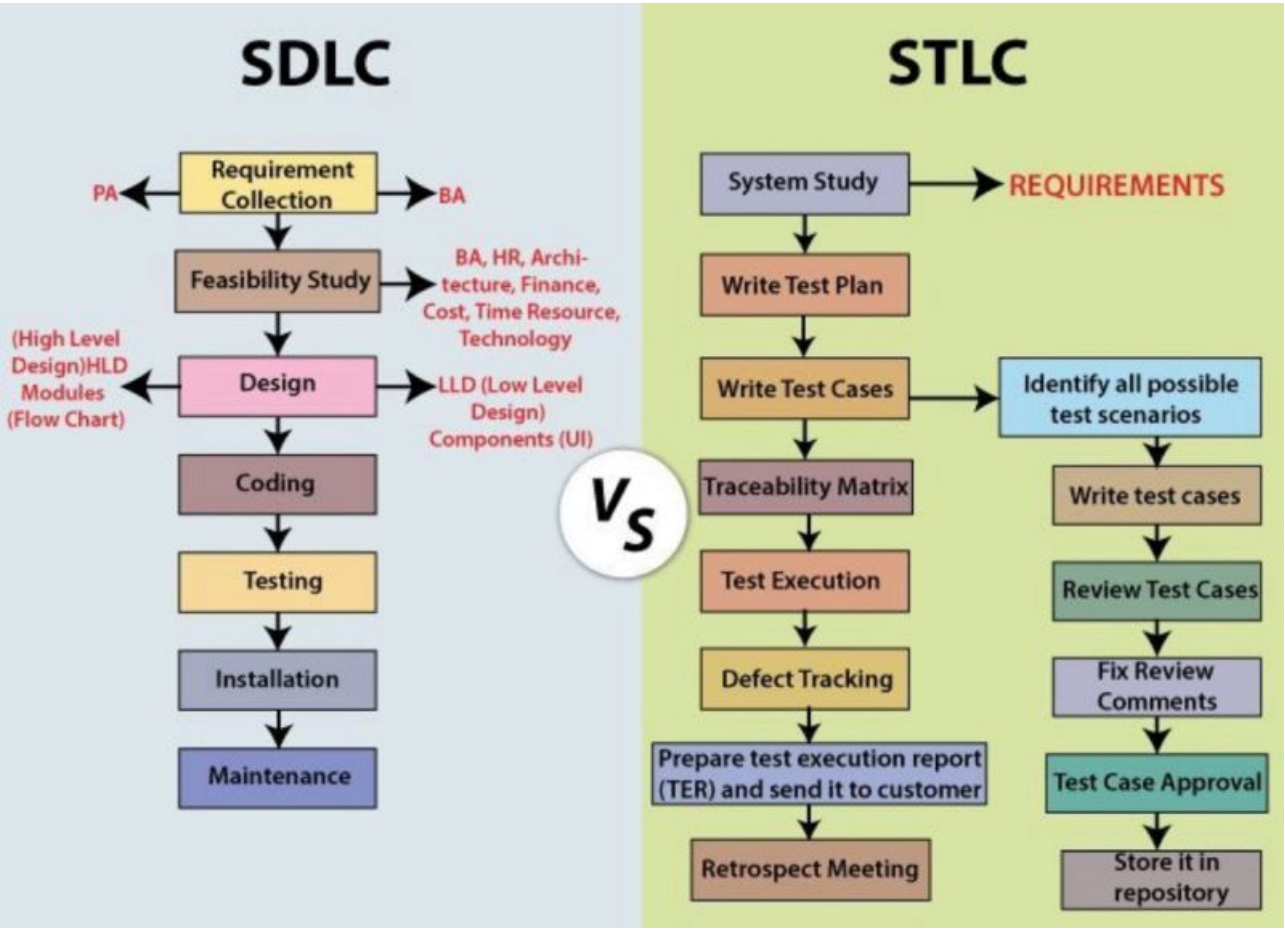


RTM: Requirement Traceability Matrix

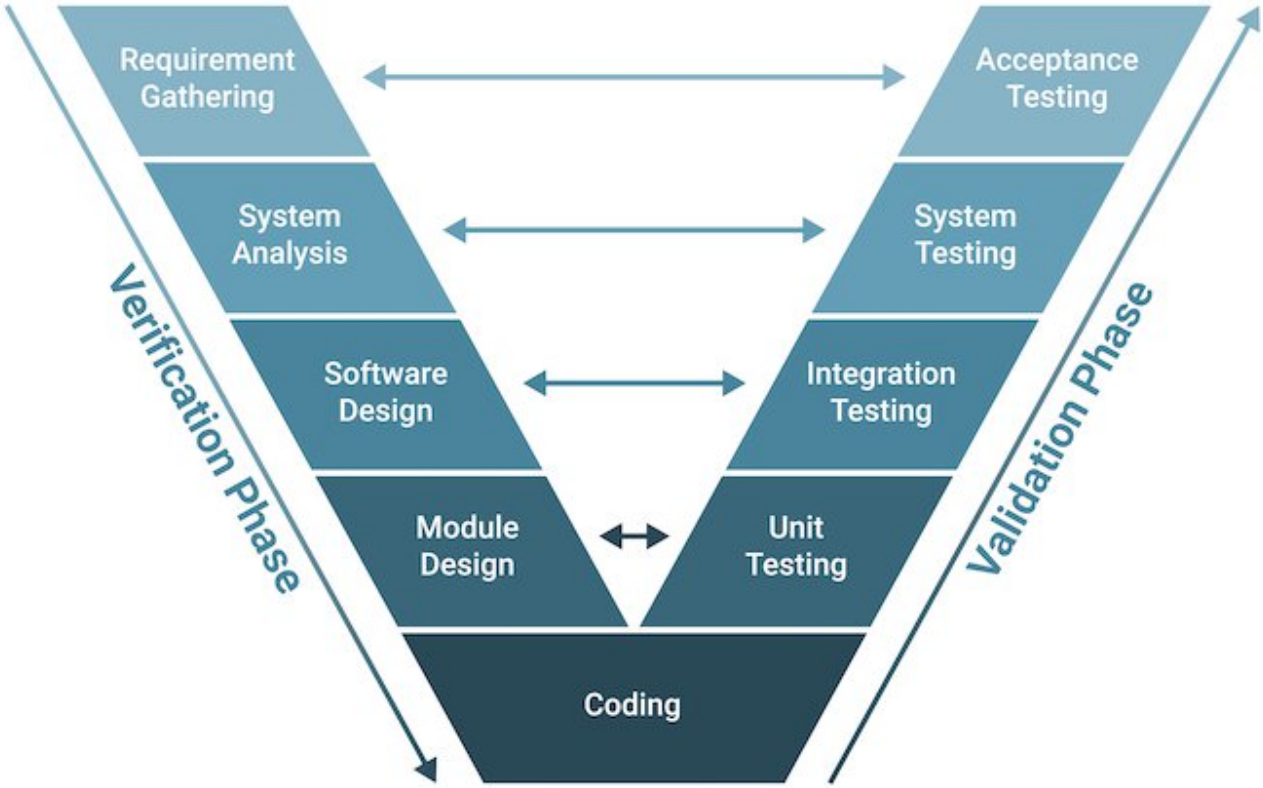
The Requirement Traceability Matrix (RTM) is a document used in software testing to ensure that all project requirements are linked to corresponding test cases. It helps verify that each requirement is tested and no functionality is overlooked. RTM provides forward traceability (requirements to test cases), backward traceability (test cases to requirements), and bidirectional traceability for full coverage. It supports impact analysis, improves test coverage, and is vital during audits and reviews. RTM is created during the test planning phase and updated throughout the project lifecycle, serving as a tool for tracking requirement fulfillment and maintaining product quality.

Requirement ID	Requirement Description	Test Case ID(s)	Test Case Description	Test Status
REQ-01	User login functionality with valid data	FTTC-02, STTC-02,SYTC-02, RETC-01,REGTC-01,ITTC-01	Valid login credential test	Pass
REQ-02	admin login functionality	FTTC-04,STTC-04, SYTC-07,REGTC-02	valid login credential	Pass
REQ-03	user registration	FTTC-18, FTTC-19, FTTC-14,STTC-03,UTTC-01, SYTC-01,ITTC-06,ADTC-02	signup with valid or missing fields	Pass
REQ-04	test calculatecartTotal() method	UTTC-02	return right total amount	Pass
REQ-05	view books visible to user	FTTC-05, STTC-05,REGTC-06, ITTC-03	display all books to user	Pass
REQ-06	add to cart functionality	FTTC-06, FTTC-13, FTTC-17, FTTC-24, STTC-06,STTC-13, SYTC-04, RETC-02,REGTC-03,ITTC-08,ADTC-01,ADTC-05	add book to cart(logged in / guest)	Fail
REQ-07	home page visibility	FTTC-01, STTC-01,	loads and visible successfully	Pass
REQ-08	User login functionality with wrong data	FTTC-03, UTTC-04,SYTC-03	Invalid login credential test	Fail
REQ-09	checkout functionality	FTTC-07, FTTC-20, STTC-07,RETC-03,ITTC-02	checkout with items/ empty cart	Pass
REQ-10	proceed to pay functionality	FTTC-08, STTC-08	pay with valid details	Pass
REQ-11	your order display after pay	FTTC-09, STTC-09	user orders display after payment	Pass
REQ-12	logout functionality	FTTC-10, STTC-10, SYTC-08, RETC-05,REGTC-07	logout user	Pass
REQ-13	add book by admin	FTTC-11, FTTC-22, STTC-11, UTTC-03	add book to system with valid /missing field details	Pass
REQ-14	delete book by admin	FTTC-12, STTC-12,RETC-04,REGTC-04,ITTC-05	book deleted by admin using bookID	Pass
REQ-15	delete book by normal user	FTTC-15,ADTC-03	access denied	Pass
REQ-16	admin update stored book data	FTTC-21,REGTC-08	book details updated	Pass
REQ-17	UPI payment feature addition	FTTC-23,REGTC-05,ITTC-04	UPI payment done during checkout	Fail
REQ-18	Add book with invalid price by addBook(Title,Author, -15	UTTC-05	exception occur	Fail
REQ-19	UI responsiveness	SYTC-06	UI adapt and remain usable	Fail
REQ-20	shipping address save in DB	RETC-06	address saved in DB	Pass
REQ-21	delete book from cart by user	ITTC-07	cart becomes empty	Pass

SDLC: Software Development Life Cycle &
STLC: Software Testing Life Cycle



V Model


Requirement Gathering
System Analysis
Software Design
Module Design
Coding
Unit Testing
Integration Testing
System Testing
Acceptance Testing
Verification Phase
Validation Phase

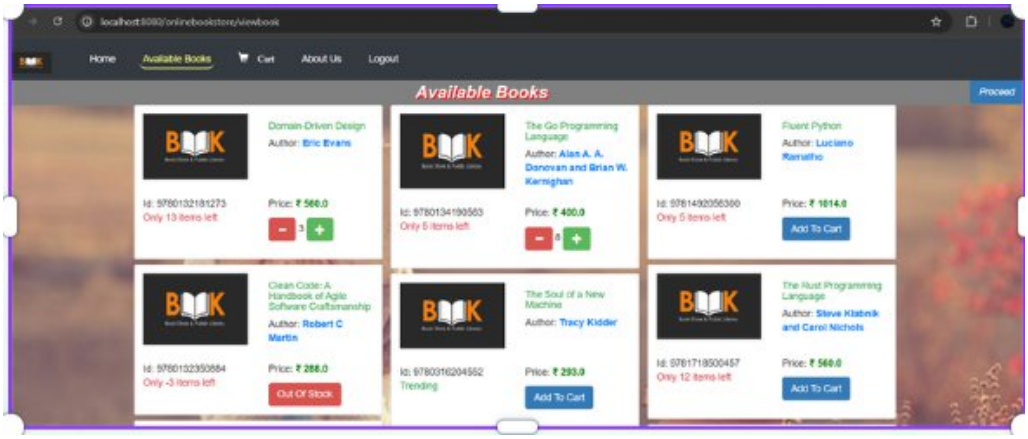
TESTING

- **Functional Testing**: Verified each feature (like login, search, issue/return) to ensure it works as per the requirements. Checked user interactions and system responses.

TestPlan ID	Type of Testing	Testcase ID	Testcase description	Expected outcome	Actual outcome	Result(status)
TP-Bookstore011	Functional Testing	FTTC-01	Verify that home page of onlinebookstore should be visible and loads without error	Home page of onlinebookstore should be visibled	Home page of onlinebookstore is visible and loads successfully	Pass
TP-Bookstore011	Functional Testing	FTTC-02	Verify that the user can login with valid credentials	User should redirected to dashboard of bookstore	User is redirected to dashboard of bookstore	Pass
TP-Bookstore011	Functional Testing	FTTC-03	Verify that user login with wrong credentials	User should redirected to dashboard of bookstore	User login fails due to wrong credentails	Fail
TP-Bookstore011	Functional Testing	FTTC-04	Verify that the admin can login with valid credentials	Admin should redirected to adminlog page	Admin is redirected to adminlog page successfully	Pass
TP-Bookstore011	Functional Testing	FTTC-05	Check list of available books should be visible to user	The available books should be visibled to user	The list of available books are visibled to user	Pass
TP-Bookstore011	Functional Testing	FTTC-06	To check a book should be added to the cart	A book should be add to cart	A book appears in the cart with no error	Pass
TP-Bookstore011	Functional Testing	FTTC-07	Verify proceed to checkout should be done	Checkout page should load without any issue	Checkout page loads successfully	Pass
TP-Bookstore011	Functional Testing	FTTC-08	Verify proceed to pay should be done with valid details	Proceed to pay by user should done with valid details	Proceed to pay by user is done with valid details	Pass
TP-Bookstore011	Functional Testing	FTTC-09	Verify that all the orders should be displayed after pay	All orders should be visibled after pay	All orders by the users are displayed after paying	Pass
TP-Bookstore011	Functional Testing	FTTC-10	Verify that logout functionality should be done	User shoud be logout and redirected to login page	User is logout and redirected to login page	Pass
TP-Bookstore011	Functional Testing	FTTC-11	Verify that admin add new books	Book added confirmation message	Book is added succesfully with confirmation message	Pass
TP-Bookstore011	Functional Testing	FTTC-12	Test that admin should remove particular book using BookId	Admin should remove the book using BookId	Book is removed by the admin using BookId	Pass
TP-Bookstore011	Functional Testing	FTTC-13	Verify that the click add to cart button repeatedly very fast	One item should be added per click with limit	Cart added duplicates	Fail
TP-Bookstore011	Functional Testing	FTTC-14	Test to enter data 1000+ characters in email during sign-up	Error or validation occur	Validation message displayed	Pass
TP-Bookstore011	Functional Testing	FTTC-15	Try deleting book as a normal user	Access denied or no option should be there to remove	Access denied	Pass
TP-Bookstore011	Functional Testing	FTTC-16	Check random refresh during checkout	Page reloads and retains state	Page reset and cart checkout empty	Fail
TP-Bookstore011	Functional Testing	FTTC-17	Check cart limit when added 40+ book items	Handled gracefully during add to cart items	Browser works properly	Pass
TP-Bookstore011	Functional Testing	FTTC-18	Verify that the user signup with valid user data	User account created , redirect to login page	Account created and redirected	Pass
TP-Bookstore011	Functional Testing	FTTC-19	Verify that user signup with missing fields	error message should be please fill out this field	error message is dispalyed as please fill out this field	Pass
TP-Bookstore011	Functional Testing	FTTC-20	Verify that the checkout with empty card	error message no items in the card	no items in the card is displayed	Pass
TP-Bookstore011	Functional Testing	FTTC-21	Verify that the admin should update the store book data	Meassge should be book details updated succesfully	Book details updated	Pass
TP-Bookstore011	Functional Testing	FTTC-22	Add a book with missing details by admin	show error please fill out this field	error is displayed please fill out this field	Pass
TP-Bookstore011	Functional Testing	FTTC-23	validate UPI payment feature addition	order success and redirect to order summary	checkout stuck on payment (UPI not loading)	Fail
TP-Bookstore011	Functional Testing	FTTC-24	admin add a book->user add book in cart->view cart	book should be visible in cart	book is not visibled as cart id empty	Fail

#PASS

#FAIL



- **Adhoc Testing:** Ad-hoc Testing performed unplanned testing without test cases to find hidden bugs or unexpected behavior in the system.

TestPlan ID	Type of Testing	Testcase ID	Testcase description	Expected outcome	Actual outcome	Result(status)
TP-Bookstore011	Adhoc Testing	ADTC-01	Verify that the click add to cart button repeatedly very fast	One item should be added per click with limit	Cart added duplicates	Fail
TP-Bookstore011	Adhoc Testing	ADTC-02	Test to enter data 1000+ characters in email during sign-up	Error or validation occur	Validation message displayed	Pass
TP-Bookstore011	Adhoc Testing	ADTC-03	Try deleting book as a normal user	Access denied or no option should be there to remove	Access denied	Pass
TP-Bookstore011	Adhoc Testing	ADTC-04	Check random refresh during checkout	Page reloads and retains state	Page reset and cart checkout empty	Fail
TP-Bookstore011	Adhoc Testing	ADTC-05	Check cart limit when added 40+ book items	Handled gracefully during add to cart items	Browser works properly	Pass

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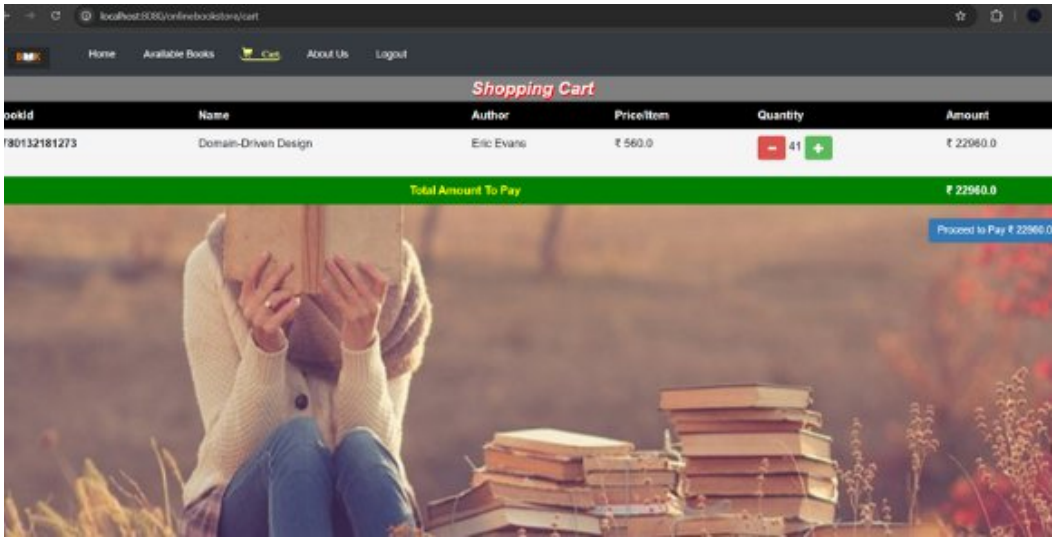

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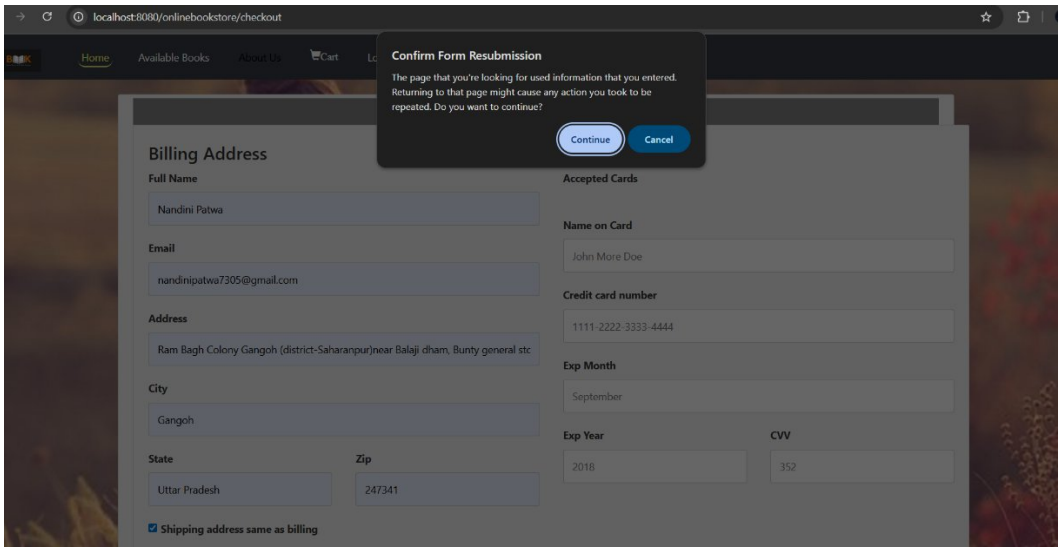
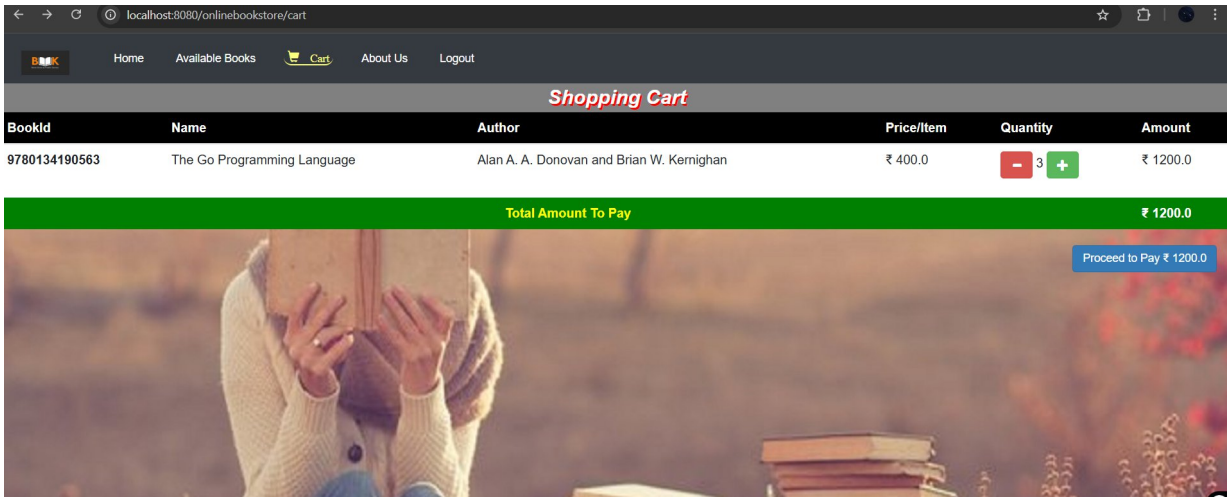


- **Integration Testing:** Tested how different modules like login, database, and book issue functions interact with each other. Ensured smooth data flow between modules.

TestPlan ID	Type of Testing	Testcase ID	Testcase description	Expected outcome	Actual outcome	Result(status)
TP-Bookstore011	Integration Testing	ITTC-01	Login with valid user->redirect to dashboard	dashboard loads with valid user	dashboard load as expected	Pass
TP-Bookstore011	Integration Testing	ITTC-02	add book to cart-> go to checkout	checkout page shows correct book and pricing	checkout page shows correct book	Pass
TP-Bookstore011	Integration Testing	ITTC-03	admin log in -> add a book-> appear in booklist	book immediately appear in the listing	book appear in list successfully	Pass
TP-Bookstore011	Integration Testing	ITTC-04	Add item to cart->checkout->choose UPI->complete payment	payment gateway launches order confirmed	payment gateway crashes or stuck	Fail
TP-Bookstore011	Integration Testing	ITTC-05	admin->click on delete a book from the list	book removed from database list	book is removed from the list	Pass
TP-Bookstore011	Integration Testing	ITTC-06	register new user->check for confirmation message	confirmation message shown	message is displayed	Pass
TP-Bookstore011	Integration Testing	ITTC-07	add a book-> view cart-> remove it	cart becomes empty	cart is empty	Pass
TP-Bookstore011	Integration Testing	ITTC-08	admin add a book->user add book in cart->view cart	book should be visible in cart	book is not visibled as cart id empty	Fail

#PASS



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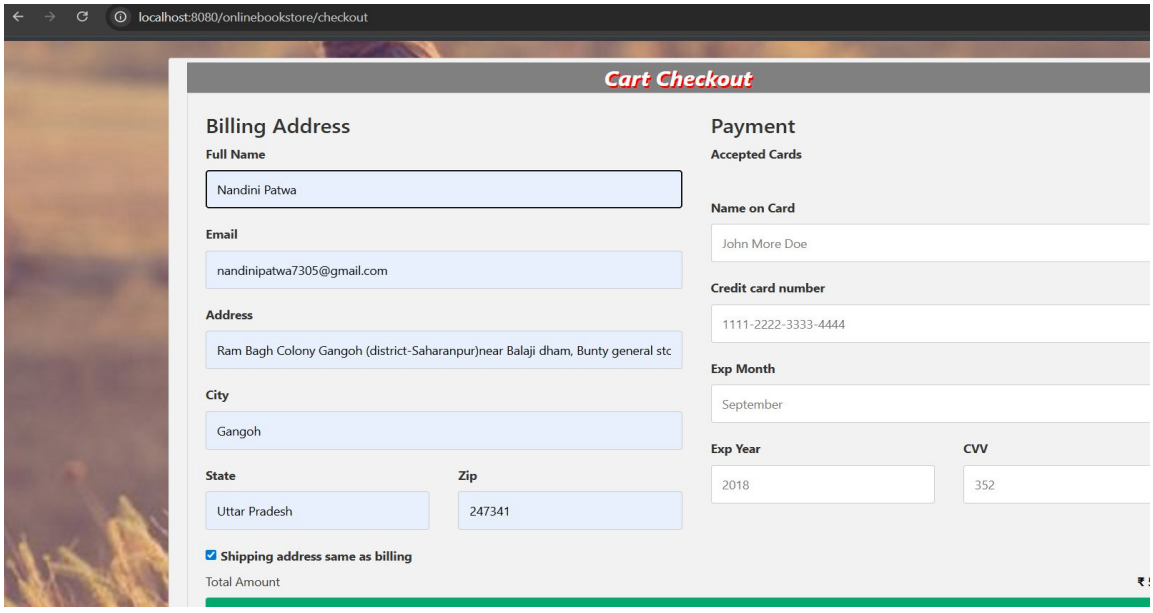
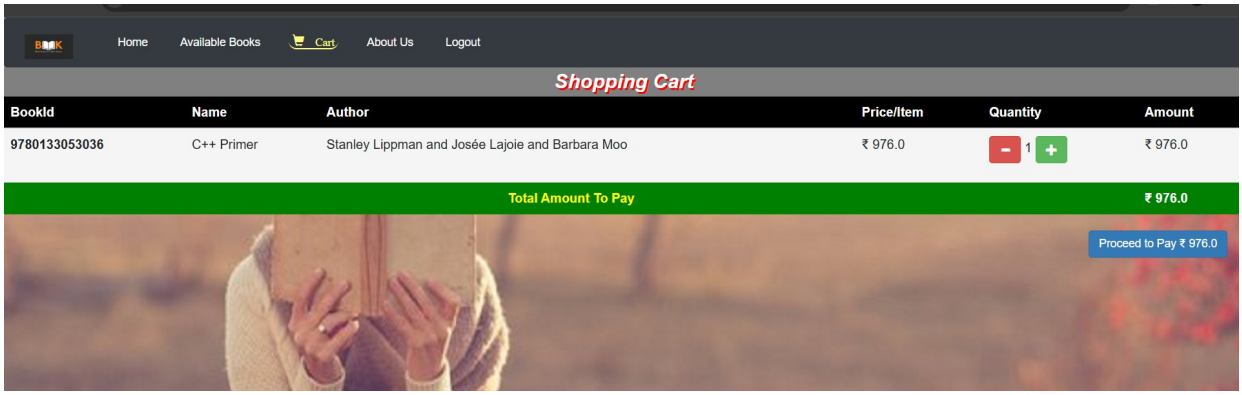


- **Regression Testing:** Re-checked previously working features after changes or bug fixes to ensure nothing else was broken.

TestPlan ID	Type of Testing	Testcase ID	Testcase description	Expected outcome	Actual outcome	Result(status)
TP-Bookstore011	Regression Testing	REGTC-01	Verify user login after code refactor	User should be redirected to user dashboard	user successfully redirected to dashboard	Pass
TP-Bookstore011	Regression Testing	REGTC-02	check admin dashboard access	admin dashboard loads with control	admin dashboard loads properly	Pass
TP-Bookstore011	Regression Testing	REGTC-03	verify add to cart still functions	book should be added to cart with confirmation	book successfully added to cart	Pass
TP-Bookstore011	Regression Testing	REGTC-04	ensure book deletion(admin) still works	book removed and success message shown	book is removed and message displayed	Pass
TP-Bookstore011	Regression Testing	REGTC-05	validate UPI payment feature addition	order success and redirect to order summary	checkout stuck on payment (UPI not loading)	Fail
TP-Bookstore011	Regression Testing	REGTC-06	validate that book details page loads	book details page opens	book detail page displayed	Pass
TP-Bookstore011	Regression Testing	REGTC-07	check logout still functional	redirected to login page	redirected to login page successfully	Pass
TP-Bookstore011	Regression Testing	REGTC-08	add book after database change by admin	book detail updated successfully	book detail successfully added	Pass

#PASS



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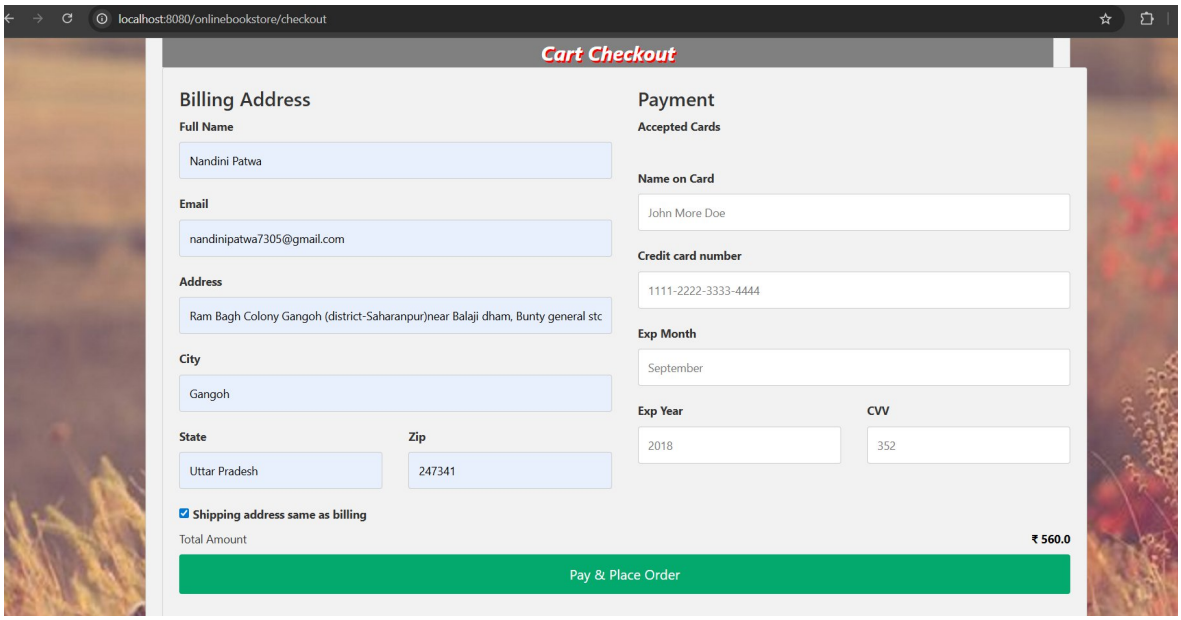
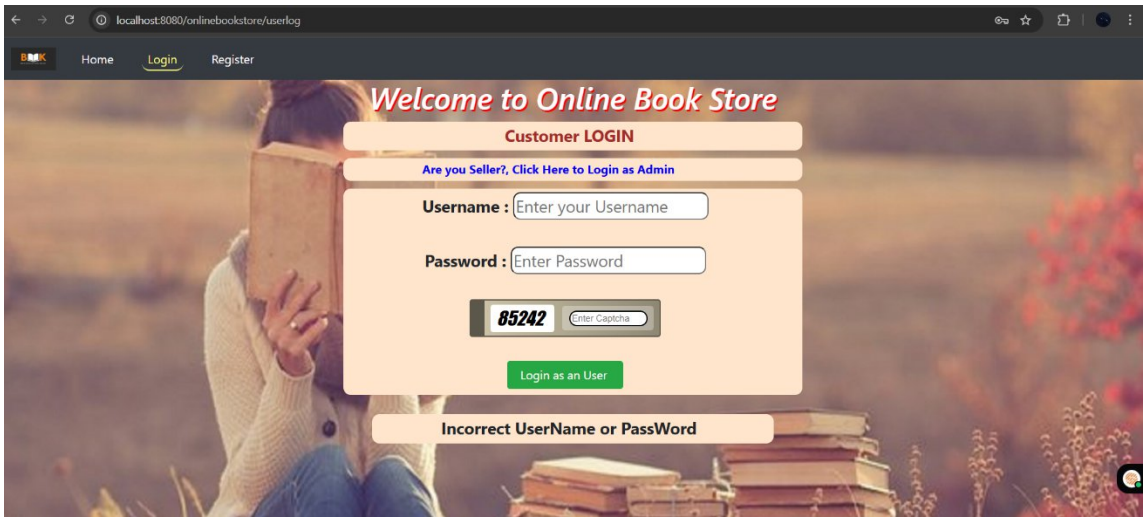


- **System Testing:** That evaluates the complete and integrated software system to ensure it meets the specified requirements.

TestPlan ID	Type of Testing	Testcase ID	Testcase description	Expected outcome	Actual outcome	Result(status)
TP-Bookstore011	System Testing	SYTC-01	Verify user registration flow	Registration successful and user redirected to login	Registration successful and user redirected to login	Pass
TP-Bookstore011	System Testing	SYTC-02	Verify login with valid credentials	User should be redirected to homepage	User redirected to homepage	Pass
TP-Bookstore011	System Testing	SYTC-03	Verify login with invalid credentials	Error message should appear	Error message appear	Pass
TP-Bookstore011	System Testing	SYTC-04	Verify "Add to Cart" functionality	Book should appear in the cart	Book added successfully to the cart	Pass
TP-Bookstore011	System Testing	SYTC-05	Verify "Remove from Cart" option	Cart should update and remove selected book	Cart updated successfully	Pass
TP-Bookstore011	System Testing	SYTC-06	Verify UI responsiveness	UI should adapt and remain usable	UI distorted on mobile	Fail
TP-Bookstore011	System Testing	SYTC-07	Verify admin login functionality	Admin dashboard should open	Admin dashboard opened	Pass
TP-Bookstore011	System Testing	SYTC-08	Verify logout functionality	User should be redirected to login page	User redirected to login page	Pass

#PASS



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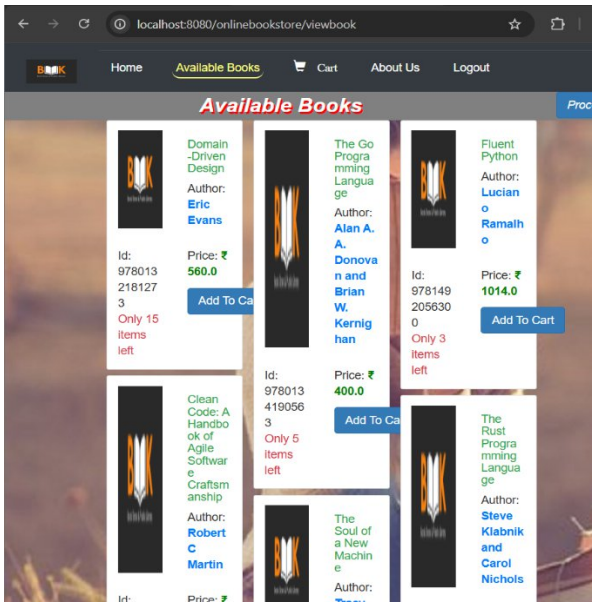
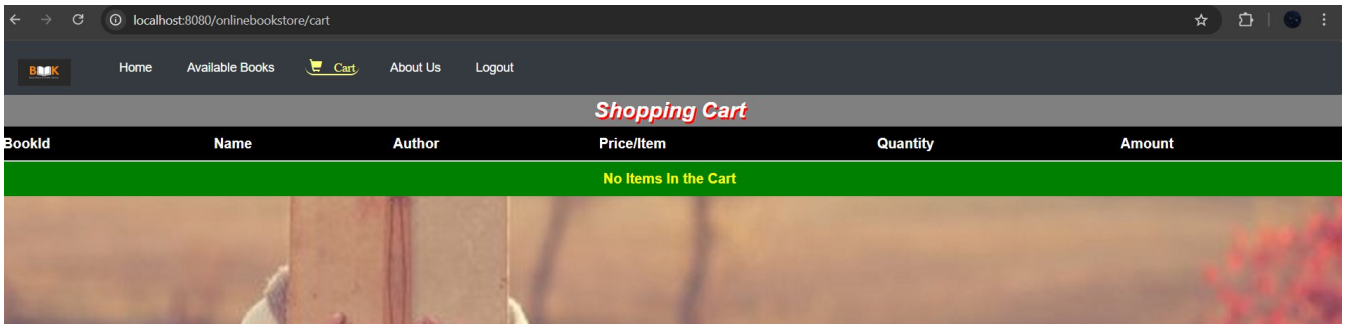


- **Smoke Testing:** That checks whether the most crucial functions of a program are working properly. It's a quick and shallow test to ensure that the application is stable enough for further testing.

TestPlan ID	Type of Testing	Testcase ID	Testcase description	Expected outcome	Actual outcome	Result(status)
TP-Bookstore011	Smoke Testing	STTC-01	Verify that home page of onlinebookstore should be visible and loads without error	Home page of onlinebookstore should be visibled	Home page of onlinebookstore is visible and loads successfully	Pass
TP-Bookstore011	Smoke Testing	STTC-02	Verify that the user can login with valid credentials	User should redirected to dashboard of bookstore	User is redirected to dashboard of bookstore	Pass
TP-Bookstore011	Smoke Testing	STTC-03	Verify that the user signup with valid user data	User account created , redirect to login page	Account created and redirected	Pass
TP-Bookstore011	Smoke Testing	STTC-04	Verify that the admin can login with valid credentials	Admin should redirected to adminlog page	Admin is redirected to adminlog page successfully	Pass
TP-Bookstore011	Smoke Testing	STTC-05	Check list of available books should be visible to user	The available books should be visibled to user	The list of available books are visibled to user	Pass
TP-Bookstore011	Smoke Testing	STTC-06	To check a book should be added to the cart	A book should be add to cart	A book appears in the cart with no error	Pass
TP-Bookstore011	Smoke Testing	STTC-07	Verify proceed to checkout should be done	Checkout page should load without any issue	Checkout page loads successfully	Pass
TP-Bookstore011	Smoke Testing	STTC-08	Verify proceed to pay should be done with valid details	Proceed to pay by user should done with valid details	Proceed to pay by user is done with valid details	Pass
TP-Bookstore011	Smoke Testing	STTC-09	Verify that all the orders should be displayed after pay	All orders should be visibled after pay	All orders by the users are displayed after paying	Pass
TP-Bookstore011	Smoke Testing	STTC-10	Verify that logout functionality should be done	User shoud be logout and redirected to login page	User is logout and redirected to login page	Pass
TP-Bookstore011	Smoke Testing	STTC-11	Verify that admin add new books	Book added confirmation message	Book is added succesfully with confirmation message	Pass
TP-Bookstore011	Smoke Testing	STTC-12	Test that admin should remove particular book using BookId	Admin should remove the book using BookId	Book is removed by the admin using BookId	Pass
TP-Bookstore011	Smoke Testing	STTC-13	verify admin add new book and user can add to cart the book	Book should be added to cart	Book not added	Fail

#PASS

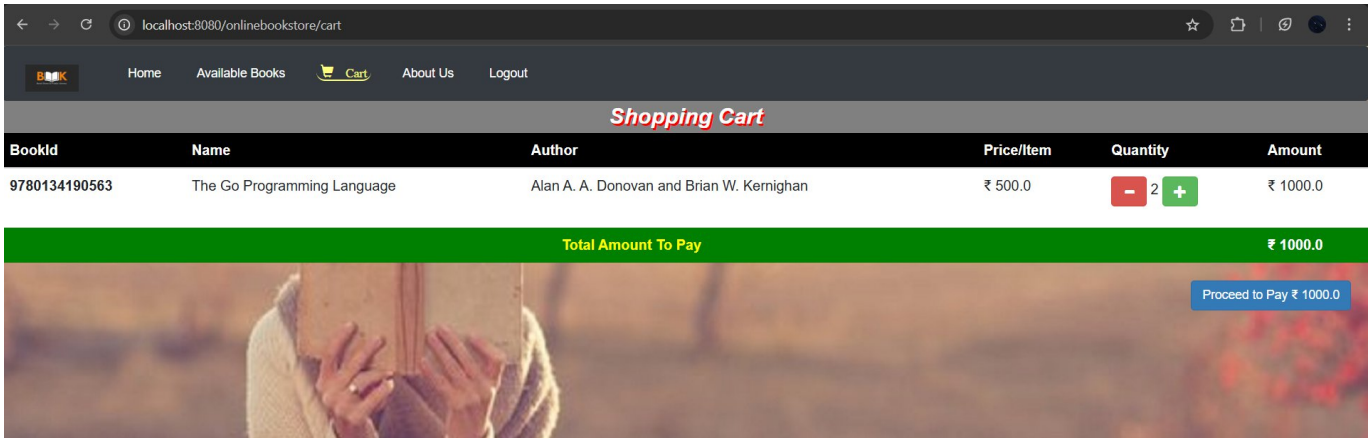
#FAIL



- **Unit Testing:** Tested individual components or functions like login validation or data input checks to ensure they worked correctly in isolation.

TestPlan ID	Type of Testing	Testcase ID	Testcase description	Expected outcome	Actual outcome	Result(status)
TP-Bookstore011	Unit Testing	UTTC-01	Test validateEmail() method	Pass a valid email and return should be true	It passes and return true	Pass
TP-Bookstore011	Unit Testing	UTTC-02	Test calculatecartTotal() method	cart with 2 items of Rs.500/- should return Rs.1000/-	Retun Rs.1000/-	Pass
TP-Bookstore011	Unit Testing	UTTC-03	Test addBookToDatabase() method	Book should be added to the database	Book added to the database	Pass
TP-Bookstore011	Unit Testing	UTTC-04	Verify that user can login() with empty password	Returns error or False when putting empty password	Exception thrown	Fail
TP-Bookstore011	Unit Testing	UTTC-05	Add book with invalid price by addBook(Title,Author, -150)	Thrown exception or return error	Book added with inavlid -150 price	Fail

#PASS



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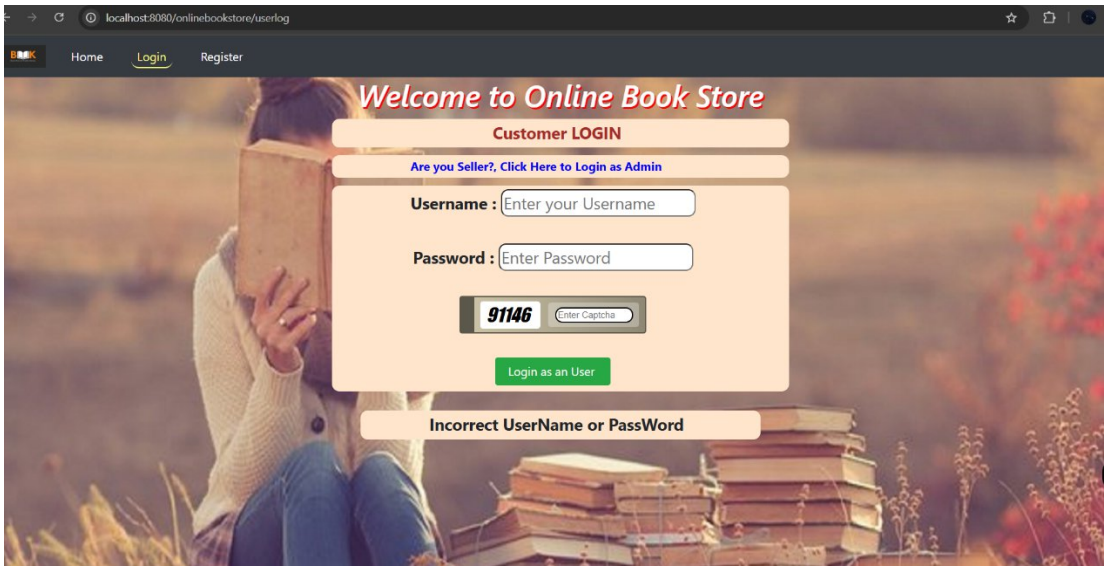


- **ReTesting:** Re-executed failed test cases after bug fixes to confirm the issues were resolved successfully.

TestPlan ID	Type of Testing	Testcase ID	Testcase description	Expected outcome	Actual outcome	Result(status)
TP-Bookstore011	Retesting	RETC-01	Re-test login with valid credentials (bug fixed)	Redirects to user dashboard	Redirects to user dashboard	Pass
TP-Bookstore011	Retesting	RETC-02	Re-test "Add to Cart" feature after button was fixed	Book added to cart	Book added to cart	Pass
TP-Bookstore011	Retesting	RETC-03	Re-test checkout process after previous failure	Order placed successfully	Order placed successfully	Pass
TP-Bookstore011	Retesting	RETC-04	Re-test admin book delete (was not removing book)	Book removed from list	Book removed from list	Pass
TP-Bookstore011	Retesting	RETC-05	Re-test logout functionality (previous session stayed active)	User redirected to login page, session cleared	Redirected and session cleared	Pass
TP-Bookstore011	Retesting	RETC-06	Re-test shipping address save (was not saving in DB)	Address saved and shown in order summary	Address saved and displayed correctly	Pass

#PASS

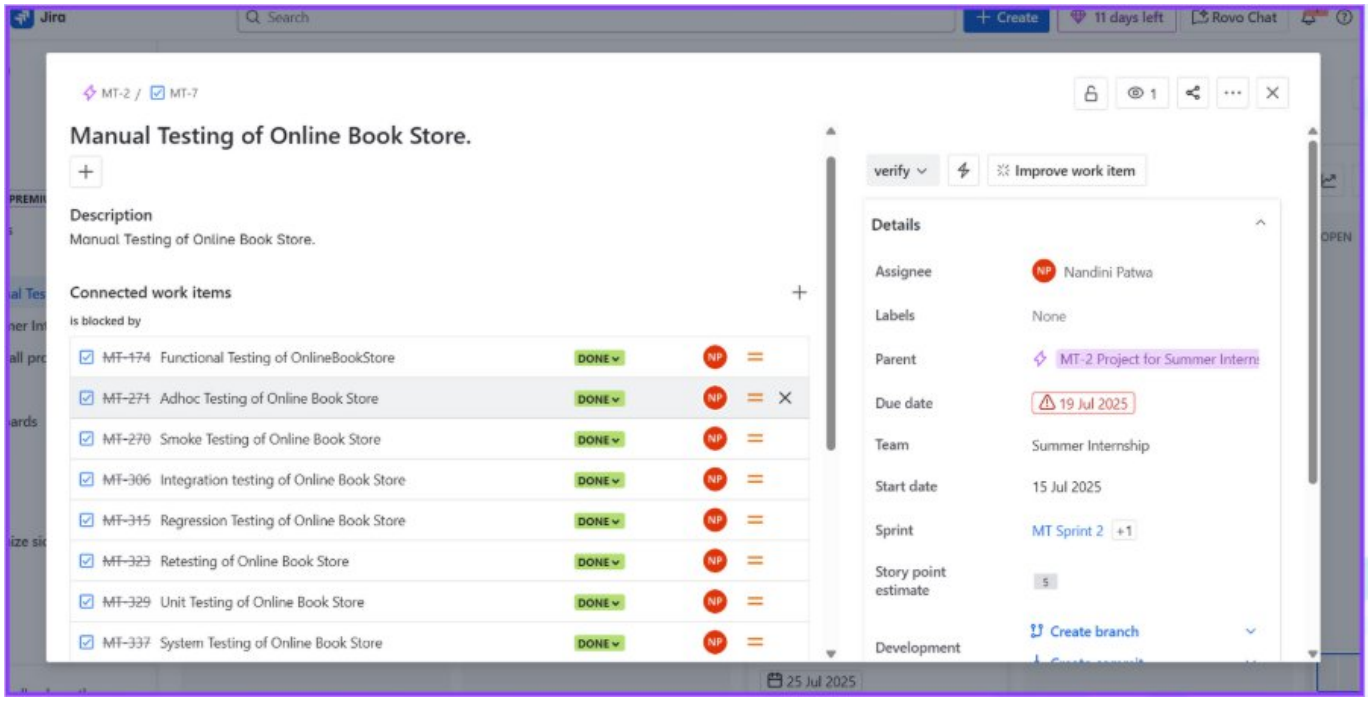
DECISION TABLE

Decision table is a structured testing technique used to represent and analyse complex business rules or decision logic. It organizes inputs, conditions, and their corresponding actions in a tabular format, making it easier to understand all possible combinations and outcomes. Each row represents a rule or scenario, while columns list conditions and actions. Decision tables help ensure thorough test coverage by identifying missing or conflicting rules

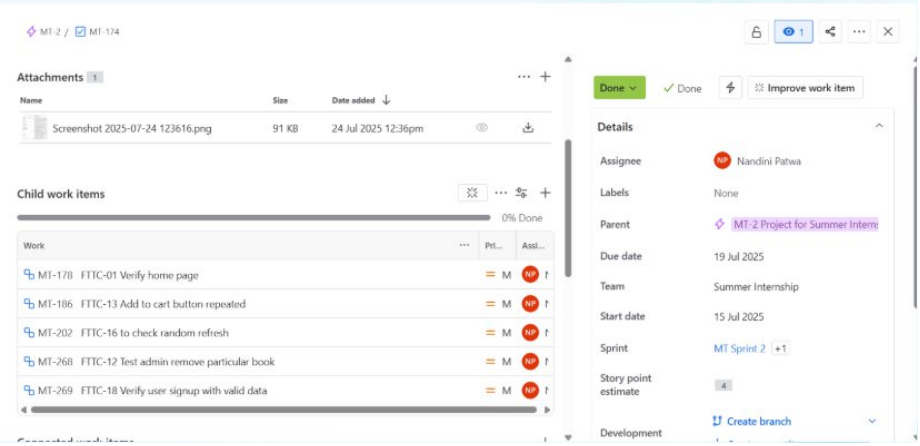
Condition/scenario	Functional Testing	Integration Testing	SmokeTesting	Regression Testing	Retesting Testing	Unit Testing	System Testing	Adhoc Testing	Expected Result	Actual Result	Final Result
Valid user login	yes	yes	yes	yes	yes	yes	yes	yes	Login successful	Login successful	Pass
Invalid user login	yes	yes	yes	yes	yes	yes	yes	yes	Error message displayed	Password reset option	Pass
Add book to cart (user or guest)	yes	yes	yes	yes	yes	yes	yes	yes	Item in cart	not added in cart	Fail
Book visible to user	yes	yes	yes	yes	no	yes	yes	no	Displayed correctly	Displayed correctly	Pass
Registration with valid/missing fields	yes	yes	yes	yes	yes	yes	yes	yes	registered	registered	Pass
Checkout with item in cart	yes	yes	yes	yes	yes	yes	yes	yes	Checkout success	success	Pass
UPI Payment Failure	yes	yes	no	yes	yes	yes	yes	yes	Payment error	page crash	Fail
Admin deletes book using ID	yes	yes	yes	yes	no	yes	yes	yes	book deleted	book deleted	Pass
Normal user attempts to delete book	yes	no	no	yes	yes	yes	yes	yes	access denied	access denied	Pass
Add book with invalid price	yes	no	no	yes	yes	yes	yes	yes	valiadtion failed	exception thrown	Fail
UI responsiveness check	yes	no	no	yes	yes	no	yes	yes	Layout adjusts	Not responsive	Fail
Shipping address saved after payment	yes	yes	yes	yes	no	yes	yes	no	address saved	address saved	Pass
User logout	yes	yes	yes	yes	no	yes	yes	no	session ended	session ended	Pass

JIRA BUG REPORTING

Jira is a powerful project management and issue-tracking tool developed by Atlassian, widely used for **Agile software development**. It helps teams plan, track, and manage software projects efficiently. Jira supports various Agile methodologies like Scrum and Kanban, allowing teams to create **user stories, tasks, epics, bugs, and more**. Key features include sprint planning, backlog management, dashboards, workflows, reports, and integration with tools like Confluence, Bitbucket, and Slack. It enables better collaboration, transparency, and productivity by allowing teams to track progress, assign responsibilities, and automate processes. Jira is scalable and customizable for software, business, and service management projects.



- **FUNCTIONAL TESTING:**



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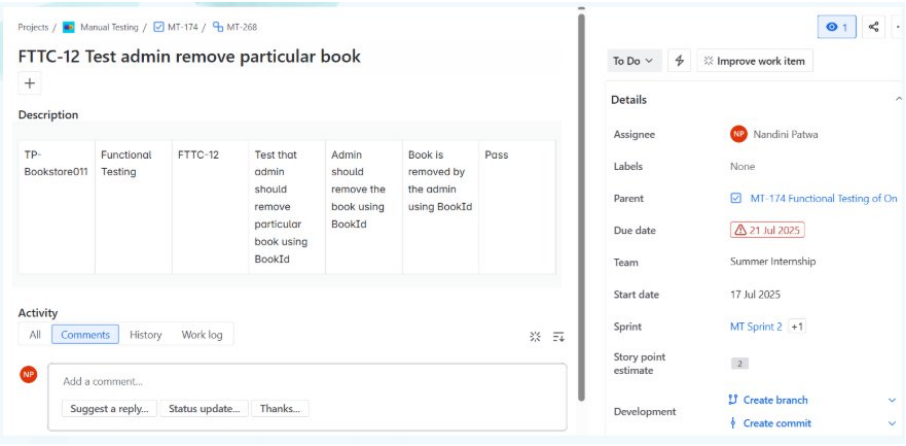

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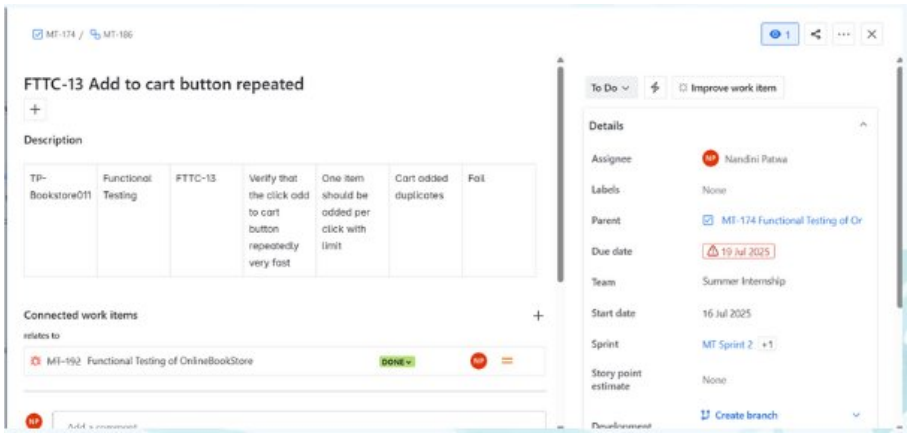
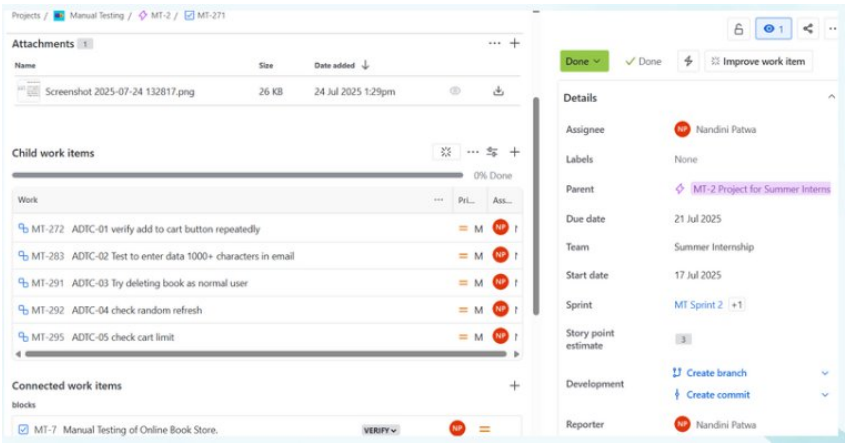


- **AD-HOC TESTING:**



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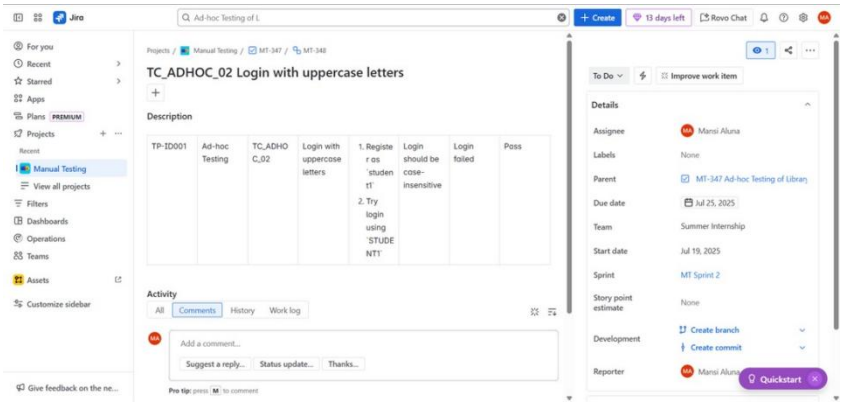

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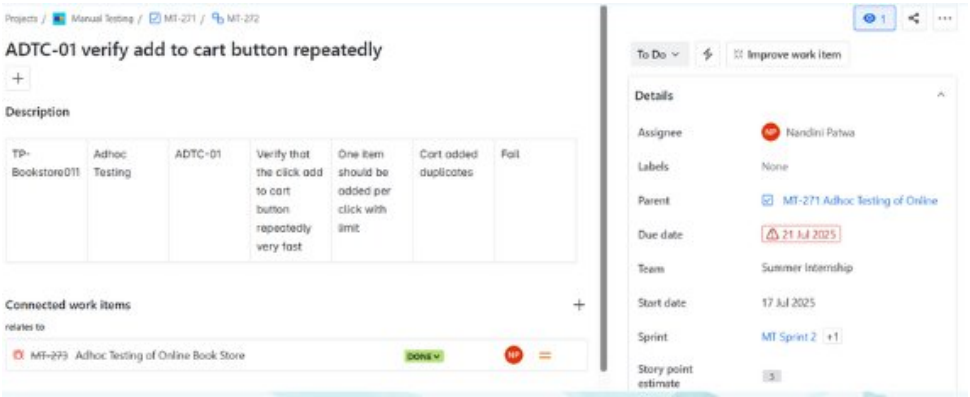
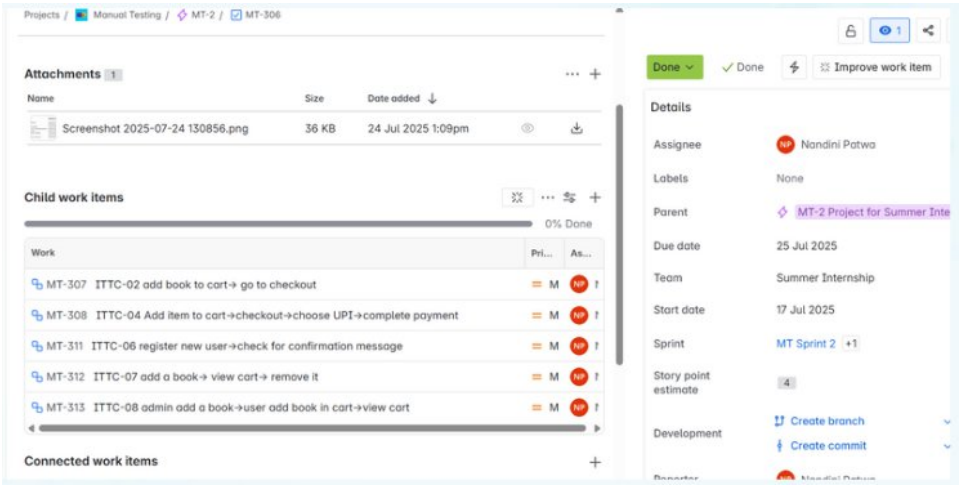


- **INTERGRATION TESTING:**



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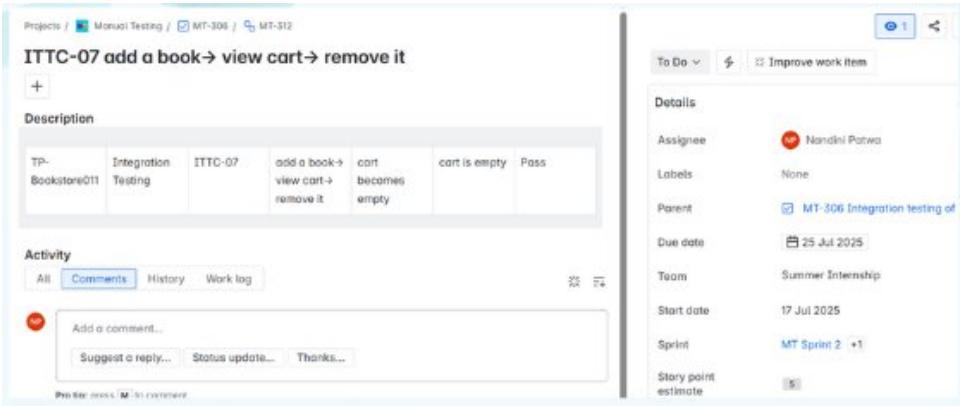

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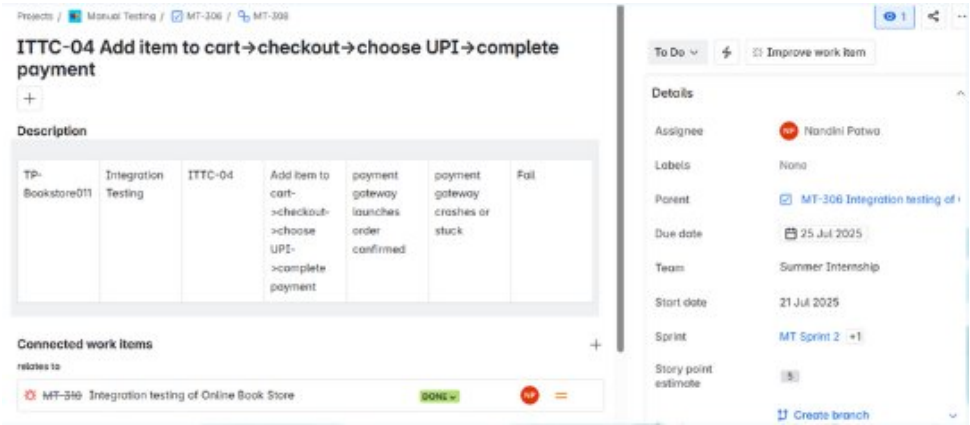
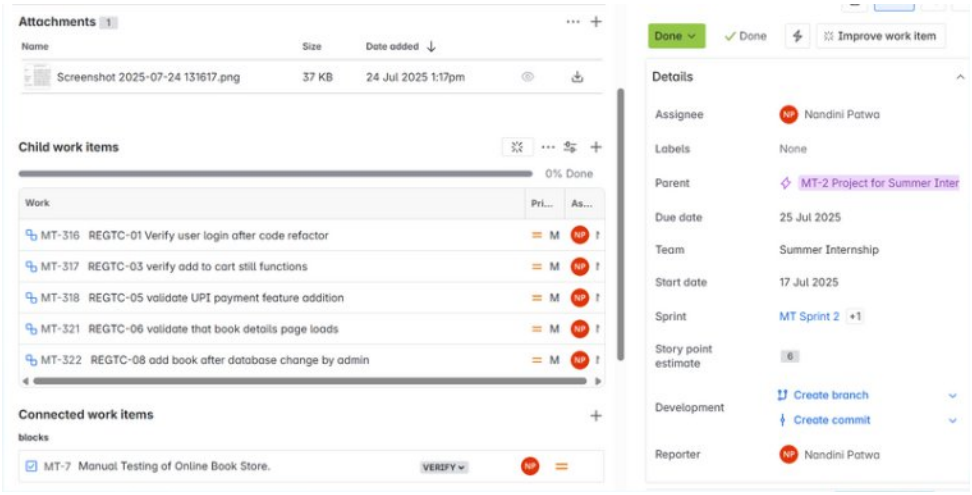


- **REGRESSION TESTING:**



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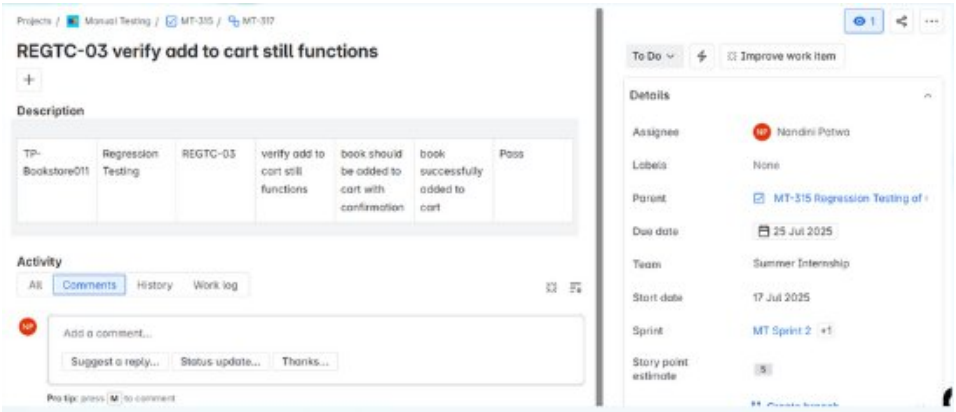

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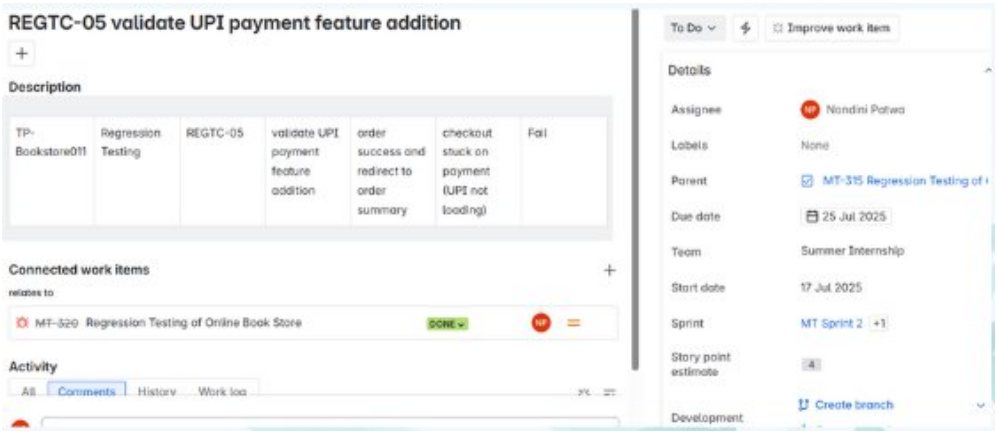
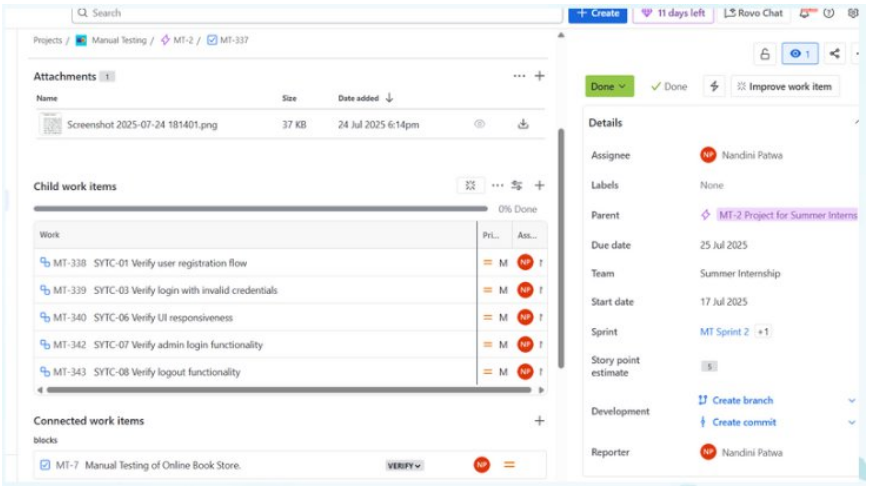


- **SYSTEM TESTING:**



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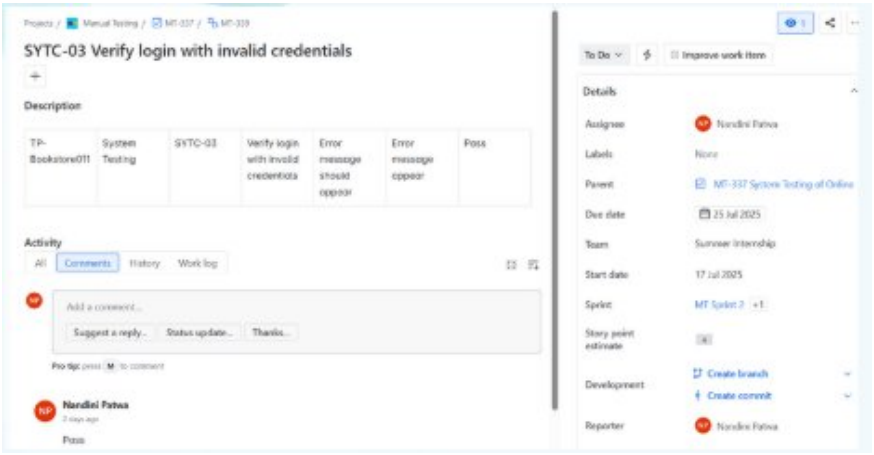

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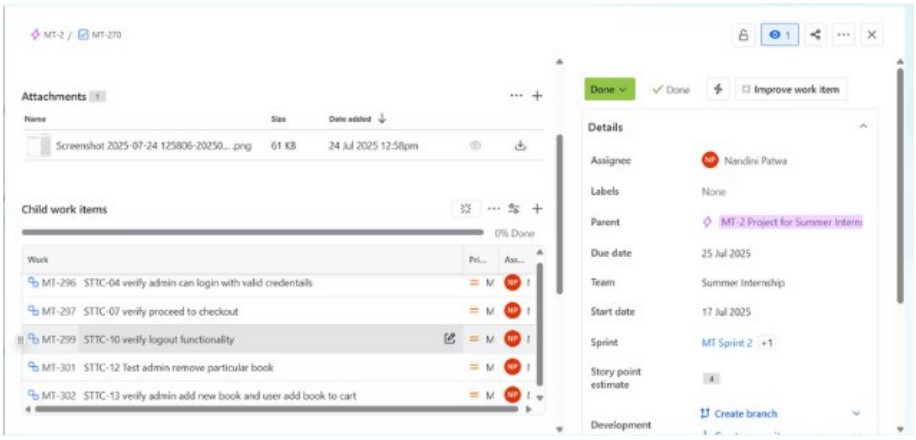
- **SMOKE TESTING:**



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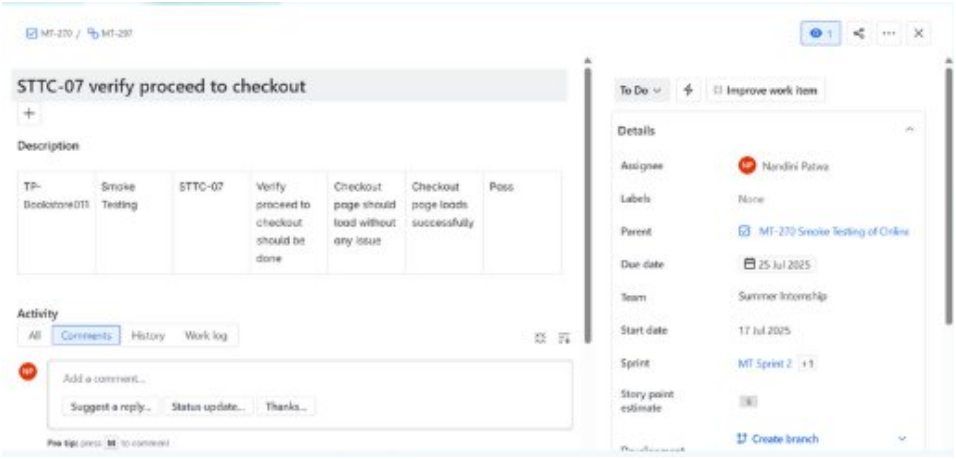

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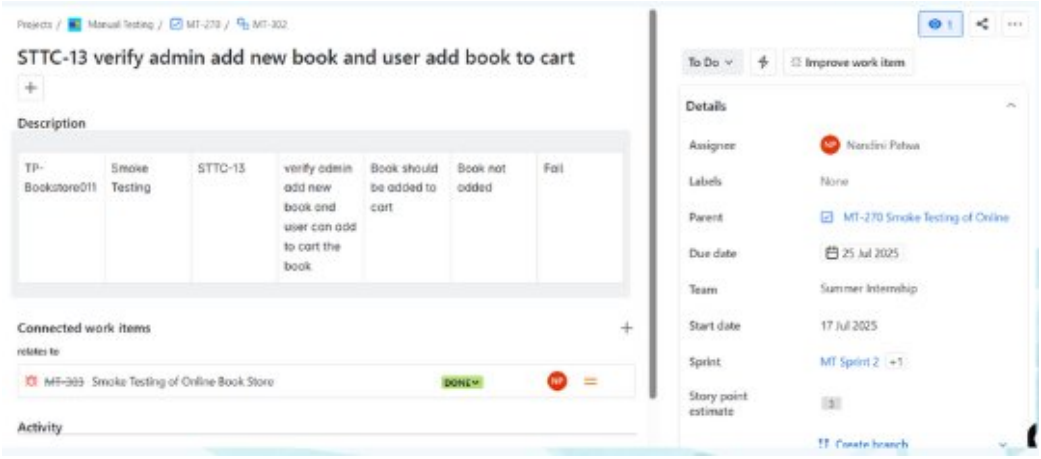
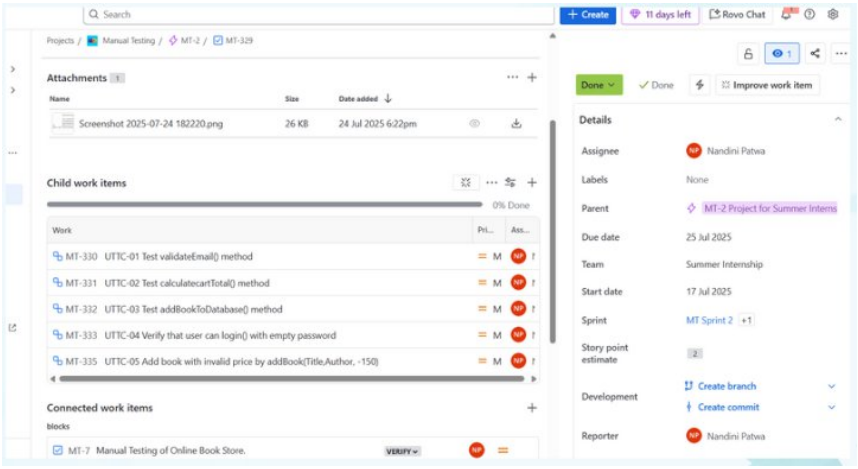


- **UNIT TESTING:**



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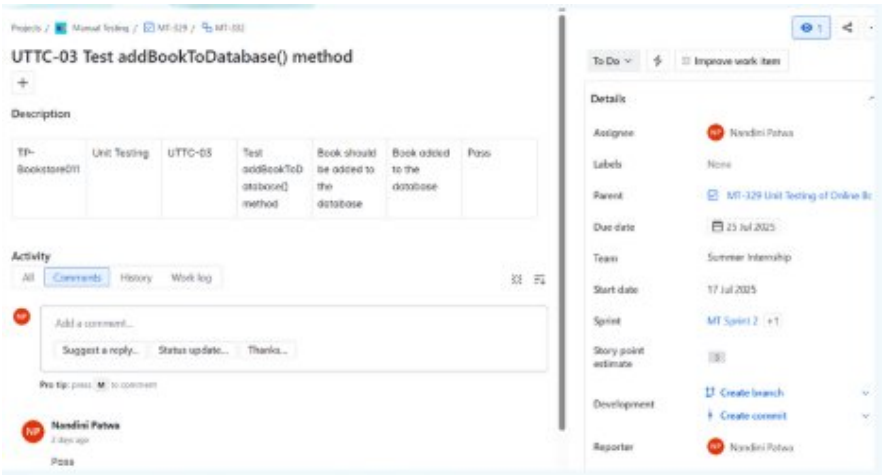

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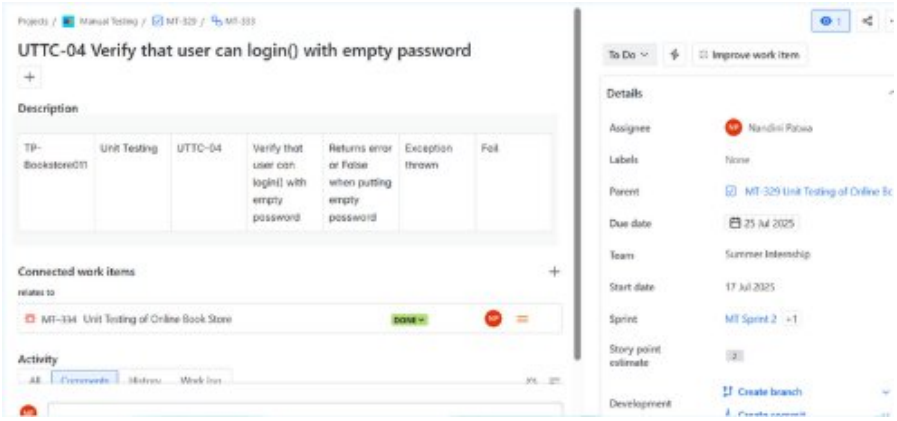
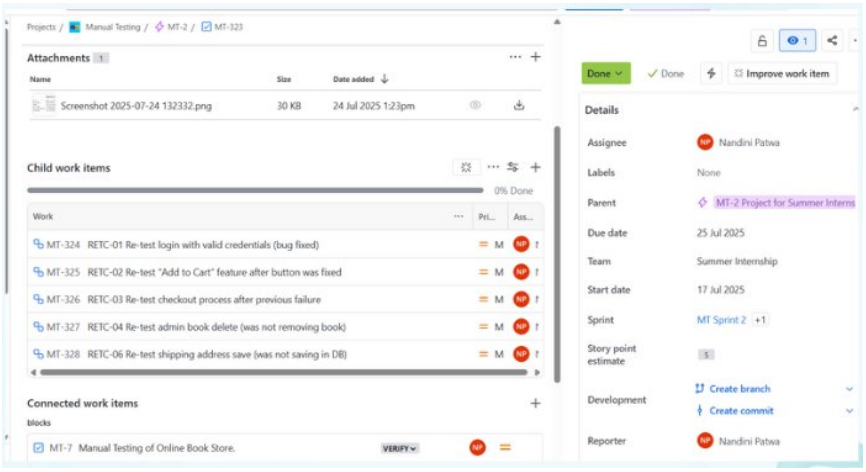


- **RE-TESTING:**



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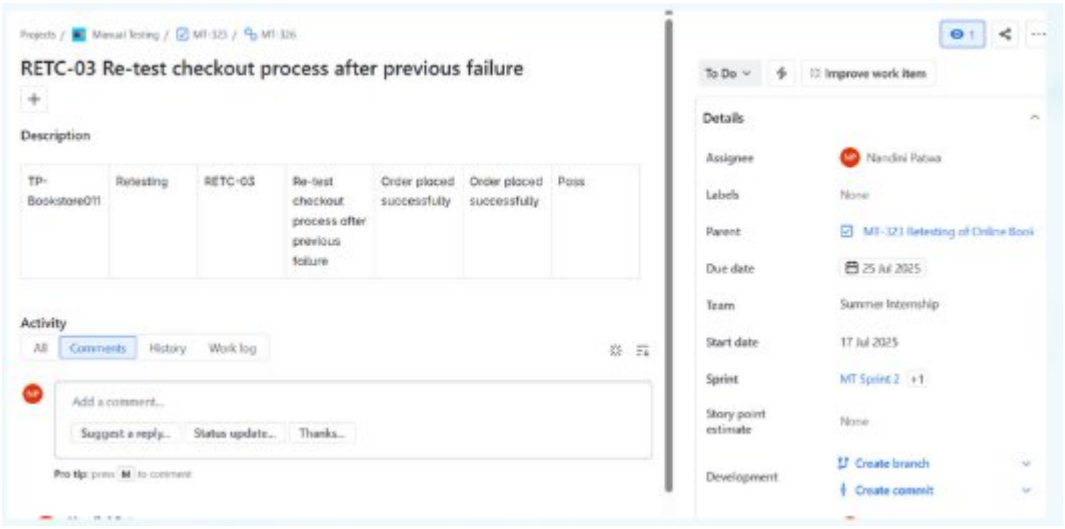

SCRUM REPORT

Sprint Duration: 1 July,2025 - 25 July,2025
Role: Tester
Intern: Nandini Patwa
Sprint Goal: To design and thoroughly test key modules of an online book store with all core functionalities through 8 types of manual testing.

Sprint Deliverables:

Feature	Status	Details
Login & Registration	Completed	User sign-up/login with form validation and authentication
Role-based Access (Admin/User)	Completed	Different interfaces and permissions for Admin and User
Browse Books	Completed	Users can search, view, and filter available books
Add to Cart	Completed	Books can be added to cart, quantity managed
Shipping Address Input	Completed	Users enter address before placing an order
Checkout Process	Completed	Order review, address confirmation, and UPI payment integration
Admin Dashboard	Completed	Admin can view and manage book inventory
Add/Update/Delete Books	Completed	CRUD operations on books via Admin panel
Book Deletion using Book ID	Completed	Admin can delete a book by its unique ID
UI Responsiveness	Completed	Application adapts to mobile, tablet, and desktop viewports

Manual Testing Summary:

Testing Type	Total Cases	Pass	Fail
Functional Testing	24	19	5
Smoke Testing	13	12	1
Integration Testing	8	6	2
Regression Testing	8	7	1
Retesting	6	6	0
Adhoc Testing	5	3	2
Unit Testing	5	3	2
System Testing	8	7	1
Total	77	63	14

Key issues and fixes:

Issue	Resolution
Cart Not Updating Quantity Properly	Fixed logic in the cart update function and added input validation
Admin Panel Access Not Restricted	Applied role-based access control (RBAC) and session checks for admin routes
Duplicate Book Entries in Database	Added unique constraints and backend checks during book insertion
Book Deletion Not Reflecting Instantly	Implemented frontend state update after successful deletion API call
Payment Gateway Integration Failed	Updated API keys, ensured HTTPS protocol, and corrected callback URL

CONCLUSION

During the Manual Testing Internship Program 2025, I gained deep insights into various testing techniques such as functional, regression, smoke, system, and exploratory testing. I learned how to write detailed test cases, report bugs effectively using tools like JIRA, and understand the importance of Requirement Traceability Matrix (RTM). This hands-on experience helped me bridge the gap between theoretical knowledge and real-world QA practices.

One major challenge I faced was understanding complex test scenarios and converting vague requirements into testable conditions. Initially, I struggled with bug reproduction and reporting steps. To overcome this, I referred to live project documentation, consulted mentors, and practiced consistently using sample applications.

All major functionalities of Online Book Store were implemented and tested and the system passed 63 out of 77 test cases across 8 testing types. The project met all its objectives and is ready for final release. Overall, the internship enhanced my confidence, problem-solving skills, and prepared me for a future role in software testing.

FUTURE DIRECTIONS

To enhance the project and testing process in the future, the following directions can be considered:

- **Integration of Test Automation:** Introduce automation tools like Selenium or TestNG to reduce repetitive manual tasks and increase regression testing efficiency.
- **Use of Advanced Reporting Tools:** Incorporate reporting tools like Zephyr for JIRA or TestRail to better manage test cases and test execution reports.
- **Cross-Browser and Mobile Testing:** Expand testing scope to include compatibility across multiple browsers and mobile platforms.
- **Performance and Security Testing:** Include non-functional testing types to evaluate application performance under load and identify potential security vulnerabilities.
- **CI/CD Integration:** Connect JIRA with Jenkins or other CI/CD tools for continuous integration and automated test execution with every code commit.
- **Agile Maturity Assessment:** Regularly assess and improve agile practices to ensure team efficiency, better communication, and faster delivery.

These enhancements will ensure a more robust, scalable, and reliable testing process that aligns with modern software development demands.