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| **Test Plan** | |
| **Introduction**  This document describes the testing process for the tkt.ge website. It outlines the testing phases, types, techniques, responsibilities, and tools used. tkt.ge is an online ticket sales platform that is fully functional and available to users. | |
| **Testing Process and Responsibilities**   * Participation in team meetings * Reviewing existing requirements and design documentation (to ensure compliance with current functionality) * Creating test cases and checklists based on existing functionality * Performing functional testing as a real user: ticket purchase, return, payment, QR code generation, ticket validation * Non-functional testing * Detailed bug reporting in Trello * Retesting after bug fixes * Regression testing after new features are added * Smoke testing after each major update * API testing * Database testing * Performance testing | **Test Environment**   * Operating Systems: Windows, macOS, Android, iOS * Browsers: Chrome, Safari, Firefox, Edge, Opera (latest versions) * Devices: Desktop, Laptop, Smartphone * Tools: BrowserStack (for cross-device testing), Jmeter(for performance testing) |
| **Testing Levels**   * Unit testing (individual components) * Integration testing * System testing (end-to-end) * Interconnected systems testing * UAT (User Acceptance Testing) | **Manual Testing Tools**   * Manual Testing Tools: Trello, TestCaseLab, Excel * API Testing Tools: Postman, Swagger * Database Testing Tools: SQL Server Management Studio * Performance Testing Tools: JMeter |

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| **Testing Types**   * Functional Testing * Non-Functional Testing   + UI&UX Testing   + Cross-browser compatibility testing   + Portability testing   + Performance efficiency testing   + Responsive Design testing   + Localization Testing * Change-Related Testing   + Re-testing   + Regression Testing | **Testing Techniques**  **Black-Box Techniques:**   * Equivalence Partitioning – e.g., during ticket purchase * Boundary Value Analysis – e.g., maximum number of tickets per order * Decision Table Testing – e.g., applying different discounts   **Experience-based Test Techniques**   * Checklist-Based Testing * Exploratory Testing * Error Guessing |
| **Exit Criteria (when testing is considered complete)**   1. All high-priority test cases executed successfully 2. All critical bugs fixed and retested 3. Regression testing completed when required after changes 4. Successful smoke testing in production |
| **Entry Criteria (requirements before starting testing)**   1. Tasks and design documentation are available 2. Access to all required tools is provided 3. Test data is available and ready to use 4. Test cases and checklists for existing functionality are prepared |

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| **Test Deliverables:**   * Executed test case list with status (Passed/Failed) * Detailed bug reports in Trello * Number of fixed bugs * Number of open bugs * Performance testing report |