Exercise 1 – Test Plan

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# Scope

  Testing should cover Greatcall.com ‘New Customer’ page for changes made for additional User Stories as defined in specs.

# Questions to Ask in the Grooming Meeting

* User Story 2 – talk about tags and behavior around them.

Q. Where are tags entered?

* Testing concerns
  1. How is the phone number data populated for pre-existing customers?
  2. What unit testing is targeted to be performed, if any?
     1. Note: This can help guide testing strategy and priorities. We can also give feedback after testing on which areas to be covered more in unit testing to reduce test coverage requirements in system and integration testing, if applicable.

# Testing Strategy

The following testing strategy is adopted to cover the above scope:

## Unit Testing

## Review testing completed at unit level by development team.

## Functional testing

* Functional testing for new user stories (including positive and negative path, null, error and boundary cases)

## Regression testing

* Regression testing of existing functionality for this page.
* Run automated where available.

## Performance, concurrency, stress and stability testing

Cover cases for performance, concurrency, stress and stability testing.

## Testing on Staging env (copy of production data)

* After completing above testing on development or QA environments, some selected test cases should be run on the Staging environment to confirm operational and data attributes and configurations peculiar to production or staging.

# Schedule

* Complete over a single 2-week sprint

# Tools

* No specific tools required for manual testing.
* Tools required for running automation:
  + **Selenium** for UI automation was selected for meeting key criteria. It is a tool of choice in the industry for Browser based UI automation. It is open source and has support from the major browser vendors and active support from the community.

Chose Python language bindings for python's wide popularity, library functionality and portability.

# Risks/Assumptions

# Approvals

* Review the following and more to give approval:
  + Test Coverage / Pass %
  + Metrics
  + Open issues
  + Risks

Record risks and open issue in Release Notes.

# Test Suites and Test Cases

* The following lists the test conditions to be tested for each feature / user-story.
* Test cases for each should be fully written out in the team’s Test Management System application.

## FUNCTIONAL

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature or Use-case** | **Test Condition** | **Test Case(s)** | **Steps and Acceptance Criteria** |
| User Story 1    *As a customer service representative, I want to track new customers so that I can provide greater customer experience and grow my client base.* | When signing up as new customer to purchase a new device:  A phone number is entered on Billing Address page | * All numeric positive cases * All numeric negative case – wrong number of digits * Non-numeric characters * Null – phone number is required so error message should display | * Success for positive cases. * For positive cases, phone area code will be validated with the address provided * Error messages and codes should be displayed for non-positive cases – recoverable |
|  | Customer representative can call customer on phone number provided |  |  |
| User Story 2    *As a customer, I would like my address information previously entered available to be entered in my address, city, name, phone number, zipcode.* | When signing up as new customer to purchase a new device;  The Billing Address page should show info filled in that was previously entered for name, address, city, phone, zipcode | * All fields were entered * Not all fields were entered | * If a field is missing data, an error msg should be displayed under the field |
|  | When signing up as new customer: | * US customer          * Non US, Non Canadian customer          * Canadian customer | * A customer will have a zip code vs postal code   A customer will be able to select a “STATE” from a dropdown list   * A customer will have a postal code vs zip code   A customer will need to type in a “STATE"     * A customer will have a postal code vs a zip code   A customer will be able to select a “STATE” from a dropdown list |
|  | Q – Where are tags entered? | A customer may have a tag added to it consisting of at least two alphanumeric characters  A contact will only have tags saved if the contact is saved |  |
| Additional user stories... | Similar approach |  |  |

## PERFORMANCE, CONCURRENCY, STRESS & STABILITY

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature or Use-case** | **Test Condition** | **Test Case(s)** | **Steps and Acceptance Criteria** |
| User Story 1 | Multiple (> 3) users sign up concurrently to purchase new devices | Positive data paths | Success within 5 seconds or less |
|  | Numerous (> 25) users sign up concurrently to purchase new devices | Positive data paths | Success within 10 seconds or less |
|  | Stability testing:  No crashes or hangs were observed during the duration of the sprint while exercising functional and performance tests. |  | If crashes or hnags were observed, these should be investigated further.  In any event, data integrity should have been preserved. |
| User Story 2 | Note: Can follow a similar approach as above, spot check 1 or 2 testcases |  |  |
| Additional user stories... | Similar approach |  |  |