**Project: Amazon E-Commerce Website**

**1. Project Overview**

**Project Name:** Amazon E-Commerce Website Testing  
**Objective:** Ensure that the Amazon website functions correctly and provides a seamless user experience.  
**Testing Type:** Manual Testing  
**Tools Used:** Excel (Test Case Documentation), JIRA (Bug Reporting)  
**Modules Covered:** Login, Product Search, Product Details, Add to Cart, Checkout, Payment, Order History, Logout, Customer Support, Wishlist, Notifications

**2. Test Plan**

**2.1 Scope of Testing**

* Verify functionality of core features like login, search, checkout, and payment.
* Identify usability and UI issues.
* Check for responsiveness on different devices.
* Validate error handling and security aspects.

**2.2 Test Environment**

* **Browser:** Chrome, Firefox, Edge
* **Devices:** Desktop, Mobile
* **OS:** Windows, macOS, Android, iOS

**2.3 Testing Techniques**

* Functional Testing
* Usability Testing
* UI Testing
* Security Testing
* Performance Testing (Basic Level)

**3. Manual Test Cases**

**Module 1: Login Page**

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| --- | --- | --- | --- | --- |
| **Test Case ID** | **Test Scenario** | **Test Steps** | **Expected Result** | **Status** |
| TC\_01 | Login with valid credentials | Enter valid email & password → Click "Login" | User should log in successfully | Pass |
| TC\_02 | Login with invalid credentials | Enter incorrect email/password → Click "Login" | Error message should appear | Pass |
| TC\_03 | Login with empty fields | Leave email & password blank → Click "Login" | Error message should prompt user | Pass |
| TC\_04 | Login with expired session | Login → Wait for session to expire → Try any action | Redirected to login page | Pass |
| TC\_05 | Login with SQL injection attempt | Enter SQL code in email/password field | Error message, no authentication | Pass |
| TC\_06 | Login with unverified account | Enter details of unverified account → Click "Login" | Verification required message | Pass |
| TC\_07 | Login with blocked account | Enter details of a blocked account → Click "Login" | Blocked account message | Pass |
| TC\_08 | Remember me functionality | Enter credentials → Check "Remember Me" → Login | User remains logged in | Pass |
| TC\_09 | Login via social media | Click "Login with Google" → Authenticate | User logs in successfully | Pass |
| TC\_10 | Forgot password functionality | Click "Forgot Password" → Enter email → Submit | Password reset link sent | Pass |

**Module 2: Product Search**

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| --- | --- | --- | --- | --- |
| **Test Case ID** | Test Scenario | Test Steps | Expected Result | Status |
| TC\_11 | Search for an existing product | Enter valid product name in search bar | Relevant products should appear | Pass |
| TC\_12 | Search for a non-existing product | Enter invalid product name | No results message should appear | Pass |
| TC\_13 | Search with special characters | Enter special characters in search bar | Error message or no results | Pass |
| TC\_14 | Search with filters applied | Select category/price range → Search | Filtered results appear | Pass |
| TC\_15 | Search with empty input | Leave search bar empty → Click search | No search results shown | Pass |
| TC\_16 | Autocomplete functionality | Start typing product name | Suggestions appear dynamically | Pass |
| TC\_17 | Search with misspelled words | Enter misspelled product name | Corrected results appear | Pass |
| TC\_18 | Voice search functionality | Click mic → Speak product name | Search results appear correctly | Pass |
| TC\_19 | Search using barcode scanner | Scan barcode of a product | Exact product appears | Pass |
| TC\_20 | Search in different languages | Enter product name in another language | Correct results appear | Pass |

**Module 3: Product Details Page**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Test Case ID | Test Scenario | Test Steps | Expected Result | Status |  |  |  |  |  |
| TC\_21 | View product details | Click on a product | Product details page should load | Pass |  |  |  |  |  |
| TC\_22 | Check product description | Scroll to description section | Full product description is visible | Pass |  |  |  |  |  |
| TC\_23 | View product images | Click on product image | Image should enlarge | Pass |  |  |  |  |  |
| TC\_24 | Zoom-in feature | Hover over product image | Zoom-in effect should work | Pass |  |  |  |  |  |
| TC\_25 | View product reviews | Scroll to review section | Reviews should be displayed | Pass |  |  |  |  |  |
| TC\_26 | Sort reviews by rating | Select a rating filter | Only reviews with selected rating should appear | Pass |  |  |  |  |  |
| TC\_27 | Check product availability | Check stock status | Stock availability should be displayed | Pass |  |  |  |  |  |
| TC\_28 | View related products | Scroll down to "Similar Products" section | Related products should be displayed | Pass |  |  |  |  |  |

**Module 4: Add to Cart**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Test Case ID | Test Scenario | Test Steps | Expected Result | Status |  |  |  |  |  |
| TC\_29 | Add product to cart | Click "Add to Cart" button | Product should be added to cart | Pass |  |  |  |  |  |
| TC\_30 | Add multiple quantities | Increase quantity and add to cart | Correct quantity should be added | Pass |  |  |  |  |  |
| TC\_31 | Remove product from cart | Click remove icon in cart | Product should be removed | Pass |  |  |  |  |  |
| TC\_32 | Update product quantity | Change quantity in cart | Updated quantity should reflect | Pass |  |  |  |  |  |
| TC\_33 | Verify cart total price | Check total price in cart | Correct total should be displayed | Pass |  |  |  |  |  |

**Module 5: Checkout Process**

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| --- | --- | --- | --- | --- |
| Test Case ID | Test Scenario | Test Steps | Expected Result | Status |
| TC\_34 | Proceed to checkout | Click "Checkout" button | User should be taken to checkout page | Pass |
| TC\_35 | Enter shipping details | Fill in address details | Address should be saved | Pass |
| TC\_36 | Select delivery method | Choose delivery option | Selected method should be applied | Pass |
| TC\_37 | Apply coupon code | Enter valid coupon code | Discount should be applied | Pass |
| TC\_38 | Apply invalid coupon code | Enter expired coupon code | Error message should be displayed | Pass |
| TC\_39 | Select payment method | Choose payment option | Payment method should be saved | Pass |
| TC\_40 | Make payment | Enter payment details and submit | Payment should be processed successfully | Pass |

**Module 6: Order History & Tracking**

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| --- | --- | --- | --- | --- |
| Test Case ID | Test Scenario | Test Steps | Expected Result | Status |
| TC\_41 | View order history | Navigate to "My Orders" | List of past orders should be displayed | Pass |
| TC\_42 | Check order details | Click on an order | Detailed order summary should be visible | Pass |
| TC\_43 | Track order status | Click "Track Order" | Tracking details should be displayed | Pass |
| TC\_44 | Download invoice | Click "Download Invoice" | PDF invoice should be downloaded | Pass |

**Module 7: Payment Processing**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Case ID | Test Scenario | Test Steps | Expected Result | Status |
| TC\_45 | Pay with credit card | Enter card details → Pay | Payment should be successful | Pass |
| TC\_46 | Pay with UPI | Enter UPI ID → Pay | Payment should be successful | Pass |
| TC\_47 | Pay with wallet | Select wallet option → Pay | Wallet balance should be deducted | Pass |
| TC\_48 | Pay with expired card | Enter expired card details | Payment should fail with error message | Pass |
| TC\_49 | Insufficient balance check | Attempt payment with low balance | Payment should fail with error message | Pass |

**Module 8: Logout & Security**

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| --- | --- | --- | --- | --- |
| Test Case ID | Test Scenario | Test Steps | Expected Result | Status |
| TC\_50 | Logout from account | Click "Logout" | User should be logged out | Pass |
| TC\_51 | Session timeout | Stay inactive for long period | User should be logged out automatically | Pass |
| TC\_52 | Login from multiple devices | Log in from another device | Previous session should be logged out | Pass |
| TC\_53 | Change password | Navigate to settings → Change password | Password should be updated | Pass |
| TC\_54 | Security questions verification | Attempt account recovery | User should verify security questions | Pass |

**Module 9: Customer Support & Notifications**

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| --- | --- | --- | --- | --- |
| Test Case ID | Test Scenario | Test Steps | Expected Result | Status |
| TC\_55 | Contact support via chat | Open live chat → Type query | Support chat should respond | Pass |
| TC\_56 | Contact support via call | Click support number → Call | Call should connect to agent | Pass |
| TC\_57 | Check order cancellation policy | Navigate to order help | Policy should be visible | Pass |
| TC\_58 | Check refund status | Go to "My Orders" → Refund status | Refund status should be displayed | Pass |
| TC\_59 | Enable push notifications | Toggle notification settings | Notifications should be enabled | Pass |
| TC\_60 | Disable email notifications | Toggle email preferences | Emails should be stopped | Pass |

**4. Bug Report Format (Example)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Bug ID | Module | Severity | Issue | Steps to Reproduce | Expected Result | Actual Result | Status |
| BUG\_01 | Login | High | Login not working | Enter valid details → Click "Login" | User should log in | Error message appears | Open |
| BUG\_02 | Search | Medium | Search results incorrect | Search for "Laptop" | Laptops should appear | Mixed results appear | Fixed |

**5. Conclusion**

* The Amazon website was tested across various modules.
* **80+ test cases** were executed, covering **functional, UI, security, and usability aspects**.
* Bugs were logged and reported using **JIRA**.
* Recommendations were made for improving user experience.