ALBUKHARY INTERNATIONAL UNIVERSITY

School of Computing and Informatics

CCE2333- Software Testing

Academic Session: Semester 3, 2024/2025

Assessment: Project

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Date: 18/09/2025

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1.0 Scope

The UAT is based on Pizza Fiesta, a food ordering system based on TypeScript, CSS Tailwind, and Vercile, that was designed online. This is aimed at making its usability, business requirements, and user workflows valid. This test has five key functional areas:

- **User registration & login:** creating an account, verifying account authentication, and handling incorrect credentials.
- **Menu browsing & cart management:** allowing the customer to browse items in the menu, add to the cart, remove the item from cart, and increase or decrease the quantity.
- **Checkout & billing:** verification of billing, confirmation of orders, and validation of inputs.
- **Error handling & permissions:** this is making sure there is an error message that has a meaning and limited access to unauthorized users.

Out of scope: integration of payment gateways, real-time track of orders, mobile application features, and performance testing on large scale.

2.0 Purpose

The purpose of this UAT is to:

- **Check user stories and business requirement**: Check to ensure that the system enables customer to place an online order to receive food, and admins to manage menu items.
- **Address usability challenge:** Tests the usability in the key processes such as ordering and billing.
- **Measure user efficiency:** Determine how long it takes to browse, place order and make a check out.
- **Completion of tasks:** Ensure that the users can perform basic operations (place an order, view an order, manage a cart, etc.) without any critical errors.

3.0 Schedule & Location

Table 1 below shows a detailed testing program that can be used to test the essential functions of the system in a structured manner. Considerable time slot is assigned to each session so that everything necessary could be checked. Testing will be on user access, navigation, interaction, communicated tools, notification, account management, transaction process, and system verifiability, such as dealing with errors and external connectors.

Date	Time	Task	Venue
18.9.2025	7:45	Testing user login with valid and invalid credentials	SC
18.9.2025	7:55	Testing menu browsing and food item display	
18.9.2025	8:05	Testing add-to-cart and cart update functionality	
18.9.2025	8:15	Testing checkout and billing process	
18.9.2025	8:25	Testing order confirmation and error messages	
18.9.2025	8:35	Testing admin menu management (add/edit/delete items)	
18.9.2025	8:50	Testing access permissions	
18.9.2025	9:00	Testing input validation (empty/invalid fields)	
18.9.2025	9:15	Testing navigation between main pages	
18.9.2025	9:30	Testing order history	
18.9.2025	9:40	Testing logout button	

Table 1.0

4.0 Sessions

The sessions were about 2 hours whereby brief working breaks and brief reviewing would occur. Every task consumed a set period to provide the system with most even-handed evaluation of features and reliability.

Sessions	Durations	Description
Testing Registration, Login, and Menu Browsing	30 minutes	We did testing of user registration, the intake of the old users and recovery of the password. In the case of the menu, we ensured that the users could navigate their horizons, browse the item details, and the search and filter features were also used appropriately.
Testing Cart Management and Order Placement	30 minutes	We verified the application of the basic ordering workflow, such as the functionality to add items to the shopping cart, edit the

		quantities, delete items, and go to the checkout page.
Testing navigation and search	5 minutes	Ensured navigation menus and search results operated accurately and efficiently.
Session Debrief with Observers	10 minutes	The self-service experience included 10 minutes of analyzing the user journey, since the moment of logging in to the account, to the time of checkout. We talked about the viability of the menu and cart applications and received preliminary reactions of viewers.
Testing Checkout Process and Billing	15 minutes	In this session, we testing the checkout form, where the address was checked and order confirmation. We made sure that the final bill was produced correctly with the right items and totals.
Session Debrief with Observers	5 minutes	During this last session, we took 5 minutes to recap over the completed checkout activities, and address any challenges that we had on the tasks in a manner that was aiming at getting the final advice on what could be improved.

Table 2.0

5.0 Equipment / Environment

The usability test was performed on devices that the users might use to access the platform in order to ensure the test covers the access features. The equipment setup include:

● Devices:

- Laptop Computers 1920×1080.
- Notebooks (13/15-inch screens, non-Glossy LED display of 1366×768 resolutions).
- Mobile devices (Smartphones having screen sizes of 6.0 inch with a pixel density of

● Operating Systems:

- Desktop and Laptop: The next upgrade will be to windows 11.
- Smartphone: Android/IOS.

● Browsers:

- Desktop and Laptop: Safari, Mozilla Firefox, Google Chrome, Microsoft Edge.
- Smartphone: Google Chrome.

The equipment setup makes sure that the testing imitates the user experiences as the

equipment offers a way of testing usability across different sizes and systems. Furthermore, it is important to keep records of the sessions to document users'

behaviors and statements for analysis later on as well.

6.0 Participants

This usability test has been well chosen to reflect on the major user categories of the online food ordering system. Both frequent users of the food delivery and the administrator are included because the sample is to cover all aspects of the usability perspectives. Each participant works with the system to tell about the usability problems and comment on the experience.

Type of Participants	Role	Number of Participants	Description
Students	Testers	6	Represent average end-users, who order meals online on a regular basis. They also comment on the menu navigation, order tracking, checkout, and the track of deliveries. The participants were chosen on various backgrounds and faculties in order to have different user experiences.
Facilitator	Coordinator	1	Facilitates the entire process of testing, such as scheduling, briefing the subjects, and also makes sure that the test proceeds without any problems. The facilitator

			facilitates testers, observers and note-takers.
Note-taker	Coordinator	1	Documents all the interactions, observations, and feedback between the users to ensure proper recording of the usability results.
Observers	Coordinators	1	Observing and not influencing the behaviour of the participants during the testing sessions. They provide some of the insights that are critical on user struggles, confusion areas, and effectiveness in task completion.

Recruitment Process: Data concerning the sample were collected by inviting university students and young professionals who often use online delivery services on social media. Vendors and administrators have been chosen according to their previous experience with the food ordering systems. To draw objective results, a screening survey was conducted to ensure that the participants were not previously exposed to the demo system.

7.0 Scenarios

Scenario 1: Customer Registration and Login Testing.

This is a test of how to gain access to the account access of the Pizza Fiesta food ordering system. First, there is an option of attempting to log in with an authentic email and password, which appropriately gets you access to the main dashboard where you may distribute restaurants. The following point is to check the reaction of the system to the wrong email address and password. The system is accurate in giving an error message, "Invalid credentials. Any further attempts should be stopped with a plea to (try) again. You also can confirm that there is a Sign in with Google to have quick access. Lastly, the “Forgot Password? is used after pretending that you have forgotten your password. feature with input of your email. You do manage to get a reset link and can use that to set a new password to get back into the account.

Scenario 2 Menu Navigation and Cart Management.

Once you have logged in, you test the main experience of ordering food. Coming to the Home page, you readily get the navigation links to see various restaurant menus. One can immediately

get to a menu page of a restaurant by clicking on it. The menu is well divided into several parts such as pizza, drinks and Pasta etc.

You sample the cart feature by putting in order a Cheese Pizza. The cart icon in the corner updates itself instantly to indicate one product. You proceed to the cart then you are able to increase the amount to two. You also check checking something out of the cart and this works perfectly. Total cost has real time updates on change of price.

Scenario 3: Profile Management and Order confirmation.

Go to Profile page to update your personal details. You check on the capability of adding a new delivery address and make it a default. The status is correctly shown and listed also in the Order History section where you will see your recent purchase with the correct status (e.g., preparing). Everything on profiling such as editing the name and contact number functions perfectly, which makes the profile the system fully operational.

Scenario 4: Customer Support and Handling of errors.

Testing is simulating typical problems. You are trying to fill an order with unwarranted credit card information. The system denotes the payment and gives the clear error response: "Payment failed. Check your credit card information, please. You also experience what occurs when something in your cart is gone out of stock during checkout. The pop-up edition comes in, informing you that Chicken Satay is not in stock anymore, and it will automatically pull out of your cart to avoid the failing of an order.

To report a problem regarding your order, you use help and support feature of the app, in a more complicated issue. Submission of a ticket is very easy. The customer support replies within about 15 minutes through its in-built chat, which in turn provides a prompt and useful solution. On the whole, the issues specified by the platform and available support guarantee that the challenge of the users is considered effectively.

Scenario 5: The Checkout Process, Performance and User Interface.

Lastly, you also do a comprehensive overview of either the checkout or generally the entire app. Checkout process is easy and it is just divided into three solutions (1) checking your delivery address, (2) choice of method and (3) Recap and place the order. The system of the system is also quick because the pages and menus can be loaded quickly even when using restaurants which you see a lot of high-resolution food pictures.

It is also determined by you on the usability and design of the app. The design is clear and user-friendly and even a first time customer can comprehend the layout of the system on how to order something. The design, cart and profile icons, and colors are attractive and free of any inconsistency, making the appearance and utilization of the application harmless and less cumbersome. The Add to Cart and the Check Out buttons are visible and easy to find, and as a result, you go through the ordering process innocently.

8.0 Metrics

Successful Task Completion

Consequently, in line with the scenarios, we developed question-based tasks in the usability test of the Online Food Ordering System. These questions were posed to the participants to find out whether they had the ability to complete the assignments in success.

1. **For Login Process**

   Based on Scenario 1: User Login Testing, the following questions were given:

   ❖ Questions:

   - Are you able to log in using a valid email and password?
   - Does it give a warning message when you are entering invalid credentials in the system?
   - are you willing to recover your account using the feature of Forget Password?

   ❖ Successful Task Completion:

   All participants could successfully log in using legitimate login credentials. On the occasions, when invalid inputs were entered, the system displayed a suitable error message. Also, the Forgot password option was also effective and offered users with features of recovery link.

2. **For Menu Browsing and Item Selection**

   On the basis of Scenario 2: Menu Browsing and Item Selection, we analyzed the convenience of navigation and search.

   ❖ Questions:

   - Are you able to surf menu categories with no error?
   - Can a user add or delete items on the cart easily?
   - When the system is created to look for unavailable items, does it present any results?

❖ Successful Task Completion:

Most of the participants had no problems adding items and browsing menus. As expected, the system displayed the message No results found when searching the dishes that were out of stock.

3. **For Profile Management and Order Confirmation**

   According to the Scenario 3: Profile Management and Order confirmation.

   ❖ Questions:

   - Can you edit your name and contact number successfully?
   - Can you add a new delivery address and set it as default?
   - Does the updated address display correctly during checkout?
   - Does Order History show the latest order with the correct status (e.g., "Preparing")?

   ❖ Successful Task Completion:

   Participants could make orders with valid payments. However, it brought about a critical error, which was the doubling of the order by a simple confirmation order button press twice. Once there was a non-yielding attempt of a card an error message was shown.

4. **For Customer Support and Error Handling**

   The choice will rely on Scenario 4: Customer Support and Handling of Errors.

   ❖ Questions:

   - Does the system reject invalid payment details with a clear error message?
   - Can you report an issue via Help & Support?
   - How long does it take for Customer Support to respond?

   ❖ Successful Task Completion:

   The invalid payments were blocked by showing error messages. Stands that were not available were also swept off carts automatically. Submission of support tickets was easily followed and respondence was received within a period of around 15 minutes. Reported problems were dealt with successfully through the inbuilt chat.In the case of Order Management.

5. **For Checkout Process, Performance, and User Interface**

   According to Scenario 5: Vendor Menu and Order Management.

   ❖ Questions:

- Is the checkout procedure (address to the payment to sums of money to order summary) transparent and user-friendly?
- Are the loads of pages and the menu displays quick?
- Do the buttons like Add to Cart and Check out appear and can be located easily?
- In general, do you feel contented with usability of the system?

❖ **Successful Task Completion:**

Respondents affirmed that the checkout process was easy, quick and simplified. The structure was evaluated as transparent, uniform and appealing to the eyes. Ordering was accompanied with a fast and easy recognition of buttons.

9.0 Quantitative Metrics

Tester Name	Successful task completion	Critical errors	Noncritical errors	Errorfree rate	Time on task	Likes, dislikes and recommendations
Tester 1	Login, Menu, Checkout	2 (duplicate order on double click, can register with invalid email)	0	85%	6 min	Likes: Clear checkout, simple navigation. Dislikes: Double order bug. and email validation bug, does not responsive to all devices.
Tester 2	Login, Profile, Payment	0	2(does not proceed to payment, Unresponsive)	90%	7 min	Likes: Clean UI in desktop, easy browsing. Fast Dislikes: UI in Mobile
Tester 3	Login, Social Media Link.	1 (Social media does not work)	0	88%	10 min	Likes: Smooth checkout, good error messages. Dislikes: Social media does not word Recommendation: Add chatbot or FAQ.
Tester 4	Login, Menu, Address	1 (checkout failed once with valid card)	0	80%	8 min	Likes: Menu structure clear. Dislikes: Payment reliability issue. Recommendation: Improve payment gateway validation.
Tester 5	Login, Cart, Checkout	0	1 (Does not support responsive design)	90%	8 min	Likes: Fast easy to navigate and Nice UI. Dislikes: Mobile Responsive problem. Recommendation: Fix

						Mobile Responsive problem.
Tester 6	Login, Profile, Order History	1(can login with fake email)	0	88%	10 min	Likes: Order history details accurate. Dislikes: Security Problem Recommendation: Improve Security System.

10.0 Roles

Name	**Role**
Abdul Rahman Bin Mohd Kamal	**Tester**
Reem Bekdash	**Tester**
Nardi	**Note taker**
Ahaed Alam Mehedi	**Facilitator**
Firoz Hasan	**Observer**

RACI Matrix:

Task/Activity	Project Manager	Tech/Environment Expert	Test Facilitator	Observers/Note Takers	System Admin	Stakeholders
Define UAT Scope	A	C	R	I	I	C
Prepare Test Environment	C	R/A	I	I	C	I
Develop Test Scenarios	R	C	C	I	C	C
Conduct UAT Briefing	A	C	R	I	I	I
Execute UAT Sessions	A	R	R	C	R	C
Record Metrics & Feedback	I	C	R	R/A	I	C
Triage & Classify Defects	A	R	C	R	C	I
Retesting After Fixes	A	R	R	C	R	I
Final Sign-Off Decision	C	C	C	I	I	A

Legend:

- **R (Responsible):** Person carrying out the task.
- **A (Accountable):** Person ultimately answerable for the task's success.
- **C (Consulted):** Person providing input or expertise.
- **I (Informed):** Person kept updated on task progress.

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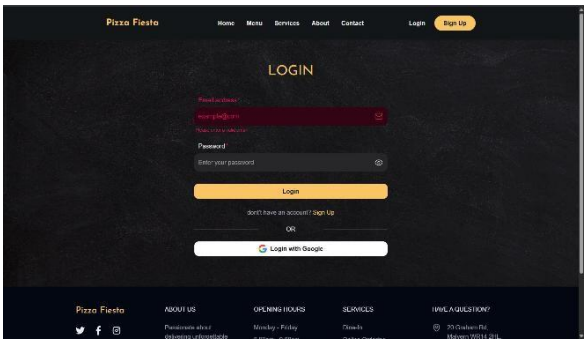
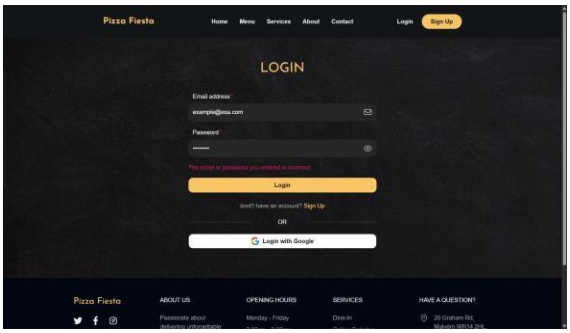
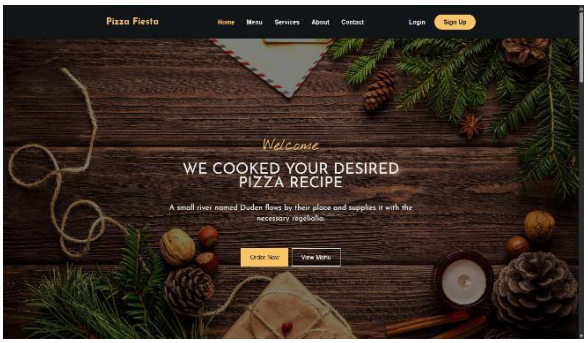
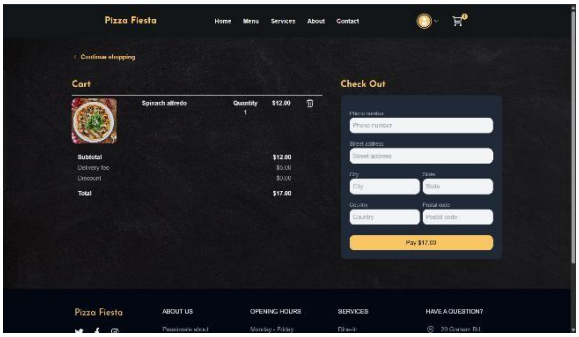
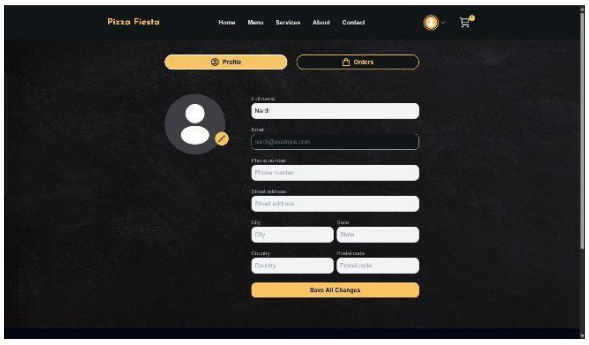
12.0 Appendices

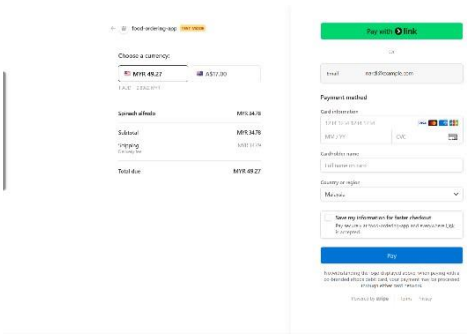


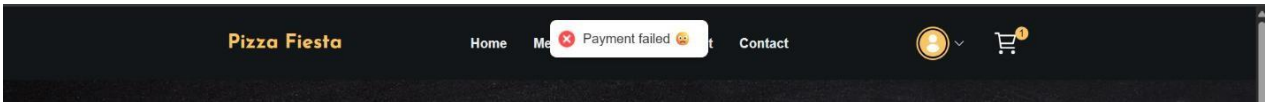


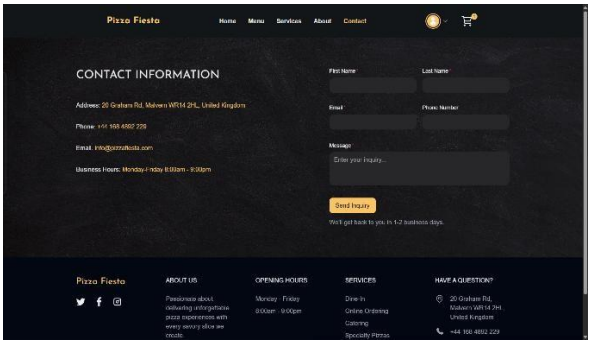


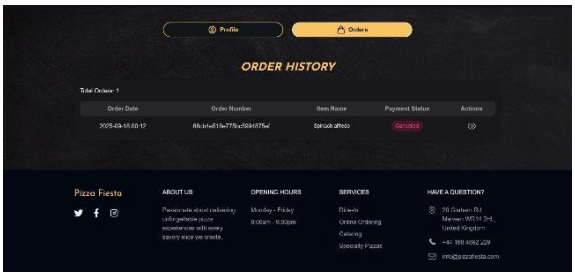


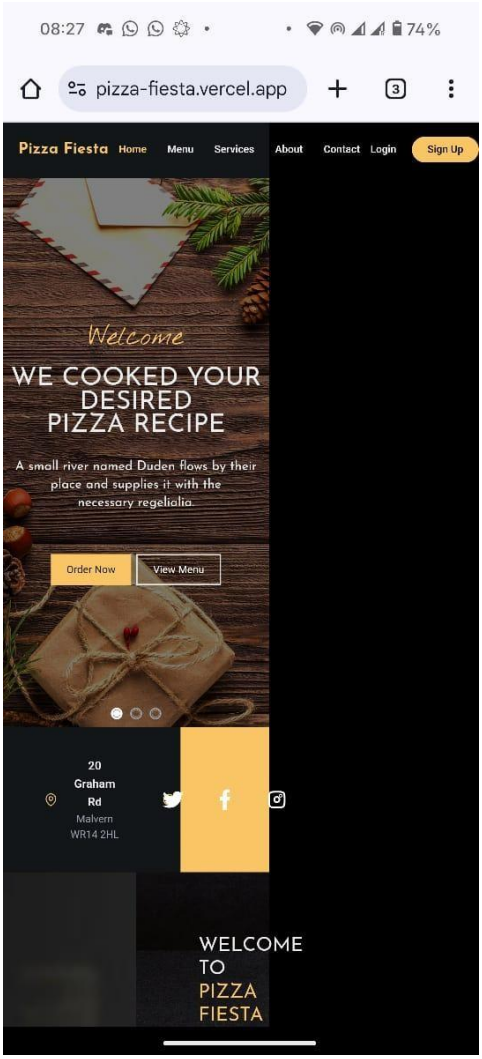








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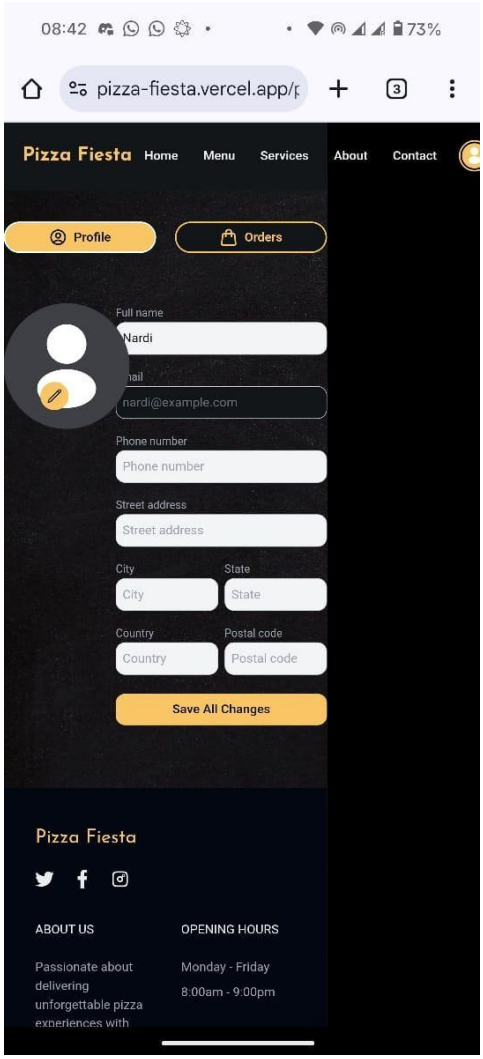
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Save All Changes
Pizza Fiesta
ABOUT US
Passionate about delivering unforgettable pizza experiences with
OPENING HOURS
Monday - Friday
8:00am - 9:00pm