Test Plan for Banglashoppers

1. Introduction

This manual testing plan for **BanglaShoppers.com** is designed to verify the website's functionality and ensure a seamless shopping experience for users. It involves testing all aspects of the platform, including account creation, product browsing, purchasing, payment, and customer service interactions. The objective is to detect and address any errors, usability concerns, or performance issues, ensuring the platform is dependable, secure, and easy to navigate across various devices and browsers.

1.1 Webpage Overview

BanglaShoppers.com is an online retailer specializing in beauty, skincare, and grooming products, offering a wide range of international brands. The platform features user-friendly navigation, secure payment options, nationwide delivery, and customer support services. With regular discounts and a broad product selection, the site provides a convenient and secure shopping experience for customers across Bangladesh

1.2 Objective

The purpose of testing **BanglaShoppers.com** is to ensure the website operates smoothly, providing users with a reliable, secure, and user-friendly experience. Testing will validate that all core functionalities—such as product browsing, order placement, payment processing, customer account management, and customer support—work as intended. Additionally, the testing process aims to identify and fix any bugs, performance issues, or security vulnerabilities to maintain high service standards. The ultimate goal is to ensure that the platform delivers a seamless and hassle-free shopping experience for customers.

2. Test Strategy

The test strategy for **BanglaShoppers.com** outlines the approach, methodologies, and techniques that will be employed to ensure the website functions as expected and meets user requirements. This strategy focuses on manual testing to validate core functionalities, user experience, and security of the platform.

2.1 Testing Approach

- Manual Testing: Manual testing will be the primary method used to evaluate the features and functionality of the website. Testers will execute pre-defined test cases to verify that all aspects of the site work as expected.
- Functional Testing: This will be conducted to ensure that all features, from user registration to checkout, perform correctly according to the requirements.
- Non-Functional Testing: Focused on usability, performance, security, and compatibility testing to ensure a smooth and secure experience for users.

2.2 Types of Testing

- **Functional Testing:** Verify that all user-facing features, including product browsing, checkout, payment gateways, and order management, are working as expected. Ensure the proper functioning of promotions, discounts, and coupons.
- **Usability Testing:** Assess the ease of navigation, intuitive design, and overall user experience. Ensure that all elements are accessible and user-friendly across devices.
- **Performance Testing:** Monitor the website's load time, response speed, and performance under typical and heavy traffic conditions. Identify performance bottlenecks that could affect user experience.
- **Compatibility Testing:** Test the website on multiple devices (desktop, tablet, mobile) and across various browsers (Chrome, Firefox, Safari, Edge) to ensure full compatibility.
- **Security Testing:** Validate the proper use of SSL certificates and secure transactions through payment gateways. Ensure the protection of sensitive data like user passwords and payment information.
- **Responsive Design Testing:** Confirm that the website's layout and features adjust seamlessly across different screen sizes and resolutions.
- **Regression Testing:** After updates or bug fixes, retest the affected areas and other related functionality to ensure nothing is broken.

3. Scope of Testing

The scope of testing for BanglaShoppers.com will cover all core functionalities and features of the website to ensure it operates as intended across different devices, browsers, and platforms. This includes, but is not limited to:

1. **User Account Management**
   - Registration, login, and password recovery.
   - Editing user profiles and managing account information.

2. **Product Browsing and Search**
   - Navigation through product categories and filtering options.
   - Search functionality for finding products by keywords or categories.

3. **Product Information Page**
   - Display of product details, images, pricing, and availability.
   - Ability to add products to the cart.

4. **Shopping Cart and Checkout**
   - Adding and removing items from the cart.
   - Review and update of the cart before proceeding to checkout.
   - Checkout process, including address entry, shipping options.

5. **Payment Gateway Integration**
   - Validation of different payment methods (e.g., credit card, COD, mobile payments).
   - Ensuring secure payment processing.

6. **Order Management**
   - Order placement, confirmation, and viewing order history.
   - Order status updates (e.g., pending, shipped, delivered).

7. **Sales and Offers**
   - Validation of coupon codes, reward points, promotions, and clearances.
   - Correct application of promotional prices during checkout.

8. **Customer Support**
   - Functionality of customer service options (contact forms, live chat, FAQs).
   - Requesting returns or exchanges and tracking support tickets.

Out of Scope

- Backend system testing (e.g., server-side database management) is not included in this manual testing plan but may be covered under a separate testing process.
- Third-party API testing (beyond ensuring successful payment gateway integration).

4. Test Environment

- Devices: Testing will be performed on a variety of devices, including desktops, laptops, tablets, and smartphones.
- Browsers: Testing will be done across major browsers such as Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge.
- Network Conditions: Testing under different network conditions (3G, 4G, Wi-Fi) to ensure performance stability.

5. Test Data

- Realistic test data will be used to simulate actual user behavior. This includes test cases with different user accounts, order scenarios, payment options, and shipping addresses.
- Different types of data will be used to test edge cases (e.g., invalid inputs, large datasets).

6. Defect Management

- Defects found during testing will be logged, tracked, and managed using Excel.
- Defects will be categorized by severity (Critical, High, Medium, Low) and prioritized for fixing based on their impact on user experience and core functionality.

7. Test Deliverables

- Test Plan Document
- Test Scenario Document
- Test Case Document
- Test Execution Report
- Final Test Summary Report
- Test Metrics Report

8. Risk and Mitigation

- Risk: Delays due to incomplete or changing requirements.
  Mitigation: Regular communication with stakeholders to ensure requirements are clearly understood and promptly updated.
- Risk: Issues with cross-browser compatibility.
  Mitigation: Conduct thorough cross-browser testing using different versions of major browsers.

9. Reporting

- Test progress and defect reports will be shared regularly with stakeholders.
- Detailed documentation of test results, including screenshots and steps to reproduce defects, will be maintained to ensure clear communication.

By adhering to this test strategy, we aim to deliver a reliable and user-friendly experience for BanglaShoppers.com users, ensuring the website performs well across all critical aspects, from functionality to security and usability.