

- Verify if carts can be saved if customer has: no defined phone number / a phone number in an incorrect format
- Verify if customer data matches what was sent from Shopify
 - cart items
 - phone number
 - date and time of last login)

- Cron job has proper database access
- Timing interval when communicating to Twilio
- Logs are accurate for debugging purposes
- Manually execution of the cron job before any automation takes place
- Verify timing when the cron job sends data to Twilio
- Behavior when cron job fails. Is there an immediate retry?
- Behavior when there are overlapping cron jobs
- Verify that data integrity to the database if the job passes or fails
- If needed, verify if job should be triggered to send data to Twilio during a specific time frame during the day (should SMS only be sent to customers during specified work hours or should It always be exactly 24 hrs from receiving data from Shopify?)



Sends a webhook when a customer abandons a shopping cart (ie user does not make a purchase)



We receive the webhook and save consumer's shopping cart to database

- Lambda API responds should appropriately to Shopify webhook
- Webhook data is being processed properly for the database



Twilio has an API that we use to send the SMS message

- Test the HTTP methods for Twilio's API
- SMS should be sent in a timely manner
- SMS sending capabilities for:
 - domestic numbers
 - international numbers
 - virtual phone numbers (e.g. Google Voice)
- Accurate SMS content
- SMS character limit
- SMS should be automatically detected as spam
- Verify SMS sender number (long code and short code)
- Behavior when a number is unreachable
- Customer has opted-in to receive SMS
- Opt in/out SMS notification feature functionality
- No SMS is sent to customers who have opted out

- Verify that Shopify webhook isn't being triggered for customers that:
 - have no items in their cart
 - completed purchases
 - have items in their cart but are still browsing
 - return to cart within 24 hours
- Webhook events from Shopify are being received by lambda
- Shopify webhook is pointing to the right destination and is for the expected event
- No duplicate webhooks are being sent from Shopify
- Proper authentication is being used