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Group: 3

Topic: Amazon

| **ID** | **Type** | **Name** | **Description/Purpose** | **Details of Test** | **Expected Results** | **Actual Results** | **Test Conducted by** | **Status** | **Implemented**  **(Yes/No)** | **Comments/ Critique** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Functional | Data Accuracy Validation | Steps to test: 1. Identify the source data for metrics displayed on the dashboard. 2. Open the dashboard and locate the corresponding metrics. 3. Cross-check each metric value against the source data. 4. Note any discrepancies. | Cross-check metrics (e.g., average response time, cost) with source data. | Data on the dashboard matches source values precisely. | All displayed data matched source values during verification. | Group 5 - Gavin Akash Dharmaratne | Passed | No | No issues found, no changes required. |
| 2 | Functional | Calculation Accuracy | Steps to test: 1. Review the formulas used for calculated fields (e.g., averages, sums). 2. Open the dashboard and note the calculated values displayed. 3. Recalculate the values manually or using a trusted tool. 4. Compare the recalculated values with the dashboard values. | Check calculations for KPIs like CSAT, first contact resolution rates. | All calculated values are accurate and consistent. | All calculated values were verified to be accurate and consistent. | Group 5 - Gavin Akash Dharmaratne | Passed | No | Calculations were verified as accurate. |
| 3 | Functional | Filter Functionality | Steps to test: 1. Open the dashboard and locate filter options (e.g., date, department). 2. Apply each filter individually and observe the data updates. 3. Apply multiple filters simultaneously and verify data consistency. 4. Note any filters that do not work as expected. | Apply filters by date, department, and priority, and verify data updates correctly. | Data refreshes correctly based on filter selections. | Results observed during testing: Verified metric values matched source data, filters worked correctly, and UI was responsive. | Group 5 - Sandhya Ramesh Gandhavalli | Passed | No | Filters functioned correctly; no changes needed. |
| 4 | Functional | Dashboard Navigation | Steps to test: 1. Open the dashboard and identify all navigation links/buttons. 2. Click each navigation link/button and observe where it directs. 3. Verify that each link/button takes you to the correct section. 4. Note any links/buttons that do not function properly. | Click on navigation buttons/links to check if they direct to the correct section. | All links and buttons navigate to the correct sections. | All navigation links and buttons directed to correct sections without errors. | Group 5 - Sandhya Ramesh Gandhavalli | Passed | No | Test case already passed; no need for further implementation. |
| 5 | Functional | Data Export | Steps to test: 1. Locate the data export option on the dashboard. 2. Select a format (e.g., CSV, PDF) and export the data. 3. Open the exported file and compare its content with the dashboard. 4. Verify that the file format is correct and data matches accurately. | Test exporting data from the dashboard and check format accuracy. | Exported files match the displayed data and are correctly formatted. | Exported files were not accurate and not matched the displayed data. | Group 5 - Divya Sabu | Failed | No | No need of changes, as tester was trying to export data which was linked to our laptop and not to testers laptop. |
| 6 | Functional | Real-Time Data Refresh | Steps to test: 1. Simulate new data entry into the source system. 2. Observe the dashboard and check for updates. 3. Measure the time taken for the dashboard to reflect new data. 4. Note if the refresh rate meets the expected interval. | Simulate new data entry and verify dashboard refresh rate. | Dashboard reflects updates within defined refresh intervals. | Dashboard reflected updates promptly within the defined refresh interval. | Group 5 - Divya Sabu | Passed | No | Data updates were prompt, no changes necessary. |
| 7 | Functional | Drill-Down Functionality | Steps to test: 1. Identify charts or KPIs with drill-down functionality. 2. Click on a high-level metric or chart to access detailed views. 3. Verify the detailed data displayed matches the high-level summary. 4. Test drill-down for various metrics and note inconsistencies. | Click on charts or KPIs to access deeper data levels. | Drill-down provides the correct detailed data. | Drill-down features worked as expected, providing accurate details. | Group 5 - Chamithree Gayonika Gunasekera | Passed | No | Drill-down features worked as expected. |
| 8 | Functional | Error Handling | Steps to test: 1. Disconnect a data source or introduce invalid inputs. 2. Observe how the dashboard responds (e.g., error messages). 3. Verify that the dashboard does not crash and displays meaningful errors. 4. Restore the data source and check for recovery. | Disconnect a data source and observe how the dashboard responds. | Dashboard displays error messages without crashing. | Dashboard displayed appropriate error messages and remained stable. | Group 5 - Chamithree Gayonika Gunasekera | Passed | No | No changes required, handled errors properly. |
| 9 | Functional | Accessibility of Tooltips | Steps to test: 1. Hover over KPIs, charts, or interactive elements. 2. Observe the content displayed in the tooltips. 3. Verify that the information is accurate and relevant. 4. Test tooltips across different sections of the dashboard. | Hover over KPIs and charts to check tooltip content. | Tooltips provide accurate and relevant details. | Tooltips provided accurate and relevant information when hovered over. | Group 5 - Chamithree Gayonika Gunasekera | Passed | No | Tooltip information was correct, no action needed. |
| 10 | Functional | Data Consistency Across Filters | Steps to test: 1. Apply filters across different dimensions (e.g., date, department). 2. Observe data changes across charts and KPIs. 3. Verify that the data remains consistent across the entire dashboard. 4. Note any sections where inconsistencies occur. | Apply multiple filters simultaneously and compare results in different sections. | Data remains consistent and accurate across the dashboard. | Data remained consistent across charts when filters were applied. | Group 5 - Chamithree Gayonika Gunasekera | Passed | No | Data consistency was maintained as expected. |

Non-Functional test cases:-

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| 11 | Non-Functional | User Interface Consistency | Steps to test: Check alignment, formatting, and font consistency. | Review layouts for all elements to ensure proper alignment. | All elements are aligned, and font sizes are consistent. | All elements were not well-aligned, and font sizes were not consistent. | Group 5 - Sandhya Ramesh Gandhavalli | Failed | Yes | Updated dashboard to maintain consistent design where all titles have the same style and all cards are at the top of all dashboards. |
| 12 | Non-Functional | Dashboard Load Time | Steps to test: Measure the time taken to load the dashboard. | Use a stopwatch to measure load time under different conditions. | Dashboard loads within 2-3 seconds for a smooth experience. | Dashboard loaded within 2 seconds under test conditions. | Group 5 - Sandhya Ramesh Gandhavalli | Passed | No | Load time met expected standards, no action needed. |
| 13 | Non-Functional | Mobile Device Compatibility | Steps to test: Test dashboard usability on smartphones and tablets. | Open dashboard on various mobile devices and check responsiveness. | Dashboard adjusts seamlessly on different screen sizes. | Dashboard adjusted seamlessly across all tested mobile devices. | Group 5 - Chamithree Gayonika Gunasekera | Passed | No | |  | | --- | | Mobile compatibility was adequate, no changes needed. | |  | |
| 14 | Non-Functional | Browser Compatibility | Steps to test: Check compatibility with different browsers (Chrome, Firefox, Edge). | Access the dashboard on different browsers to ensure consistent performance. | Dashboard displays correctly across all tested browsers. | Dashboard displayed consistently across Chrome, Firefox, and Edge. | Group 5 - Sandhya Ramesh Gandhavalli | Passed | No | Browser compatibility verified, no issues found. |
| 15 | Non-Functional | Scalability with Large Data | Steps to test: Assess performance with increased data volumes. | Simulate large data sets and observe dashboard performance. | Dashboard remains responsive without delays. | Dashboard performance remained smooth even with large datasets. | Group 5 - Divya Sabu | Passed | No | Performance remained satisfactory, no changes needed. |
| 16 | Non-Functional | Accessibility Testing | Steps to test: Verify compliance with accessibility standards (e.g., keyboard navigation). | Check if the dashboard can be navigated using a keyboard only. | Dashboard is fully accessible for users with disabilities. | Dashboard was fully navigable and not compliant with accessibility standards. | Group 5 - Divya Sabu | Failed | Yes | Changed font color, size, and background color for better accessibility in the dashboard. |
| 17 | Non-Functional | Font Readability | Steps to test: Ensure text readability under various conditions. | Test text visibility under different zoom levels and resolutions. | Text remains clear and readable. | Text was clear and readable across various zoom levels and resolutions. | Group 5 - Divya Sabu | Passed | No | Font readability was adequate, no action needed. |
| 18 | Non-Functional | Color Scheme Consistency | Steps to test: Validate that color schemes are visually appealing and consistent. | Check if colors are used consistently across all sections. | Colors are consistent and aligned with branding guidelines. | Color schemes were consistent and aligned with branding. | Group 5 - Gavin Akash Dharmaratne | Passed | No | No changes needed; colors were consistent. |
| 19 | Non-Functional | Data Privacy Compliance | Steps to test: Test for compliance with data privacy standards (GDPR, etc.). | Check if sensitive data is masked or restricted. | No unauthorized access to sensitive information. | Sensitive data was appropriately masked, and no unauthorized access was observed. | Group 5 - Gavin Akash Dharmaratne | Passed | No | Privacy compliance was satisfactory, no action needed. |
| 20 | Non-Functional | Dashboard Help/Documentation | Steps to test: Assess availability and usefulness of help features or documentation. | Review user guides, tooltips, and help sections for completeness. | Help resources are easy to access and informative. | Help resources were easily accessible and comprehensive. | Group 5 - Gavin Akash Dharmaratne | Passed | No | Help features were sufficient, no changes required. |