

***“Shohoz.com”***

Test Plan

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| **Document Author** | **Document Version** | **Revised Date** | **Approved By** |
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## **Introduction**

The Test Plan has been created to outline the strategy, objectives, scope, and approach for testing the **Registration, Login, Forgot Password, Bus Ticket Search, Search Results, and Bus Ticket Booking modules** of the **Shohoz Bus Ticket Booking web application (**[**https://www.shohoz.com/**](https://www.shohoz.com/)**)**.  
This document defines the testing process, responsibilities, test items, test deliverables, and risks to ensure that all features function correctly and provide a smooth ticket booking experience for end users.

***Website URL :*** [***Shohoz.com***](https://www.shohoz.com/)

## **Test Items**

**I. Features to be Tested**

**A. Registration Module**  
• Ability to select Gender (Male/Female/Other)  
• Ability to enter First Name and Last Name  
• Validation for empty or invalid name fields (numbers/special characters)  
• Mobile Number validation (format, duplicate numbers)  
• OTP Interface display and verification  
• Email field validation (empty, invalid, duplicate, fake domains)  
• Password validation (complexity, mismatch handling, masking)  
• Ensure successful registration with valid credentials

**B. Login Module**  
• Validation of Mobile Number and Password fields  
• Error handling for blank inputs  
• Validation for invalid mobile number format  
• Validation for unregistered number  
• Error message for incorrect password  
• Successful login with valid credentials

**C. Forgot Password Module**  
• Verify that registered users can recover passwords using OTP verification  
• Validation for empty or invalid mobile number fields  
• Error message display for unregistered numbers  
• Ensure OTP is sent successfully for valid registered users

**D. Bus Ticket Search Module**  
• Validation for “From,” “To,” and “Journey Date” fields  
• Validation to prevent same source and destination selection  
• Verify that “+ Add Return Trip” adds a return date field  
• Ensure valid search results appear for correct inputs  
• Verify error messages for missing or invalid inputs

**E. Search Results Module**  
• Verify that available buses are displayed correctly  
• Verify details such as Operator Name, Departure Time, Fare, and Seat Availability  
• Verify “No results found” message for unavailable routes or dates  
• Sorting by fare (Low to High, High to Low)  
• Filtering by Bus Type, Operator, Boarding Point, Dropping Point, and Time  
• Verify “RESET” button clears all filters

**F. Bus Ticket Booking Module**  
• Verify “Book Ticket” button visibility and functionality  
• Verify redirection to Login or Seat Selection page upon clicking “Book Ticket”  
• Verify seat color codes for Available, Sold, and Selected seats  
• Validation for maximum seat selection (up to 4 seats)  
• Verify that user can deselect previously selected seats  
• Verify Contact Details (Mobile, Email) auto-filled from login info  
• Validation for mandatory Passenger Details (First Name, Last Name, Gender)  
• Verify “Proceed to Payment” activates only after completing all required fields

**II. Features Not to be Tested**

• Payment Gateway Integration (covered under Integration Testing)  
• Admin/Operator Panel functionality  
• Mobile App Interface (this plan covers web version only)  
• Third-party API performance (e.g., SMS/OTP services)  
• UI responsiveness and layout design (covered in UI/UX Testing)  
• Footer links, external pages, and advertisements

## **Quality Objective:**

The objective of this Test Plan is to ensure reliability, system assurance and optimum performance and capacity utilization. This test plan focuses on comparing the performance of application with respective to end user expectations with the current and new production environment. Basically, testing enhancement and update to the existing system.

## **Test Methodologies :**

This project will be following agile methodology and work will be updated based on weekly iteration. The work is distributed on and will be followed according to requirement-based strategy specified in detail in this test plan. Each feature will be tested separately and along with each other after each phase and reports should be delivered according to the schedule. Test Cases should be created during exploratory testing. Testing methodologies (In scope/Out Scope) are given below:

i. ***Test Levels :***

In Scope:

* Functional Testing ( a Black-box type testing geared to the functional requirements of this application )
* Integration Testing ( to verify the combined functionality after integration )
* Performance Testing ( check whether the system meets the performance requirements )
* Cross-browser Testing ( check whether the system is supported in every browser )
* Security Testing (Payment) ( to check how the software or application or website is secure from internal and external threats )
* UAT ( For a tester’s perspective )
* Regression Testing (Cart, Checkout Flow) ( Repeated testing of same module )

Out of Scope:

* Database Testing.
* API Testing

***ii. Test Strategy :***

*Test Cases Preparation & Execution:*

* QA will be preparing test cases. This will cover all scenarios for requirements.
* Peer review will be conducted from time to time for test cases and test matrix by QA Lead.
* Respective Author of Test Case and Test Matrix will provide comment or suggestions on test cases and test coverage if needed.
* Author will re-work on the suggestions/improvements that has been given on Test Cases/Matrix and will send for approval. Re-worked improvements will be reviewed and approved by reviewer.
* Respective QA will execute Test Cases on test site based on designed scenarios, test cases and Test data.
* (Actual Result with Expected Result-> Pass/Fail) Test result will be updated in test case document.

*Defect Logging and Reporting:*

* QA will log the defect/bugs in prospective management tool. After this, QA will inform the respective developer about the defect/bugs that has been logged.

*Retesting:*

* Respective QA will Retesting for fixed bugs after it is resolved by respective developer. Bug/defect status will be updated accordingly. In certain cases, if its required then regression testing will be done.

*Deployment/Delivery:*

* Once all bugs/ defect that has been reported after complete testing are fixed, afterwards if no other bugs are found, report will be deployed to test site by PM.
* Once QA are done with the round of testing on test site and if it is required Report will be delivered along with sample output by email to the respective team member.
* QA will hand over the hard copy of delivery documents to the respective developer.

## **Roles & Responsibilities:**

|  |  |  |
| --- | --- | --- |
| Role: | Contact Name & Information: | Responsibilities |
| Project Manager | X | 1. The primary contact for the development and QA team. 2. Participate in Test Scenarios. 3. Participate in Test Cases review. 4. Responsible for Project schedule and the overall success of the project 5. Verify sign Off on Requirements, Test Scenarios, Test Cases. |
| QA Lead | Y | 1. Participation in the project plan creation/update process. 2. Planning and organization of test process for the release. 3. Coordinate with QA analysts/engineers on any issues/problems encountered during testing. 4. Report progress on work assignments to the PM 5. Monitor quality metrics and performance throughout each testing phase. 6. Monitor QA burn down rate and status. |
| QA | Z | 1. Understand the features requirements.  2. Writing and executing Test cases.  3. Preparing RTM  4. Reviewing Test cases, RTM with PM, QA Lead  5. Preparation of Test Data  6. Log in Defects and keep tracking.  7. Retesting and regression testing  8. Bug Review meeting  9. Provide and monitor Testing Schedule to team members.  10. Coordinate with QA Lead for any issues or problems encountered during test preparation/execution/defect handling. |
|  |  |  |

## **Entry & Exit Criteria**

1. Entry Criteria

* QA resources have completely understood the requirements.
* QA resources have sound knowledge of functionality.
* Test Scenarios & Cases Approved.
* All the necessary documentation, design, and requirements information should be available that will allow testers to operate the system and judge the correct behavior.
* Application Smoke Test Completed (If Applicable).

1. Exit Criteria

* Test Cases Execution Completed.
* A certain level of requirements coverage has been achieved.
* Outstanding Severity 1 & 2 Defects Completed
* No high priority is left outstanding.
* UAT Test Evidence Collected
* Test Closure Memo completed and signed off.

## **Suspension Criteria & Resumption Requirement**

|  |  |
| --- | --- |
| Suspension Criteria: | Resumption Requirement |
| If the start of the testing is delayed due to design tasks, the test cannot be extended beyond the UAT scheduled start date. | Some buffer has been added to the schedule for contingencies, although not as much as best practice advise. |
| Server issues. | Server should be in check/renewed from time to time. |
| Significant number of high and critical issues still open at or near End-to-End testing phase. | Analysis of the open issues with other test groups, development, and product support to determine which issues can be deferred. |
| New feature/functionality added during the testing phase. | Extend the resting cycle or remove test requirements/ expectations. |

## **Resources & Environment Needs.**

i. Resources

|  |  |
| --- | --- |
| Description | Tool |
| Need a Database server which install MySQL server Web server which install Apache Server | Server |
| Setup a LAN Gigabit and 1 internet line with the speed at least 5 Mb/s | Network |
| Windows 10, Ram 4GB, CPU 3.4GHZ | Computer |

ii. Testing Tools

|  |  |
| --- | --- |
| Process | Tool |
| Test Case creation | Microsoft Excel |
| Test Case Tracking | Microsoft Excel |
| Test Case Execution | Manual, Selenium |
| Test Case Management | Microsoft Excel |
| Defect Management | Jira |
| Test Reporting | Microsoft Excel & Jira |

iii. Configuration Management: GitHub

iv. Test Environment:

Support level (browsers): Windows 10: Edge, Chrome (latest), Firefox (latest), Safari (latest)

Mac OS X: Chrome (latest), Firefox (latest), Safari (latest)

## **9.Test Schedule**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task Name | Start | Finish | Done BY | Estimated Time |
| Test Planning | 03/01 | 03/01 | soumik | 3 hours |
| Review Requirements documents | 03/01 | 03/01 | soumik | 30 minutes |
| Create test basis | 03/04 | 03/15 | soumik | 30 minutes |
| Staff and train new test resources | \_\_ | \_\_\_ | soumik | 30 minutes |
| First deploy to QA test environment | 03/07 | 03/07 | soumik | 2 hours |
| Functional testing:  Iteration 1 | 03/07 | 03/09 | soumik | 2 hours |
| Iteration 2 deploy to QA test environment | 03/09 | 03/11 | soumik | 30 minutes |
| Functional testing – Iteration 2 | 03/11 | 03/15 | soumik | 30 minutes |
| System testing | 03/11 | 03/12 | soumik | 2 hours |
| Regression testing | 03/11 | 03/12 | soumik | 4 hours |
| UAT | 03/11 | 03/12 | soumik | 2 hours |
| Resolution of final defects and final build testing | 03/11 | 03/12 | Zahid | 3 hours |
| Deploy to Staging environment | 03/12 | 03/12 | **Future work** |  |
| Performance testing | 03/12 | 03/13 | FT Tasnim | 30 minutes |
| Release to Production | 03/13 | 03/13 | **Future work** |  |

## ***10. Deliveries***

Test deliverables are provided as below :

Before testing phase

* Test plans document.
* Test cases documents
* Test Design specifications.

During the testing

- Test Tool Simulators.

- Test Data

- Test Trace-ability Matrix - Error logs and execution logs.

After the testing cycles is over

* Test Results/reports
* Defect Report
* Installation/ Test procedures guidelines
* Release notes

## ***Risk & Assumptions***

**Risk :**

1. Payment method may fail when internet fluctuates
2. in old / no-updated browser , system may fail to load when javascript if disabled

**Assumptions :**

1. For some optimization of resources , test plan may fail
2. Skill level of resources
3. Availability of test tools/resources
4. Delays in training on the application and/or tools.

## **Terms/Acronyms**

|  |  |
| --- | --- |
| **Term/Acronyms** | **Definition** |
| API | Application Programming Interface |
| PM | Product Manager |
| QA | Quality Assurance |
| RTM | Requirements Traceability Matrix |
| UAT | User Acceptance Testing |

## **Approvals**

|  |  |  |  |
| --- | --- | --- | --- |
| Approved By | Approval Tittle | Date | Attachment |
| 1. X | Product Manager |  | None |
| 1. Y | QA Lead |  | None |