# Session-Based Test Management – Petstore Usability Testing

## Introduction

In fast-paced development environments like Petstore, exploratory testing is an essential strategy for identifying usability issues   
quickly and flexibly. This report reimagines Session-Based Test Management (SBTM) in the context of testing the Petstore web application.   
With no detailed scripted test cases, our tester 'Chakri' uses structured test sessions to explore the application, uncover issues,   
and document findings in a systematic way.

## Testing in Sessions

Each test session is a focused, uninterrupted block of time dedicated to usability testing. Sessions for Petstore involved   
exploring features like browsing pet categories, product pages, shopping cart flow, and user account behavior. Chakri documents findings   
on a session sheet that includes metrics, bugs, issues, and notes. These reports allow the team to assess coverage and guide future testing.

## Anatomy of a Test Session

Each Petstore session contains the following elements:  
  
- Charter: Usability evaluation of specific features  
  
- Tester: Chakri  
  
- Time: Start time and session duration  
  
- Task Breakdown: Test design, bug investigation, setup time (TBS)  
  
- Data Files: If applicable  
  
- Test Notes: Free-form notes on observed behavior  
  
- Bugs: Specific UI/UX issues  
  
- Issues: Broader concerns or questions  
  
- Charter vs. Opportunity: % time spent on planned vs spontaneous exploration

## Tool Support

Session sheets are stored and tagged digitally. A spreadsheet is used to track TBS metrics and bug trends. A ToDo queue maintains   
pending charters (e.g., “test mobile UI of cart page”). While no automation tools were required for this round, standard tools like Excel, Notion,   
and browser dev tools were used to organize and support the effort.

## Metrics

Tracking how much time is spent on test execution versus bug reporting helps evaluate session effectiveness. Metrics for Petstore   
revealed that about 60% of session time went into hands-on testing, 30% into bug work, and 10% into setup. These metrics also help identify trends—  
for instance, increased bug time often correlated with work on the shopping cart and mobile views.

## Notes from the Field

Lessons learned from testing Petstore:  
  
- Opportunity-based discoveries often revealed high-value usability problems  
  
- Session debriefs helped align next charters  
  
- Mobile layout had the most persistent issues  
  
- Login flow lacks user feedback  
  
- Search and category filters are usable but visually inconsistent across pages

## Example Session Sheet – Petstore

CHARTER  
Check the usability issues in Petstore.  
  
#AREAS  
Platform | Web  
Browser | Chrome / Edge  
Strategy | Usability Testing  
Strategy | Exploratory Testing  
  
START  
11:30 AM, 30-04-2025  
  
TESTER  
Chakri  
  
TASK BREAKDOWN  
#DURATION: Normal (90 minutes)  
#TEST DESIGN AND EXECUTION: 60  
#BUG INVESTIGATION AND REPORTING: 30  
#SESSION SETUP: 10  
#CHARTER VS. OPPORTUNITY: 85/15  
  
DATA FILES  
N/A  
  
TEST NOTES  
- Navigated through pet categories: Fish, Dogs, Cats, Reptiles, Birds  
- Checked product details and cart usability  
- Focused on:  
 - Font readability  
 - Button visibility  
 - Page layout  
 - Navigation clarity  
 - Error messaging  
- Breadcrumb inconsistencies noted  
- Mobile responsiveness is poor  
- Account creation and login work, but no feedback or success confirmation message  
  
BUGS  
#BUG 1001: "Add to Cart" button missing on some fish product pages (e.g., Angel Fish)  
#BUG 1002: Breadcrumbs don't update correctly on navigating to subcategories (e.g., Dogs > Bulldog)  
#BUG 1003: "Back to Main Menu" link sometimes reloads a blank page  
  
ISSUES  
#ISSUE 1: No confirmation or feedback after successful login  
#ISSUE 2: No loading indicator during slow product page loads - affects usability perception