Ben & Jerry's Bug Report

Written by Atakan Yıldırım

Bug 1:

Bug Title	BJ products do not appear when the redirected page is opened.
Bug URL	https://www.benjerry.co.uk/ice-cream-near-me
Bug Category	Functional
Severity	High
Occurrence	Every Time
Testing device	Windows 10, Chrome
Created on	Atakan Yıldırım
Submitted at	Atakan Yıldırım

Steps that led to the Bug

1. Drag mouse to **SCOOP SHOPS** in top menu.
2. Click **Ice Cream Cakes** and open the page.
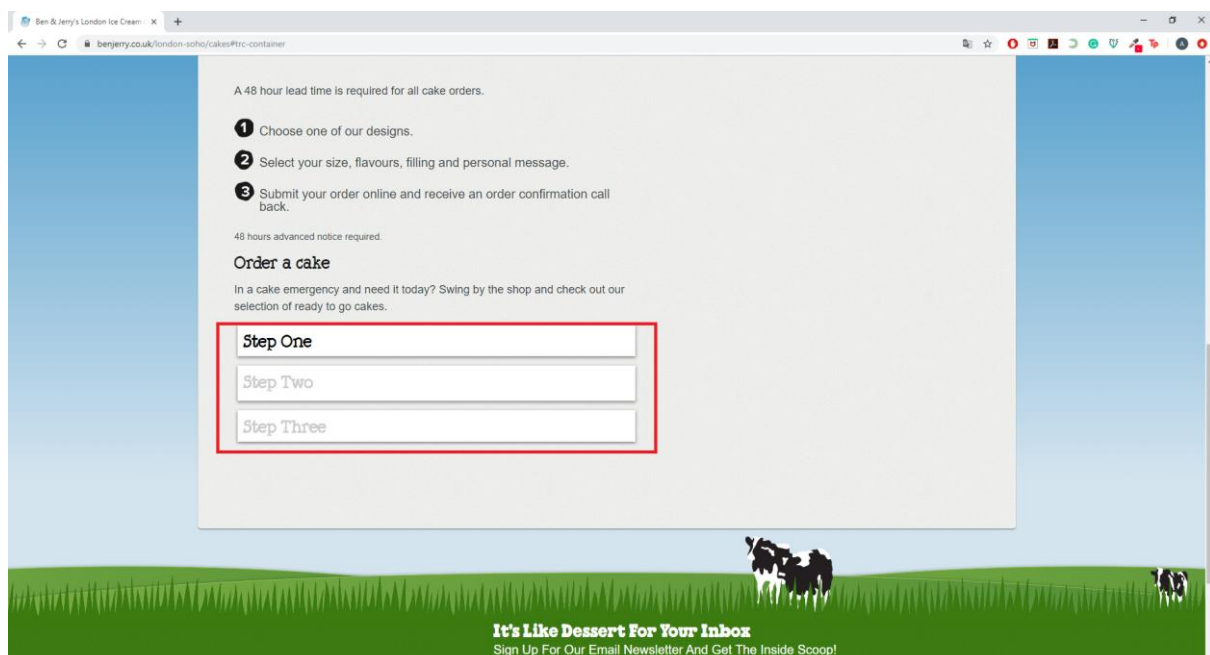3. Scroll down or click **Order a Cake.**

Expected Result

To be able to order online.

Actual Result

All steps of the three-step ordering process are not working.

Attachments

Bug 2:

Bug Title	Cannot find related product in the news.
Bug URL	https://www.benjerry.co.uk/home/whats-new/2017/03/bean-to-brownie
Bug Category	Functional
Severity	Low
Occurrence	Every Time
Testing device	Windows 10, Chrome
Created on	Atakan Yıldırım
Submitted at	Atakan Yıldırım

Steps that led to the Bug

1. Open the **WHAT'S NEW** page from top menu.
2. Scroll down.
3. Click and open **From Bean to Brownie: Our Fair Trade Cocoa Unwrapped** news.
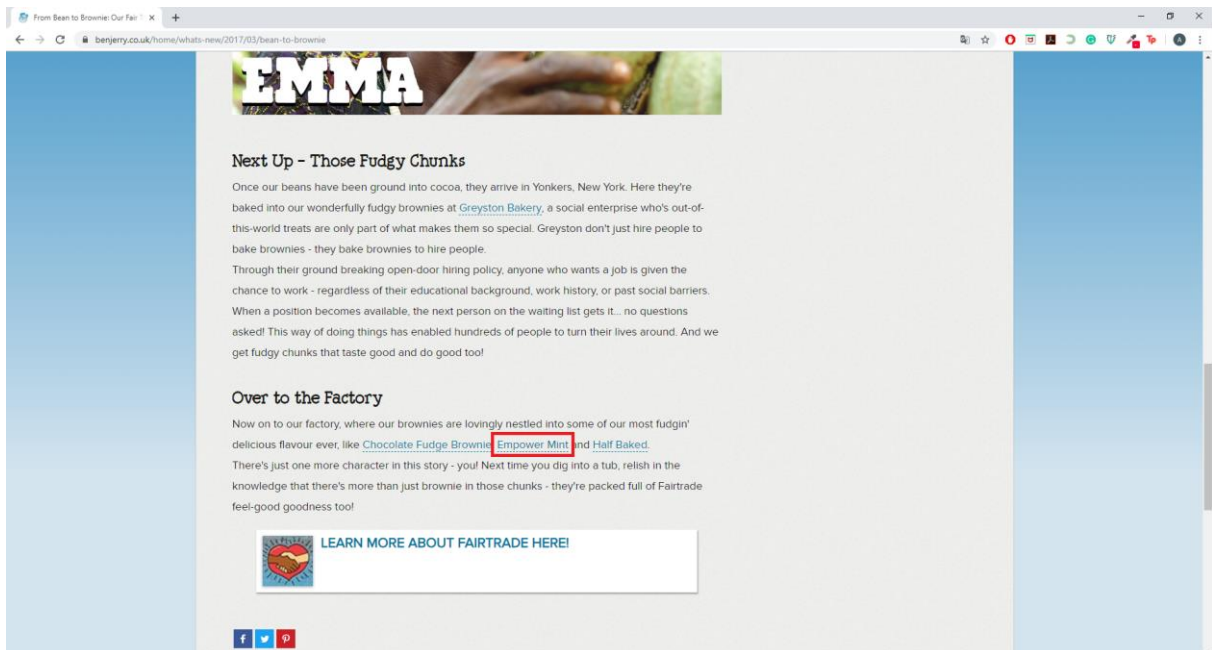4. Click on the **Empower Mint** link under the "Over to the Factory" heading

Expected Result

Open the related product's page like other products in the text.

Actual Result

The **Flavors** page opens.

Attachments

Bug 3:

Bug Title	Sorting error in title.
Bug URL	https://www.benjerry.co.uk/whats-new/2020/10/easy-ice-cream-recipes
Bug Category	Content
Severity	Low
Occurrence	Every Time
Testing device	Windows 10, Chrome
Created on	Atakan Yıldırım
Submitted at	Atakan Yıldırım

Steps that led to the Bug

1. Drag mouse to **FLAVOURS** in top menu.
2. Click **Ice Cream Recipes** and open the page.
3. Click "**3 Easy-As-Pie Ice Cream Recipes to Impress Your Friends**" title.
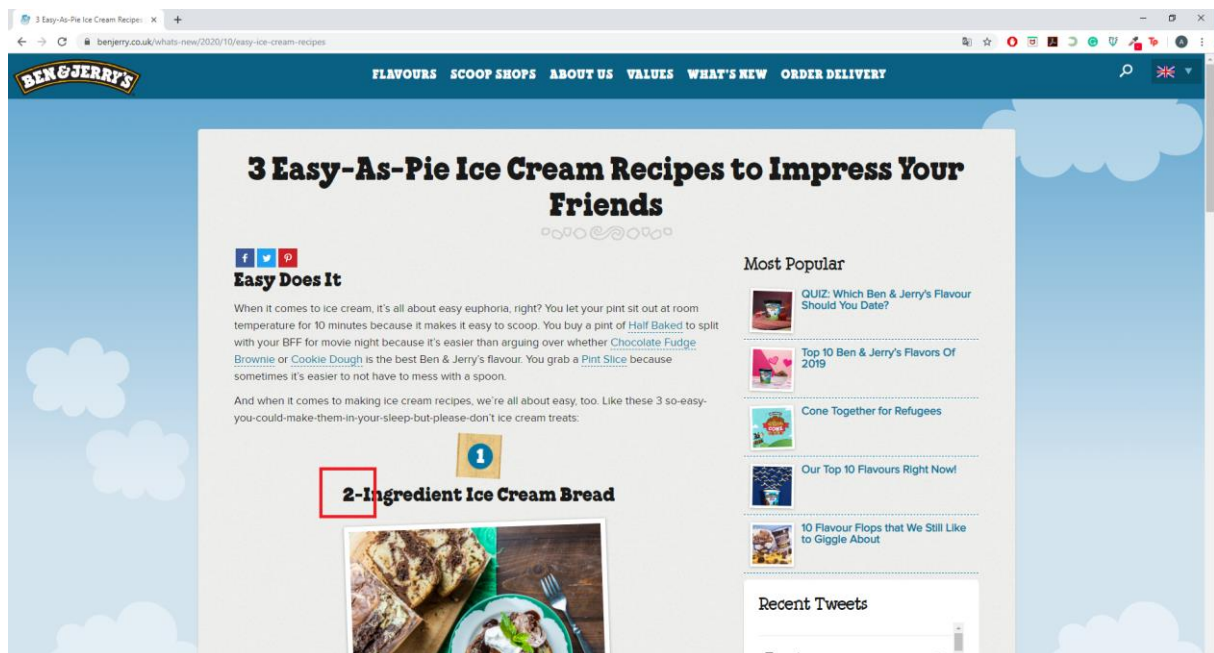
Expected Result

Spelling the first title correctly.

Actual Result

There is an incorrect order in the first title.

Attachments

Bug 4:

Bug Title	Image in text is not loading.
Bug URL	https://www.benjerry.co.uk/london-soho/shop-information
Bug Category	Visual
Severity	Low
Occurrence	Every Time
Testing device	Windows 10, Chrome
Created on	Atakan Yıldırım
Submitted at	Atakan Yıldırım

Steps that led to the Bug

1. Drag mouse to **SCOOP SHOPS** in top menu.
2. Click **London Soho Ice Cream Shop** and open the page.
3. Again drag mouse to **SCOOP SHOPS** in top menu.
4. Click **More Information** and open the page.
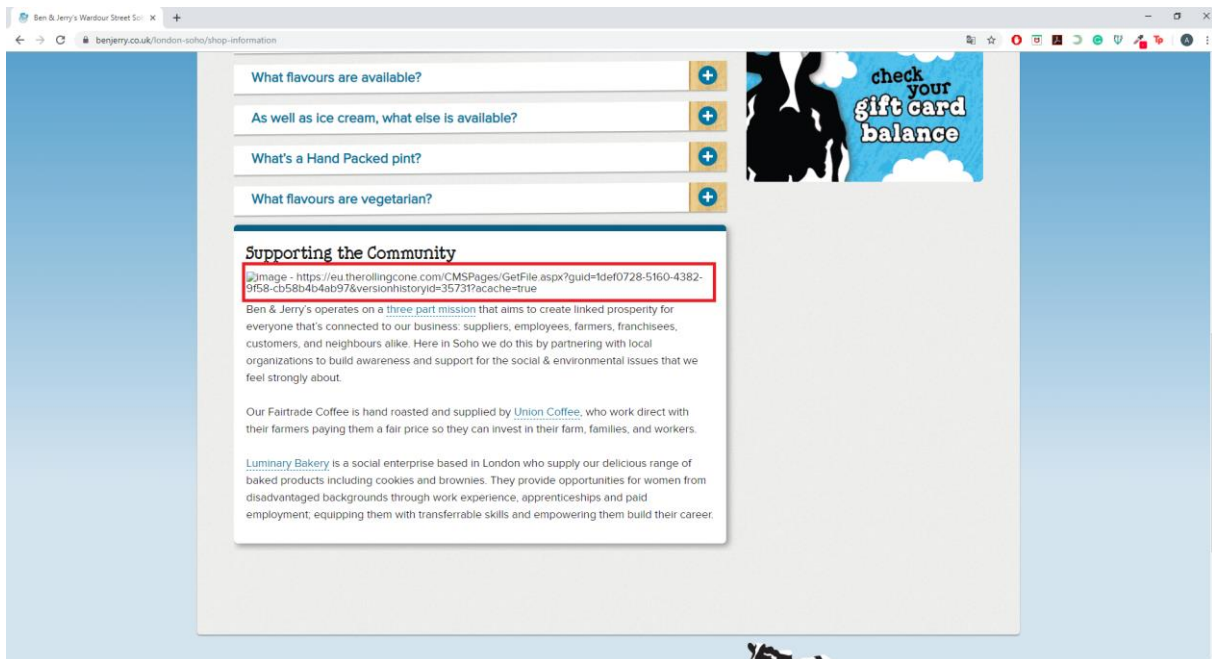5. Scroll down to heading **Supporting the Community** at the bottom of the page.

Expected Result

To see the image in the text.

Actual Result

The image in the text is broken.

Attachments

Bug 5:

Bug Title	BJ products do not appear when the redirected page is opened.
Bug URL	https://www.benjerry.co.uk/ice-cream-near-me
Bug Category	Functional
Severity	Low
Occurrence	Every Time
Testing device	Windows 10, Chrome
Created on	Atakan Yıldırım
Submitted at	Atakan Yıldırım

Steps that led to the Bug

4. Drag mouse to **SCOOP SHOPS** in top menu.
5. Click **Find an Ice Cream Shop** and open the page.
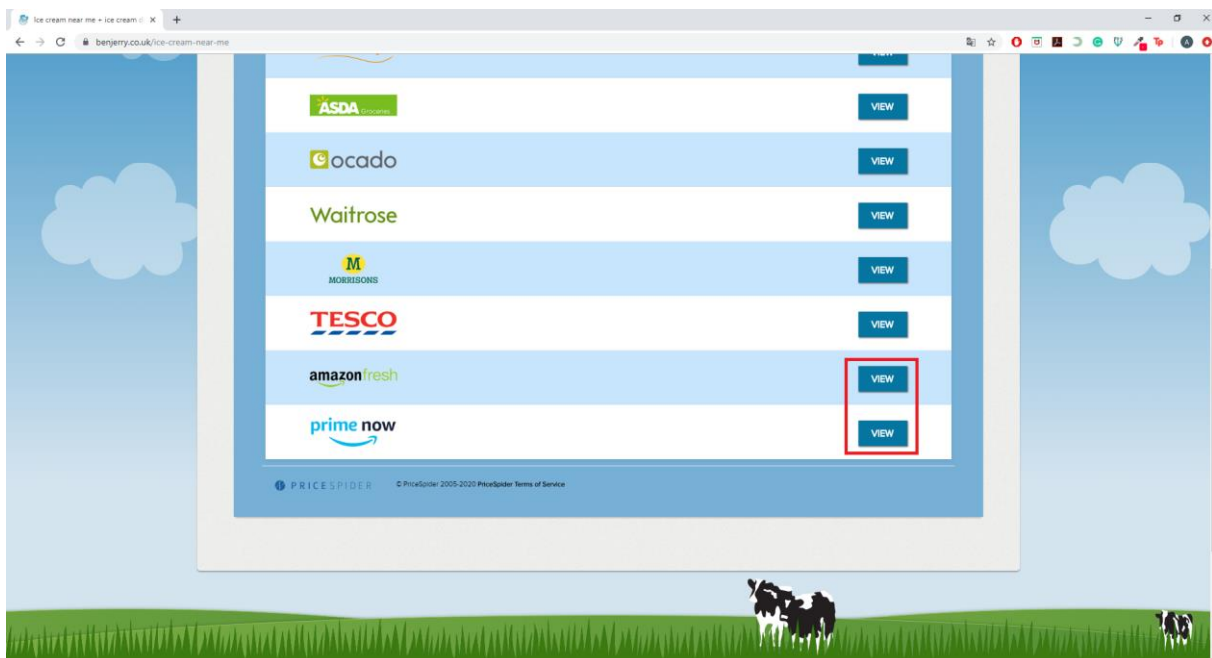6. Click the "amazonfresh" or "prime now" button under the Supermarket Delivery and Find Online tab.

Expected Result

To see BJ products on the redirected page.

Actual Result

Home page of the redirected page opens.

Attachments

Bug 6:

Bug Title	When a button is pressed, other buttons also work.
Bug URL	https://www.benjerry.co.uk/values
Bug Category	Functional
Severity	Medium
Occurrence	Every Time
Testing device	Windows 10, Chrome
Created on	Atakan Yıldırım
Submitted at	Atakan Yıldırım

Steps that led to the Bug

1. Click and open the **VALUES** page from top menu.
2. Scroll down to "Our three-part Mission guides our decision making." part.
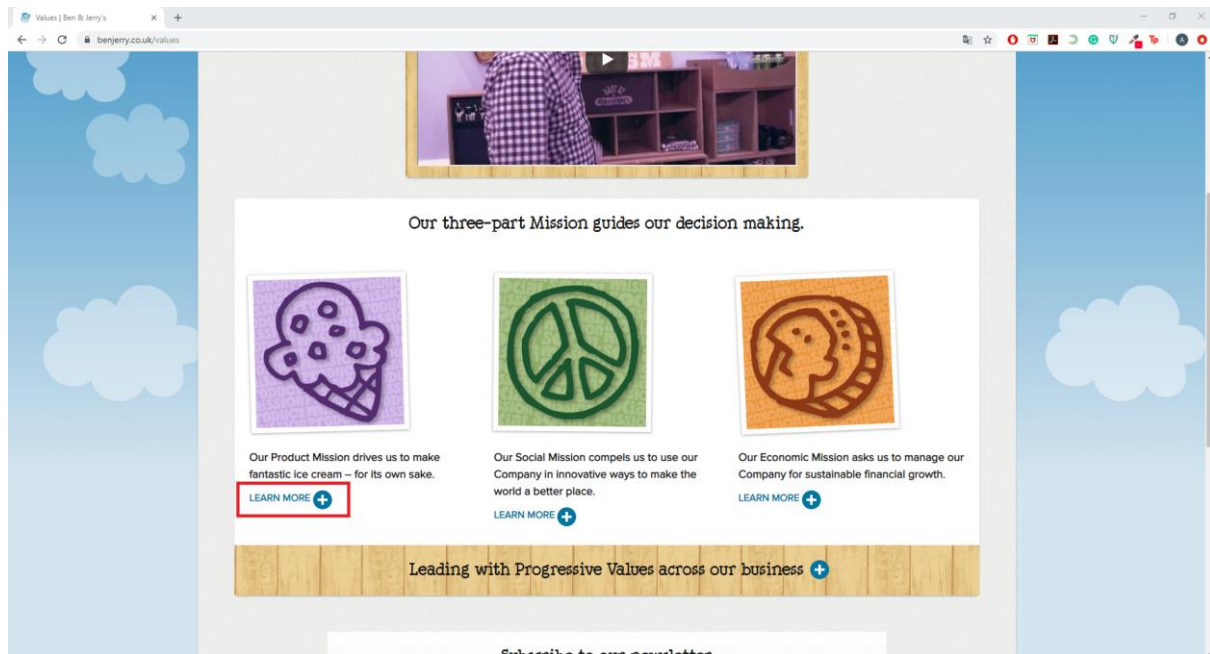3. Click one of the **LEARN MORE** button.

Expected Result

Opening the rest of the texts of the section we have clicked.

Actual Result

Opening the rest of the texts of the all sections.

Attachments

Bug 7:

Bug Title	The language does not change in some parts.
Bug URL	https://www.benjerry.fi/
Bug Category	Content
Severity	Medium
Occurrence	Every Time
Testing device	Windows 10, Chrome
Created on	Atakan Yıldırım
Submitted at	Atakan Yıldırım

Steps that led to the Bug
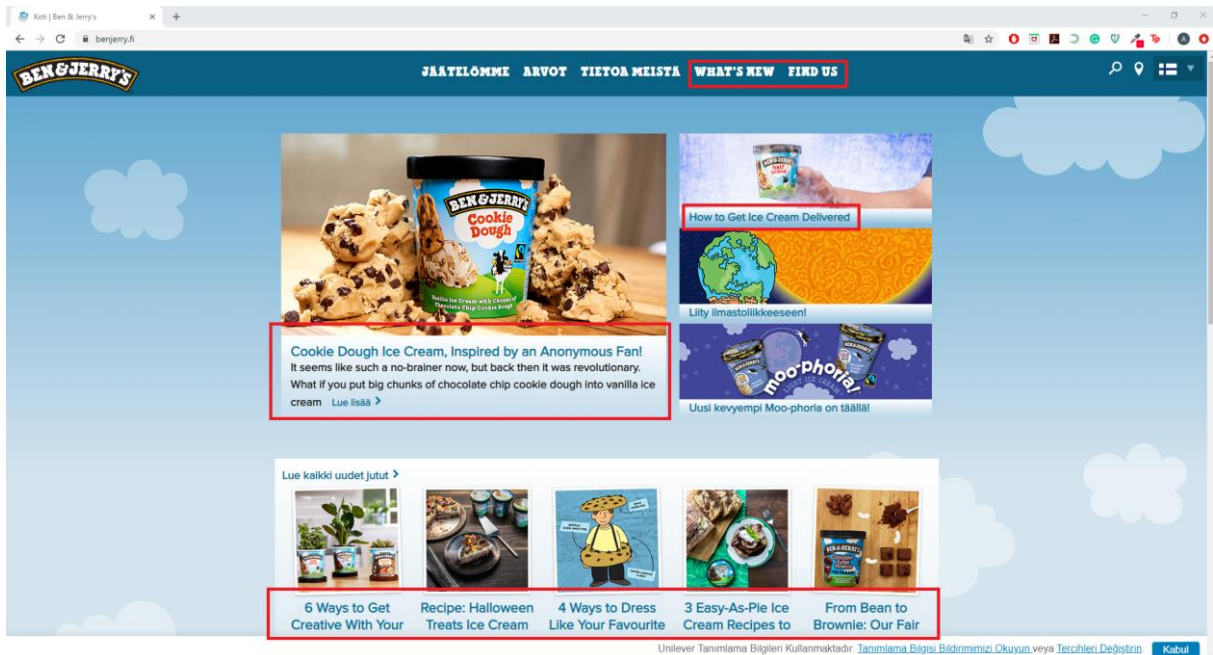
1. Set the language option to Finnish from the top right.

Expected Result

All content is shown in Finnish.

Actual Result

Some parts are in English.

Attachments

Bug 8:

Bug Title	Catalog does not open.
Bug URL	https://www.benjerry.com/about-us/factory-tours#giftshop
Bug Category	Functional
Severity	Low
Occurrence	Sometimes
Testing device	Windows 10, Chrome
Created on	Atakan Yıldırım
Submitted at	Atakan Yıldırım

Steps that led to the Bug

1. Drag mouse to **ABOUT US** in top menu.
2. Click **FACTORY TOUR** and open the page.
3. Scroll down to bottom of the page or click **Gift Shop** button.
4. Click "CLICK HERE FOR ITEMS AND ORDERING DETAILS"

Expected Result

Opening the document containing the products in pdf format.

Actual Result

Opening a gray empty page.

Attachments

Bug 9:

Bug Title	Slow loading of the page layout.
Bug URL	https://www.benjerry.com/about-us/our-k9-5ers
Bug Category	Performance
Severity	Low
Occurrence	Every time
Testing device	Windows 10, Chrome
Created on	Atakan Yıldırım
Submitted at	Atakan Yıldırım

Steps that led to the Bug

1. Drag mouse to **ABOUT US** in top menu.
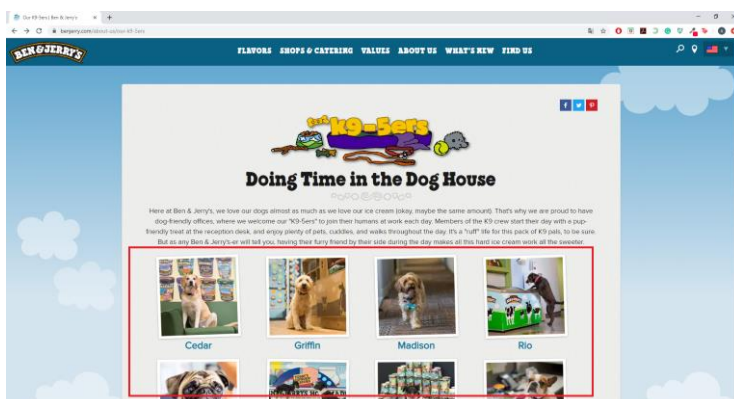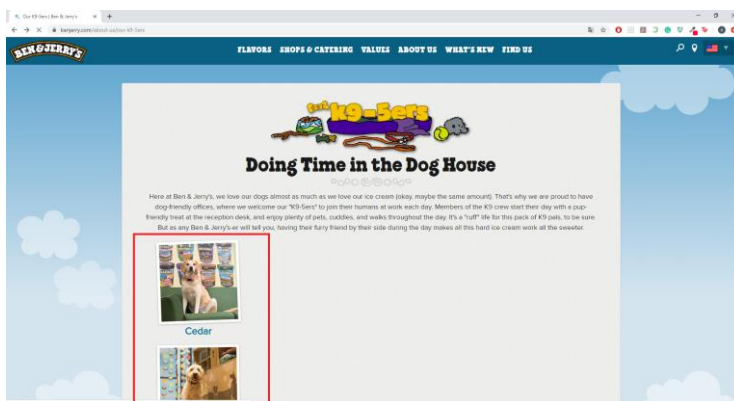2. Click **Our K9-5ers** and open the page.

Expected Result

Displaying pictures horizontally.

Actual Result

Firstly pictures are shown vertically, after 1 seconds they are shown horizontally.

Attachments

Bug 10:

Bug Title	Image in text is not loading.
Bug URL	https://www.benjerry.com/about-us/media-center
Bug Category	Visual
Severity	Medium
Occurrence	Every Time
Testing device	Windows 10, Chrome
Created on	Atakan Yıldırım
Submitted at	Atakan Yıldırım

Steps that led to the Bug

1. Drag mouse to **ABOUT US** in top menu.
2. Click **Press** and open the page.
3. Scroll down.

Expected Result

To see all articles' images.

Actual Result

Some articles' images are broken.

Attachments