

# Ecommerce Website Cross Browser Testing Test Plan

## Test Plan Identifier

Ecommerce Website Cross Browser Testing TP\_1.0

## References

Documents that support this test plan include the Project Plan, and Functional Specifications A1 - C5.

## Introduction

This test plan for website cross browser testing supports the following objectives:

1. To define the the tools to be used throughout the testing process.
2. To communicate to the responsible parties the items to be tested, set expectations around schedule, and define environmental needs.
3. To define how the tests will be conducted.

## Test Items

The systems to be tested include the frontend customer-facing website along with the back-end e-commerce admin platform. These systems should be tested in the latest stable versions of Chrome, FireFox, Safari, and Microsoft Edge.

The systems should be tested on both a Windows and Mac machine.

## Features To Be Tested

Features to be tested include the following:

- As a shopper, logging into the website as a shopper
- As a shopper, navigating the store

- As a shopper, adding items to a shopping cart
- As a shopper, removing items from a shopping cart
- As a shopper, purchasing multiple units of the same item
- As a shopper, initiating a return
- As a shopper, contacting support
- As a shopper, completing an order cycle
- As a shopper, cancelling an order
- As a shopper, leaving a review
- As an admin, granting a refund
- As an admin, fulfilling an order
- As an admin, answering a support inquiry
- As an admin, moderating reviews
- As an admin, validating in-stock/out-of-stock

## Features Not To Be Tested

Mobile purchasing through a mobile device will not be tested. Only desktop web browser functionality will be tested.

## Approach

Tests will be conducted per the documented test cases stored in TestLodge. The test manager will create test runs for each tester. The tester will execute the tests in TestLodge and mark each case as Pass / Fail / Skip. The tester should leave notes on actual results and any other relevant details when possible.

When tests are marked as Fail, bug reports will automatically be created in the issue tracker integrated with TestLodge.

Once complete, the test manager should review the test run reports in TestLodge and report back to the team accordingly.

## Pass/Fail Criteria

All core functionality of the systems should function as expected and outlined in the individual test cases. There must be no critical defects found and an end user must be able to complete a purchase cycle successfully and initiate a refund without any errors. 95% of all test cases should pass and no failed cases should be crucial to the end-user's ability to use the application.

## Suspension Criteria

Testing should be paused immediately if either system experiences login issues or failure in any basic CRUD (Create, Read, Update and Delete) actions.

## Test Deliverables

Upon completion, the test run results will be saved in TestLodge and the test manager should then run a report for all completed tests.

## Testing Tasks

The following activities must be completed:

- Test plan prepared.
- Functional specifications written and delivered to the testing team
- Environment should be ready for testing (test data, test logins, test payment information, etc).
- Perform the tests.
- Prepare test summary report.

## Environmental Needs

The test site must be populated with test data including a variety of products with different prices. Test mode should be enabled for the backend e-commerce platform.

## Responsibilities

The Test Manager is responsible for facilitating the testing project, coordinating availability and schedule of testers and training them as needed. Each tester should understand the expectations on completion date and level of quality. The Test Manager should also communicate any risks to the team.

## Staffing And Training Needs

Testing should be done by two testers. Both testers should conduct testing on each system. The testers assigned should have basic knowledge of the e-commerce platform.

## Schedule

Testing will take place 4 weeks prior to the launch date. The first round of testing should be completed in 1 week.

## Risks And Contingencies

If the first round of testing is not completed within 1 week, it could delay bug fixes and final testing. If this happens, UAT would be pushed back and eventually affect the launch date.

If the testers don't have a basic understanding of the e-commerce platform, testing could be delayed or not conducted properly.

## Approvals

The test manager and product manager both must agree on completion of the testing project and determine when it's ready to proceed to the next step.