

REPORT: SALES TOOL

Team EAST Linköping

COVERAGE

USER SETTINGS

TESTED

- Basic data saved.
- Image upload (incl. big images)
- Input validation and internationalization

NOT TESTED

- Long strings and XSS/other attacks not tested (due to risk of crashing server)
- Being able to edit a user that is not yourself (due to lack of time)

CREATE AND EDIT ACCOUNT

TESTED

- Create, edit, delete
- Import details from Google database
- Extra focus on phone numbers
- Appearance on different screen sizes
- Search

NOT TESTED

- Twitter, Facebook etc. integration (due to lack of time)
- Internationalization (down prioritized due to good stability for user accounts)
- Harmful strings (due to security not being a high priority)
- Search competitors (due to lack of time)

SNAPSHOT REPORT

TESTED

- Email functionality (valid and invalid emails)
- Appearance on different screen sizes

NOT TESTED

- Focused narrowly on email and appearance, no other focused testing conducted

LOGIN

TESTED

- Cookie security (low priority but quick test)
- Simple login bypassing

SEARCH

Tested

- Various valid customer data

BUGS

These are the bugs we found which we think are most likely to cause damage if not fixed before release.

EDIT ACCOUNT POSSIBLE TO HIJACK (ID 573)

DESCRIPTION

A user can edit other users' accounts.

POTENTIAL BUSINESS IMPACT

Customers may have their accounts removed, harmfully altered or stolen.

EDITING AN EXISTING ACCOUNT WILL REMOVE INFORMATION (ID 1121 AND ID 542)

DESCRIPTION

Information is deleted when editing an existing account

POTENTIAL BUSINESS IMPACT

Users losing valuable data about accounts

OTHER RISKS

We have the following additional concerns based on what we observed.

LIMITED TESTING TIME

Due to the 3 hour time constraint we see a great risk due to uncertainty, especially in the areas social media integration and correctness of snapshot reports.

MANY SMALL BUGS IN THE SETTINGS TAB

The Settings functionality contains several small bugs which individually probably won't bother the users too much but together they create an unpolished experience.

POTENTIAL AVAILABILITY ISSUES

If the product is expected to be used by e.g. visually impaired users the code does not help text-to-voice tools to explain the content to the user in a good way.

POTENTIAL SECURITY ISSUES

With very little effort (security testing was a low priority due to stakeholder guidelines) we found security bugs and potential vulnerabilities. Also the most severe bug we found was a security issue. This makes us believe there are likely more, potentially severe, security issues.

SUGGESTIONS

FILTER FUNCTIONALITY

The Manage account page would benefit from having filter functionality (for instance type parts of account names or phone numbers to filter the list accordingly). We think this would be more useful than the current search functionality.

SKIP SEARCH STEP FOR CREATE BUSINESS

When you know a business cannot be found using the "search for business" functionality, it would be helpful to be able to skip right ahead to the manually add details part.

CONCLUSION

Based on what we've observed we think Sales Tool is not ready to be released due to uncertainty about quality and the severe security bug described under Bugs. The uncertainty about quality is based on the many small bugs and quirks found while using the tool making it look and feel somewhat unpolished.

However, responsiveness and general appearance looks good and most functions work well in the standard use case. If it's a hurry to get this product on the market the security bug found with edit Account editing should be solved but apart from that we see no other critical bugs *based on the limited testing we performed!*

STRATEGY

TESTING MISSION

Bug hunting in areas of highest risk to inform the release decision. Primarily focus on screen resolution issues, customer hijacking and email functionality.

RESOURCES AND LIMITATIONS

TIME LIMIT

3 hours (strict time limit)

TEAM

Agnetha – tester

Erik – tester

Sofia – tester

EQUIPMENT

1x Windows 7 (SP 1) 64-bit, Lenovo T430 laptop

1x Windows 7 (SP 1) 64-bit, Lenovo T530 laptop

1x Mac OSX 10.9.2, Macbook Pro

1x Mac OSX 10.8.5, Macbook Pro

1x iPad 4G, iOS 7.1

1x Nexus 7, Android 4.3

1x Samsung Galaxy, S4 mini

1x iPhone 5C

We used [Window Resizer](#) to emulate various screen sizes in Chrome.

DIVISION OF WORK

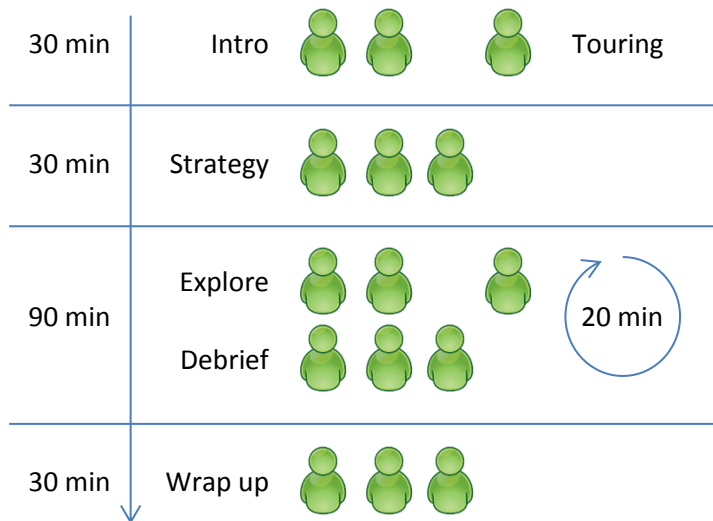
We identified three key areas to successfully complete this testing mission:

1. Continuously get information about what is prioritized and what is not to ensure we target our tests efficiently considering the strict time limit.
2. Make sure the test report targets the stakeholders concerns and does this in an as clear and simple manner as possible
3. Make sure bugs are reported in a way that makes them easy to understand and reproduce for developers as well as easy to understand, from a risk perspective, for stakeholders.

Each member took responsibility for one of these areas:

1. Agnetha: Contact with stakeholders
2. Erik: Responsible for the quality of the test report.
3. Sofia: Responsible for consistency and quality of bug reports.

TIME PLAN



During the first 30 minutes two members focused mainly on the initial briefing from stakeholders while the third member committed fully to touring the SUT as soon as it was available.

When the initial briefing was over, all three members sat together to identify the testing mission, agree on a testing strategy, define and prioritize charters and debrief observations so far.

For the next 90 minutes we did roughly 20 minute testing sessions with a quick debrief after each. These sessions were usually performed with two testers pairing and one working alone. During the debrief we decided on changes in pairs and charters for the next session.

Test reporting, bug reporting and communication with stakeholders were done in parallel with the intro, touring, strategy work and exploring with each having an area of responsibility (see Division of work). At the end we used 30 minutes to finalize the report as well as go through the bugs found making the final improvements.