

# Experience Test Report

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Date : 22nd Sept, 2024

Url : <https://www.kualitee.com>

Title : [Best Test Management Software and Bug Tracking Software \(kualitee.com\)](#)

Testers : [Rahul Parwal](#) & [Rishikesh Vajre](#)

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## Mission

To thoroughly test the Kualitee platform's registration process and core functionalities, ensuring high-quality software delivery that meets user expectations and competes with established solutions like JIRA.

## Coverage

Testing included the registration page, role creation, file import features, and overall system performance under stress, with a focus on usability, input validation, and cross-browser compatibility.

## Obstacles

- Usability issues such as input field glitches and misleading registration pathways.
- Performance degradation during stress testing with concurrent requests.
- Browser-specific compatibility issues affecting password visibility.
- System hangs and lag during file imports and navigation across multiple tabs.

## Audience

This report targets the development team, product managers, and stakeholders, providing insights into current platform limitations and user experience.

## Techniques

- Exploratory testing to uncover usability issues.
- Stress testing to assess system performance under load.
- Manual testing focusing on input validation and error handling.
- Regression testing to ensure new features do not introduce additional issues.

## Environment:

- **Edition** Windows 11 Home Single Language, 64-bit operating system
- **Version** 23H2
- **OS build** 22631.4037
- **Browsers** Edge 129.0.6668.59 | Chrome 128.0.6613.138 | Brave Version 1.70.117
- **URL** <https://www.kualitee.com>
- **Testing Date** September 22, 2024

## Risk

Identified bugs pose risks to user experience, potentially leading to registration failures and damaging the platform's reputation, especially in light of its claims to rival JIRA.

## Conclusion

The testing phase revealed **critical usability and performance issues** requiring immediate attention. Addressing these bugs and incorporating user feedback will be essential for enhancing the platform's reliability and competitiveness in the market.

# Exploratory Testing and Observations

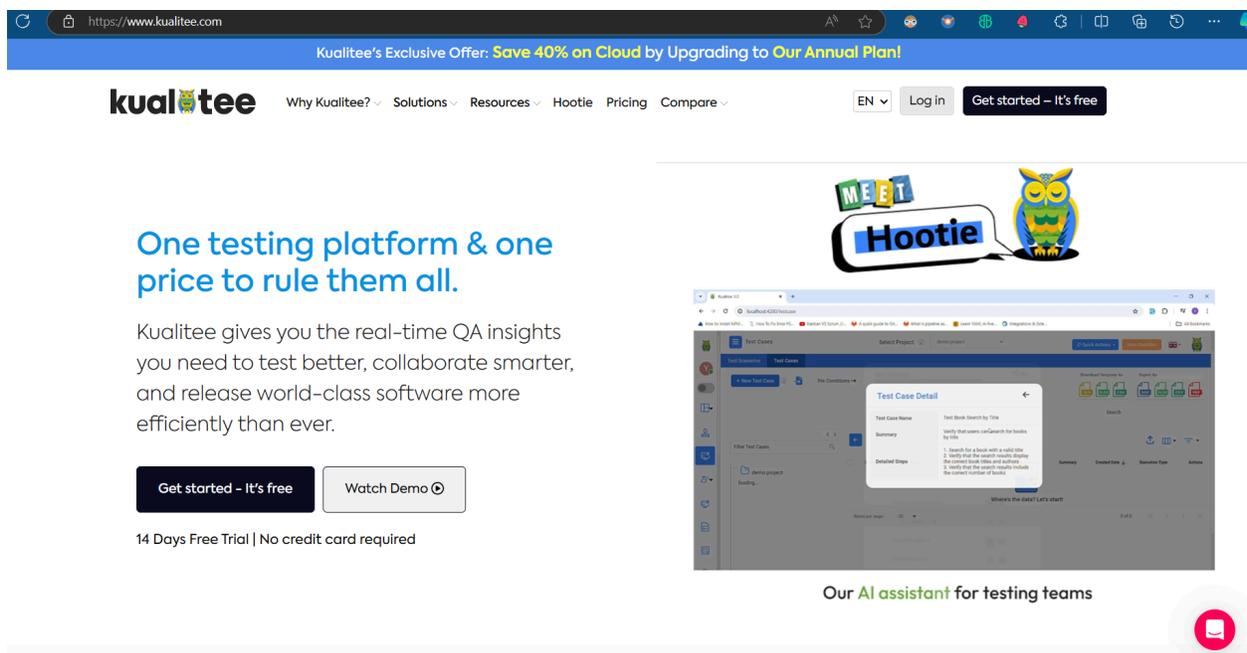
## Primary Objective

Focus on user experience, interface responsiveness, and core functionalities.

Visited the URL : <https://www.kualitee.com/> (Url Title: [Best Test Management Software and Bug Tracking Software \(kualitee.com\)](#)) and landed here 📍.

Suggested Url Title: **“Best Test Management and Bug Tracking Software”**.

Reason: Repetitive phrasing in the title (“Software” used twice).



The image shows two screenshots from the Kualitee website. The top screenshot is the homepage, featuring the Kualitee logo, navigation links (Why Kualitee?, Solutions, Resources, Hootie, Pricing, Compare), and a prominent offer: "Kualitee's Exclusive Offer: Save 40% on Cloud by Upgrading to Our Annual Plan!". Below this, the headline reads "One testing platform & one price to rule them all." followed by the text "Kualitee gives you the real-time QA insights you need to test better, collaborate smarter, and release world-class software more efficiently than ever." There are two buttons: "Get started - It's free" and "Watch Demo". Below the buttons, it says "14 Days Free Trial | No credit card required". The bottom screenshot shows the Hootie AI assistant interface, which is a chat window with a blue header and a white body. The chat content includes a "Test Case Detail" card with a "Test Case Name" field, a "Summary" section, and a "Detailed Steps" section. The Hootie logo, featuring an owl, is visible in the top right corner of the chat window.

Next thing I did was to click on the “Get started -It’s free” button and landed on this registration page: <https://www.kualitee.com/signup/> where I find this:

# Bug 01: Multiple usability and input validation issues on the registration page

## Video Evidence:

<https://jam.dev/c/9df4ba30-031c-40b1-9b3a-74c54ae58256>

## Screenshot:

The screenshot shows the Kualitee registration page. At the top, a blue banner reads "Kualitee's Exclusive Offer: Save 40% on Cloud by Upgrading to Our Annual Plan". The main heading is "Get started for free" with the subtext "No credit card. 14-day FREE trial." The registration form includes fields for "Full Name\*", "Your Email\*", "Subdomain\*", and "Password\*". There are two checkboxes for terms and conditions, and a "Get it Now" button. On the right, a section titled "All in one testing tool" lists features: "Unlimited projects", "Unlimited Tests & Defects", "Fully customizable reports", "AI Credits", "Real-time Collaboration F...", "Free Data Migration from Your Existing Tools", "Numerous 3rd-party Integrations", "Single Sign-on Support", "REST APIs", and "24/7/365 Customer Support". Below this are logos for "GDPR COMPLIANT", "ISO 27001 Certified", and "AICPA SOC".

Annotations on the screenshot include:

- A red box around "Cloud" in the top banner.
- A red box around "Unlimited Tests & Defects" with a callout: "Unlimited tests & issue tracking (or 'defects')".
- A red box around "AI Credits" with a callout: "Add a brief explanation of what 'AI Credits' are.".
- A purple box around the password field with a callout: "No eye symbol for unmasking the password".
- A black box around "Numerous 3rd-party Integrations" with a callout: "Numerous third-party integrations".

## Issues Identified:

- 1. Subdomain Input Field Glitch:**
  - While typing in the subdomain input field, the input glitches, leading to an inconsistent user experience.
- 2. Password Unmasking Not Visible on Brave Browser:**
  - The "eye" symbol to unmask the password is not visible in the Brave browser, preventing users from viewing what they've entered into the password field.
- 3. Password Input Field Lacks Unmasking Ability:**
  - The user is unable to see the entered password, which is particularly problematic in environments where the "eye" symbol is missing. This increases the risk of input errors.

#### 4. Full Name Input Field Accepts Single Word:

- The "Full Name" input field accepts a single word, despite the label suggesting that it requires both a first and last name. This leads to inconsistent data entry and a lack of validation to prompt the user to enter a full name (i.e., two words).

### Steps to Reproduce:

1. Navigate to the registration page at [Kualitee Signup](#).
2. Attempt to fill out the subdomain, password, and full name input fields.
3. Use Brave browser to verify that the password unmasking "eye" icon is missing.
4. Enter a single word in the "Full Name" field and proceed without error.

### Expected Behavior:

1. The subdomain input field should function smoothly without glitches during typing.
2. The password unmasking icon should be visible across all supported browsers (e.g., Brave, Chrome, Edge), allowing the user to verify their password.
3. The "Full Name" field should enforce a two-word input (first and last name), showing an error if a single word is entered.

### Actual Behavior:

1. Subdomain input glitches while typing.
2. The password unmasking icon is not visible in the Brave browser.
3. Users are unable to unmask or verify the entered password.
4. The "Full Name" field accepts a single word without prompting an error for an incomplete name.

### Impact:

- The subdomain input field glitch negatively impacts the user experience, leading to possible incorrect entries.
- The lack of password visibility in the Brave browser and password masking issues on other browsers prevent users from verifying their password, leading to potential registration failures.
- Accepting single-word names in the "Full Name" field allows incomplete data to be submitted, which could affect data integrity.

### Severity:

High (affecting user experience and data quality, and may result in failed registrations or incomplete profiles).

### Environment:

- **URL:** [Kualitee Signup](#)
- **Timestamp:** September 22, 2024 at 6:49 PM GMT+5:30
- **Operating System:** Windows (x86) 11
- **Browser:** Chrome 128.0.6613.138
- **Window Size:** 1280x889
- **Country:** India 

### Additional Information:

- This issue might be browser-specific as the password unmasking icon is missing in Brave but works in other browsers.
- The full name validation issue may lead to users registering with incomplete or inaccurate data.

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## Bug 02: Password unmasking feature fails after losing focus on input field

### Video Evidence:

<https://jam.dev/c/49bb67ef-c82f-4ed0-bfd7-c33303d36cba>

### Steps to Reproduce:

1. Navigate to the registration page at [Kualitee Signup](#).
2. Type a password into the password input field.
3. Click on the "eye" icon to unmask the password and verify the entered password.
4. Click outside the password input field, anywhere on the page.
5. Click on the "eye" icon again to unmask the password and verify it once more.

### Expected Behavior:

The user should be able to unmask the password again after clicking out of the password input field, without any issues. This is crucial since the page does not provide a "Confirm Password" input field, leaving no way for the user to double-check the password before submission.

### **Actual Behavior:**

After clicking out of the password input field, the "eye" icon to unmask the password stops working. The user cannot reveal the password again, making it difficult to confirm if the password is entered correctly. This is especially problematic for a site that claims to deliver high-quality software and offers no "Confirm Password" field.

### **Impact:**

This defect negatively impacts the user experience and increases the risk of registration failure, as the user cannot verify their password before submission. Since the site advertises itself as a complete ALM (Application Lifecycle Management) solution for high-quality software delivery, such usability issues can undermine trust in the platform.

### **Severity:**

Medium-High (User frustration, potential password mismatches, or failed registration attempts).

### **Environment:**

- **URL:** [Kualitee Signup](#)
- **Timestamp:** 22 September 2024 at 8:29 AM IST
- **Operating System:** Windows (x86) 11
- **Browser:** MS Edge 129.0.6668.59
- **Window Size:** 1528x738
- **Country:** India 

### **Additional Information:**

- No "Confirm Password" field is present on the registration form, further exacerbating the issue of password verification.
  - This issue contradicts the platform's claims of promoting high-quality software and usability in its test case management tools.
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## Bug 03: Page fails to load or remains blank after creating roles or requirements with lengthy details

### Summary:

When creating new roles or requirements with long descriptions, the page either fails to load or turns completely blank, preventing further interaction.

### Steps to Reproduce:

1. Navigate to the Roles/Requirements creation page.
2. Fill out the details with a lengthy description (e.g., more than 500 characters).
3. Click "Save" or "Create."

### Expected Behavior:

The new role or requirement should be created and displayed on the page.

### Actual Behavior:

The page fails to load or goes blank after submission, leaving the user unable to view or interact with the newly created item.

### Severity: High

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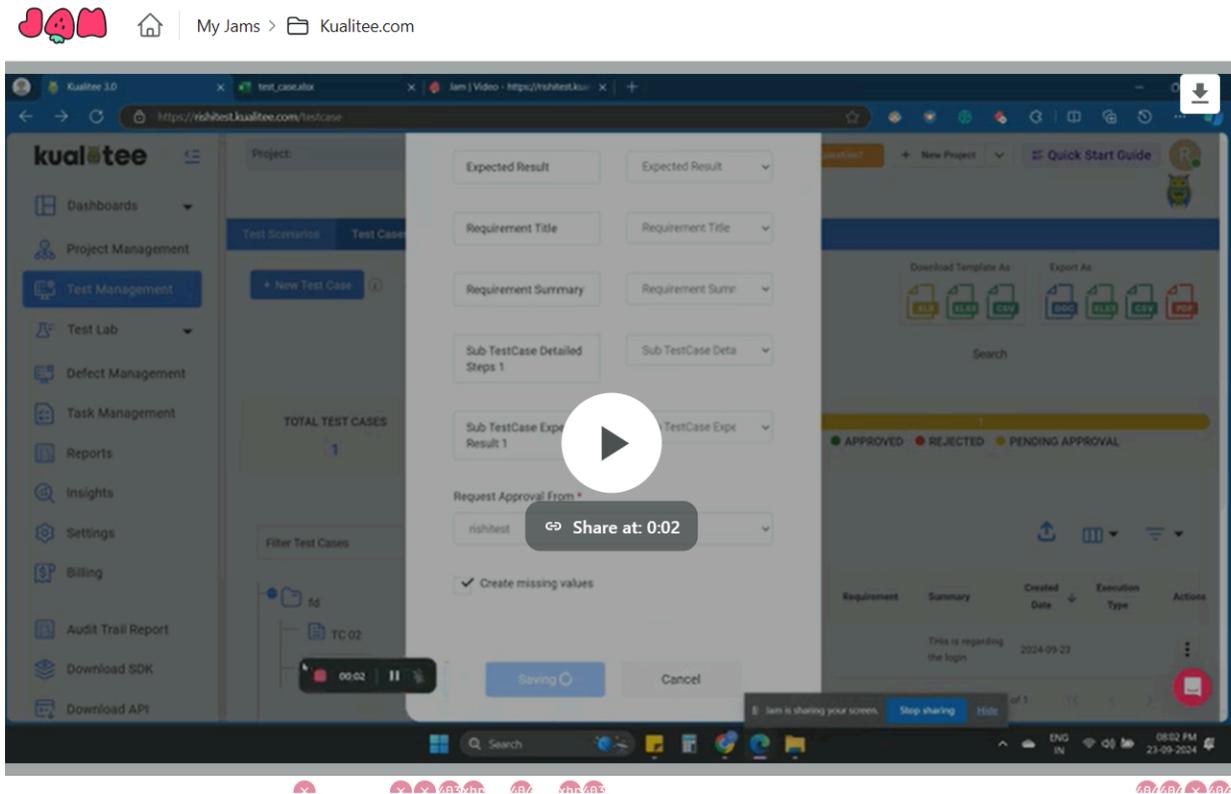
## Bug 04: Stress test failure - Fails to handle large, multiple requests

### Summary:

The application fails during stress testing when attempting to handle multiple large requests simultaneously, causing the system to crash or freeze.

### Video Evidence:

<https://jam.dev/c/bb617a99-dddf-409f-879d-0f427f083759>



### Steps to Reproduce:

1. Perform multiple concurrent operations, such as creating multiple roles, importing large datasets, or generating reports.
2. Monitor the application's response during peak load.

### Expected Behavior:

The application should handle large volumes of requests smoothly without crashing or freezing.

## Actual Behavior:

The system crashes or becomes unresponsive under heavy load, failing to complete the operations.

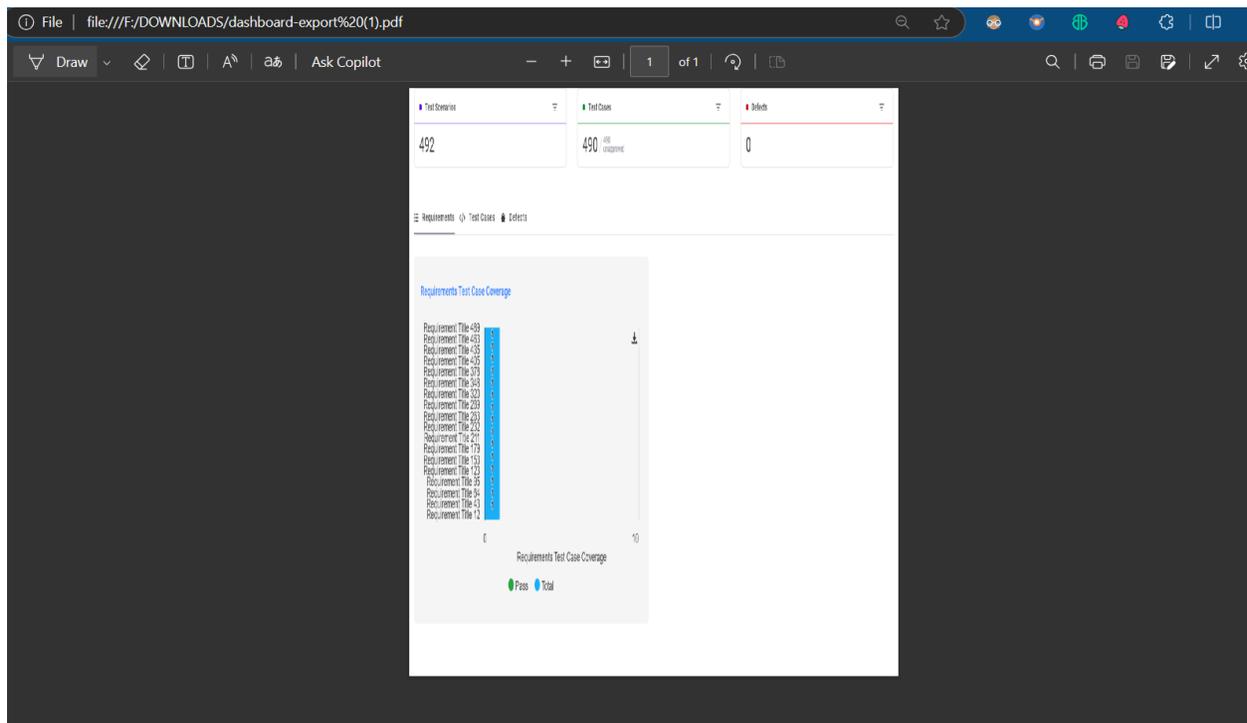
## Severity: Critical

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## Bug 05: Downloaded dashboard-export PDF file is not proportional in size

### Summary:

PDF files generated and downloaded from the platform are not proportional, causing misalignment and readability issues.



### Steps to Reproduce:

1. Go to <https://rishitest.kualitee.com/dashboard>.
2. Download it as a PDF.
3. Open the PDF to check its formatting.

### Expected Behavior:

The PDF should maintain proportional dimensions and properly aligned content.

### Actual Behavior:

The PDF content is misaligned, with incorrect proportions, making it hard to read.

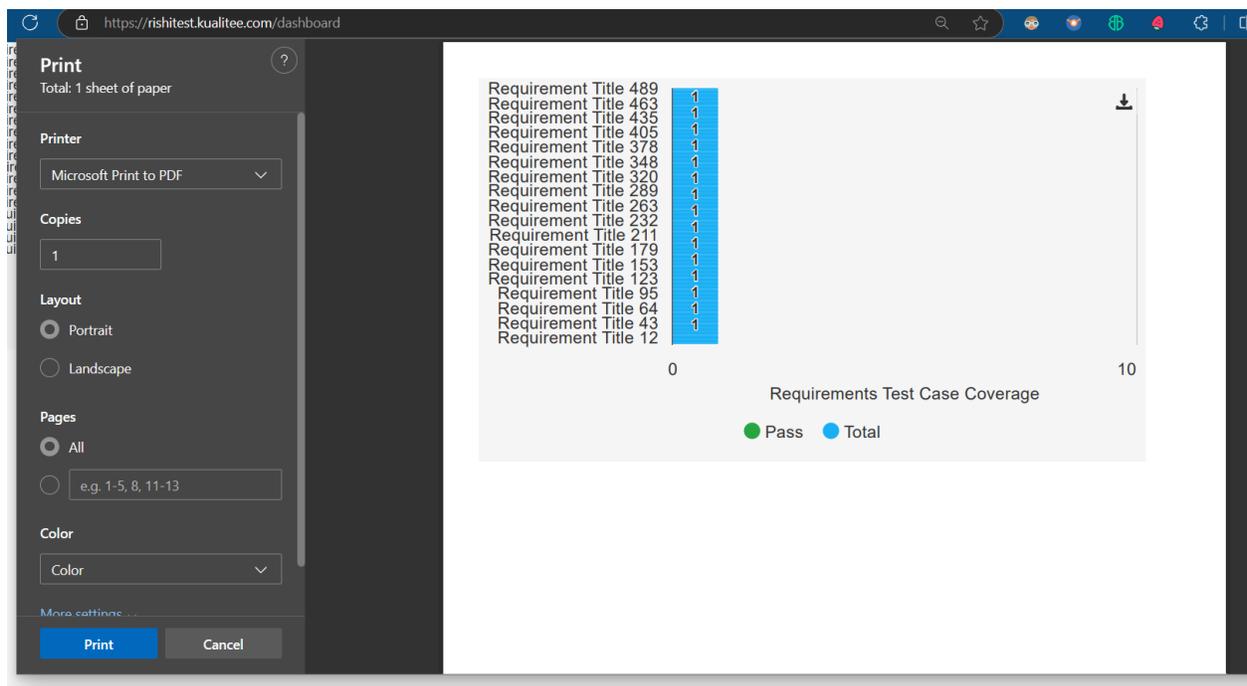
**Severity: Medium**

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## Bug 06: Print preview of chart is not proportional

### Summary:

The print preview of charts is not proportional, leading to distorted or misaligned data representations.



### Steps to Reproduce:

1. Open any report or chart in the application.
2. Click on "Print" and view the print preview.

### Expected Behavior:

The print preview should display the chart with correct proportions and alignment.

## Actual Behavior:

The print preview shows a distorted version of the chart with incorrect proportions.

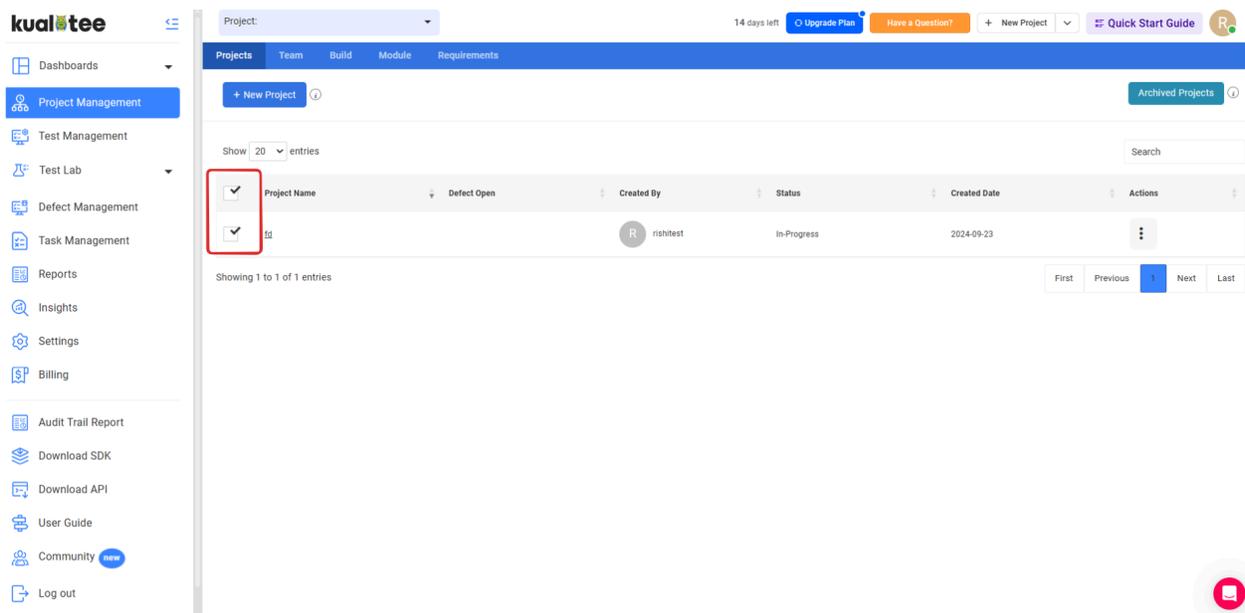
## Severity: Medium

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## Bug 07: Checkbox only ticks at one specific point on click

### Summary:

The checkbox responds only to clicks on a very specific area, while clicking anywhere else in the box does nothing.



### Steps to Reproduce:

1. Navigate to any form or section containing a checkbox.
2. Attempt to check the box by clicking in various areas within the checkbox.

### Expected Behavior:

The checkbox should be checked when clicked anywhere within its area. And tick mark ✓ should be within the checkbox.

### Actual Behavior:

The checkbox only responds to clicks at one specific point, making it difficult to select.

**Severity: Low-Medium**

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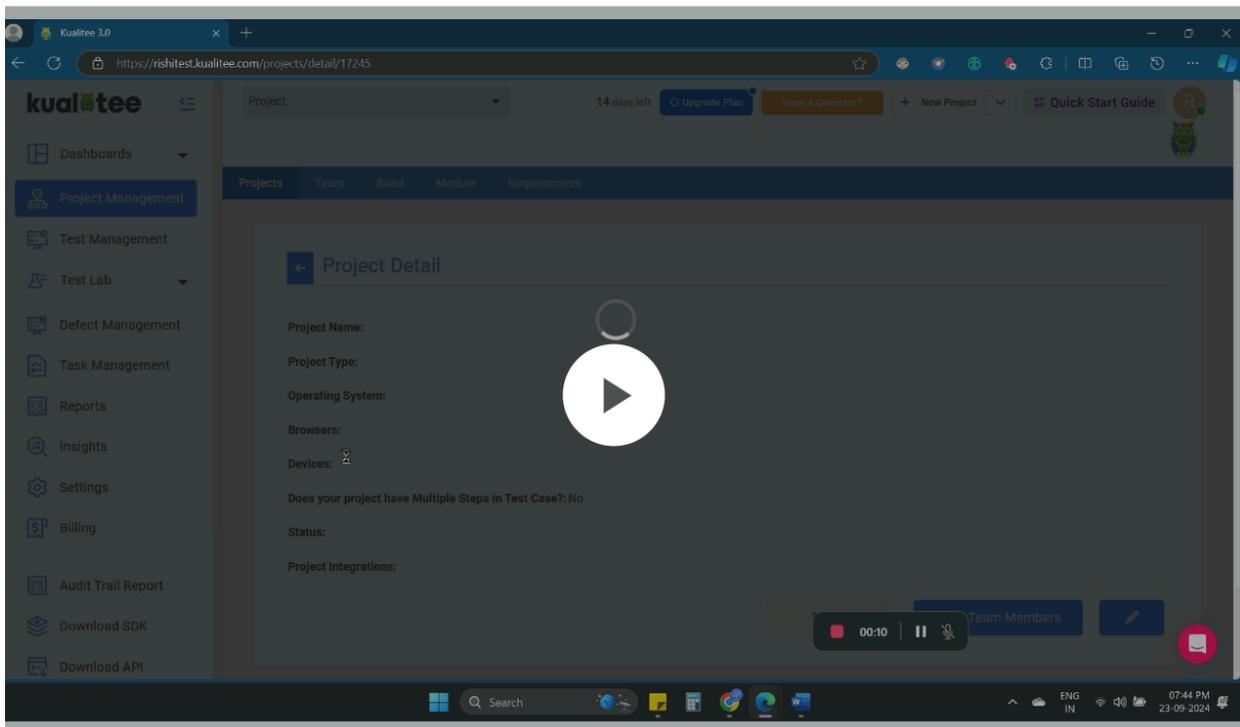
## Bug 08: Application hangs when multiple tabs with different menus are loaded

### Summary:

Loading multiple tabs with different menus causes the application to hang, leading to a frozen state where the user cannot interact with the interface.

**Video Evidence:** <https://jam.dev/c/f0b85c7d-42ae-4f50-ba7f-0e5b83f9f296>

  My Jams >  Kualitee.com



### Steps to Reproduce:

1. Open multiple tabs with different sections of the platform (e.g., Dashboard, Reports, Test Cases).
2. Try to navigate or interact with each tab.

### Expected Behavior:

The platform should handle multiple tabs smoothly without causing performance issues.

**Actual Behavior:**

The application hangs or becomes unresponsive when multiple tabs are open.

**Severity: High**

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**Bug 09: Misleading registration process for Hypergrowth premium plan**

**Summary:**

Clicking the "Start for Free" button under the Hypergrowth premium plan leads to the basic Growth Plan dashboard instead of the premium one, which feels misleading.

**Steps to Reproduce:**

1. Navigate to the pricing section and select "Start for Free" under the Hypergrowth premium plan.
2. Complete the registration process.

**Expected Behavior:**

The user should be directed to the Hypergrowth premium plan dashboard after registration.

**Actual Behavior:**

The user is redirected to the basic Growth Plan dashboard, despite selecting the Hypergrowth premium plan.

**Severity: High**

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**Bug 10: Drag and drop to upload test case files results in file download instead**

**Summary:**

When trying to use the drag-and-drop feature to upload test case files, the file is repeatedly downloaded instead of being uploaded.

**Steps to Reproduce:**

1. Navigate to the Test Cases section of the dashboard.
2. Drag and drop an xlsx or csv file into the "Import Data" prompt.

**Expected Behavior:**

The file should be uploaded and processed by the application.

**Actual Behavior:**

The file gets downloaded instead of being uploaded, and the process repeats.

**Severity: High**

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**Bug 11: System hangs after accepting an xlsx test case file****Summary:**

The system becomes extremely slow or unresponsive after accepting an xlsx test case file, leading to a hang or lag in the browser.

**Video:** <https://jam.dev/c/bb617a99-dddf-409f-879d-0f427f083759>

**Steps to Reproduce:**

1. Import an xlsx test case file into the Test Cases section.
2. Monitor the system's response after upload.

**Expected Behavior:**

The file should be processed quickly without causing the system to hang.

**Actual Behavior:**

The system becomes unresponsive or extremely slow after accepting the file.

**Severity: High**

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## Bug 12: Performance issues after page refresh and direct dashboard URL access

### Summary:

After multiple page refreshes and accessing the dashboard URL directly, the page does not load properly and shows performance issues such as not scrolling or incomplete loading.

### Steps to Reproduce:

1. Refresh the page multiple times or directly navigate to the dashboard URL.
2. Observe how the page behaves upon loading.

### Expected Behavior:

The dashboard should load properly without performance issues.

### Actual Behavior:

The dashboard fails to scroll or load properly, showing incomplete elements and performance issues.

### Severity: Medium-High

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## Bug 13: Requirement detail or test case scenario fails to load on first attempt

### Summary:

The requirement detail or test case scenario fails to load on the first attempt and requires repeated page refreshes to view the desired content.

### Steps to Reproduce:

1. Import test cases or requirements from an xlsx file.
2. Open the details in a new tab.

### Expected Behavior:

The requirement or test case detail should load successfully on the first attempt.

### Actual Behavior:

The page fails to load on the first attempt, requiring repeated refreshes.

**Severity: Medium-High**

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## **Bug 14: Claims of competing with JIRA appear misleading based on platform performance**

### **Summary:**

The platform's marketing claim of rivaling JIRA feels inaccurate given the significant usability and performance issues that users experience.

### **Steps to Reproduce:**

1. Review the marketing claims that compare the platform to JIRA.
2. Compare the platform's actual performance with these claims based on real-world testing.

### **Expected Behavior:**

The platform should meet or exceed the usability and performance standards of its competitors like JIRA.

### **Actual Behavior:**

The platform shows performance issues and lacks the polish expected from an alternative to JIRA, leading to a sense of false marketing.

**Severity: High**

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