

Browser and Workflow QA

Lesson 5 · Test a journey, collect proof

Today's outcome

- Run a focused exploratory test
- Gather browser and application evidence
- Test role-specific CRM behavior
- Turn discoveries into regression candidates

A browser is more than the screen

- URL and navigation
- visible state and empty/error states
- accessibility tree
- console and page errors
- network requests/responses
- downloads, popups, and storage boundaries

The journey charter

User: concierge

Goal: inspect contact, allocation and send permission

Risk: wrong visible data, unauthorized action, silent backend failure

Demo: verify after every meaningful action

1. Select simulated tenant and role
2. List and inspect a contact
3. Load the allocation
4. Check simulated send permission
5. Repeat as staff and in both candidates
6. Inspect network and console

A heading is not proof

A page can render while:

- data API fails
- authorization is incorrect
- stale cached data appears
- a loading/error state never resolves

Exploration with a budget

Purposeful, bounded, evidence-based.

Explore alternate user paths and likely errors, then turn repeated/reproducible issues into durable checks.

Lab: CRM Journey Expedition

Use training roles and synthetic data only.

Deliver: journey log, evidence packet, automation candidate, product question.

Triage the result

Category	Example
Defect	Expected permitted action fails
Setup/data issue	Seed account is missing required fixture
Expected behavior	Wrong role is correctly denied
Uncertain	Requirement does not say what should happen

Exit ticket

For a blank page, what additional evidence source would you collect first—and why?