



Testers Community

Deep Testing Report

In-depth App Testing

EXAMPLE REPORT

FreshCart

Illustrative example app only

PREPARED BY

Testers Community Senior QA Team

What's Inside This Report

This report walks you through 52 curated quality criteria across 6 functional categories and 8 documented bugs against FreshCart. Start with the Executive Summary for the headlines, then move through the per-category criteria and the bug pages for the engineering detail.

52	6	8	8
Quality Criteria	Functional Categories	Documented Bugs	Report Sections

01	About the Application App name, developer, package ID, version, Play Store category, supported OS, application size, and a written description of what the app does and who it serves. Anchors every later finding to the exact build that was reviewed.
02	Executive Summary Total criteria reviewed, pass and fail counts, a donut chart that visualises the overall result, our top headline findings, and our top-line recommendation on whether the app is ready to go live. If you only read one section, read this one.
03	Coverage by Category A horizontal bar chart showing the pass rate across each of the 6 functional categories, so you can see at a glance which parts of the app held up under review and which areas need attention.
04	Quality Criteria (Sections 3.1 to 3.6) All 52 curated criteria, presented one category at a time. Each criterion is listed with its ID, priority, the recorded outcome (Pass, Fail, Blocked, Skipped), and the reviewer's notes on what was observed. This is the section that backs every conclusion drawn elsewhere in the report.
05	Bugs Captured A consolidated Bug Index showing every bug by ID, title, and severity, followed by a dedicated page per bug: the observation, precise reproduction steps, real-world impact on users and the business, and a constructive direction for the fix.
06	Visual Evidence Each bug is paired with annotated screenshots captured at the moment the issue was reproduced, so the engineering team can verify and act on every finding without having to re-investigate.
07	Our Recommendation A senior reviewer's recommendation on whether to proceed with the release, which bugs to resolve before going live and which can comfortably ship in a follow-up update, with every bug grouped by priority bucket. The final timing call remains yours.
08	About Testers Community A short brief on Testers Community as your Android app testing partner, the production access guarantee, our reach, and the reasons developers around the world trust us with their Deep Testing engagements.

About the Application

This sample shows how Testers Community delivers a Deep Testing report. The example application below is fictional and used for illustration only.

Application Name	FreshCart
Version Tested	3.2.1
Developer	FreshCart Technologies, Inc.
Package ID	com.freshcart.app
Play Store Category	Food & Drink
Application Size	62 MB
Minimum OS Supported	Android 8.0 (Oreo)
OS Versions Tested On	Android 10 and above
Languages	English (United States)
Report Date	April 25, 2026

Application Description

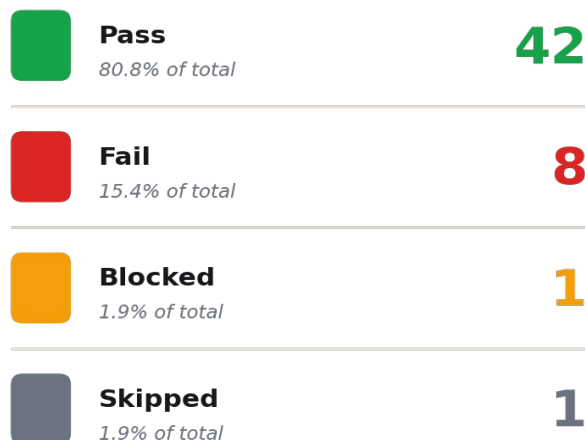
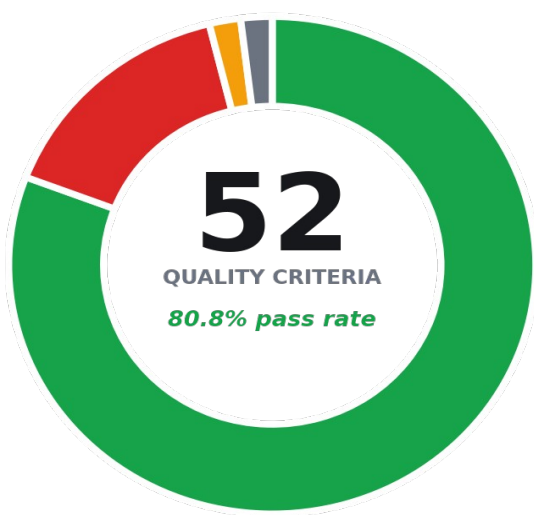
FreshCart is an on demand grocery delivery service operating across major US cities. The application allows users to browse a curated catalog of fresh produce, dairy, packaged foods, and household essentials, and have orders delivered within 30 minutes of placing them.

Key user facing capabilities include catalog browsing, search, scheduled delivery slots, in app payments via credit and debit cards as well as Apple Pay and Google Pay, multiple address management, order tracking, and post delivery feedback. The app supports new customer onboarding via email and Google Sign In and offers a loyalty program for repeat shoppers.

Testers Community was engaged to validate the candidate build of FreshCart 3.2.1 prior to its planned release on the Google Play Store, with particular emphasis on Play Store policy compliance, end to end ordering reliability, and visual fidelity across real world usage.

Executive Summary

Testers Community completed a Deep Testing review of FreshCart 3.2.1 against 52 quality criteria curated by our senior reviewers. Of those 52 criteria, 42 passed, 8 failed, 1 was blocked by environmental constraints, 1 was deferred as out of scope for this cycle. 8 bugs were captured in total, comprising 4 High severity, 3 Medium severity and 1 Low severity.



Headline Findings

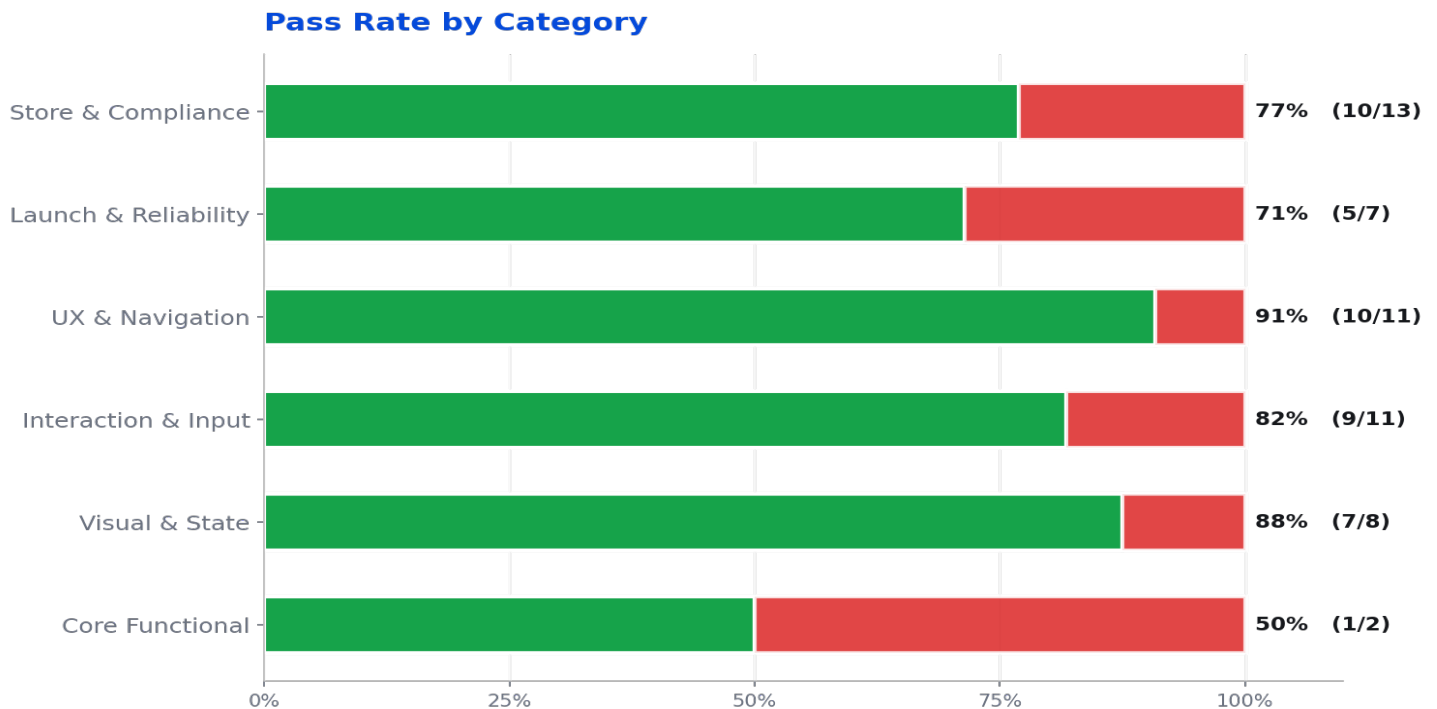
- Three High severity issues are blocking compliance: a broken Privacy Policy URL on the Play Store listing, the absence of an account deletion option inside the app, and a reproducible cart crash at high item counts.
- Search returns inactive or unavailable products, leading users into error screens with no way forward, which is a real risk to repeat customer trust.
- Core ordering, account creation, login, password recovery, and payment flows are stable throughout testing.
- Visual integrity is good in light mode; dark mode has one readability regression on discount labels.
- The app's offline behaviour is the weakest area of the experience, showing a blank white screen with no recovery option.

Recommendation

Testers Community does not recommend delaying your launch. We suggest resolving the Critical and High severity issues before going live on the Play Store, while the Medium and Low severity issues can be fixed in a later update after release. The final call on timing rests with you.

Coverage by Category

Our criteria framework is distributed across 6 functional categories.



What you're seeing in this sample

This preview includes a handful of representative quality criteria and one fully detailed bug, so you can see the depth, tone, and structure of the full report. The complete report covers every quality criterion and every bug at this level of detail.

Section 3.1

Store Presence & Compliance

Verify the Play Store listing, app metadata, and policy compliance, the surfaces a user sees before installing and the legal posture Google requires.

TOTAL	PASSED	FAILED	SKIPPED
13	10	2	1

Quality Criteria

ID	Criterion	Priority	Result	Notes
QC-007	Privacy Policy link on Play Store is valid	High	Fail	The Privacy Policy link on the Play Store listing does not open when tapped.
QC-010	Account deletion option exists (Critical for Play Policy)	High	Fail	We could not find an in-app option to delete the account. Checked Settings, Profile, and the Help section. This is required by Google's data safety policy.
QC-013	No suspicious data access behavior	High	Pass	Used the app through the full journey: sign up, browse, search, add to cart, checkout, and account settings. We paid attention to what happens in the background too, watching for unexpected permission prompts, ad tracking dialogs, or unusual battery or data usage while the app was idle. We also confirmed the app respects the permissions we granted or denied and does not ask again immediately after being denied.
QC-001	HIDDEN			

ID	Criterion	Priority	Result	Notes
QC-002			HIDDEN	
QC-003			HIDDEN	
QC-004			HIDDEN	
QC-005			HIDDEN	
QC-006			HIDDEN	
QC-008			HIDDEN	
QC-009			HIDDEN	
QC-011			HIDDEN	
QC-012			HIDDEN	

Section 3.2

Launch & Reliability

Confirm the app installs, launches, restarts, and survives common environmental conditions including network loss.

TOTAL	PASSED	FAILED	BLOCKED
7	5	1	1

Quality Criteria

ID	Criterion	Priority	Result	Notes
QC-015	App launches without crash	High	Pass	Cold launched the app across a range of devices and Android versions. No crashes, and every launch felt quick.
QC-019	App handles no internet scenario gracefully	High	Fail	With no internet, the app shows a blank white screen with no message and no retry. It also does not recover on its own when the connection comes back.
QC-020	App does not cause excessive battery drain or device overheating during normal use	Medium	Pass	Used the app actively for around 30 minutes on a fully-charged phone, with the screen on and with a mix of foreground use and short backgrounding. Battery drain and device warmth stayed at normal levels for a shopping app. We also let it sit idle in the background for a while and confirmed it did not keep waking the device or draining power. No overheating on any of the devices we tested.
QC-014	HIDDEN			

ID	Criterion	Priority	Result	Notes
QC-016	HIDDEN			
QC-017	HIDDEN			
QC-018	HIDDEN			

Section 3.3

UX Architecture & Navigation

Evaluate first impressions, screen to screen navigation, and confirmation patterns for irreversible actions.

TOTAL	PASSED	FAILED	BLOCKED
11	10	1	0

Quality Criteria

ID	Criterion	Priority	Result	Notes
QC-026	Back button does not exit app unexpectedly	High	Fail	On the Order Confirmation screen, tapping back exits the app instead of returning to Home or My Orders. From the user's side, that felt like a crash.
QC-030	Navigation between sections is smooth	Medium	Pass	Moved between Home, Search, Cart, Orders, and Profile many times across every test device. Every switch felt smooth.
QC-031	Lists, images, and long pages scroll smoothly without stutter or lag	Medium	Pass	Scrolled through the full catalog and a long order history from top to bottom. Everything scrolled smoothly and images loaded quickly.
QC-021	HIDDEN			
QC-022	HIDDEN			
QC-023	HIDDEN			
QC-024	HIDDEN			
QC-025	HIDDEN			

ID	Criterion	Priority	Result	Notes
QC-027	HIDDEN			
QC-028	HIDDEN			
QC-029	HIDDEN			

Section 3.4

Interaction & Input Logic

Stress test forms, fields, validation, authentication, and search, the highest risk surfaces for everyday user friction.

TOTAL	PASSED	FAILED	BLOCKED
11	9	2	0

Quality Criteria

ID	Criterion	Priority	Result	Notes
QC-032	Keyboard does not block input fields	High	Fail	On the Checkout screen, the keyboard covers the Confirm Order button when the card field is focused, and the screen does not move up.
QC-039	Forgot password / recovery flow works correctly	High	Pass	Tested the full password recovery flow end to end: requested a reset from the login screen, received the email within about a minute, followed the link, set a new password, and logged in with it. Also tried a few edge cases: an invalid email format, an email that does not have an account, and a reset link tapped after it had already been used once. Every case behaved the way it should, and no error message leaked user information.
QC-040	Search functionality returns relevant results	High	Fail	Search sometimes returns products that are no longer available, and tapping those results goes to a broken page.
QC-033	HIDDEN			

ID	Criterion	Priority	Result	Notes
QC-034	HIDDEN			
QC-035	HIDDEN			
QC-036	HIDDEN			
QC-037	HIDDEN			
QC-038	HIDDEN			
QC-041	HIDDEN			
QC-042	HIDDEN			

Section 3.5

Visual Integrity & State Management

Inspect visual fidelity across devices and verify the app correctly remembers its state across backgrounding, theming, and logout.

TOTAL	PASSED	FAILED	BLOCKED
8	7	1	0

Quality Criteria

ID	Criterion	Priority	Result	Notes
QC-047	Dark mode readability is maintained	Medium	Fail	The discount labels on product cards are almost invisible against the dark background. See BUG-006.
QC-048	App resumes correctly after backgrounding	High	Pass	Put the app in the background at several points across the app: mid-scroll on the product listing, in the middle of checkout with a card partially entered, and on the order tracking screen. We came back after 10 to 15 minutes each time, sometimes after opening a few heavy apps to push it out of memory. Every time, it resumed on the same screen and remembered where we were. Payment fields cleared on resume, which is the correct behaviour for safety.
QC-050	App remains usable when the system font size is increased for accessibility	Medium	Pass	Turned the system font up to the largest accessibility setting. All screens adjusted. Some buttons wrap to two lines but nothing is cut off or unreachable.

ID	Criterion	Priority	Result	Notes
QC-043	HIDDEN			
QC-044	HIDDEN			
QC-045	HIDDEN			
QC-046	HIDDEN			
QC-049	HIDDEN			

Section 3.6

Core Functional Validation

End to end confirmation that the app's core promise, browsing, ordering, and receiving groceries, actually works.

TOTAL	PASSED	FAILED	BLOCKED
2	1	1	0

Quality Criteria

ID	Criterion	Priority	Result	Notes
QC-051	Core feature works successfully	High	Pass	Placed multiple complete orders end to end during the review: browse the catalog, add several items to the cart, apply a promo code, choose a delivery slot, enter address and payment, and confirm. Tested with different payment methods and with promo codes that were valid and expired. Every valid order went through and appeared in the order history right away, and the totals matched what was shown at checkout.
QC-052	No crashes during normal usage	High	Fail	One clear crash captured during the review (documented as BUG-001, adding a very large number of items to the cart). Every other flow we exercised completed without a crash.

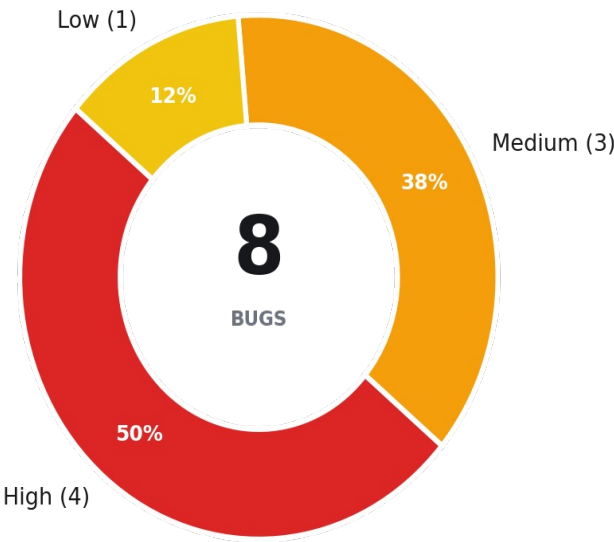
Section 4

Bugs Captured

8 bugs were captured during this cycle. The donut below shows the severity mix.

Every bug in your full report is documented at this level, or higher.

The Deep Testing add-on goes considerably further than the standard feedback report that ships with the Starter and Pro plans. Our senior reviewers walk through every inch of the app, and every bug they capture is written up with the same rigour you see on the fully-visible page below, and often with more detail, since real bug entries also include annotated screenshots, extended reproduction paths, and device-specific notes where applicable.



Bug Index

ID	Title	Severity
BUG-001	App crashes when adding a very large number of items to the cart	High
BUG-002	Marketing deep links send already-signed-in users to the sign-in screen	High
BUG-003	Order confirmation SMS occasionally shows placeholder text instead of the order number	High
BUG-004	Address auto-complete surfaces international addresses in a US-only region	Medium

ID	Title	Severity
BUG-005	Cart quantity stepper allows tapping past the merchant's per-item purchase limit	Medium
BUG-006	Discount labels are unreadable in dark mode	Low
BUG-007	Voice search returns no results for queries that text search resolves correctly	High
BUG-008	Push notification from the lock screen sometimes opens a stale, cached order screen	Medium

Bug 1 of 8

BUG-001**App crashes when adding a very large number of items to the cart****HIGH****OBSERVATION**

Adding roughly 50 or more items to the cart in a single session causes the app to close abruptly. The threshold varied a little between devices (some crashed at 50, others held until 80+), but every device in the test matrix eventually crashed once the item count was large enough. On the devices with less RAM, the app also became noticeably sluggish for the last few adds before the crash.

STEPS TO REPRODUCE

1. Sign in to the app.
2. Open the product catalog.
3. Add items to the cart one at a time until the count reaches around 50.
4. Continue adding a few more items and observe the app close without a message.

IMPACT

Bulk shoppers and small businesses that place large weekly orders lose their entire cart and often give up on the order. Crashes at this size will also generate Play Console vitals reports that could affect the app's Play Store ranking over time.

SUGGESTED FIX

Investigate the cart list view for a memory leak (the growing cart is a likely culprit). Move the cart list to a properly recycled list pattern so items outside the visible area do not stay resident. As a defensive measure, add a graceful over-limit message rather than allowing an uncontrolled crash.

Bug 2 of 8

BUG-002

Marketing deep links send already-signed-in users to the sign-in screen

HIGH

Only a Deep Testing review catches this.

Marketing deep links (from promo emails, push notifications, SMS campaigns, or referral flows) are meant to drop already-signed-in users straight onto the promoted screen. When they land on the sign-in wall instead, most bounce silently and never return. Standard testing rarely exercises the marketing entry points at all; our reviewers do, and this is the kind of subtle regression that quietly costs a meaningful share of campaign spend.

OBSERVATION

Tapping a marketing deep link (promo email, push notification, or SMS campaign) while already signed in briefly flashes the intended product or offer screen, then redirects to the sign-in wall. Signing in again eventually returns the user to the intended destination, but the extra step is jarring and in our internal try-outs, several team members simply closed the app instead of signing in again. Reproduced on Android 14 and Android 15 across four devices.

STEPS TO REPRODUCE

1. Sign in to the app on the test device.
2. Background the app.
3. Tap a deep link that points to a specific product page, for example one from a marketing email or a push notification.
4. Observe: the intended product page appears for a moment and is then replaced by the sign-in screen.

IMPACT

Marketing campaigns lose users at the exact moment they were most engaged. Push, email, and SMS re-engagement was already fragile; adding a sign-in wall on top means most tapped links do not convert. This can quietly cost a meaningful percentage of campaign spend.

SUGGESTED FIX

The deep-link handler should check the auth state before deciding what to render. If a valid session exists, drop the user directly on the intended destination without the sign-in redirect. Add a regression check on the deep-link intent path with an authenticated user so this does not slip in again.

Bug 3 of 8

BUG-003	Order confirmation SMS occasionally shows placeholder text instead of the order number	HIGH
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OVERVIEW

For a small percentage of orders, the confirmation SMS goes out with placeholder text (for example 'Your order ORDER_ID_HERE has been placed') instead of the real order number.

OBSERVATION

HIDDEN

STEPS TO REPRODUCE

HIDDEN

IMPACT

HIDDEN

SUGGESTED FIX

HIDDEN

Bug 4 of 8

BUG-004	Address auto-complete surfaces international addresses in a US-only region	MEDIUM
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OVERVIEW

The delivery address auto-complete happily suggests addresses from outside the US (London, Toronto, Sydney, and others) even though FreshCart delivers only in the US.

OBSERVATION

HIDDEN

STEPS TO REPRODUCE

HIDDEN

IMPACT

HIDDEN

SUGGESTED FIX

HIDDEN

Bug 5 of 8

BUG-005	Cart quantity stepper allows tapping past the merchant's per-item purchase limit	MEDIUM
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OVERVIEW

The '+' button on the cart quantity stepper keeps accepting rapid taps well past the merchant's advertised per-item purchase cap.

OBSERVATION

HIDDEN

STEPS TO REPRODUCE

HIDDEN

IMPACT

HIDDEN

SUGGESTED FIX

HIDDEN

Bug 6 of 8

BUG-006**Discount labels are unreadable in dark mode****LOW****OBSERVATION**

In dark mode, the discount labels on product cards are almost invisible. The label uses a dark grey text on a slightly-lighter dark background, and in normal indoor lighting the discount amount (for example 'SAVE 38%') simply disappears. Other elements of the same card are fine; only the discount pill fails.

STEPS TO REPRODUCE

1. Enable dark mode in the app (or in the system settings if the app follows the system theme).
2. Open the product catalog.
3. Look at a product that has an active discount and try to read the discount label.

IMPACT

Users who prefer dark mode miss the discount signal entirely, which reduces the effectiveness of promotions. Any campaign built around a visible discount pill loses uplift with the dark-mode audience.

SUGGESTED FIX

Re-check the discount pill against WCAG contrast. Either brighten the label text or move to a high-contrast pill background (for example, the brand's accent colour) so the label reads clearly on both light and dark themes.

Bug 7 of 8

BUG-007	Voice search returns no results for queries that text search resolves correctly	HIGH
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OVERVIEW

Voice search on the search bar consistently returns 'No results found' for common terms that the same-app text search resolves correctly.

OBSERVATION

HIDDEN

STEPS TO REPRODUCE

HIDDEN

IMPACT

HIDDEN

SUGGESTED FIX

HIDDEN

Bug 8 of 8

BUG-008	Push notification from the lock screen sometimes opens a stale, cached order screen	MEDIUM
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OVERVIEW

Tapping an order-status push notification directly from the lock screen sometimes opens a cached version of the order screen instead of the current one.

OBSERVATION

HIDDEN

STEPS TO REPRODUCE

HIDDEN

IMPACT

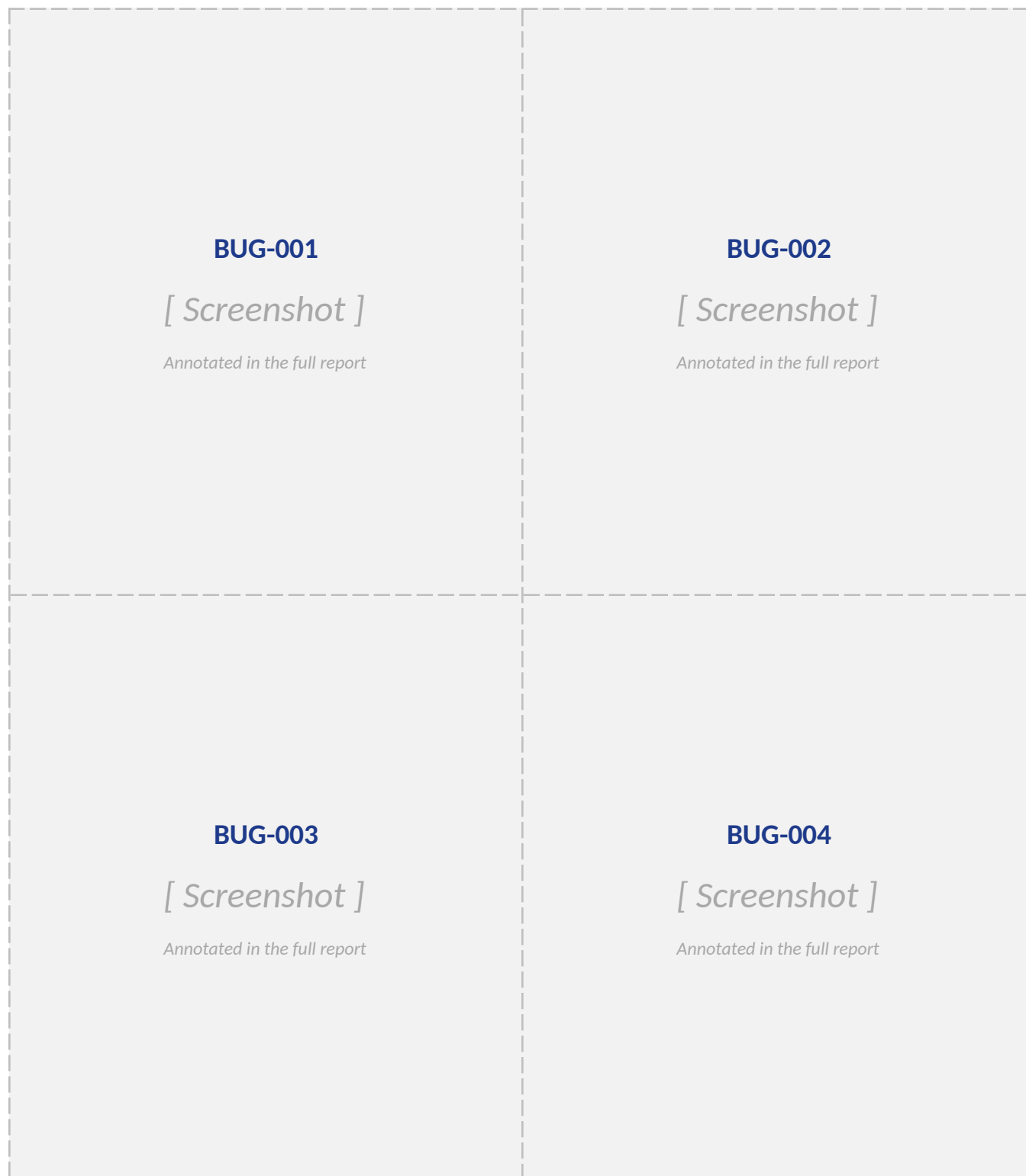
HIDDEN

SUGGESTED FIX

HIDDEN

Visual Evidence

Every bug documented in this report is paired with one or more annotated screenshots in the full version. Below is a preview of how those appear, with one placeholder card per bug captured.



+ 4 more annotated screenshots in the full report.

Section 5

Our Recommendation

If your app is currently in the Play Store closed testing track, apply for production access right away. This step should never be held back, whatever the issues in this report may be, because it only unlocks your ability to publish and does not by itself make the app live for users. Getting production access and making the app live are two separate steps. Once access is granted, you decide when the app actually goes live, and the guidance below applies only to that go live decision.

Before You Go Live

We recommend fixing all Critical and High severity issues before you make the app live, since these are the ones most likely to affect Play Store compliance, app stability, or core user journeys. Medium and Low severity issues are far less important. They will not hold up your release, and you can comfortably resolve them in a later update once the app is already live. The breakdown below groups every issue from this report by priority.

Priority: Fix Before Going Live (4 issues)

These Critical and High severity issues should be resolved before you publish the app to production.

ID	Issue	Severity
BUG-001	App crashes when adding a very large number of items to the cart	High
BUG-002	Marketing deep links send already-signed-in users to the sign-in screen	High
BUG-003	Order confirmation SMS occasionally shows placeholder text instead of the order number	High
BUG-007	Voice search returns no results for queries that text search resolves correctly	High

Lower Priority: Safe to Fix After Going Live (4 issues)

These Medium and Low severity issues will not block your release and can be addressed in a later update once the app is live.

ID	Issue	Severity
BUG-004	Address auto-complete surfaces international addresses in a US-only region	Medium
BUG-005	Cart quantity stepper allows tapping past the merchant's per-item purchase limit	Medium
BUG-008	Push notification from the lock screen sometimes opens a stale, cached order screen	Medium
BUG-006	Discount labels are unreadable in dark mode	Low

The Decision Is Yours

Ultimately, the decision is entirely yours. Applying for production access should always go ahead immediately. When it comes to making the app live, the above is our recommendation, but you remain free to publish to production on your own timeline, even before these fixes are complete.

Unlock the Full Report

AVAILABLE AS A DEEP TESTING ADD-ON

This is a sample preview. The complete, app-specific version of this report is delivered to every customer who adds the Deep Testing package to their Starter or Pro plan. It goes considerably further than the standard feedback report that comes with those plans: our reviewers walk through every inch of the app, and every one of the 52 curated quality criteria and every bug is documented at the same level of depth you see in this preview, or greater.

What the full report includes

52	6	8	100%
Quality Criteria	Functional Categories	Detailed Bugs	Brand Tailored

Inside every full report

- Every quality criterion across the six categories, with the outcome and reviewer notes on the ones that matter.
- Every bug documented at the same level as the fully-visible sample bug or greater, with the precise observation, reproduction steps, real-world impact on users and the business, an annotated screenshot in Visual Evidence, and a constructive direction for the fix.
- A clear priority breakdown showing what to fix before going live versus what can safely wait.
- A tailored recommendation specific to your app's findings, written by our senior reviewers.
- Polished, shareable format ready to take to your developers or your stakeholders.

Get the full report for your app

Add Deep Testing to your plan at testerscommunity.com

Prefer Deep Testing as a standalone package? Contact support at support@testerscommunity.com and we will walk you through the setup.

About Testers Community

Testers Community is an Android app testing partner that helps developers ship better, more reliable apps. We put your build through real-world usage by a network of verified Android testers and hand you back a clear, actionable report. Today, that includes guiding you through Google Play's closed testing requirement and into production access; as Android evolves, we evolve with it, so you always have a dependable testing partner for every release.

We believe every Android developer deserves a fair shot at success. Our mission is to give Android teams a testing partner they can call on at any stage of the release journey, from a closed testing run before a new app goes live, to Deep Testing reviews for every new release or version, to the smaller updates in between. Whether you are a solo indie developer or a studio shipping apps at scale, we make great testing accessible.

5,000+	99.9%	180+
Apps Published	Production Access	Countries Served

How We Help

Professional Testing: 25 verified Android testers assigned within 6 hours, a full 16-day testing cycle (2 days beyond Google's current closed testing minimum), a comprehensive feedback report, and a production access guarantee on every Google Play submission. For teams that need to go even further, our Deep Testing add-on layers on a much more detailed review, with reviewers walking through every inch of the app against 52 curated quality criteria.

Why Developers Choose Testers Community

- **Production access guarantee:** if Google rejects your production access, we make it right. You receive a full refund of what you paid, on both the Starter and Pro plans.
- **Quality over quantity:** 25 verified Android testers, well beyond what Google currently requires for closed testing, for thorough real-world feedback on every release.
- **Fast turnaround:** testers are assigned within 6 hours, so your testing window can start the same day.
- **Comprehensive reports:** detailed UI and UX feedback, bug reports, and prefilled production access form answers when you need them.
- **Proven expertise:** a team that has guided thousands of Android apps to a smooth Google Play launch, including every closed testing run since Google introduced the requirement in 2023, serving developers across 180+ countries.