

Testing an e-commerce website

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Abstract: This study focuses on determining the effectiveness and responsiveness of an e-commerce website through digital testing methods. The research context is shaped by the need to improve online service quality in many e-commerce businesses. The objective of the study is to develop a comprehensive testing process to ensure the website's reliability and user-friendliness. The approach includes evaluating technical metrics, user experience, and system performance. The expected results from this study will contribute to significant improvements in service quality at the e-commerce website and support business management decision-making.

Keywords: Website testing, E-commerce, System architecture