GOOGLE PLAY · CLOSED TESTING · QA REPORT

Real estate CRM app

v1.2.3

17	8	1
CHECKS RUN	ISSUES LOGGED	DEVICE COVERED

PREPARED FOR
Sample customer

TEST DATE
Jul 15, 2026

TESTING WINDOW
Jul 3, 2026 to Jul 17, 2026

REPORT STATUS
OPEN

Confidential. Prepared for the client named on this cover.

Report overview

REAL ESTATE CRM APP · QA REPORT N° 8702

VERDICT AT A GLANCE — Computed from this report

17	6	3	5	2	1	8	3	3
CHECKS RUN	PASS	PARTIAL	FAIL	N/A	BLOCKED	ISSUES LOGGED	HIGH	MEDIUM

6 of 17 checks passed. 3 returned a partial result, 5 failed, 1 was blocked and 2 did not apply to this build. 8 issues were logged: 3 high, 3 medium and 2 low severity.

PREPARED FOR	Sample customer
PROJECT	Testing Project - Order #PTL-SAMPLE
APPLICATION	Real estate CRM app
APP VERSION	1.2.3
REPORT N°	8702
REPORT TYPE	Bug
TEST DATE	Jul 15, 2026

TESTING WINDOW	Jul 3, 2026 to Jul 17, 2026
TESTERS	25
DEVICE	ASUS ROG Phone
ANDROID	12
STATUS	OPEN
PRIORITY	MEDIUM

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01 Test Environment

FIELD	VALUE
App name	Real estate CRM app
Android package	Removed to protect the customer's privacy
App version (versionName)	1.2.3
App version code (versionCode)	29
Target / minimum SDK	36 / 24
Test date	2026-07-17
Device name / model	ASUS ROG Phone (`asus ASUS_I003D`)
Android version	12
Android SDK level	31
Network type	Wi-Fi
Screen resolution / density	1080 × 2340 / approximately 420 dpi
Device language / locale	English (United Kingdom) (`en-GB`)
Battery at test start	33%

- **Tested by:** Our QA team
- **Build availability:** This is an Alpha closed-testing build, not a public Play Store release. Testing used the enrolled account on the assigned physical device.

02 Scope

- **Requested focus:** Leads, WhatsApp Inbox, pipeline stages, notifications, profile, stability/crashes, UI/UX, and main user flows

03 App Overview

The app is an internal real-estate CRM for lead capture, ownership, pipeline progression, WhatsApp conversations, notifications, and employee profile metrics. Our QA team exercised authentication and recovery validation, lead creation and field validation, stage changes, budget input, timeline and activity actions, inbox search and filters, conversation detail, responsibility assignment, notification categories and deep links, profile metrics, biometric setting visibility, version display, logout, relaunch, and recovery behavior.

04 Product Perspective

The dark operational layout is compact and the stage, history, activity, notification, and ownership controls are easy to discover. The most important release risk is inconsistent backend state between screens: records visible through notifications are absent from the Leads list, and an inbox preview can open a conversation with neither the selected customer context nor message history. These failures prevent staff from relying on the app as the source of truth even though individual detail screens remain responsive.

05 Test Coverage

AREA	RESULT	NOTES
Authentication	PASS	Valid access succeeded; empty recovery and malformed email inputs produced validation feedback. Logout and re-login were also exercised.
Lead creation validation	FAIL	Required email validation worked, but alphabetic phone data was accepted and saved; see C-01.
Lead detail	PARTIAL	Assignment, budget modal, stage, history, activity, and metadata loaded. Negative budget input was normalized to a positive numeric value.
Pipeline stage	PASS	The QA lead moved from Lead (New) to Qualified and its stage history and high-priority notification updated.
Leads list and recovery	FAIL	The persisted Qualified lead is available from its notification but the Leads list reports zero records after re-login and Retry; see C-03.
Lead search	Blocked by list failure	Search cannot locate a record that the list endpoint does not return.
Activity comment	FAIL	A submitted comment returned to detail without error but remained absent from Activity History after navigation, notification deep-link reload, and re-login; see M-04.
WhatsApp inbox list	PARTIAL	Counts, status tabs, date clear, agent chooser, project and ad filter sheets, and responsibility chooser opened. Exact-name search fails; see M-01.
WhatsApp conversation	FAIL	A row with a message preview opens an empty, unassigned conversation with unlinked project metadata and no reply composer; see C-02.
Notifications	PASS	All, New Leads, Follow-ups, and Needs Action tabs were exercised. Opening a notification deep-linked to the correct lead and reduced the unread count.
Profile	PARTIAL	Employee, team, manager, seven-day metrics, biometric toggle, and installed version loaded. Appearance controls are absent and logout is immediate; see M-02 and M-03.
Resume and relaunch	FAIL	Session persistence worked, but the Leads list remained empty across Retry and clean relaunch; see C-03.
Test-data cleanup	BLOCKED	The QA-created lead remains in backend notifications/detail, but no delete action is exposed and the Leads list no longer returns the record.
Crash / ANR check	PASS	No crashes or ANRs were found for the app.

06 Standard Checks

PASS — **App icon** · The ASUS launcher exposed a distinct branded app entry rather than a default, blank, or placeholder entry.

Theme (dark / light / system) - Issue: Profile and all assigned top-level areas expose no Light, Dark, or System/Automatic choice; the app remains fixed in dark presentation. See M-02.

N/A — **Status bar overlap / contrast** · The available fixed dark presentation kept all content below the status bar and its icons readable, but a both-theme comparison is unavailable because no theme modes exist.

N/A — **Splash screen quality** · Repeated clean launches completed before a stable splash frame could be assessed reliably; no cropped, stretched, blurry, or misaligned splash frame remained visible.

Logout confirmation - Issue: Tapping Sign out immediately ends the session without a confirmation dialog. See M-03.

PASS — **Bottom navigation / gesture safe area** · Lead detail actions, forms, inbox content, notifications, profile controls, and bottom navigation remained above the Android navigation area and tappable.

07 Issue Summary

ID	ISSUE	SEVERITY
C-01	Lead creation accepts alphabetic phone data	HIGH
C-02	WhatsApp inbox row opens an empty, unrelated conversation state	HIGH
C-03	Persisted lead disappears from the Leads list after re-login	HIGH
M-01	Inbox search returns zero for an exact visible customer name	MEDIUM
M-02	Light, Dark, and System appearance choices are absent	LOW
M-03	Sign out has no confirmation safeguard	MEDIUM
M-04	Submitted lead comment is not visible in Activity History	MEDIUM
M-05	Project filter reports no linked projects while the inbox row shows one	LOW

08 Critical / Core-Feature Issues

C-01 Lead creation accepts alphabetic phone data

HIGH

SEVERITY / IMPACT	High - invalid contact data can be persisted into the CRM, undermining calling, WhatsApp routing, duplicate detection, and reporting.
STEPS TO REPRODUCE	01 Open Leads and select Create lead. 02 Enter a valid name, email, and project. 03 Enter `abc` in Phone and submit. 04 Open the created lead detail.
EXPECTED	Submission should be blocked with phone-format validation, or non-dialable characters should be rejected.
ACTUAL	The lead is created successfully and its detail displays Phone as `abc`.
SCREENSHOT	Removed from this public sample to protect the customer's privacy.
VERIFIED	✓ Reconfirmed from the persisted lead detail reached through Notifications after re-login.

C-02 WhatsApp inbox row opens an empty, unrelated conversation state

HIGH

SEVERITY / IMPACT	High - an employee cannot review or reply to the customer conversation selected from the inbox.
STEPS TO REPRODUCE	01 Open Messages and wait for the inbox to load. 02 Select the visible customer row that includes a phone, linked project, responsible employee, and message preview. 03 Review Conversation.
EXPECTED	Conversation should retain the selected customer/project context, show the previewed message in its thread, and expose reply controls.
ACTUAL	Conversation opens as Unassigned, says Project not linked and No WhatsApp ad attribution, and shows no thread or reply composer. Returning to the list briefly changes the row preview to `No messages yet` before its original preview reappears.
SCREENSHOT	Removed from this public sample to protect the customer's privacy.
VERIFIED	✓ Reproduced from the single available inbox row and rechecked after returning to the list.

C-03 Persisted lead disappears from the Leads list after re-login

HIGH

SEVERITY / IMPACT	High - staff cannot discover or manage an existing lead through the primary Leads workspace even though the record still exists.
STEPS TO REPRODUCE	01 Create a lead and move it to Qualified. 02 Verify the corresponding New lead and Entered Qualified notifications. 03 Sign out, sign back in, and open Leads. 04 Select All and Qualified, then tap Retry and clean-launch the app. 05 Open the lead from its notification for comparison.
EXPECTED	The Leads list and Qualified filter should return the persisted record consistently.
ACTUAL	Leads reports `0` and `No leads match the current backend filters` across Retry and clean launch. The notification still opens the complete Qualified lead detail, proving the record persists.
SCREENSHOT	Removed from this public sample to protect the customer's privacy.
VERIFIED	✓ Confirmed across re-login, Retry, stage-filter changes, clean launch, and notification deep link.

09 Minor Issues

M-01 Inbox search returns zero for an exact visible customer name

MEDIUM

SEVERITY / IMPACT	Medium - agents cannot reliably locate a known WhatsApp conversation by the search field's advertised name criterion.
STEPS TO REPRODUCE	01 Open Messages and note the visible customer name in the only returned row. 02 Enter the complete visible name in `Search by name or phone`. 03 Repeat with the first word only.
EXPECTED	The visible matching row should remain in the result set.
ACTUAL	Total changes from 1 to 0 and the list becomes empty for both exact and partial name searches. Clear restores the row.
SCREENSHOT	Removed from this public sample to protect the customer's privacy.
VERIFIED	✓ Reproduced with exact and partial name input, then recovery verified with Clear.

M-02 Light, Dark, and System appearance choices are absent

LOW

SEVERITY / IMPACT	Low - users cannot follow device appearance preferences, and contrast cannot be verified in the missing modes.
STEPS TO REPRODUCE	01 Review Leads, Messages, Notifications, and Profile. 02 Inspect all Profile controls and available top-level actions.
EXPECTED	Settings should expose Light, Dark, and System/Automatic appearance options.
ACTUAL	The app remains in a fixed dark appearance and no theme control is available.
SCREENSHOT	Removed from this public sample to protect the customer's privacy.
VERIFIED	✓ Rechecked before and after re-login and clean launch.

M-03 Sign out has no confirmation safeguard

MEDIUM

SEVERITY / IMPACT	Medium - a single accidental tap immediately removes the employee from an active CRM session.
STEPS TO REPRODUCE	01 Open Profile. 02 Tap Sign out once.
EXPECTED	A confirmation dialog should offer Cancel and Sign out before ending the session.
ACTUAL	The app immediately returns to the login screen with no confirmation.
SCREENSHOT	Removed from this public sample to protect the customer's privacy.
VERIFIED	✓ Reproduced once, followed by a successful re-login.

M-04 Submitted lead comment is not visible in Activity History

MEDIUM

SEVERITY / IMPACT	Medium - staff receive no durable feedback that a client note was recorded, risking duplicate work or lost context.
STEPS TO REPRODUCE	01 Open a lead and select Activity. 02 Choose Add comment, enter a unique note, and submit. 03 Open History and review Activity History. 04 Navigate away, return through the lead notification, and review History again after re-login.
EXPECTED	The submitted comment should appear in the lead timeline/history or the app should report a save failure.
ACTUAL	Submission returns to detail without error, but Activity History continues to show only Lead Created, Lead Assigned, and Lead Stage Changed.
SCREENSHOT	Not included - a still image cannot prove the submission transition and subsequent missing-history behavior.
VERIFIED	✓ Rechecked through navigation, notification deep link, and re-login.

M-05 Project filter reports no linked projects while the inbox row shows one

LOW

SEVERITY / IMPACT	Low - displayed conversation metadata cannot be used as a filter, reducing inbox triage reliability.
STEPS TO REPRODUCE	01 Open Messages and note the project shown on the returned conversation row. 02 Open the Project filter.
EXPECTED	The row's displayed project should be available as a filter choice.
ACTUAL	The sheet offers All Project and states `No linked projects` despite the list row displaying a project value.
SCREENSHOT	Not included - the mismatch requires comparison between the list and modal states.
VERIFIED	✓ Reproduced once after the inbox finished loading.

10 Suggestions

- Enforce E.164-compatible phone validation at both client and server boundaries before creating or updating leads.
- Use one canonical backend query/state model for Leads, Notifications, inbox previews, and conversation detail so the same record cannot disagree across screens.
- Surface explicit success/failure feedback for activity submission and add a visible, confirmed cleanup action for authorized test/admin users.
- Add a System-default appearance setting and preserve the existing dark palette as an explicit option.

11 Summary

Our QA team confirmed functional authentication, validation for malformed email, stage transitions, notification generation/deep links, responsibility and filter sheets, profile metrics, session persistence, correct version display, and crash-free operation. Release attention is required for invalid phone persistence, unusable WhatsApp conversation detail, and Leads-list/backend inconsistency. Exact inbox search, missing activity feedback, absent theme modes, unconfirmed logout, and contradictory project filtering are secondary but material workflow and usability defects.

12 About this report

This report was prepared by PrimeTestLab from testing performed on the device, build and testing window recorded in this document. Verdicts and severity ratings describe the behavior observed during that testing session.

If you have a question about any finding in this document, open the report in your PrimeTestLab dashboard and send a reply. Our team follows up on the same page.

This document was prepared for the client named on the cover. It may describe an unreleased build of your application, so please treat its contents as confidential.

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