



SOLUTION BRIEF

HYPERTEST FOR EPHARMA

The global ePharmacy market size was valued at USD 52.0 billion in 2021 and is expected to expand at a compound annual growth rate (CAGR) of 19.5% from 2022 to 2030. The ease of ordering medicines from the comfort of our homes, and getting them delivered straight to our doorstep has made this approach not only convenient, but also widely popular, accounting for its huge success.

However, with over 300 different medications and even more number of products, ratings and reviews are key indicators to customer while making a purchase decision. Considering how large these apps are, errors might seep into production due to lack of coverage, resulting in loss of users and sales.

Let's consider this scenario:

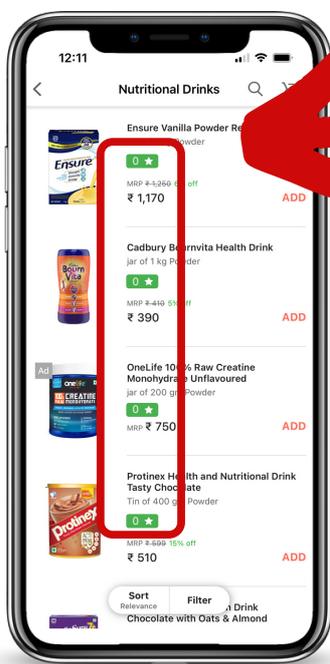
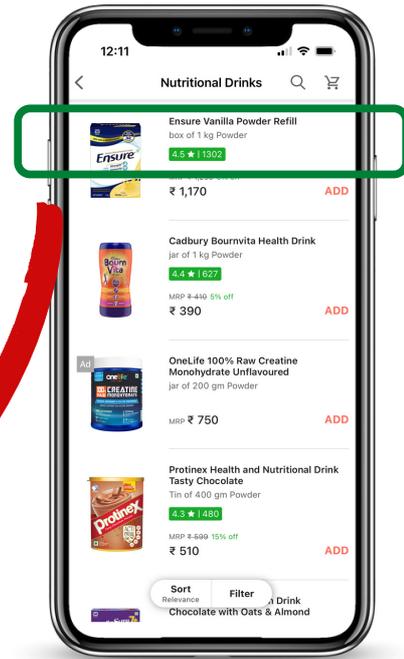
A user opens an ePharma app. They search for medicines or other healthcare products where they are shown a list of results. Usually, for each product, there is a corresponding rating and reviews against their listing which helps the customer in making a purchase decision.



They would see something like this

Expected Output:

Based on the user's search, they would see a list of matching products, along with their users' ratings and reviews of each of these products.



Actual Output:

Based on the user's search, the user sees the list of matching products, however, there are no user ratings or reviews against any of these products, and all of them show a zero star rating.

HyperTest caught this error for one of India's leaders in ePharma, that avoided loss in sales for the most popular products that were showing zero ratings.

What type of error is this?

CONTRACT FAILURE (KEY REMOVAL)

Check out the table below to know more about the Key Removed error type



SEVERITY	High
WHAT DOES THIS ERROR MEAN?	A key is removed in the response object
EXAMPLE	Rating Key removed
WHY DOES THIS USUALLY HAPPEN?	<ol style="list-style-type: none">1. Change in logic to reduce the information that is shown to the user2. Remove unused keys on upstream/client app to conserve bandwidth and reduce response time/parse time on client3. Bug in service4. Unhandled downstream contract changes in upstream
POSSIBLE NEGATIVE IMPACTS	<ol style="list-style-type: none">1. Upstream/client app would crash if required keys are removed from the response2. Upstream might fall back to default logic in absense of required keys which might result in wrong data problems. For example: If "discountPercentage" is removed from discount service response, cart service might crash or start giving a default discount of 0% which would not let the user avail the correct discount amount
SUGGESTED ACTIONS FOR WARRANTED CHANGE	<ol style="list-style-type: none">1. Verify why was the key removed2. Check if upstream/client app has been updated for removal of this key.3. Check if there is no defaults for handling this key that might result in a change in business logic resulting in bugs



WHAT KIND OF API ERRORS CAN HYPERTEST CATCH ?

List of high severity errors HyperTest will never miss

CONTENT TYPE CHANGES

Content type header has changed in the new version

KEY REMOVED

Contract failure with removal of Key in the response object

DATA TYPE CHANGE

Contract schema remains similar, but data type changes i.e. integer to string etc

ARRAY ORDER CHANGE

Order of data received is different

VALUE MODIFIED

Contract schema remains similar, but data changes

SLOWENESS IN APIs

Change in Latency or Bandwidth wrt stable app

SENSITIVE DATA EXPOSURE

Leakage of critical user details in APIs that shouldn't

STATUS CODE CHANGE

Fatal crashes with status code failures 400s, 500s etc



SCAN TO SCHEDULE A DEMO WITH OUR TEAM