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## ISTQB (ISTQB CTAL-TA) ISTQB Certified Tester Advanced Level - Test Analyst (Syllabus 2012) Sample Questions (Q47-Q52):

### NEW QUESTION # 47

What is main difference between user experience and usability?

- A. User experience relates to people's perceptions and responses; usability relates to characteristics of the software product.
- B. There is no difference between user experience and usability, they are the same.

- C. Usability relates to people's perceptions and responses; user experience relates to characteristics of the software product.
- D. Usability is evaluated via reviews; the user experience is evaluated via surveys

**Answer: A**

Explanation:

The main difference between user experience and usability is that user experience relates to people's perceptions and responses when using or anticipating using a system or component, while usability relates to characteristics of the software product that enable it to be used effectively, efficiently, and satisfactorily under specified conditions. Verified References: [ISTQB Certified Tester Advanced Level Test Analyst CTAL- TA], Section 5.2.1, page 63.

#### NEW QUESTION # 48

Sell-It-Cheap salesrooms organize general and specialist sales where items are sold to the highest bidder.

There is a sliding scale of commission charges, based on the price of items sold, with lower-priced items attracting a higher percentage. All items sold have a price in multiples of £1.

New commission bandings after customer feedback:

- \* Items sold for £150 or less attract a flat-rate fee of £7.00
- \* Items otherwise sold for less than £500 have a fee of 6%
- \* Items otherwise sold for less than £1000 have a 4.5% fee
- \* Items otherwise sold for less than £5000 have a 3.5% fee
- \* Items sold for £5000 or more have a 3% fee
- \* Updated rule: Items sold between £500 and £749 have a fee of 5.5%

What tests would be appropriate to test this change in commission bandings, using the 2-point boundary value analysis technique?

SELECT ONE OPTION:

- A. £500, £749, £999, £1000
- **B. £499, £500, £749, £750, £999, £1000**
- C. £748, £749, £750, £751
- D. No additional tests required; existing BVA tests can be used

**Answer: B**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

- \* Boundary Value Analysis (BVA) focuses on testing at the edges of the input range.
- \* The critical boundaries are around the new commission banding change (from £500 to £749).
- \* To fully test this change, BVA should include:
- \* Lower boundary: £499, £500
- \* Transition points: £749, £750
- \* Upper boundary: £999, £1000

Therefore, the correct answer is D (£499, £500, £749, £750, £999, £1000).

#### NEW QUESTION # 49

When preparing test cases for an interoperability test, not all interactions may be clearly specified in the requirements documents.

Which type of document is typically also used by a Test Analyst as the test basis for interoperability testing?

- **A. System architecture document**
- B. Functional specifications
- C. User stories
- D. Component specifications

**Answer: A**

Explanation:

The type of document that is typically used by a Test Analyst as the test basis for interoperability testing is the system architecture document. The system architecture document describes the structure and behavior of the system under test and its components, as well as their interactions and dependencies with other systems or components. This document can provide information about the interfaces and protocols that need to be tested for interoperability. Verified References: [ISTQB Certified Tester Advanced Level Test Analyst CTAL- TA], Section 5.3.1, page 67.

### NEW QUESTION # 50

The following depicts a main path through the use case "Return Item":

USE CASE: Return Item

\* Use case ID:UC14

\* Purpose:Customer selects an item for return and prints return label

\* Actors:Customer, System

\* Pre-conditions:Customer has opened shopping site home page

Customer Action	System Action
M1 - Select 'My Account'	M2 - Request Log-in details
M3 - Enter Log-In details	M4 - Validate log-in details and display Main Menu
M5 - Select 'My Orders'	M6 - Display Order History screen
M7 - Select 'Return Item'	M8 - Display Return Item screen
M9 - Enter 'Reason for Return'	M10 - Display Print Label screen
M11 - Select 'Print Return Label'	

Exceptions:

\* E1:Customer is already logged-in (Main Menu displayed) - Step M2

\* E2:Invalid log-in details entered (Prompt to retry) - Step M4

\* E3:Third invalid log-in attempt (Account frozen for 24 hours) - Step M4

\* E4:Go-Back requested - Steps M7 (to Main Menu) and M9 (to Order History) You are to apply the Use Case test technique with the following rules:

\* One test case for the basic behavior

\* Multiple alternate behaviors may be combined if compatible

\* Nested alternate behaviors (like retry) should be amalgamated

How many test cases should be designed?

SELECT ONE OPTION:

- A. 0
- **B. 1**
- C. 2
- D. 3

**Answer: B**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

\* Basic Behavior (1 test case)- The standard process of item return without errors.

\* Alternate Behaviors (2 test cases):

\* Test Case 2:Incorporates E1 (Already logged in) and the normal flow.

\* Test Case 3:Includes E2 (Invalid login attempt), E3 (Third attempt - account frozen), and E4 (Go- Back option).

Combining compatible exceptions and following the amalgamation rule leads to 3 test cases in total.

Therefore, the correct answer is A (3).

### NEW QUESTION # 51

The following document has been produced as part of the replacement of an internal Customer Relationship Management (CRM) application. The replacement application should not differ from the current CRM application, and the documentation reflects this aspiration, with seven specific requirements listed.

Document:New CRM Overview-20nn-1 A

\* CRM Replacement

\* Author:Andrew Smith

\* Date:26-01-20nn

\* Version:0.04

The following are individual requirements:

\* There are no new screens in the replacement CRM application

\* The screen layouts match the existing CRM application

- \* Screen navigation conforms to the internal company standards
- \* Data will be displayed within 4 seconds
- \* Screen US002B layout is amended to introduce the ability to populate a new data item for Financial Conduct Authority registration number (optional field - to be reported from the start of the next tax year). This is a numeric item, unique to any company.
- \* Security access will be controlled by SSO (Single Sign-On) from the users' network logon
- \* Users without authorized access will not see any CRM screen

The requirements will be reviewed using a standard checklist:

- Requirements should be testable
  - Each requirement should be consistent with other requirements
  - Each requirement should be unambiguous
  - Each requirement should have a unique identifier
  - Documents should be versioned, dated, and the author specified
- Which checklist items would identify issues in this requirements document?

SELECT ONE OPTION:

- A. a, c
- B. b, e
- C. b, d
- **D. d, e**

**Answer: D**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

- \* b) Consistency is checked and seems fine as no conflicting requirements are stated.
- \* d) Correct. The requirements listed are not uniquely identified, which can cause confusion during testing.
- \* e) Correct. The document has a version number, date, and author specified, so this is met.
- \* a) The requirements are generally testable.
- \* c) The requirements are generally clear and unambiguous.

Therefore, the correct answer is B (d, e).

## NEW QUESTION # 52

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