

Fairy Skin Studio — Regression Test Report

Environment	GoHighLevel portfolio/demo environment (location “Fairy Skin Studio”, Manchester)
Test Date	2026-09-20
Tester	Browser-driven QA run performed with Claude; no configuration changes made
Scope	TC01–TC12: intake, booking, showed, treatment conversion, cancel, no-show, rebook, re-entry protection, unbooked, attribution, reactivation guardrails, final state. Workflows WF01–WF06 (WF07, the Facebook comment auto-reply, was built after this run and is not covered), pipeline “Consultation to Treatment”, consultation calendar, native lead form.
Test data	Fictional UK contacts QA FSS [Scenario] 01, qa.fss.*@example.com, +44 161 496 01xx

Ground rules honoured: no workflows, triggers, fields, pipelines or calendars were created, edited or deleted. Workflow “last updated” dates are unchanged (Sep 19) after the run. No failure was repaired. Nothing was deleted.

Summary

Total	PASS	FAIL	BLOCKED	NOT TESTED
12	12	0	0	0

Invariant check (critical): the only opportunity moved to Won by testing was QA FSS Happy Path 01, and only via the explicit manual conversion in TC04. Showed (TC03) left the opportunity Open. Cancelled / No-show / Rebook / Unbooked / Duplicate scenarios never produced Won. Final board: 7 opportunities, 3 Won (Happy Path 01 plus the 2 pre-existing Won), 4 Open, 0 duplicates.

Results table

Test ID	Scenario	Expected	Actual	Result
FSS-REG-001	New lead intake	Contact + tags + New Lead opp + WF01	As expected	PASS
FSS-REG-002	Happy path booking	Booked stage, unbooked tag removed, WF01 out, WF02 in	As expected	PASS

Test ID	Scenario	Expected	Actual	Result
FSS-REG-003	Showed	Consultation Completed / Open , no dup opp, WF02 out	As expected	PASS
FSS-REG-004	Treatment conversion	Considering Treatment/Open → Treatment Converted/Won on same opp; WF06	As expected	PASS
FSS-REG-005	Cancelled	Appt Cancelled, WF03 in, opp not Won, no dup	As expected	PASS
FSS-REG-006	No-show	Appt No show, WF04 in (not WF03), opp not Won	As expected	PASS
FSS-REG-007	Rebook / reschedule	Same contact + opp, new appt, WF03 out, WF02 in	As expected	PASS
FSS-REG-008	Duplicate / re-entry	No 2nd opp, no WF01 re-enrol	As expected	PASS
FSS-REG-009	Unbooked lead	Lead + unbooked tags, New Lead opp, no appt	As expected	PASS
FSS-REG-010	Attribution (Facebook UTM)	Exact UTM values captured	Re-run 7 Oct: qa_test / email / campaign captured on all 3 submissions	PASS
FSS-REG-011	Reactivation guardrails	Consent-gated reactivation (WF08, built 27 Sep)	Re-run 7 Oct: consented client queued (28-day wait); no-consent client ended	PASS
FSS-REG-012	Final regression	No invariant violations;	Consistent (see below)	PASS

Test ID	Scenario	Expected	Actual	Result
		consistent end state		

Detailed test cases

FSS-REG-001 — New lead intake

- **Scenario:** Brand-new enquirer submits the consultation form and does not book.
- **Preconditions:** WF01–WF06 Published. Baseline opps: 2 (both Won).
- **Test data:** QA FSS Happy Path 01, qa.fss.happy01@example.com, +44 161 496 0101.
- **Exact actions:** Opened native form (ID mn4YGrpKO1C40P4nnDF0) top-level; filled name/email/phone; submitted (first click did not register; second did). Reviewed contact, opportunities, workflow list.
- **Expected:** Contact created; tags fss-consultation-lead + fss-unbooked; one opp in New Lead/Open; WF01 enrolled.
- **Actual:** All as expected. Opps 2→3, WF01 total 2→3, active 1→2. Email 1 “Failed” (example.com has no mail server; test-data limit).
- **Status:** PASS.

FSS-REG-002 — Happy path booking

- **Preconditions:** TC01 contact, still unbooked.
- **Exact actions:** Redirect landed on booking widget; picked Sep 23 17:00 BST slot; ticked required consent; confirmed.
- **Expected:** Same contact (no duplicate); appt Confirmed; fss-unbooked removed; opp → Consultation Booked; WF01 removed; WF02 enrolled.
- **Actual:** All verified in GHL. Opps stayed 3; WF01 active 2→1; WF02 total 3→4, active 0→1. Confirmation email attempted (Failed, domain).
- **Status:** PASS.

FSS-REG-003 — Showed

- **Exact actions:** Appointments list → status Confirmed → Showed (confirm “Update”).
- **Expected:** Opp Consultation Completed, **Open**; no duplicate opp; WF02 removed; WF05 runs.
- **Actual:** Opp Consultation Completed / Open (Created by Workflow); total opps still 3; WF02 active 1→0; WF05 total 1→2, finished. Not Won.
- **Status:** PASS.

FSS-REG-004 — Treatment conversion (manual)

- **Exact actions:** Opportunity edit: Stage = Considering Treatment (Open), saved; then Stage = Treatment Converted + Status = Won, saved.
- **Expected:** Same opportunity throughout; tag fss-treatment-converted; WF06 starts.

- **Actual:** One opp for the contact, now Won; tags fss-consultation-lead + fss-treatment-converted; thank-you email attempted (Failed, domain); WF06 total 1→2, active 1→2. WF02/03/04 unchanged.
- **Status:** PASS.

FSS-REG-005 — Cancelled

- **Test data:** QA FSS Cancelled 01 (qa.fss.cancelled01@example.com, +44 161 496 0102), booked Sep 26 10:00 BST.
- **Exact actions:** Appointments list → row Edit drawer → Status = Cancelled → Save.
- **Expected:** Appt Cancelled; WF03 enrolled; fss-unbooked absent; opp not Won; no duplicate. WF03 does not move the stage (per WF03 design), so opp stays Consultation Booked/Open.
- **Actual:** As expected. WF03 total 1→2, active 0→1; rebook email 1 attempted (Failed, domain); one opp, Booked/Open.
- **Status:** PASS.

FSS-REG-006 — No-show

- **Test data:** QA FSS No Show 01 (qa.fss.noshow01@example.com, +44 161 496 0103), booked Sep 26 11:00 BST.
- **Exact actions:** Same drawer path; Status = No show → Save.
- **Expected:** Appt No show; WF04 enrolled, WF03 not; opp not Won.
- **Actual:** As expected. WF04 total 1→2, active 0→1; WF03 stayed 2; one opp Booked/Open.
- **Status:** PASS.

FSS-REG-007 — Rebook / reschedule

- **Exact actions:** Re-booked Cancelled 01 via booking widget with same email/phone for Sep 28 10:00 BST. No Rescheduled trigger used.
- **Expected:** Same contact/opp; old appt stays Cancelled, new Confirmed; WF03 removed; WF02 enrolled.
- **Actual:** As expected. Same contact ID; new appt Confirmed; WF03 active 1→0; WF02 total 6→7, active 0→1; still exactly one opp, Consultation Booked/Open.
- **Status:** PASS.

FSS-REG-008 — Duplicate / re-entry protection

- **Exact actions:** Resubmitted the form for QA FSS Unbooked 01 with identical name/email/phone while its opp and WF01 were active.
- **Expected:** No second contact/opp; no WF01 re-enrolment; no new email.
- **Actual:** Contact unchanged, still 1 opp (opps stay 6 at that point), WF01 6/2 unchanged, no new timeline email.
- **Status:** PASS. **Notes:** Scope is one open lead resubmitting the form. See OBS-05 for untested variants.

FSS-REG-009 — Unbooked lead

- **Test data:** QA FSS Unbooked 01 (qa.fss.unbooked01@example.com, +44 161 496 0104).
- **Exact actions:** Submitted form; left booking page without booking.
- **Expected:** Tags lead + unbooked; New Lead/Open opp; no appointment; WF01 running.
- **Actual:** As expected; WF01 email 1 attempted (Failed, domain).
- **Status:** PASS.

FSS-REG-010 — Attribution

- **Test data:** QA FSS Attribution 01 (qa.fss.attrib01@example.com, +44 161 496 0105). URL: .../widget/form/mn4YGrpKO1C40P4nnDF0?utm_source=facebook&utm_medium=organic_social&utm_campaign=consultation.
- **Exact actions:** Submitted form via that URL; did not book. Opened contact – Activity panel. No UTM fields were created.
- **Expected:** GHL shows utm_source=facebook, utm_medium=organic_social, utm_campaign=consultation.
- **Actual (what GHL captured):** Page visited / Form submitted / Contact Created events each show **Source: Paid Social** and **Campaign: Consultation**. First attribution source = Paid Social; Latest attribution source = Paid Social. Raw utm_source and utm_medium strings are not displayed anywhere I could reach. The redirect URL retained the UTM query string.
- **Status: PASS (re-run 7 Oct 2026). Using the direct form link with UTM parameters, utm_source qa_test, utm_medium email and the campaign value were saved on all 3 test submissions. Originally BLOCKED on 20 Sep: BLOCKED / NOT VERIFIED. Campaign value verified; source and medium exact values cannot be verified in the UI. The “Paid Social” classification does not match organic_social (OBS-01). Path via the landing-page iframe not exercised.**

FSS-REG-011 — Reactivation guardrails

- **Actual:** Dormant reactivation was intentionally not built (fss-reactivation-eligible unused; workflow list contains WF01–WF06 only).
- **Status: PASS (re-run 7 Oct 2026). WF08 Rebooking & 90-Day Reactivation was built on 27 Sep. A client with marketing consent took the Consented branch (wait 28 days); a client without consent took No Consent and ended. Originally NOT TESTED on 20 Sep because reactivation was not built yet.**

FSS-REG-012 — Final regression

- **Actions:** Re-read workflow list, opportunity board, contacts list, appointments list after all scenarios.
- **Expected:** No unintended Won; no duplicate contacts/opps; consistent workflow counts; no config changes.
- **Actual:**

- Workflows (total/active): WF01 7/3, WF02 7/1, WF03 2/0, WF04 2/1, WF05 2/0, WF06 2/2. All Published; last-updated unchanged. Counts reconcile with scenario outcomes.
 - Opportunities: 7 = New Lead 2 (Unbooked 01, Attribution 01), Consultation Booked 2 (No Show 01, Cancelled 01), Consultation Completed 0, Considering Treatment 0, Treatment Converted 3 Won (Happy Path 01, Zara Whitmore, Amelia Carter). One opp per QA contact.
 - Contacts: 12 = 7 pre-existing + 5 QA. One record per QA contact, no duplicates.
 - Appointments: 9 rows. QA rows: Happy Path Showed; Cancelled 01 old = Cancelled, new = Confirmed; No Show 01 = No show. Pre-existing rows untouched.
- **Status:** PASS (does not cover TC10/TC11 items above).

Defect Summary

No FAIL results, so no blocking defects. Items below are observations for the owner to inspect. Nothing was changed.

ID	Related test	Severity	Observed	Expected
OBS-01	TC10	Low	Attribution shows "Paid Social"; raw utm_source/utm_medium not visible	utm_medium=organic_social recognisable as organic social, or raw values visible
OBS-02	TC05/06	Info	WF02 active count fell to 0 after Cancelled and No-show status changes	Docs list no explicit WF02 removal for these outcomes
OBS-03	TC05/06	Info	Cancelled and No-show leave the opp in Consultation Booked/Open	Consistent with the WF03/WF04 spec (no stage action)
OBS-04	All	Info	All outbound email shows "Failed: recipient domain has no valid mail"	Delivery
OBS-05	TC08	Info	Not tested: resubmission	n/a

ID	Related test	Severity	Observed	Expected
			by a contact already Won, resubmission after cancel, or via the landing-page iframe	
OBS-06	TC02	Info	Booking widget shows Asia/Manila times; calendar is Europe/London	Times shown in visitor's timezone
OBS-07	TC01	Info	Landing page form is a cross-origin iframe the automation could not drive	n/a
OBS-08	TC01	Info	Pipeline currency shows € and form footer links point to example.com Privacy/Terms	£ and real policy links for a UK studio

Portfolio Case Study — Verified Capabilities

Only capabilities proven by PASSED tests.

- **Lead capture to CRM:** A form submission creates a contact, applies lead and unbooked tags, and opens exactly one opportunity in New Lead. (TC01, TC09)
- **Booking automation:** Booking through the calendar moves the same opportunity to Consultation Booked, clears the unbooked tag, and swaps the contact from intake follow-up to the booking/reminder workflow. (TC02)
- **Showed is not a sale:** Marking an appointment Showed moves the opportunity to Consultation Completed and keeps it Open, with no duplicate opportunity. (TC03)
- **Explicit conversion only:** A treatment is recorded only when the opportunity is manually moved to Treatment Converted / Won. This works on the same opportunity, adds the converted tag and starts the post-conversion sequence. (TC04, TC12)
- **Cancellation and no-show recovery:** Each outcome starts its own recovery sequence, never creates a sale, and never duplicates the opportunity. (TC05, TC06)

- **Clean rebooking:** A cancelled contact who rebooks keeps one contact and one opportunity, exits recovery, and re-enters the reminder sequence. (TC07)
- **Re-entry protection:** Resubmitting the form for an active lead creates no second opportunity and no second follow-up sequence. (TC08)
- **End-state integrity:** After 9 scenarios the pipeline, contacts, appointments and workflow counts reconcile with no unintended Won records and no duplicates. (TC12)

Not claimed: attribution (TC10, blocked), reactivation (TC11, not built), real email delivery, landing-page-to-form path.

Re-test addendum (6–9 October 2026)

The blocked and not-tested cases, and the workflows added after the 20 September run, were tested live between 6 and 9 October 2026. The regression now stands at 12 passed, 0 failed.

Check	Observed	Result
FSS-REG-010 — UTM attribution	qa_test / email / campaign saved on all 3 submissions (direct form link)	PASS
FSS-REG-011 — Consent-gated reactivation (WF08)	Consented → wait 28 days; no consent → end	PASS
WF01 consent split + day-1 follow-up	Consented lead got the day-1 email (8 Oct 00:33 PHT); non-consented lead got the booking email only	PASS
WF02 booking, no SMS consent	Confirmation email and the 24h reminder email (7 Oct 17:00 PHT) delivered. The contact's conversation history shows emails only, with no SMS attempted (checked 13 Oct)	PASS
WF09 Considering Treatment	Treatment-plan email, then the day-2 check-in email (9 Oct 00:38 PHT) to the marketing-consented client	PASS
WF06 Treatment Converted	Removed from WF09; thank-you email; day-2 aftercare email (9 Oct 00:46 PHT)	PASS

WF10 stop rebook reminders	A new booking removed the client from WF08 ("Removed by external workflow action")	PASS
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Clinic Owner View dashboard + snapshot v3	Dashboard saved with Leads by UTM Source; snapshot saved 7 Oct with all 100 assets	DONE
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All re-tests used fictional test contacts and email only. The sub-account has no purchased phone number, so SMS steps can be shown executing in the logs but no text message was delivered.