



QA Test Report — Pipedrive–Xero Integration Connector

Prepared by: Suraj Navgire | ISTQB CTFL Certified QA Engineer

Scope: Integration Testing | Modules: 9 | Date: 2026

Executive Summary

18	11	7	9
Total Test Cases	Passed	Failed	Modules Covered

End-to-end integration testing of the Cloudify Pipedrive–Xero connector covering installation from Pipedrive Marketplace, OAuth authorization flows, contacts sync, products sync, deals and invoices mapping, field validation, special characters handling, error handling, and logging/UX quality. Failures were concentrated in Validation, Error Handling, Contacts Sync, and Logging & UX modules.

Test Cases

TC ID	Module	Test Scenario	Expected Result	Priority	Status
TC-001	Installation	Verify Cloudify Pipedrive–Xero connector installs successfully from Pipedrive Market...	App should install successfully and appear under installed apps/integr...	High	Pass
TC-002	Authorization	Verify successful OAuth authorization with Pipedrive and Xero	Xero org should be connected successfully and status should show 'Conn...	High	Pass
TC-003	Authorization	Verify error handling when user cancels Xero authorization	Integration should show a clear message that connection was cancelled ...	Medium	Pass
TC-004	Contacts Sync	Verify new contact created in Pipedrive syncs to Xero	Contact should be created in Xero with same core details (name, email,...	High	Pass
TC-005	Contacts Sync	Verify contact update in Pipedrive is reflected in Xero	Updated fields should be reflected in the corresponding Xero contact r...	High	Pass
TC-006	Contacts Sync	Verify contact delete in Pipedrive syncs to Xero (known bug)	Xero contact should be removed or marked inactive, or user should see ...	High	Fail
TC-007	Products Sync	Verify product created in Pipedrive syncs to Xero items	Product should appear in Xero with correct name and price	High	Pass
TC-008	Products Sync	Verify product update in Pipedrive syncs correctly to Xero	Xero item should reflect updated price and other changed details	Medium	Pass
TC-009	Deals & Invoices	Verify invoice generation from a Won Pipedrive deal creates invoice in Xero	A new invoice should be created in Xero with correct customer, line it...	High	Pass
TC-010	Deals & Invoices	Verify invoice details (line items and totals) match Pipedrive deal	All line items, unit prices, quantities, discounts and totals should m...	High	Pass
TC-011	Validation	Verify invalid email format is not accepted for contact creation	System should show a validation message and not allow saving until ema...	High	Pass
TC-012	Validation	Verify that invalid characters in contact name are rejected or flagged (current defe...	System should either block invalid characters or show a warning/valida...	Medium	Fail

TC ID	Module	Test Scenario	Expected Result	Priority	Status
TC-013	Validation	Verify that organization name does not accept invalid characters	System should validate and restrict invalid organization names	Medium	Fail
TC-014	Validation	Verify phone number field does not accept alphabetic characters	System should restrict input to valid phone number format and prevent ...	Medium	Fail
TC-015	Special Characters	Verify handling of special characters in product name during sync	Product name should sync correctly without truncation or broken encodi...	Medium	Pass
TC-016	Error Handling	Verify user-friendly error when Xero connection is revoked and user tries to create ...	System should show a clear error message and prompt user to reconnect ...	High	Fail
TC-017	Error Handling	Verify behaviour when network issue happens during sync	User should see a meaningful network error message and be able to retr...	Medium	Fail
TC-018	Logging & UX	Verify presence of sync status or activity log for integration	System should provide at least basic sync status (success/failure) and...	Low	Fail

Module Summary

Authorization — 2 test cases | Pass: 2 | Fail: 0 |  All Pass

Contacts Sync — 3 test cases | Pass: 2 | Fail: 1 |  1 Failed

Deals & Invoices — 2 test cases | Pass: 2 | Fail: 0 |  All Pass

Error Handling — 2 test cases | Pass: 0 | Fail: 2 |  2 Failed

Installation — 1 test cases | Pass: 1 | Fail: 0 |  All Pass

Logging & UX — 1 test cases | Pass: 0 | Fail: 1 |  1 Failed

Products Sync — 2 test cases | Pass: 2 | Fail: 0 |  All Pass

Special Characters — 1 test cases | Pass: 1 | Fail: 0 |  All Pass

Validation — 4 test cases | Pass: 1 | Fail: 3 |  3 Failed