**Test Cases Queensway Rebo Website  
Manage Inquiries  
  
1. Test Case ID: TCMI001**

* **Priority:** High
* **Description:** Manage Inquiries main flow – user sends a valid inquiry and receives an automated response
* **Prerequisites:**
  + The system is accessible and online
* **Test Data Requirement:**
  + Input inquiry: "What are your store hours?"

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| **Step #** | Step Details | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | Customer clicks the FAQ chatbot (message icon) located at the bottom-right corner of the home page. | System opens a chatbot window with a welcome message: “Hello! How can I help you today?” |
| 2 | Customer enters a valid inquiry: “What are your store hours?” and clicks “Send”. | System analyzes input, detects relevant keywords (“store hours”), and returns appropriate response (e.g., “Our store is open from 8:00 AM to 6:00 PM, Monday to Saturday.”) |
| 3 | Customer asks a follow-up question or another valid inquiry. | System continues the conversation by returning automated responses based on the detected keywords. |

**2. Test Case ID: TCMI002**

* **Priority:** Medium
* **Description:** Manage Inquiries exception condition – user submits invalid input or unknown keyword
* **Prerequisites:**
  + The system is accessible and online
* **Test Data Requirement:**
  + Input inquiry: "asdfghjkl"

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| **Step #** | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | Customer clicks the FAQ chatbot icon on the home page. | System opens chatbot window and prompts for a question. |
| 2 | |  | | --- | |  |  |  | | --- | | Customer inputs invalid or gibberish text such as “asdfghjkl” and clicks “Send”. | | System detects no matching keyword.  Displays: “Bot: Sorry, I didn’t understand that. Try asking about shipping, returns, or store hours.” |
| 3 | Customer retries with another gibberish input. | System continues to prompt with guidance for valid input topics. |

**Manage Account**3. Test Case ID: TCMA001

* Priority: High
* Description: Manage Account main flow the user registers, logs in, and update account successfully
* Prerequisites:
  + The user does not have an existing account
  + The system is accessible and online
* Test data Requirement:
  + Emal address: johnrexmerencill14@gmail.com
  + Password: P@sw0rd#001

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| **Step #** | **Step Details** | **Expected Results** |
| 1 | Customer finds and clicks “Login” located at the right side of the header. | System redirects to “User Login” page |
| 2 | Customer clicks “Register here” located below the “Login” button. | System redirects to “User Registration” page. System displays a registration form and prompts the user to fill out details such as:  First Name   * Last Name * Email address * Password * Confirm Password |
| 3 | Customer fills out the details needed in the registration form and clicks “Register” button. | System validates the inputs.  System sends a verification email to the user’s provided email address.  System redirects to “User Login” page and displays a message “Registration successful. Please check your email to verify your account before logging in.”. |
| 4 | Customer fills out the registered details in the login form: • Email Address • Password  Then clicks the “Login” button. | System validates inputs  System Redirects to the “Home Page”. |
| 5 | Customer clicks the profile icon at the rightmost part of the header. | System displays a dropdown menu containing the user’s name and Logout option |
| 6 | Customer clicks their name from the dropdown menu. | System redirects to the profile page |
| 7 | Customer selects to change password and fills out:  • Current Password  • New Password  • Confirm New Password  Then submits the change. | System validates and updates password  System displays success message (e.g., “Password successfully updated.”) |

**4. Test Case ID: TCMA002**

* **Priority:** Medium
* **Description:** Manage Account exception condition – login attempt using invalid credentials
* **Prerequisites:**
  + The system is accessible and online
* **Test Data Requirement:**
  + Email address: wronguser@example.com
  + Password: Invalid123

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| **Step #** | **Step Details** | **Expected Results** |
| 1 | Customer finds and clicks “Login” located at the right side of the header. | System redirects to “User Login” page |
| 2 | Customer enters invalid email and/or password then clicks “Login” button. | System displays an error message: “Invalid credentials.” |
| 3 | Customer tries to submit again with same invalid credentials. | System continues to display: “Invalid credentials.” and blocks access |

**5. Test Case ID: TCMA003**

* **Priority:** Medium
* **Description:** Manage Account exception condition – login attempt with blank inputs
* **Prerequisites:**
  + The system is accessible and online
* **Test Data Requirement:**
  + Leave Email and Password fields empty

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| **Step#** | **Step Details** | **Expected Results** |
| 1 | Customer finds and clicks “Login” located at the right side of the header. | System redirects to “User Login” page |
| 2 | Customer clicks “Login” button without entering any input. | System displays validation errors beside blank fields: “Please fill out this field.” |
| 3 | Customer retries with still blank input. | System continues to prompt for required fields |

**6. Test Case ID: TCMA004**

* **Priority:** Medium
* **Description:** Manage Account exception condition – login with unverified email
* **Prerequisites:**
  + The system is accessible and online
  + User has registered but not yet verified their email
* **Test Data Requirement:**
  + Email: unverifieduser@example.com
  + Password: P@ssw0rd123

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| **Step#** | **Step Details** | **Expected Results** |
| 1 | Customer finds and clicks “Login” located at the right side of the header. | System redirects to “User Login” page |
| 2 | Customer enters unverified email and correct password, then clicks “Login” button. | System displays: “You must verify your email address.” with “Resend Verification Email” hyperlink |
| 3 | Customer clicks “Resend Verification Email”. | System resends verification email and displays confirmation message |
| 4 | Customer checks inbox and verifies account via email link. | System activates the account |
| 5 | Customer retries login. | System redirects to Home page upon successful login |

**7. Test Case ID: TCMA005**

* **Priority:** Medium
* **Description:** Manage Account exception condition – registration with blank inputs
* **Prerequisites:**
  + The system is accessible and online
* **Test Data Requirement:**
  + All fields left blank

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| **Step #** | **Step Details** | **Expected Results** |
| 1 | |  | | --- | |  |  |  | | --- | | Customer finds and clicks “Login” → then “Register here”. | | System redirects to registration page |
| 2 | Customer clicks “Register” button without entering any input. | System displays validation errors beside all blank fields: “Please fill out this field.” |
| 3 | Customer retries with still blank inputs. | System continues to prompt for required fields |

**8. Test Case ID: TCMA006**

* **Priority:** Medium
* **Description:** Manage Account exception condition – registration with mismatched passwords
* **Prerequisites:**
  + The system is accessible and online
* **Test Data Requirement:**
  + Email: janedoe@example.com
  + Password: Test123!
  + Confirm Password: Test321!

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| **Step #** | **Step Details** | **Expected Results** |
| 1 | |  | | --- | |  |  |  | | --- | | Customer finds and clicks “Login” → then “Register here”. | | System redirects to registration page |
| 2 | Customer fills out all fields with mismatched password and confirm password. | System displays error: “Passwords do not match.” |
| 3 | Customer retries without correcting mismatch. | System continues to display mismatch error |

**9. Test Case ID: TCMA007**

* **Priority:** Medium
* **Description:** Manage Account exception condition – registration with invalid email format
* **Prerequisites:**
  + The system is accessible and online
* **Test Data Requirement:**
  + Email: test.@email.com (invalid)
  + Other fields valid

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| **Step #** | **Step Details** | **Expected Results** |
| 1 | Customer navigates to registration page. | Registration form loads successfully |
| 2 | Customer enters an invalid email format and fills other fields correctly. | System displays error message beside email field: “'.' is used at a wrong position in ‘.com’.” |
| 3 | Customer clicks “Register” again without correcting email | System blocks form submission and continues showing error |

**10. Test Case ID: TCMA008**

* **Priority:** Medium
* **Description:** Manage Account – forgot password flow
* **Prerequisites:**
  + The system is accessible and online
  + Email is already verified
* **Test Data Requirement:**
  + Email: johnrexmerencill14@gmail.com

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| |  | | --- | | **Step #** |  |  | | --- | |  | | Step Details | Expected Results |
| 1 | Customer clicks “Forgot Password?” on login page. | System redirects to “Forgot Password” page |
| 2 | Customer enters verified email and clicks “Submit”. | System sends reset link to the provided email |
| 3 | Customer clicks the reset password link from email. | System redirects to “Reset Password” page |
| 4 | Customer enters new password and confirmation, then clicks “Reset Password”. | System updates the password and displays success message |
| 5 | |  | | --- | |  |  |  | | --- | | Customer logs in with the new password. | | System authenticates and redirects to Home page |

**Manage Order**

**11. Test Case ID: TCMO001**

* **Priority:** High
* **Description:** Manage Order main flow – customer adds item to cart, checks out, and completes payment using credit/debit card
* **Prerequisites:**
  + Customer is logged in
  + Inventory is available
  + System is accessible and online
* **Test Data Requirement:**
  + Product: Tile Adhesive
  + Quantity: 2
  + Payment Info:
    - Email: johnrexmerencill14@gmail.com
    - Card Number: 4111 1111 1111 1111
    - Expiry: 12/28
    - CSC: 123
    - Billing Address: 123 Sample St, City

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| **Step #** | Step Details | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | Customer clicks “Shop” in the header and selects a product category. | System displays filtered product list. |
| 2 | Customer clicks “View Details” on a product. | System redirects to product details page. |
| 3 | Customer enters quantity (e.g., 2) and clicks “Add to Cart”. | System updates shopping cart and redirects to “Cart” page. |
| 4 | Customer reviews cart and clicks “Proceed to Checkout”. | System redirects to checkout page with order summary. |
| 5 | Customer selects “Debit or Credit Card” as payment method. | System displays payment input fields. |
| 6 | Customer enters required payment info and checks the required checkbox. | Inputs accepted and form ready for submission. |
| 7 | |  | | --- | |  |  |  | | --- | | Customer clicks “Pay” | | System validates inputs, processes payment, displays “Payment Successful” and Order ID. |
| 8 | Customer clicks “Back to Home”. | System redirects to Home page |

**12. Test Case ID: TCMO002**

* **Priority:** Medium
* **Description:** Manage Order exception condition – continue shopping
* **Prerequisites:**
  + Customer is logged in
  + System is accessible and online
* **Test Data Requirement:**
  + Product: Vinyl Tiles
  + Quantity: 1

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| **Step #** | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | |  | | --- | | Customer selects product → clicks “View Details”. |  |  | | --- | |  | | |  | | --- | | System displays product page. |  |  | | --- | |  | |
| 2 | |  | | --- | | Customer enters quantity and clicks “Add to Cart”. |  |  | | --- | |  | | |  | | --- | | System updates cart and redirects to cart page. |  |  | | --- | |  | |
| 3 | |  | | --- | | Customer clicks “Continue Shopping”. |  |  | | --- | |  | | System redirects to Shop page displaying product list. |

**13.** Test Case ID: TCMO003

* Priority: Medium
* Description: Manage Order exception condition – remove item from cart
* Prerequisites:
  + Customer is logged in
  + Product is already in the cart
* Test Data Requirement:
  + Product: Mosaics
  + Quantity: 3

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| |  | | --- | | **Step #** |  |  | | --- | |  | | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| **1** | |  | | --- | | **Customer goes to Cart page.** |  |  | | --- | |  | | |  | | --- | | System displays cart with product and quantity. |  |  | | --- | |  | |
| **2** | |  | | --- | | **Customer clicks “Remove” next to an item.** |  |  | | --- | |  | | **System removes the item and updates cart totals.** |

**14. Test Case ID: TCMO004**

* **Priority:** Medium
* **Description:** Manage Order exception condition – PayPal payment method
* **Prerequisites:**
  + Customer is logged in
  + Inventory is available
* **Test Data Requirement:**
  + Product: Borders
  + Quantity: 1

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| **Step #** | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| **1** | |  | | --- | | Customer adds item to cart and proceeds to checkout. |  |  | | --- | |  | | |  | | --- | | System displays order summary. |  |  | | --- | |  | |
| **2** | |  | | --- | | Customer clicks “Pay with PayPal”. |  |  | | --- | |  | | |  | | --- | | PayPal window or redirect opens. |  |  | | --- | |  | |
| **3** | |  | | --- | | Customer selects PayPal balance and clicks “Complete Purchase”. |  |  | | --- | |  | | System confirms payment, displays “Payment Successful”, and shows order summary. |

**15. Test Case ID: TCMO005**

* **Priority:** High
* **Description:** Manage Order exception condition – invalid payment credentials
* **Prerequisites:**
  + Customer is logged in
  + Inventory is available
* **Test Data Requirement:**
  + Invalid Card Number: 1234 5678 0000 9999

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| 1 | |  | | --- | | Customer adds item to cart, proceeds to checkout, and selects “Debit/Credit Card”. |  |  | | --- | |  | | |  | | --- | | System displays payment form. |  |  | | --- | |  | |
| 2 | |  | | --- | | Customer enters invalid card number and submits. |  |  | | --- | |  | | System displays error: “Enter a valid card number.” and blocks transaction. |

**16. Test Case ID: TCMO006**

* **Priority:** High
* **Description:** Manage Order exception condition – payment with blank inputs
* **Prerequisites:**
  + Customer is logged in
  + Inventory is available

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| Step # | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | |  | | --- | | Customer proceeds to checkout and selects “Debit/Credit Card”. |  |  | | --- | |  | | |  | | --- | | Payment form is shown. |  |  | | --- | |  | |
| 2 | |  | | --- | | Customer clicks “Pay” without entering any data. |  |  | | --- | |  | | System displays “Required” beside all blank input fields. |

**17. Test Case ID: TCMO007**

* **Priority:** High
* **Description:** Manage Order exception condition – payment fails on PayPal
* **Prerequisites:**
  + Customer is logged in
  + Inventory is available

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| **Step#** | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | |  | | --- | | Customer adds item to cart and selects PayPal. |  |  | | --- | |  | | |  | | --- | | PayPal window or redirect opens. |  |  | | --- | |  | |
| 2 | |  | | --- | | Customer does not select any payment method and clicks “Complete Purchase”. |  |  | | --- | |  | | System displays error: “Payment Failed” and cancels transaction. |

**Manage Product  
  
18. Test Case ID: TCMP001**

* **Priority:** High
* **Description:** Manage Product main flow – admin adds a new product
* **Prerequisites:**
  + Admin is logged in
  + System is accessible and online
* **Test Data Requirement:**
  + Product Name: “Ceramic Tile 60x60”
  + Price: 550.00
  + Quantity: 100
  + Category: Tiles
  + Description: “High-quality ceramic tile, 60x60 cm”
  + Image: sampletile.jpg

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| **Step #** | **Step Details** | **Expected Results** |
| 1 | Admin clicks “Login” → “Login as Admin” → Enters credentials. | |  | | --- | | System redirects to admin dashboard. |  |  | | --- | |  | |
| 2 | |  | | --- | | Admin clicks “Products” in the admin panel sidebar. |  |  | | --- | |  | | |  | | --- | | System redirects to “Products” page. |  |  | | --- | |  | |
| 3 | |  | | --- | | Admin clicks “Add New Product” button. |  |  | | --- | |  | | |  | | --- | | System redirects to “Product Creation” page. |  |  | | --- | |  | |
| 4 | |  | | --- | | Admin fills out all required fields and clicks “Save Product”. |  |  | | --- | |  | | System saves product, displays: “Product created successfully!”, and returns to the Products page. |

**19. Test Case ID: TCMP002**

* **Priority:** Medium
* **Description:** Manage Product main flow – admin updates existing product details
* **Prerequisites:**
  + Admin is logged in
  + At least one product is listed
* **Test Data Requirement:**
  + Product to Edit: “Ceramic Tile 60x60”
  + New Price: 525.00
  + New Quantity: 90

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| **Step#** | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | |  | | --- | | Admin goes to “Products” page from admin sidebar. |  |  | | --- | |  | | |  | | --- | | Product list is displayed. |  |  | | --- | |  | |
| 2 | |  | | --- | | Admin clicks “Edit” icon next to a product. |  |  | | --- | |  | | |  | | --- | | System loads product details into editable form. |  |  | | --- | |  | |
| 3 | |  | | --- | | Admin modifies price and quantity, then clicks “Update Product”. |  |  | | --- | |  | | System saves changes and displays: “Product updated successfully!”. |

**20. Test Case ID: TCMP003**

* **Priority:** Medium
* **Description:** Manage Product exception condition – admin deletes a product
* **Prerequisites:**
  + Admin is logged in
  + At least one product exists in the listing
* **Test Data Requirement:**
  + Product to Delete: “Ceramic Tile 60x60”

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| **Step#** | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | |  | | --- | | Admin accesses “Products” from the admin sidebar. |  |  | | --- | |  | | |  | | --- | | Product list is displayed. |  |  | | --- | |  | |
| 2 | |  | | --- | | Admin clicks the “Delete” (trash) icon next to the product. |  |  | | --- | |  | | System deletes the product, updates the database, and displays: “Product deleted successfully!” or similar confirmation. |

**21. Test Case ID: TCMP004**

* **Priority:** Medium
* **Description:** Manage Product exception condition – submit empty product creation form
* **Prerequisites:**
  + Admin is logged in
* **Test Data Requirement:**
  + All fields left blank

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| **Step#** | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | |  | | --- | | Admin clicks “Add New Product”. |  |  | | --- | |  | | |  | | --- | | System loads product creation form. |  |  | | --- | |  | |
| 2 | |  | | --- | | Admin leaves all fields empty and clicks “Save Product”. |  |  | | --- | |  | | System displays “Please fill out this field.” beside each required input. |

**View Report**

**22. Test Case ID: TCVR001**

* **Priority:** High
* **Description:** View Report main flow – admin successfully logs in and views dashboard report
* **Prerequisites:**
  + Admin has a valid account
  + System is accessible and online
* **Test Data Requirement:**
  + Email: admin@example.com
  + Password: AdminPass#123

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| **Step#** | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | |  | | --- | | Admin clicks “Login” located at the right side of the header. |  |  | | --- | |  | | |  | | --- | | System redirects to the “User Login” page. |  |  | | --- | |  | |
| 2 | |  | | --- | | Admin clicks “Login as Admin” below the “Register here” link. |  |  | | --- | |  | | |  | | --- | | System redirects to the admin login page. |  |  | | --- | |  | |
| 3 | |  | | --- | | Admin enters valid email and password and clicks “Login”. |  |  | | --- | |  | | |  | | --- | | System authenticates and redirects to the admin dashboard. |  |  | | --- | |  | |
| 4 | Admin views dashboard, which displays key performance stats including: • Total Users • Total Revenue • Pending Orders • Total Products • Sales Overview (Graph) • Product Overview | Dashboard loads successfully with real-time metrics and visual elements. |

**23. Test Case ID: TCVR002**

* **Priority:** Medium
* **Description:** View Report exception condition – admin attempts login with invalid credentials
* **Prerequisites:**
  + System is accessible and online
* **Test Data Requirement:**
  + Email: wrongadmin@example.com
  + Password: WrongPass123

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| **Step #** | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | |  | | --- | | Admin clicks “Login” → “Login as Admin”. |  |  | | --- | |  | | |  | | --- | | Admin login page loads. |  |  | | --- | |  | |
| 2 | |  | | --- | | Admin enters invalid email/password and clicks “Login”. |  |  | | --- | |  | | |  | | --- | | System displays: “Invalid credentials.” and blocks access. |  |  | | --- | |  | |
| 3 | |  | | --- | | Admin retries with same wrong credentials. |  |  | | --- | |  | | System continues to block login and shows the same error. |

**24. Test Case ID: TCVR003**

* **Priority:** Medium
* **Description:** View Report exception condition – blank login fields
* **Prerequisites:**
  + System is accessible and online
* **Test Data Requirement:**
  + Email and password left empty

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| **Step#** | |  | | --- | | **Step Details** |  |  | | --- | |  | | | **Expected Results** | | --- |  |  | | --- | |  | |
| 1 | |  | | --- | | Admin navigates to the admin login page. |  |  | | --- | |  | | |  | | --- | | Admin login page loads successfully. |  |  | | --- | |  | |
| 2 | |  | | --- | | Admin clicks “Login” without entering any email or password. |  |  | | --- | |  | | |  | | --- | | System displays validation message: “Please fill out this field.” beside the empty inputs. |  |  | | --- | |  | |
| 3 | |  | | --- | | Admin attempts to submit again with blank fields. |  |  | | --- | |  | | System continues to block the login attempt. |