SYNC-CRM Manual Testing Project Documentation

# 1. Test Plan

This document outlines the testing strategy for the SYNC-CRM web application.

- Scope: Functional and regression testing of all CRM modules

- Objectives: Validate core workflows such as user login, lead creation, contact update, etc.

- Tools: Jira, Excel, Chrome, Firefox

- Approach: Manual testing using well-defined test cases, executed in sprint cycles

# 2. Sample Test Cases

Below is a sample functional test case:

Test Case ID: TC\_001  
Module: Login  
Description: Verify user login with valid credentials  
Steps:  
1. Open login page  
2. Enter valid username and password  
3. Click login  
Expected Result: User should be redirected to the dashboard

# 3. Sample Bug Report

Bug ID: BUG\_045  
Summary: CRM crashes when submitting a blank lead form  
Severity: High  
Steps to Reproduce:  
1. Navigate to Lead form  
2. Click submit without entering data  
Expected: Validation error  
Actual: Application crash  
Status: Open  
Reported in Jira

# 4. Traceability Matrix

Requirement ID | Test Case ID  
REQ\_001 | TC\_001  
REQ\_002 | TC\_002

# 5. API Testing (Optional)

Basic API testing was performed using Postman.  
Collection file: sync-crm-collection.json (to be uploaded separately).