

Customer Feedback Management System (CFMS) - Software Tester Assignment

1. Test Cases

Functional Testing

TC001 - Submitting feedback without an email

Test Scenario: Validate that feedback submission requires an email.

Test Steps:

1. Open the feedback form.
2. Enter all required details except email.
3. Submit the form.

Expected Result: System should display an error message: "Email is required."

TC002 - Submitting feedback with invalid email format

Test Scenario: Validate that only a valid email format is accepted.

Test Steps:

1. Open the feedback form.
2. Enter an invalid email format (e.g., "user@com").
3. Submit the form.

Expected Result: System should display an error message: "Enter a valid email address."

TC003 - Submitting feedback without a rating

Test Scenario: Validate that a rating is required for feedback submission.

Test Steps:

1. Open the feedback form.
2. Enter all details except rating.

3. Submit the form.

Expected Result: System should display an error message: "Rating is required."

Integration Testing

TC004 - Admin response visibility

Test Scenario: Validate that the admin's response is visible to the customer.

Test Steps:

1. Submit feedback as a customer.
2. Admin logs in and responds to the feedback.
3. Customer logs in and checks feedback.

Expected Result: Admin's response should be visible to the customer.

TC005 - Email notification on new feedback submission

Test Scenario: Validate that an email notification is sent to the admin.

Test Steps:

1. Submit feedback as a customer.
2. Check admin email inbox.

Expected Result: Admin should receive an email notification.

Security Testing

TC006 - SQL Injection in feedback form

Test Scenario: Validate that the feedback form is protected against SQL injection.

Test Steps:

1. Enter SQL injection payload (e.g., " OR '1'='1") in the comments field.
2. Submit the form.

Expected Result: System should prevent SQL injection and sanitize input.

TC007 - XSS attack in feedback submission

Test Scenario: Validate that input fields are protected against XSS attacks.

Test Steps:

1. Enter a JavaScript script tag (<script>alert('XSS')</script>) in the comments field.
2. Submit the form.

Expected Result: System should sanitize input and prevent script execution.

TC008 - Unauthorized admin panel access

Test Scenario: Validate that non-admin users cannot access the admin panel.

Test Steps:

1. Try accessing the admin panel URL without login credentials.
2. Try accessing the panel with a customer account.

Expected Result: System should deny access and redirect to the login page.

TC009 - CAPTCHA verification check

Test Scenario: Validate that CAPTCHA must be completed before feedback submission.

Test Steps:

1. Open the feedback form.
2. Fill all details but do not complete CAPTCHA.
3. Submit the form.

Expected Result: System should display an error message: "Please complete the CAPTCHA."

TC010 - Data privacy for stored feedback

Test Scenario: Validate that feedback data is not publicly accessible.

Test Steps:

1. Try accessing stored feedback through direct URL manipulation.
2. Check if feedback data is visible without authentication.

Expected Result: System should restrict access to authorized users only.

2. Acceptance Criteria

Feature 1: Feedback Submission Form

- Customers must provide a valid email and rating for successful feedback submission.
- CAPTCHA verification must be completed before submission.
- System must validate input fields and display error messages when necessary.

Feature 2: Feedback Management (Admin Panel)

- Admin must be able to view all submitted feedback with sorting and filtering options.
- Admin can search for feedback using customer email or keywords.
- Admin response must be saved and displayed to the respective customer.

Feature 3: Security & Compliance

- Only authenticated admins should be able to access the admin panel.
- System must prevent SQL Injection and XSS attacks.
- Feedback data should not be publicly accessible without proper authentication.

Feature 4: Notifications & Alerts

- An email notification should be sent to the admin when new feedback is submitted.
- Customers must receive an email notification when an admin responds to their feedback.

Feature 5: Performance & Compatibility

- The system must be fully responsive and work across desktops, tablets, and mobile devices.

- The application must efficiently handle up to 10,000 feedback entries without performance issues.

End of Assignment