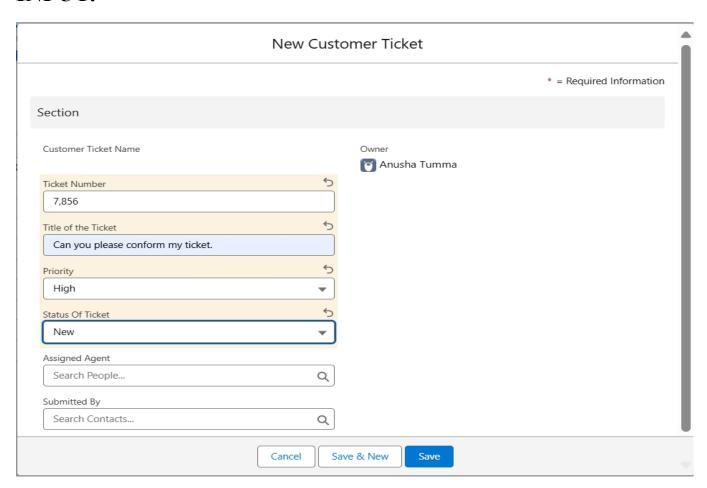
Customer Support Ticketing System

Phase 10: Quality Assurance Testing

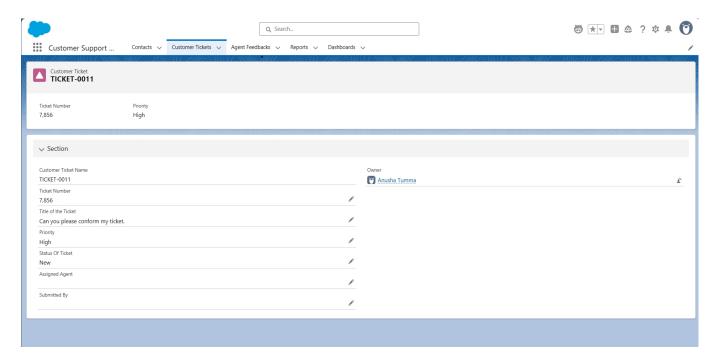
Test Case 1: Create Support Ticket

- Use Case: Add a new customer support ticket into the system.
- Test Steps (Input):
 - 1. Go to Customer Ticket tab.
 - 2. Click New \rightarrow Enter details (Ticket Number, Title, Priority, Status = New).
 - 3. Click Save.
- Expected Result: Support ticket should be created and visible.
- Actual Result: Ticket created successfully.

INPUT:



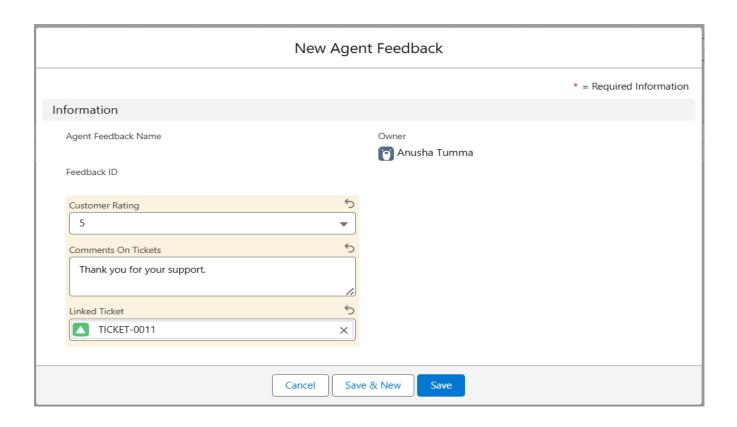
OUTPUT:



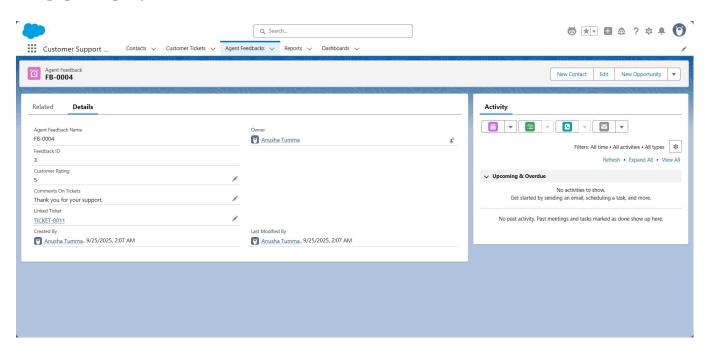
Test Case 2: Create Support Ticket & Trigger Notification

- Use Case: Creating a support ticket triggers email notification to the assigned agent or customer.
- Test Steps (Input):
 - 1. Go to AgnetFeedback tab.
 - 2. Click New \rightarrow Enter Rating, Comments, Linked Ticket.
 - 3. Click Save.
- Expected Result: Support ticket should be created, and email notification should be sent to the assigned agent or customer.
- Actual Result: Ticket created, and email notification received.

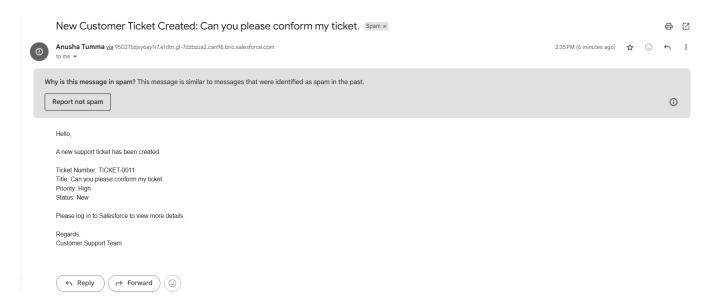
INPUT:



OUTPUT:



The final output mail will appear like this:



Test Case 3: Dashboard - Top 5 Support Tickets by Priority

- · Use Case / Scenario: Manager views tickets with highest priority or urgent cases.
- · Test Steps (Input):
 - 1. Go to Dashboards tab.
 - 2. Open Support Ticket Dashboard.
- Expected Result: Dashboard should display chart of Top 5 tickets by priority or SLA status.
- · Actual Result: Dashboard chart displayed successfully.

