

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 → 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:

New Customer Ticket

* = Required Information

Section

Customer Ticket Name

Ticket Number

7,856

Title of the Ticket

Can you please conform my ticket.

Priority

High

Status Of Ticket

New

Assigned Agent

Search People...

Submitted By

Search Contacts...

Owner

Anusha Tumma

Cancel

Save & New

Save

OUTPUT:

The screenshot displays a web application interface for Customer Support. At the top, there is a navigation bar with a search bar and several icons. Below the navigation bar, a dropdown menu is open, showing options: 'Customer Support ...', 'Contacts', 'Customer Tickets', 'Agent Feedbacks', 'Reports', and 'Dashboards'. The 'Customer Tickets' option is selected. The main content area shows a 'Customer Ticket' card for 'TICKET-0011'. Below the card, there is a table with the following data:

Section	
Customer Ticket Name	TICKET-0011
Ticket Number	7,856
Title of the Ticket	Can you please conform my ticket.
Priority	High
Status Of Ticket	New
Assigned Agent	
Submitted By	

On the right side of the table, there is an 'Owner' field with the name 'Anusha Tumma' and a small profile icon.

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 AgentFeedback tab.
 2. Click New → 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:

New Agent Feedback

* = Required Information

Information

Agent Feedback Name

Owner

Feedback ID

Anusha Tumma

Customer Rating

↶

5

Comments On Tickets

↶

Thank you for your support.

Linked Ticket

↶

TICKET-0011

✕

Cancel

Save & New

Save

OUTPUT:

Search...

Customer Support ...

Contacts

Customer Tickets

Agent Feedbacks

Reports

Dashboards

Agent Feedback
FB-0004

New Contact

Edit

New Opportunity

Related

Details

Agent Feedback Name

FB-0004

Feedback ID

3

Customer Rating

5

Comments On Tickets

Thank you for your support.

Linked Ticket

[TICKET-0011](#)

Created By

Anusha Tumma, 9/25/2025, 2:07 AM

Owner

Anusha Tumma

Last Modified By

Anusha Tumma, 9/25/2025, 2:07 AM

Activity

Filters: All time • All activities • All types

Refresh

Expand All

View All

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

The final output mail will appear like this:

New Customer Ticket Created: Can you please conform my ticket. Spam x

Anusha Tumma via 950276zjxy6ay1r7.e1dtn.gl-7dzbzua2.can98.bnc.salesforce.com
to me ▾

2:35 PM (6 minutes ago) ☆ 😊 ↶ ⋮

Why is this message in spam? This message is similar to messages that were identified as spam in the past.

[Report not spam](#) ⓘ

Hello,

A new support ticket has been created.

Ticket Number: TICKET-0011
Title: Can you please conform my ticket.
Priority: High
Status: New

Please log in to Salesforce to view more details.

Regards,
Customer Support Team

↶ Reply ↷ Forward 😊

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.

