Test Plan Document

Project Name: Customer Feedback Management System

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# 1. Introduction

This document outlines the strategy and plan for testing the Customer Feedback Management System. It defines the scope, objectives, resources, schedule, and types of testing to be performed to ensure software quality.

# 2. Objectives and Tasks

• Verify all functional and non-functional requirements.

• Ensure the system handles feedback input, categorization, assignment, resolution, and status tracking correctly.

• Ensure data integrity and system performance.

# 3. Scope

## In-Scope:

• Functional testing of all feedback workflow steps.  
• UI testing for input forms.  
• Status tracking and updates.  
• User notification (if enabled).

## Out-of-Scope:

• Integration with external CRMs or third-party analytics tools.

# 4. Test Items

• Feedback submission form (Email/Form/App)  
• Feedback logging tracker (Excel/Sheet)  
• Categorization engine  
• Assignment workflow to teams  
• Resolution update mechanism  
• Feedback status transitions

# 5. Features to be Tested

|  |  |
| --- | --- |
| Feature | Test Type |
| Feedback Form Input | Functional |
| Logging Feedback to Tracker | Integration |
| Categorizing Feedback | Functional |
| Assigning to Team | Workflow |
| Updating Status | Regression |
| Notification to Customer | Optional/Functional |

# 6. Testing Types

• Unit Testing – Done by developers.  
• Integration Testing – Validate handoff between modules (e.g., form → tracker).  
• System Testing – End-to-end process validation.  
• User Acceptance Testing (UAT) – Done by client or stakeholder.  
• Regression Testing – Ensure fixes don’t break old functionality.

# 7. Test Environment

• Devices: Desktop, Tablet  
• OS: Windows, Android (if app involved)  
• Tools: Google Sheets, Excel, Browser (Chrome)

# 8. Deliverables

• Test Cases Document (Step 9)  
• Defect Report  
• Final Test Summary Report

# 9. Schedule

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| --- | --- |
| Phase | Dates |
| Test Planning | May 6–7 |
| Test Case Writing | May 7 |
| Test Execution | May 8–9 |
| Bug Fixes & Retesting | May 9–10 |
| Final Report Submission | May 11 |