# Test Case - Task 1: Customer Service Flow

## 1. Test Case Title:

Navigate to the Customer Service page and verify the Track Your Package flow.

## 2. Objective:

To validate that the main navigation, Customer Service section, and Track Your Package page function as expected on Amazon.com.

## 3. Preconditions:

- User is on the Amazon homepage (https://www.amazon.com).

- Browser language is set to English (no region-specific interference).

- No login is required for browsing Customer Service.

## 4. Test Steps:

1. Open https://www.amazon.com.
2. Validate that the main menu is visible and contains items such as 'Today’s Deals' and 'Customer Service'.
3. Navigate to the Customer Service page via header or menu.
4. Locate and click on 'Where’s My Stuff' tile/button.
5. Click on the next tile/button corresponding to 'Track your package'.
6. If redirected to sign-in, simulate redirect to Order History page.
7. Verify that the Track Your Package or Order History page is displayed successfully.

## 5. Expected Results:

- Main navigation bar loads correctly with all expected menu items visible.

- Customer Service page opens successfully and displays support tiles.

- ‘Where’s My Stuff’ tile is visible and clickable.

- ‘Track your package’ option navigates to the corresponding page.

- If login is required, redirection to the sign-in or order history page occurs as expected.

- Final page (Track your package or Order History) displays visible content confirming successful navigation.

## 6. Postconditions:

User remains on the Track Your Package or Order History page. No state changes are saved.