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| **Sl. No.** | **Scenario** | **Error Scenarios** | **How it should have been handled according to you** | **How it is currently being handled** | **Possible reasons for deviation of your preferences from the current way of handling** |
| 1 | Compose an email in Outlook. Go to mail ( by clicking in bottom menu bar ) after performing the prerequisites and click the plus button on the top right corner. | Click on Compose mail >Compose a mail with To, Subject, Mail body >Enter special character in domain name in To recipient (ex:chadn@$%^.com) >Click on Send | It could have been handled by throwing error message has invalid domain name in recipient | It has been handled by throwing error message as "This message can't be sent because at least one recipient isn't valid" | May be to handled with multiple invalid messages in a single error message |
| 2 | Click on Compose mail >Compose a mail with valid mail id To, Subject, Mail body >enter a invalid email id in Cc >click on Send | It could have been handled by throwing error message has invalid recipient in Cc | It has been handled by throwing error message as "This message can't be sent because at least one recipient isn't valid" | May be to handled invalid recipient in 'To' and 'Cc' in a single error message. |
| 3 | Click on Compose mail >Compose a mail with To, Subject, Mail body >Add an Attachment which size of a file more than specified limit >Click on Send | It could have been handled by throwing error message more specific as possible ways to send the large attachement | It has been handled by throwing error message as "This file is too large to send as an attachment. The largest file you can send is 32 MB" | May the error becomes too much to display. doesn't looks simple. |
| 4 | Click on Compose mail >Compose mail with valid email id in‘To’ recipient, Subject, Mail body and save to draft >Go to draft and reenter the invalid email ID in ‘To’ recipient | It could have been handled by throwing error message has invalid domain name in recipient | It has been handled by throwing error message as "This message can't be sent because at least one recipient isn't valid" | May be to handled with multiple invalid recipient in a single error message |
| 5 | Click on Compose mail >Compose mail with Invalid email id in‘To’ recipient, Subject, Mail body and save to draft > Click on draft >Click on Send email | It could have been handled by throwing error message has invalid domain name in recipient | It has been handled by throwing error message as "This message can't be sent because at least one recipient isn't valid" | May be to handled with multiple invalid recipient in a single error message |
| 6 | Click on Compose mail >Compose mail with Invalid email id in‘To’ recipient, Subject, Mail body and save to draft > Click on draft >Click on Edit mail | It could have been handled by mentioing error message in the draft mail edit page | It has been handled by showing the recipient in Red colour | May be to avoid showing the error message before clicking on send mail, assuming user will edit the recipient as it has been displayed in red colour |
| 7 | Click on Compose mail >Compose mail with valid email id in‘To’ recipient, Subject, Mail body and Invalid recipient in Cc and Bcc >save to draft > Click on edit mail | It could have been handled by mentioing error message in the draft mail edit page | It has been handled by showing the recipient in Red colour | May be to avoid showing the error message before clicking on send mail, assuming user will edit the recipient as it has been displayed in red colour |
| 8 | Click on Compose mail >Compose mail with valid email id in‘To’ recipient, Subject, Mail body and invalid recipient in Cc and Bcc >save to draft > Click on draft > click on edit mail | It could have been handled by capturing the invalid mail id of Cc and Bcc also to draft | It has been handled by not capturing the invalid mail ID to draft | May be avoid too much invalid data in the draft mail |
| 9 | Click on Compose mail >compose mail with To, Subject, Mail body, Add picture of size more than specified size from the galley >Click on Send | It could have been handled by throwing error message more specific has possible ways to send the large size picture | It has been handled by throwing error message as "This file is too large to send as an attachment. The largest file you can send is 32 MB" | May the error becomes too much to display. doesn't looks simple. |
| 10 | Click on Compose mail >Compose a mail with To, Subject, Mail body and by taking picture of high resolution from camera >Click on send | It could have been handled by throwing error message more specific has possible ways to send the large size picture | It has been handled by throwing error message as "This file is too large to send as an attachment. The largest file you can send is 32 MB" | May the error becomes too much to display. doesn't looks simple. |
| 11 | Click on Compose mail >Compose mail with valid email id in‘Cc’ & ‘Bcc’ recipient, Mail body >Do not enter To recipient >Click on Send email | It could have been handled by throwing warning message to enter the To recipient | It has been not handled to display warning message | May to avoid the user to interrupt with too much warning message |
| 13 | Create an event in outlook calendar. Go to calendar module ( by clicking the icon in the bottom bar with the current date mentioned ) after performing the prerequisites and click the plus button on the top right corner | Click on Calendar >Create an event >add event with previous day | It could have been handled by throwing warning message to user as 'you have choosen previous date' | It has been not handled to display warning message | May to avoid the user to interrupt with too much warning message |
| 14 | Click on Calendar >Create an event >click on select people >add the mail id with invlaid domain | It could have been handled by throwing error message to user as invalid recipient | Invalid mail gets added to the text field | May be dont want to interrupt the user to create an event |
| 15 | Click on Calendar >Create an event >click on select people >add the group for the people | It could have been handled by throwing user info message as number of people in the group | Direclty group gets added to the people list | No deviation |
| 16 | Click on Calendar >Create an event >click on select location > choose the location >enter intial text of choosen location and observe | It could have been handled by not dispalying the already choosen location | Displays the already choosen location | May be dont want to miss showing the user all the availble location each time |
| 17 | Click on Calendar >Create an event >add event title name only with special character | It could have been handled by showing title in red colour. | User is able to add event with title containing only invalid special characters | May be dont want to interrupt the user to create an event |
| 19 | Add a contact in outlook. Go to people module( by clicking the icon in bottom ) after performing the prerequisites and click the plus button on the top right corner | Click on Contact > Click on Create Contact >try to Create a contact without entering any field | It could have been handled by showing message as requires minimum one field to create a contant | It has been handled by enabling the create contact button | No deviation |
| 20 | Click on Contact > Click on Create Contact >enter only Special chars in first name > try editing the same contact. | It could have been handled by showing waring message as Special chars cant be a name of contact | User is able to create contact with special characters | May be dont want to interrupt the user to create a contact |
| 21 | Click on Contact > Click on Create Contact >enter alphabets in mobile > create a contact | It could have been handled by not allowing the chars other than numbers in mobile field | User is able to add event with title containing only invalid special characters | May be dont want to interrupt the user to create a contact |
| 22 | Click on Contact > Click on Create Contact >Create contact with only name >edit the same contact deleting all the previous data and save it. | It could have been handled by not allowing the user to save it withouy single input | It has been handled by saving the contact and displaying it has "Name isn't available" | No deviation |