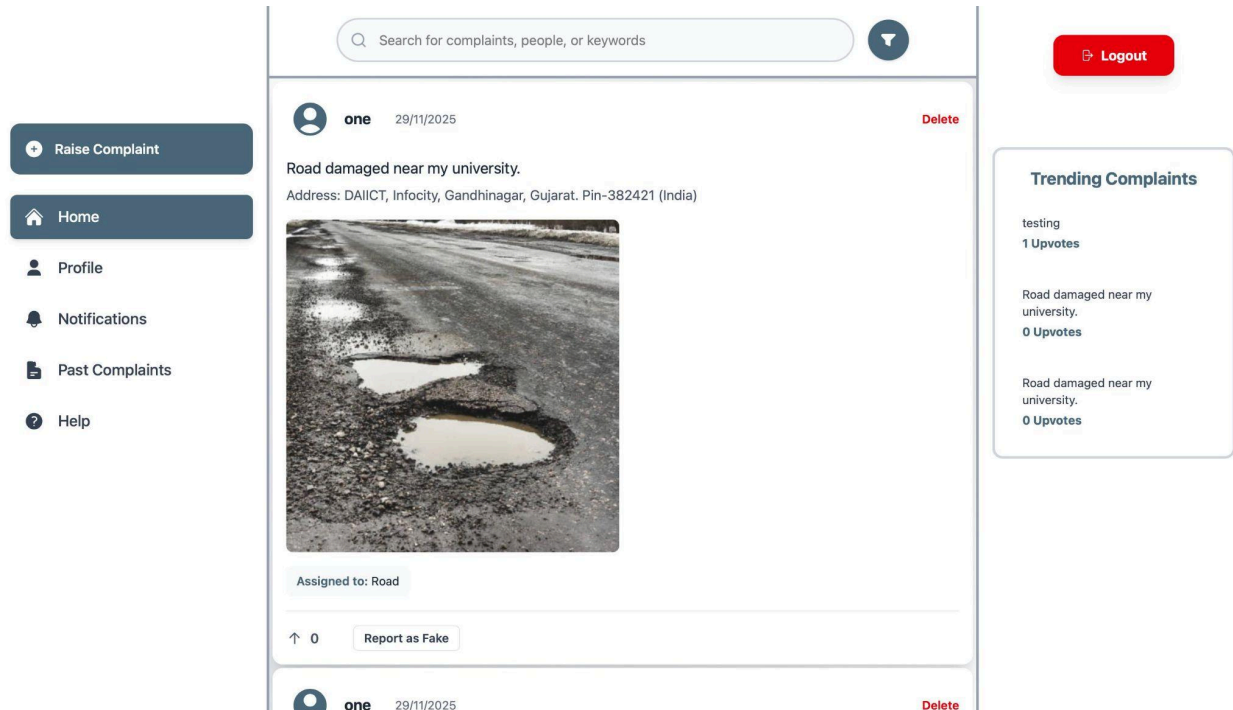# IT-314 Software Engineering

GUI Testing

Project Title: Crowd Powered Smart Complaint Management System

Group 6

Introduction

The objective of this report is to document the results of automated Graphical User Interface (GUI) testing performed on the Crowd Powered Smart Complaint Management System using Selenium IDE. This report synthesizes findings across the Crowd Powered Smart Complaint Management System, covering the login page, registration page, forgot password flow, dashboard functionality, roadmap generation module, AI chat-bot feature and built-in IDE interactions.

Scope of Testing

The scope includes functional GUI validation, navigation behavior, user inputs, page responsiveness, and component visibility across major modules of the platform.

Testing Environment
Tools Used: Selenium IDE
Test Type: Automated GUI Testing

Browser: Firefox
Operating System: MacOS

- **List Of Modules Tested:-**

  1. Login Page
  - Testing the Backend Connection
  - Citizen
  - Government Authority
  - Field Workers
  - Admin

  2. Admin Page Test

  3. Change Password
  - Citizen (using old password/otp)
  - Government (using old password)
  - Field Worker (using old password)
  - Admin

  4. Citizen Page
  - Raise Complaint
  - Search Complaint
  - Report Complaint As Fake
  - Upvote Complaint
  - Delete Complaint
  - Help Support Page

  5. Government Page
  - Assign Field Work to Complaint
  - Check Complaints
  - Delete Complaint

6. Field Worker Page

- Support Resolution

- Viewing Notification Page

- Support Resolution

7. Admin Page

- Deleting Users

- Selecting Users and Departments

- Selecting Checkbox

- Logout

8. Logout

Testing Log:

Areas Tested	Scope	Status
Visual Design	Colors, Fonts, Spacing, Alignment	Passed
Functionality	Input field Behaviour, Button States, Message Popup	Passed
Usability	Clarity of labels, ease of interaction	Passed
Responsive	Layout Stability, Loading Time	Passed
User Friendly	Easy Navigation, Smooth Work Flow	Passed

Conclusion:

All Primary GUI formalities of the Crowd Powerted Smart Complaint Management System performed reliably across the tested modules. Automated navigation and interaction testing validated consistent UI behavior. However,

usability issues related to the IDE save feature and navbar hover mechanics require corrective action.

The system is suitable for further performance, stress, and scalability testing.