**<Ticket Tracker> Black Box Test Plan**

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**Evaluating Results on: 11/4/16**

**Introduction**

This test plan will initiate all the Ticket types for their given states. The GU interface given should match what is expected for a ticket given its state.

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| **Test ID** | **Description** | **Expected Results** | **Actual Results** |
| GUI Loads  (Sayam) | **Preconditions: None**  Run TicketTrackerGUI as a Java application.  Check results | The GUI loads.  In the upper left hand corner, File menu is shown.  Below, Ticket Actions are displayed. New Ticket, Delete Selected Ticket, Edit Selected Ticket.  Below that, search options are displayed. Filter List by Owner, Filter List by Submitter, show all tickets.  Below, that, Ticket List, it should be empty at this point | File menu is shown.  Search options displayed. Shows all tickets button displayed. Ticket list is empty |
| NewTicket list  (Sayam) | **Preconditions: Previous test pass**  Click File in the top  *Check results*  Click New  *Check results* | 4 options are displayed when clicking File. New, Load, Save, Quit. Save should be greyed out.  A new empty list of ticket is displayed. | File has the options mentioned. Save is greyed out.  Nothing happens visibly after clicking New. Ticket list is still empty. |
| AddTicket  (Sayam) | **Preconditions: Previous test pass**  From the new ticket list screen, click Add New Ticket.  *Check Results*  Click Cancel  *Check Results*    Click Add New TIcket again.  In the Title, enter, IT Problem 1  In the submitter: Employee A  For notes: Pls fix me issue.  Click Add Ticket to the List  Check results  Select the New ticket and click edit.  Check results  In the Id, write, “me”  Author: manager  Note text: Pls fix issue for Employee A  Click Assign.  *Check Results*  Click on the assigned Ticket  Check Results  In the author field add, IT Staff 1  Note: Accepting the ticket, will look into the issue. Click Accept.  Check Results  Select the ticket, click edit.  Check Results  In note, add: Employee A, pls provide me more info please.  Click Request Feedback.  Check results.  Select Ticket  Check results.  in the note field, add: here is more info on the issue.  Click Provide Feedback.  Check results | The New Ticket Information screen is displayed. Ticket title field is empty. So are Ticket submitter and Ticket notes. At the bottom, two buttons are displayed, Add Ticket to List, Cancel.  Returned to the Ticket List screen.  The ticket list screen has a new entry with ID = 0, State = New, and Title as IT Problem 1.  In the screen, near the middle, Assign Ticket Owner should be displayed. Has Developer Id, Note Author, Note Text fields are displayed and empty.  Returned to Ticket list screen. Ticket state is assigned.  Assigned ticket Screen is displayed, The two previous notes are shown, with Employee A and manager. Close Ticket flag is displayed. Note Author and Note Fields are displayed and are empty.  In the ticket list screen, ticket with id 0, should be in Working state.  Working ticket screen is displayed. Four options are displayed, Add Note, Request Feedback, close ticket, and Assign new owner.  In the ticket list screen, ticket state should be Feed back.  Feedback screen is displayed. Can see notes from Employee A, me, and IT Staff 1.  In the ticket list screen, the ticket is back into the working state. | New ticket information screen appears.  Back to the ticket list screen.  Ticket was added to the list. Id is 1. Title is IT Problem 1.  Ticket is now in assigned state.  Whe viewing the assigned ticket, two notes can be seen. One from employee A and another from manager.  Ticket is now in working state.  Working ticket UI is displayed. Id is 1, not 0. Can see the past three notes in the Notes section.  Ticket now in feedback state.  Ticket back into working state. |
| SaveTicket  (Sayam) | **Preconditions: Previous Test Pass**  From File select Save. Save as test-save.xml in the test-files folder.  *Check Results*  *Close GUI* | Check in the test-file folder if the test-ticket1.xml file is saved. | File is saved |
| Load Ticket files (Sayam) | **Preconditions: Previous tests have passed.**  Run GUI. From file, click Load. Open test\_save.xml from the test-files folder.  Check results  from file, choose load again, select ticket3.xml  Check results  Close gui | Ticket1 file is loaded. Tickets are displayed on the screen.  Should see an error dialog, saying Invalid xml file. | Ticket saved from earlier is displayed in ticket list.  Error was displayed when loading ticket3.xml  “Unable to load ticket file.” Error message displayed. |

**Document Revision History**

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| **Date** | **Author** | **Change Description** |
| 10/21/2016 | Sayam Patel | * Added 5 black box tests |
| 11/4/2016 | Sayam Patel | * Evaluated results of black box tests. All pass. |