Incident display/history section - Blackbox Test

1.Requirement Clarification

1. When user clicks ‘Call Center’ on the navigation bar, he/she shall be able to see all the unresolved incidents on the main page of ‘Call Center’.
2. When the user clicks on the ‘History’ button, he/she will be redirected to a new page which shows all the resolved incidents.
3. The stubs used to test the functions of the subsystem is the built-in model template of Django, which is a website framework. The model serves as a data container consisting seven fields – the incident ID, the type of the incident, and the location of the incident, incident time, incident location, incident status, incident department.

2.Generic cases

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| Case ID | Scenario | Expected result | Actual result |
| 1 | The user clicks ‘Call Center’ on the navigation bar and there are no unresolved incidents in the database. | A blank table will be shown. | A blank table will be shown. |
| 2 | The user clicks ‘Call Center’ on the navigation bar and there are some unresolved incidents in the database. | A table contains all the unresolved incidents together with their information will be shown. | A table contains all the unresolved incidents together with their information will be shown. |
| 3 | The user clicks ‘History’ button on the main page of ‘Call Center’ and there are no resolved incidents in the database. | The user will be redirected to a new page where blank table will be shown. | The user will be redirected to a new page where blank table will be shown. |
| 4 | The user clicks ‘History’ button on the main page of ‘Call Center’ and there are no resolved incidents in the database. | The user will be redirected to a new page where all the resolved incidents together with their information will be shown. | The user will be redirected to a new page where all the resolved incidents together with their information will be shown. |