Status Track Function – Blackbox Test

1. Status Track
   1. Requirement Clarification
      1. The departments’ track shall be displayed in the incident table, consisting of four steps, each represents departments’ progress of solving the incident. Originally each step is in status of New, once all steps have been achieved, the status of that incident will turn to Resolved.
      2. The first step: New, states that certain department was informed and assigned the task, status of this incident shall remain New until this step is finished.
      3. The second step: Planned, states that a plan of solving the incident is arranged, status of this incident shall remain Planned until this step is finished.
      4. The third step: In Progress, states that work is under way according to the plan, status of this incident shall remain In Progress until this step is finished.
      5. The fourth step: Resolved, states that work has been finished, status of this incident shall remain Resolved until this step is finished.
   2. Generic Cases

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| Case ID | Scenario | Expected Result | Actual Result |
| 1 | The user goes to Call Centre Home page. | The incidents status is displayed on the table of all unsolved incidents. | The incident status is displayed correctly according to the current incident status. |
| 2 | The user selects step for incident status and updates incident status. | The four steps are displayed as a dropdown list for user to select. Once confirm updating, the status is updated on the table in Call Centre Home page. | The status track page is loaded successfully and the status is displayed correctly according to the user’s status updating. |

* 1. Specific Cases

Description of the following choices:

Step “Planned”: states that a plan of solving the incident is arranged, status is stored in the database.

Step “Resolved”: states that work has been finished, status is stored in the database.

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| Selection | Expected Result | Actual Result |
| Planned | The incidents status of step “Planned” stored in the database is displayed on the table in Call Centre Home page. | The incidents status of step “Planned” stored in the database is displayed on the table in Call Centre Home page. |
| Resolved | The incidents status of step “Resolved” is updated and stored in the database. The status is displayed on the table in Call Centre Home page. | The incidents status of step “Resolved” is updated and stored in the database. The status is displayed on the table in Call Centre Home page. |