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| Case ID | Scenario | Expected Result | Actual Result |
| 1 | Call centre operator creates a new incident. | When user selects the type of the newly added incident, the incident is displayed on the map in the form of placemarker. | When user selects the type of the newly added incident, the incident is displayed on the map in the form of placemarker. |
| 2 | Call centre operator updates the status of an incident. | When user selects the type of the updated incident, the placemarker of that incident is also updated on the map. | When user selects the type of the updated incident, the placemarker of that incident is also updated on the map. |