**TEST CASE: Customer Support**

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| **TEST TITLE** | | | | **PRIORITY** | **TEST CASE ID** | | | **TEST NUMBER** | | | | **TEST DATE** |
| Customer support functionality test | | | | 1 | N/A | | | 4 | | | | 25/04/20 |
| **TEST DESCRIPTION** | | | | | **TEST DESIGNED BY** | | | **TEST EXECUTED BY** | | | | **EXECUTION DATE** |
| Testing customer support from both an admins point of view and a user’s point of view. | | | | | Wesley Meade | | | Wesley Meade | | | | 25/04/20 |
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| **TEST DESCRIPTION** | | | **TEST DEPENDENCIES** | | | **TEST CONDITIONS** | | | | **TEST CONTROL** | | |
| Testing customer support from both an admins point of view and a user’s point of view. | | | For admin tests user account must be a superuser. For user tests account must be a standard user account. | | | User has at least one transaction. | | | | N/A | | |
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| **STEP ID** | **STEP DESCRIPTION** | **TEST DATE** | | **EXPECTED RESULTS** | | | **ACTUAL RESULTS** | | **PASS / FAIL** | | **ADDITIONAL NOTES** | |
| 1 | Transaction list test (as user) | 25/04/20 | | All user’s transactions appear in the transaction list correctly and can create a ticket based on the transaction. There is no transaction search bar visible. | | | The user’s transactions, where recorded correctly, and the user can create a ticket based on the transactions. The transaction search bar is not visible. | | PASS | | N/A | |
| 2 | Transaction list test (as admin) | 25/04/20 | | All transactions are visible to the admin, admin cannot create a ticket based on transaction that is not their own. Transaction search bar is visible for admins and transaction id search works correctly. | | | All transactions are visible to the admin. The admin cannot create a ticket on a transaction that is not their own. The transaction search bar is visible and works correctly. | | PASS | | N/A | |
| 3 | Ticket creation (admin) | 25/04/20 | | Admin can successfully create ticket admin cannot resolve own ticket or refund own ticket. Admin can delete own ticket. Within replies admin appears as ticket owner rather then admin. Admin can delete his own reply. Other admins appear as admin in replies. | | | Admins ticket was successfully created, and the admin cannot resolve or refund their own ticket. The admin however can delete their own ticket and appears as the owner of the ticket in replies. Other admins appear as admin in replies. | | PASS | | N/A | |
| 4 | Ticket creation (user) | 25/04/20 | | User can successfully create a ticket. User cannot resolve or refund their own ticket. User can delete their own ticket. User appears as owner of the ticket in replies. Admins appear as admin in replies. User can delete his own replies. | | | Users ticket was successfully created and the user is unable to resolve or refund their own ticket. The user was able to delete their own ticket and appears in the replies as the owner. Admins appear as admins in the replies. User can delete own replies. | | PASS | | N/A | |
| 5 | Resolve ticket | 25/04/20 | | Admin can resolve a ticket by clicking resolve button. This deletes the ticket and any sub objects. | | | Ticket was successfully resolved, and the ticket was deleted and all sub objects. | | PASS | | N/A | |
| 6 | Refund ticket | 25/04/20 | | Admin can issue a refund for a transaction based on the ticket by clicking the refund ticket option. Refund should appear on stripe. Transaction should appear as refunded in transaction list. Rental is expired in rental detail. | | | Admin clicked refund ticket button. Refund successfully appeared on stripe. Transaction appeared as refunded on transaction list. Rental is expired in rental detail. | | PASS | | N/A | |
| 7 | Ticket List (Admin) | 25/04/20 | | Admin can see every ticket made by users | | | Admin can see every ticket made by users | | PASS | | N/A | |
| 8 | Ticket List (User) | 25/04/20 | | User can only see tickets created by them | | | User can only see tickets created by them | | PASS | | N/A | |