

Project Design Sprint – III

User Acceptance Testing

Date	3 October 2022
Team ID	PNT2022TMID14584
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Test case ID	Feature Type	Component	Test Scenario	Pre-Requisite	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	BUG ID	Executed By
001	Functional	User	User is able to create a user account	An existing account with the same username and password does not exist	Index- > Register	Username= Testuser Password = 123	Account Created Successfully popup	Account Created Successfully popup	PASS	Successful	N		Ilamvazhuthi J
002	Functional	Agent	Agent is able to create a agent account	An existing account with the same username and password does not exist	Index- > Register	Username= Testagent Password = 123	Account Created Successfully popup	Account Created Successfully popup	PASS	Successful	N		Ilamvazhuthi J
003	Functional	Admin	Admin is able to create a admin account	An existing account with the same username	Index- > Register	Username= Testadmin Password =	Account Created Successfully	Account Created Successfully	PASS	Successful	N		Ilamvazhuthi J

				and password does not exist	123	popup	popup						
004	Functional	User	User is able to login to the user designated page	Has already created an account	Index->Login	Username= Testuser Password = 123	Redirects to Home	Redirects to Home	PASS	Successful	N		Ilamvazhuthi J
005	Functional	Agent	Agent is able to login to the agent designated page	Has already created an account	Index- >Login	Username= Testagent Password = 123	Redirects to Home	Redirects to Home	PASS	Successful	N		Ilamvazhuthi J
006	Functional	Admin	Admin is able to login to the admin designated page	Has already created an account	Index- > Login	Username= Testadmin Password = 123	Redirects to Home	Redirects to Home	PASS	Successful	N		Ilamvazhuthi J
007	Functional	User	Able to create a new ticket	Logged in to home	Home-> New Ticket	Ticket title=trial Ticket Content=trial I	Ticket Created Successfully popup	Ticket Created Successfully popup	PASS	Successful	N		Ilamvazhuthi J
008	Functional	Agent	Able to create a new ticket	Logged in to home	Home-> New Ticket	Ticket title=trial Ticket Conteny=tri al	Ticket Created Successfully popup	Ticket Created Successfully popup	PASS	Successful	N		Ilamvazhuthi J
009	Functional	Admin	Able to create a new ticket	Logged in to home	Home-> New Ticket	Ticket title=trial Ticket Content=trial I	Ticket Created Successfully popup	Ticket Created Successfully popup	PASS	Successful	N		Ilamvazhuthi J
010	Functional	User	Able to view the created ticket	Logged in to home	Home	Ticket title=trial Ticket Content=tria I	Ticket is in home	Ticket is in home	PASS	Successful	N		Ilamvazhuthi J
011	Functional	Admin	Able to view the created ticket	Logged in to home	Home	Ticket title=trial Ticket	Ticket is in home	Ticket is in home	PASS	Successful	N		Ilamvazhuthi J

012	Functional	Admin	Able to assign a ticket to a agent	Able to access the created ticket	Home-> ticket	Content=trial Agent id, Ticket status	Ticket assigned successfully popup	Ticket assigned successfully popup	PASS	Successful	N	Ilamvazhuthi J
013	Functional	Agent	Able to view the assigned ticket	Logged in to home	Home	Ticket title=trial Ticket Content=trial I	Ticket is in home	Ticket is in home	PASS	Successful	N	Ilamvazhuthi J
014	Functional	Agent	Able to update the assigned ticket	Logged in to home	Home-> ticket	Ticket title=trial Ticket Content=trial I	Ticket Updated Successfully pop-up	Ticket Updated Successfully pop-up	PASS	Successful	N	Ilamvazhuthi J
015	Functional	User	Receives email about the status of the ticket	Logged into the registered mail id	Inbox	Ticket title=trial Ticket Content=trial I	Receives mail regarding the ticket	Receives mail regarding the ticket	PASS	Successful	N	Ilamvazhuthi J
016	Functional	Admin	Deleting a completed Ticket	Able to access the ticket	Home-> ticket	Ticket title=trial Ticket Content=trial I	Ticket deleted successfully popup	Ticket deleted successfully popup	PASS	Successful	N	Ilamvazhuthi J
017	Functional	Agent	Deleting a completed Ticket	Able to access the ticket	Home-> ticket	Ticket title=trial Ticket Content=trial I	Ticket deleted successfully popup	Ticket deleted successfully popup	PASS	Successful	N	Ilamvazhuthi J
018	Functional	User	Logging out of their account	Logged in to home	Home-> Logout	Username= Testuser Password = 123	Logged out successfully popup	successfully popup	PASS	Successful	N	Ilamvazhuthi J
019	Functional	Agent	Logging out of their account	Logged in to home	Home-> Logout	Username= Testagent Password = 123	successfully popup	successfully popup	PASS	Successful	N	Ilamvazhuthi J

020	Functional	Admin	Logging out of their account	Logged in to home	Home-> Logout	Username= Testadmin Password = 123	successfully popup	successfully popup	PASS	Successful	N	Ilamvazhuthi J
021	Functional	User	Forgot password	Logged out of their account	Index-> Login-> Forget Password	Username= Testuser Password = 123	Password reset email received successfully	Password reset email received successfully	PASS	Successful	N	Ilamvazhuthi J
022	Functional	Agent	Forgot password	Logged out of their account	Index-> Login-> Forget Password	Username= Testagent Password = 123	Password reset email received successfully	Password reset email received successfully	PASS	Successful	N	Ilamvazhuthi J
023	Functional	Admin	Forgot password	Logged out of their account	Index-> Login-> Forget Password	Username= Testadmin Password = 123	Password reset email received successfully	Password reset email received successfully	PASS	Successful	N	Ilamvazhuthi J
024	Functional	User	Forgot password	Sent reset email 30 mins ago	Index-> Login-> Forget Password	Username= Testuser Password = 123	Token invalid due to time limit	Token invalid due to time limit	PASS	Successful	N	Ilamvazhuthi J
025	Functional	Agent	Forgot password	Sent reset email 30 mins ago	Index-> Login-> Forget Password	Username= Testagent Password = 123	Token invalid due to time limit	Token invalid due to time limit	PASS	Successful	N	Ilamvazhuthi J
026	Functional	Admin	Forgot password	Sent reset email 30 mins ago	Index-> Login-> Forget Password	Username= Testadmin Password = 123	Token invalid due to time limit	Token invalid due to time limit	PASS	Successful	N	Ilamvazhuthi J