**Project Design Sprint – III**

**User Acceptance Testing**

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

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| **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 and password does not exist | Index - >  Register | Username= Testadmin  Password = 123 | Account Created Successfully popup | Account Created Successfully popup | PASS | Successful | N |  | Ilamvazhuthi J |
| 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 | 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=trial | 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 | 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=trial | 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 Content=trial | 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 | 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 | 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 | Ticket Updated Successfully pop-up | Ticket Updated Successfully pop-up |  |  |  |  |  |
| 015 | Functional | User | Receives email about the status of the ticket | Logged into the registered mail id | Inbox | Ticket title=trial  Ticket Content=trial | 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 ticketHome ->  ticket | Home ->  ticket | Ticket title=trial  Ticket Content=trial | 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 | 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 |