CUSTOMER CARE REGISTRY

TESTCASE REPORT

SPRINTTEST CASES

TEAMDETAILS:

TeamNo: PNT2022TMID14749

College Name: Kumaraguru college of Technology

Department: Computer Science & Engineering



Date	03-NOV -2022
Team ID	PNT2022TMID14749
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	TestData	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/ N)	BUGID	Executed By
LoginPage_TC_C O1	Functional	Home Page	Verify user is able to see the Login/Signup popup when user clicked on My account button	1.Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not	http://169.51.204.	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		BHARATH SANKAR M

1.Enter URL(https://shopenzer.co m) and click go 2.Click on My Account dropdown button 3. Enter Valid ID in ID text box Verify user is able to log into 4.Enter valid password in ID: 5342 User should navigate to user					1.Enter URL and click go 2.Click on Sigup button for User 3.Verify login/Singup popup with below UI elements: a.id text box b.password text box c.Login button d.New customer? Create account link e.Last password? Recovery password link		Application should show below UI elements: a.email text box b.password text box c.Login button with orange colour d.New customer? Create account link e.Last password? Recovery password				Y	
1.Enter URL(https://shopenzer.co m /) and click go 2.Click on My Account dropdown button 3. Enter Valid ID in ID text box Verify user is able to log into 4. Enter valid password in ID: 5342 User should navigate to user	LoginPage_TC_O O2	UI	Home Page					Working as expected	PASS	Successful		LOGENDRAN K
	LoginPage_TC_O			Verify user is able to log into application with Valid	URL(https://shopenzer.co m /) and click go 2.Click on My Account dropdown button 3. Enter Valid ID in ID text box 4.Enter valid password in password text box	ID: 5342 password:	navigate to user account				Y	DINESH S

LoginPage_TC_ OO4	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Enter URL(http://169.51.204.215 :30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password' validation message.	Working as expected	PASS	Successful	Y	LOGENDRAN K
LoginPage_TC_ OO5	Functional	Login page	Verify user is able to log into application with InValid	1.Enter URL(http://169.51.204.215 :30106/) and click go 2.Click on My Account dropdown button 3.Enter Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password:	Application should show 'Incorrect' email or password' validation message.	Working as expected	PASS	Successful	Y	PRASANTH P

LoginPage_TC_ OO6	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Enter URL(http://169.51.204.215 :30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password ' validation message.	Working as expected	PASS	Successful	Y	DINESH S
LoginPage_1 OO7	Functional	Login page	Verify User is able to log i application with Valid Credentials	1.Enter URL(http://169.51.204.2 5:30106/) and click go 2.Click on My Accourdropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid passwor in password text box 5.Click on login button	ID: 5434 password: Testing123	Application should sho 'correct email password validation message.		PASS	Successful	Y	BHARATH M

LoginPage_TC_ OO8	Functional	Login page for ADMIN	Verify User is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.21 5:30106/) and click go 2.Click on My Account dropdown button 3.Enter Valid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	Application should show 'correct email or password ' validation message.	Working as expected	PASS	Successful	Y	PRASANTH P
LoginPage_TC_ OO9	UI	ADMIN PAGE	Verify all the Customer database is visible	1.Enter URL(http://169.51.204.21 5:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	Customer database is visible	Working as expected	PASS	Successful	Y	LOGENDRAN K

LoginPage_TC_ O10	Functional	USER REGISTER	Verify Id sent to customer email address Verify Id sent to customer email address 1.Enter URL(http://169.51.204.21 5:30106/) and click go 1.Register the account by giving credentials 2. Click on button Submit	http://169.51.204.215:3	Email sent successfully	Working as expected	PASS	Successful	Y	DINESH S
LoginPage_TC_ O11	Functional	AGENT REGISTER	Verify AGENT is able to log into application with Valid Credentials 1.Enter URL(http://169.51.204.21 5:30106/) and click go 2.Click on My Accoundropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password: Testing123	ID sent successfully	Application should show 'correct email or password 'validation message.	PASS	Successful	Y	BHARATH SANKAR M
LoginPage_TC_ O12	Functional	Login page for ADMIN	Verify User is able to log into application with InValid Credentials 1.Enter URL(http://169.51.204.21 5:30106/) and click go 2.Click on My Accoun dropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	t ID: 1111 password: 5678	Application should show 'Incorrect ID or password' validation message.	Working as expected	PASS	Successful	Y	PRASANTH P

LoginPage_TC_ O13	UI	Home page for Agent	Verify user is able to see the agent home page when user finish on submitting Credentials	5:30106/) and click go	ID: 1111 assword: 5678	AGENT Home Page popup should display	orking as expected	PASS	Successful		Y	LOGENDRAN K
LoginPage O14	TC_ UI	Home page for USER	User home page when use finish on submitting Credentials	e URL(http://169.51.204.215:3 er 0106/) and click go 2.To the User Login page and submit Your Credentials	http://169.51.20	USER Home Pε popup should displ:	ge y Working as expect	ted PASS	Successful	Y		DINESH S

LoginPage_TC_ O15	UI	Home page for ADMIN	ADMIN home page when user finish on submitting Credentials	1.Enter URL(http://169.51.204.215:3 0106/) and click go 2.To the User Login page and submit Your Credentials	http://169.51.20	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y	KAMALESUWARAN D
LoginPage_TC_ O16	Functional	AGENT PAGE	On delete Button the user Credentials will be delected	1.Enter URL(http://169.51.204.215:3 0106/) and click go 2. To the Admin Page and delect on User Credentials	1 215 20106/	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y	RAJKIRAN S S

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	TestData	Expected Result	Actual Result	Status	Commnets	TCfor	BUGID	Executed By
										Automation(Y/		
										Automation(Y/		
										N)		
				1.Enter URL and click go		Show				Y		
User_Page_TC_O O1	Functional	USER PAGE	Verify user is able to see the Show Complaint popup when user clicked on popup	2.Scroll down 3.Verify login/Singup popup displayed or not	http://169.51.204.	Complaint popup should display	Working as expected	PASS	Successfull			KAMALESUWARAN
										Y		
	UI											
				Click on the Url and go to user page by giving								
User_Page_TC_O O2		USER PAGE	Verify the User has No Complaint	Correct Credentials	http://169.51.204. 215:30106/	No Complaint should shown	Working as expected	PASS	Successful			RAJKIRAN S S

User_Page_TC_O O3	UI	USER PAGE	Verify User Total Complaint is Zero	Click on the Url and go to user page by giving Correct Credentials	http://169.51.204.	Total Number of Complaint is Zero	Working as expected	PASS	Successful	Y	SRIGOVINDH	8
Admin_Page_TO_OO4		Admin Page	Admin can see the Agent DataBase	1.Enter URL(http://169.51.204.215 :30106/) and click go 2.Enter the Credentials for the admin page and submit	t	Agent Databas should display of show agent database	se on . Working as expected	PASS	Successful	Y	KAMALESUWARAN D	

Admin_Page_TC _OO5	Functional	Admin Page	Admin can delect the Agent Database	1.Enter URL(http://169.51.204.215 :30106/) and click go 2.Click on submit by giving correct credentials to the admin Page	http://169.51.204. 215:30106/	Database	Working as expected	PASS	Successful	Y	RAJKIRAN S S
Admin_Page_TC _OO6	Functional	Admin Page	Verify the overall Delect the database for User	1.Enter URL(http://169.51.204.215 :30106/) and click go 2.Click on submit by giving correct credentials to the admin Page 3.After type the "A" in the Text box for the agent database delect	http://169.51.204. 215:30106	Agent database delect.	Working as expected	PASS	Successful	Y	RAJKIRAN S S

Admin_Page_TC _OO7	UI	Admin Page	Verify the admin seen the text box for the delect option	1.Enter URL(http://169.51.204.21 5:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page 3.Admin Can see the tex box for delect option		Text box working for the correct Keyword.	Working as expected	PASS	Successful	Y	GURURAJAN KAMALESUWARAN
Home_Page_TC_OO8	UI	Register Account for Agent	Verify User is able to seen the Register Page for Agent	1.Enter URL(http://169.51.204.21 5:30106/) and click go 2.Click on the Agent button for register	http://169.51.204. 215:30106	After register Page popup should seen.	Working as expected	PASS	Successful	Y	SRIGOVINDH

Agent_Registe TC_O10	r_ UI	AGENT REGISTER	Verify all the text box will visible for register	1.Enter URL(http://169.51.204.2 5:30106/) and click go 2.Click on the Agent button after the text field are visible for the agent to see	http://169.51.204,	Agent Register te fields are visible	xt Working as expected	i PASS	Successful	Y	RAJKIRAN S S
											10
Agent_Register_ TC_011	Functional	AGENT REGISTER	Verify Id sent to customer email address	1.Enter URL(http://169.51.204.21 5:30106/) and click go 1.Register the account by giving credentials 2. Click on button Submit	uttp://169.51.204.215 0106/	Email sent successfully	Working as expected	PASS	Successful	Y	RAJKIRAN S S

Web_Chat_TC_ O11	Functional	WEB CHAT	Click on the Web chat button	1.Enter URL(http://169.51.204.21 5:30106/) and click go 1.Click on the Web Chat Button	http://169.51.204.215:3 0106/	Web chat popup	Working as expected	PASS	Successful	N	SRIGOVINDH
Web_chat_TC_O	UI	WEB CHAT	Web chat button visible	1.Enter URL(http://169.51.204.21 5:30106/) and click go 1.shown on the Web Chat Button	http://169.51.204.215;3 0106/	Web chat visible	Working as expected	PASS	Successful	N	RAJKIRAN S S
Admin_Login_T C_013	Functional	AGENT LOGIN	Verify user is able to get login id on emails	I. Enter URL(http://169.51.204.21 5:30106/) and click go 2.To the Agent Login page getting of emails	http://169.51.204.215:3 0106/	Get Notified by Emails	Working as expected	PASS	Successful	Y	KAMALESUWARAN D

Agent_Login_T C_014	UI	AGENT Login	Visible for text field for enter email id	1.Enter URL(http://169.51.204.215:3 0106/) and click go 2.To the User Login page and seen your textfields	4.01// 2010/	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	RAJKIRAN S S
LoginPage_TC_ O15	UI	USER Login	Visible for text field for enter email id	1.Enter URL(http://169.51.204.215:3 0106/) and click go 2.To the User Login page and seen your textfields	11ttp://109.31.20	Text Fields for Email in Agent Page	Working as expected	PASS	Y	KAMALESUWARAN D

				1.Enter						Y	
			Visible for Password on Forgot Password	URL(http://169.51.204.215:3 0106/) and click go 2.To the Agent Forgot Page after verification Password should Visible	http://169.51.20 4.215:30106/	Password should Visible					
Agent_Login_T C_O16	Functional	AGENT Login					Working as expected	PASS	Successful		RAJKIRAN S S

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Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/ N)	BUGID	Executed By
HomePage_TC_O O1	Functional	Home Page		2.Scroll down 3.Verify	http://169.51.204/	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		GURURAJAN KAMALESUWARAN

HomePage_TC_O			Verify the UI elements in	I.Enter URL and click go 2.Click on Sigup button for User 3.Verify login/Singup popup with below UI elements: a.id text box b.password text box c.Login button d.New customer? Create account link e.Last password? Recovery password		Application should show below UI elements: a.email text box b.password text box c.Login button with orange colour d.New customer? Create account link e.Last password? Recovery password				Y	RAJKIRAN S S
O2 HomePage_TC_O O3	UI	Home Page	Login/Signup popup Verify user is able to log into application with Valid credentials	1.Enter URL(https://shopenzer.co m /) and click go 2.Click on My Account dropdown button 3. Enter Valid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	215:30106/	User should navigate to user account homepage	Working as expected Working as expected	PASS	Successful	Y	SRIGOVINDH RAJKIRAN S S SRIGOVINDH

HomePage_TC_ OO4	Functional	Home page	1.Enter URL(http://169.51.204.215 :30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter valid password in password text box 5.Click on login button Verify user is able to log into application with InValid credentials	ID: 5342 password: Testing 123	Application should show 'Incorrect email or password ' validation message.		PASS	Successful	Y	RAJKIRAN S S
Customer Complaint_TC_ OO5		Customer Complaint page	URL(http://169.51.204.215 :30106/) and click go 2.Click on My Account dropdown button 3.Enter Valid details in text box. 4then sign in to text box with correct details.	ID: 5342 password: Testing12367868 6786876876	Application should show enter into the next page	Working as expected	PASS	Successful	Y	KAMALESUWARAN D

Customer Complaint_TC_ OO6	Functional	Customer Complaint page		1.Enter RL(http://169.51.204.215 :30106/) and click go 2.Click on My Account dropdown button enter the sign in details 4it will go to the complaint box	ID: 5342 password: Testing123	Application will show a.Home b.Newissue. c.logout.	Working as expected	PASS	Successful	Y	SRIGOVINDH
Customer Complaint_T OO7	C_ Functional	Customer Complaint page	Verify user is ableto see the compliant page	1.Enter URL(http://169.51.204.2 5:30106/) and click go 2.Click on My Accoundropdown button 3. enter the sign in details 4it will go to the complaint box	it	Click on the new issue button in the complain box	ı	PASS	Successful	Y	GURURAJAN KAMALESUWARAN

LCustomer Complaint_TC_ OO8	Functional	Customer Complaint page	Verify User is able to log into application with Valid Credentials	I.Enter to the complaint box. 2.Click on new issue button. 3.Enter the correct details for the complaint.	ID: 1111 password: 5678	Application should Show complaint page for customers.	Working as expected	PASS	Successful	Y	RAJKIRAN S S
Customer complaint Page_TC_ OO9	UI	Customer ComplaintPAGE	Verify all the Customer able to enter their credentials.	1.Enter to the complaint page 2.Raise the issue by clicking the new issue button. 3.After entering credentials click on back button. 4.Click on show issue button.	http://169.51.204/	Customer should able to see the compalint	Working as expected	PASS	Successful	Y	RAJKIRAN S S

AdminPage_TC _ O10	Functional	Admin Page (Complaintilist)	Verify admin is able to log into the user account.	1.Enter URL(http://169.51.204.21 5:30106/) and click go 1.Enter the correct admin credentials in the user account	0106/	Application should shows a.User databas b.Agent Database c.Complaint database	Working as expected	PASS	Successful	Y	RAJKIRAN S S
				1.Enter URL(http://169.51.204.21 5:30106/) and click go 2.Click on the complaint database button,			Application should Able to see the compliants			Y	
AdminPage_TC _ O11	Functional	Admin Page (Complaint list)	Verify admin is able to log into application with Valid Credentials		ID: 5342 password: Testing123			PASS	Successful		SRIGOVINDH
AdinPage_TC_		Admin Page (Complaint list)	Verify Admin is able to log into application with Valid	1.Enter URL(http://169.51.204.21 5:30106/) and click go 2.Admin should able to see the number of complaints	ID: 1111					Y	
O12	Functional		Credentials		password: 5678	complaint.	Working as expected	PASS	Successful		RAJKIRAN S S

		Admin Page (Agent Allotment)	1.Sign in to admin page. 2.Enter the correct details and submit 3.Three database will appear.	Admin should able to see the three database button.				Y	
AdminPage_TC _ O13	UI				Working as expected	PASS	Successful		SRIGOVINDH

		Admin Page (Agent Allotment)	b. <i>A</i>	Three database will appear User databse. Agent database. Complaint database. Click on agent database.		Admin should able to see the complaint database credentials.				Y	
AdminPage_TC _ 014	UI				http://169.51.20 4.215;30106/		Working as expected	PASS	Successful		RAJKIRAN SS
			dar 2,C the b.c	Click on complaint atabase. Get the credentials of the complaint a.Status delect.						Y	
AdminPage_TC _ O15	UI	Admin Page (Agent Allotment)	c.p	processing	http://169.51.20	Admin should able tosee th estatus of the agent as well as complaint	Working as expected	PASS	Successful		KAMALESUWARAN D

			Verify admin is able to log with valid credentials	in 1.Clickk on complaint database. 2.Admin shold able to see the allocate button. 3,click on the allocate button for the respective complaint.		Admin should able to allocate the agent				Y	
AdminPage_TC _ O16	Functional	Admin Page (Agent Allotment)			http://169.51.20 4.215:30106/		Working as expected	PASS	Successful		RAJKIRAN S S

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/ N)	BUGID	Executed By
LoginPage_TC_0	Functional	Login Page	Verify user is unable to login In the login page.	Enter URL and click go Scroll down 3.Verify login/Singup popup displayed or not		Login/Signup popup should display	Working as expected	PASS	Successfull	Y		GURURAJAN KAMALESUWARAN

						_					
			Verify user is unable to login in	1.Enter URL and click go		Application				Y	
			the login page.	2.Click on Sigup button		should show					
			0 . 0	for User.		mismatch details.					,
				3.Create an account for the							
				user							
				4.User enters the wrong Id							
				in the sign in page.							
LoginPage_TC_O					http://169.51.204/						RAJKIRAN S S
O2	UI	Login Page			215:30106/		Working as expected	PASS	Successful		SRIGOVINDH
				1Click on Sigup button		Application				Y	
				for User.		should send an Id					
				2.Create an account for the		to the valid email.					
				user		to the valid chian.					
				3.User enters the wrong Id							
				in the sign in page.							
				Click on the forgot id.	ID: 5342						
					password:						
			Verify user is unable to log		Testing123						
			In the login page.								
LoginDogo TC O											RAJKIRAN S S
LoginPage_TC_O		Login page				ĺ					
O3	Functional						Working as expected	PASS	Successful		SRIGOVINDH

LoginPage_TC_ OO4co	Functional	Login page	1.The Id will be send in the users valid mail id. 2.Check on the users mail id. 3.Copy the valid customer Id. 4.Enter the valid customer Id in the text box.	ID: 5342 password: Testing 123	Application should show successful and popup to the next page.	Working as expected	PASS	Successful	Y	RAJKIRAN S S
Loginpage_TC_ OO5	Functional	Login page.	1.User enters the wrong password. 2.Scroll down and click on the forgot password button 3application will popup to nxt page with text boxes a.Id b.Enter your verification number(OTP)	ID: 5342 password: Testing12367868 6786876876	Application should enter to the forgot password page,	Working as expected	PASS	Successful	Y	KAMALESUWARAN D

Loginpage_TC_OO6	Functional	Loginpage page	for 2.E the 3.C but 4.A Verify user is able to get the password in the email. the 6.U	Appliacation enters to the got password page. Enter the user Valid Id in text box. Click on send email ton. In email will send to the er mail. In OTP will come to given email. Isser Enters the OTP in the log in page	ID: 5342	Application show successful and popup to the next page.	Working as expected	PASS	Successful	Y	SRIGOVINDH
Homepage_1 OO7	UI C_	Homepage	Verify User is able see the nav	1. 1.Click on ,the nav bar a.Our top agemts. b.Resume. C.Contact. d.About e.Sign in	ID: 5434 password: Testing123	 User should abl to see the layout	e Working as expected	PASS	Successful	Y	GURURAJAN KAMALESUWARAN

	UI		Verify user is able to see the top agents.	1.Click on the our top agents. a.All b.Hardware services c.Software services. d.Both services. e.Online services		.Top Agents should popup tot he application/				Y	
LHomepage_TC _OO8		Homepage			ID: 1111 password: 5678		Working as expected	PASS	Successful		RAJKIRAN S S
				1.Click on the resume. 2.Our features will appear. a. TOP TICKETING FEATURES b.TICKETS & SOLVE PROBLEMS c.KNOWLEDGE BASE SOFTWARE d. TICKETING SOFTWARE		Resume will show the Features.				Y	
HomePage_TC_ OO9	UI	Home Page.			http://169.51.204/ 215:30106/		Working as expected	PASS	Successful		RAJKIRAN S S

AdminPage_TC _ O10	UI	Home Page	Verify user is able to see the Contact	1.Click on the Contact button 2.Contact details will appear a.Name b.Phone number c.Email id d.Address e.Message	http://169.51.204.215:3 0106/	.Contact details will appear.	Working as expected	PASS	Successful	Y	RAJKIRAN S S
	UI		Verify the UI elements in Login/Signup popup	1.Enter URL and click go 2.Click on Sigup button for User 3.Verify login/Singup popup with below UI elements: a.id text box b.password text box clogin button d.New customer? Create			Application should show below UI elements: a.email text box b.password text box cLogin button with Orange color. d.New customer? Create account link			Y	
HomepagePage_ TC_ O11					ID: 5342 password: Testing123			PASS	Successful		SRIGOVINDH
		Admin Page		1.Enter URL and click go 2.Click on Sigup button for User. 3.Create an account for the user 4.Agent enters the wrong Id in the sign in page.		Application should show mismatch details.				Y	
LoginPage_TC_ O12	Functional		Verify Admin is able to log into application with Valid Credentials		ID: 1111 password: 5678		Working as expected	PASS	Successful		RAJKIRAN S S

LoginPage_TC_ O13	Functional	Login Page	In the login page.	1Click on Sigup button for User. 2.Create an account for the user 3.Agent enters the wrong Id in the sign in page. 4.Click on the forgot id.	Application should send an Id to the valid email	Working as expected	PASS	Successful	Y	SRIGOVINDH
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Login Page Y Application should show successful .The Id will be send in the and popup to the users valid mail id. next page 2.Check on the Agent mail id. 3.Copy the valid customer Id. 4.Enter the valid customer Id in the text box. Verify Agent mail Id and Enter correct id in the LoginPage_TC_ O14 http://169.51.20 4.215:30106/ sign in page UI Working as expected PASS Successful RAJKIRAN SS Application should enter to the forgot Verify Agent is unableto Y log in ashe entered password page, mismatchpassword 1.Agent enters the wrong password. Login page 2.Scroll down and click on the forgot password button 3application will popup to nxt page with text boxes b.Enter your verification LLoginPage_TC _ O15 http://169.51.20 4.215:30106/ number(OTP) KAMALESUWARAN D UI Working as expected PASS Successful

			Verify Agent is able to get the password in the email							Y	
LoginPage_	rc_	LOgin Page		1.Appliacation enters to the forgot password page. 2.Enter the agent Valid Id in the text box. 3.Click on send email button. 4.An email will send to the Agent mail. 5.An OTP will come to the given email. 6.Agent Enters the OTP in the	http://169.51.20	Application should show successful and popup to the next page.					
O16	Functional			log in page	4.215:30106/		Working as expected	PASS	Successful		RAJKIRAN S S

