**CUSTOMERCARE**



**REGISTRY**

**TESTCASEREPORT**

**(SPRINT 02)**

**TEAM DETAILS:**

**Team No :**  PNT2022TMID14749



**College Name :** KUMARAGURU COLLEGE OFTECHNOLOGY

**Department :** Computer Science & Engineering

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| Date | 16 –NOV -2022 |
| Team ID | PNT2022TMID14749 |
| Project Name | Customer Care Registry |
| Maximum Marks | 4 Marks |

**TESTCASES**

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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)** | **BUG ID** | **Executed By** |
| User\_Page\_TC\_O O1 | Functional | USER PAGE | Verify user is able to see the  Show Complaint popup when user clicked on popup | 1.Enter URL and click go  2.Scroll down  3.Verify login/Singup popup displayed or not | [http://169.51.204. 215:30106/](http://169.51.204.215:30106/) | Show Complaint popup should display | Working as expected | PASS | Successfull |  |  | DINESH S |
| User\_Page\_TC\_O O2 | UI | USER PAGE | Verify the User has No Complaint | Click on the Url and go to user page by giving Correct  Credentials | [http://169.51.204.](http://169.51.204.215:30106/)    [215:30106/](http://169.51.204.215:30106/) | No Complaint should shown | Working as expected | PASS | Successful |  |  | BHARATH SANKAR M |
| 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.](http://169.51.204.215:30106/)    [215:30106/](http://169.51.204.215:30106/) | Total Number of Complaint is Zero | Working as expected | PASS | Successful |  |  | BHARATH SANKAR M |

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| Admin\_Page\_TC \_OO4 | Functional | 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 | [http://169.51.204. 215:30106/](http://169.51.204.215:30106/) | Agent Database should display on show agent database. | Working as expected | PASS | Successful |  |  | PRASANTH P |
| 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/](http://169.51.204.215:30106/) | Delect the agent Database | Working as expected | PASS | Successful |  |  | LOGENDRAN K |
| 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](http://169.51.204.215:30106/) | Delect the overall Agent database delect. | Working as expected | PASS | Successful |  |  | LOGENDRAN K |

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| 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 text box for delect option | [http://169.51.204. 215:30106](http://169.51.204.215:30106/) | Text box working for the correct  Keyword. | Working as expected | PASS | Successful |  |  | BHARATH SANKAR M |
| 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](http://169.51.204.215:30106/) | After register Page popup should seen. | Working as expected | PASS | Successful |  |  | DINESH S |
| Agent\_Register\_  TC\_O10 | UI | AGENT REGISTER | Verify all the text box will be visible for register | 1.Enter  URL(http://169.51.204.21  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. 215:30106/](http://169.51.204.215:30106/) | Agent Register text fields are visible | Working as expected | PASS | Successful |  |  | PRASANTH P |

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| Agent\_Register\_  TC\_O11 | 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 | [http://169.51.204.215:3 0106/](http://169.51.204.215:30106/) | Email sent successfully | Working as expected | PASS | Successful |  |  | DINESH 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/](http://169.51.204.215:30106/) | Web chat popup | Working as expected | PASS | Successful |  |  | LOGENDRAN K |
| Web\_chat\_TC\_O 12 | 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/](http://169.51.204.215:30106/) | Web chat visible | Working as expected | PASS | Successful |  |  | LOGENDRAN K |
| Admin\_Login\_T C\_O13 | Functional | AGENT LOGIN | Verify user is able to get login id on emails | 1.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/](http://169.51.204.215:30106/) | Get Notified by Emails | Working as expected | PASS | Successful |  |  | PRASANTH P |

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| Agent\_Login\_T C\_O14 | 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 | [http://169.51.20](http://169.51.204.215:30106/)  [4.215:30106/](http://169.51.204.215:30106/) | Text Fields for Email in Agent Page | Working as expected | PASS | Successful |  |  | DINESH 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 | [http://169.51.20](http://169.51.204.215:30106/)  [4.215:30106/](http://169.51.204.215:30106/) | Text Fields for Email in Agent Page | Working as expected | PASS | Successful |  |  | BHARATH SANKAR M |
| Agent\_Login\_T C\_O16 | Functional | AGENT Login | Visible for Password on Forgot Password | 1.Enter  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 | Working as expected | PASS | Successful |  |  | BHARATH SANKAR M |

**Thank you**

