

Project Planning Phase
User Acceptance Testing

Date	24 October 2022
Team ID	PNT2022TMID00312
Project Name	CUSTOMER CARE REGISTRY
Maximum Marks	4 Marks

TEST CASES

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	BUG ID	Executed By
LoginPage_TC_O1	Functional	Home Page	Verify user is able to see the Login/Sign up pop up when user clicked on My account button	1. Enter URL and click go 2. Scroll down 3. Verify login/Signup popup displayed or not	http://169.51.200.18:32443/	Login/Signup popup should display	Working as expected	PASS	Successful	Y		MAHIN HAMESH NATARAJAN.S
LoginPage_TC_O2	UI	Home Page	Verify the UI elements in Login/Signup popup	1. Enter URL and click go 2. Click on Signup button for User 3. Verify login/Signup 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	http://169.51.200.18:32443/	Application should show below UI elements: A. email text box b. password text box c. Login button with orange color d. New customer? Create account link e. Last password? Recovery password link	Working as expected	PASS	Successful	Y		LAKSHMI SANKAR KAMESH.S
LoginPage_TC_O3	Functional	Home page	Verify user is able to log into application with Valid credentials	1. Enter URL (https://shopenzer.com/) 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	ID: 5342 password: Testing123	User should navigate to user account homepage	Working as expected	PASS	Successful	Y		MAHIN HAMESH KAMESH.S

LoginPage_TC_004	Functional	Login page	Verify user is able to log into application with In Valid credentials	1.Enter URL(http://169.51.200.18:32443/) and click go 2.Click on My Account dropdown button 3.Enter In Valid 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		LAKSHMI SANKAR.M NATARAJAN.S
LoginPage_TC_005	Functional	Login page	Verify user is able to log into application with In Valid credentials	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: Testing123678686786876	Application should show 'Incorrect email or password' validation message.	Working as expected	PASS	Successful	Y		MAHIN HAMESH
LoginPage_TC_006	Functional	Login page	Verify user is able to log into application with In Valid credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter In Valid 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		KAMESH.S

LoginPage_TC_007	Functional	Login page	Verify User is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter In Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5434 password: Testing123	Application should show 'correct email or password ' validation message.	Working as expected	PASS	Successful	Y		NATARAJAN.S KAMESH.S
LoginPage_TC_008	Functional	Login page for ADMIN	Verify User is able to log into application with Valid Credentials	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 valid password in password text box 5.Click on login button	ID: 1111 password: 5678	Application should show 'correct email or password ' validation message.	Working as expected	PASS	Successful	Y		LAKSHMI SANKARM
LoginPage_TC_009	UI	ADMIN PAGE	Verify all the Customer database is visible	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter In Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	http://169.51.204.215:30106/	Customer database is visible	Working as expected	PASS	Successful	Y		NATARAJAN.S

LoginPage_TC_O10	Functional	USER REGISTER	Verify Id sent to customer email address	1.Enter URL(http://169.51.204.215:30106/) and click go 1.Register the account by giving credentials 2. Click on button Submit	http://169.51.204.215:30106/	Email sent successfully	Working as expected	PASS	Successful	Y		MAHIN HAMESH
LoginPage_TC_O11	Functional	AGENTREGISTER	Verify AGENT is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter In Valid 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		NATARAJAN.S
LoginPage_TC_O12	Functional	Login page for ADMIN	Verify User is able to log into application with In Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter In Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 1111 password: 5678	Application should show 'Incorrect ID or password' validation message.	Working as expected	PASS	Successful	Y		KAMESH.S
LoginPage_TC_O13	UI	Home page for Agent	Verify user is able to see the agent home page when user finish on submitting Credentials	1. Enter URL(http://169.51.204.215:30106/) and click go 2.To the Agent Login page and submit Your Credentials	ID: 1111 password: 5678	AGENT Home Page popup should display	Working as expected	PASS	Successful	Y		LAKSHMISANKAR.M

LoginPage_TC_O14	UI	Home page for USER	Verify user is able to see the User home page when user finish on submitting Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.To the User Login page and submit Your Credentials	http://169.51.204.215:30106/	USER Home Page popup should display	Working as expected	PASS	Successful	Y		MAHIN HAMESH
LoginPage_TC_O15	UI	Home page for ADMIN	Verify user is able to see the ADMIN home page when user finish on submitting Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.To the User Login page and submit Your Credentials	http://169.51.204.215:30106/	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y		NATARAJAN.S
LoginPage_TC_O16	Functional	AGENTPAGE	On delete Button the user Credentials will be deleted	1. Enter URL(http://169.51.204.215:30106/) and click go 2.To the Admin Page and select on User Credentials	http://169.51.204.215:30106/	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y		KAMESH.S

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User_Page_TC_O 01	Functional	USERPAGE	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/	Show Complaint popup should display	Workingas expected	PASS	Successful	Y		LAKSHMI SANKAR.M
User_Page_TC_O 02	UI	USERPAGE	Verify the User has No Complaint	Click on the Url and go to user page by giving Correct Credentials	http://169.51.204.215:30106/	No Complaint should shown	Workingas expected	PASS	Successful	Y		KAMESH.S
User_Page_TC_O 03	UI	USERPAGE	Verify User Total Complaint is Zero	Click on the Url and go to user page by giving Correct Credentials	http://169.51.204.215:30106/	Total Number of Complaint is Zero	Workingas expected	PASS	Successful	Y		NATARAJANS

Admin_Page_TC_OO4	Functional	Admin Page	Admin can see the Agent DataBase	1.Enter URL(http://169.51.200.18:32443/) and click go 2.Enter the Credentials for the admin page and submit	http://169.51.200.18:32443/	Agent Database should display on show agent database.	Working as expected	PASS	Successful	Y		MAHIN HAMESH
Admin_Page_TC_OO5	Functional	Admin Page	Admin can delete the Agent Database	1.Enter URL http://169.51.200.18:32443/ and click go 2. Click on submit by giving correct credentials to the admin Page	http://169.51.200.18:32443/	Delete the agent Database	Working as expected	PASS	Successful	Y		KAMESH.S
Admin_Page_TC_OO6	Functional	Admin Page	Verify the overall Delete the database for User	1.Enter URL http://169.51.200.18:32443/ 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 delete	http://169.51.200.18:32443/	Delete the overall Agent database delete.	Working as expected	PASS	Successful	Y		NATARAJAN

Admin_Page_TC_007	UI	Admin Page	Verify the admin seen the text box for the select option	1.Enter URL(http://169.51.200.18:32443/15:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page 3.Admin Can see the text box for select option	http://169.51.200.18:32443/	Text box working for the correct Keyword.	Working as expected	PASS	Successful	Y		MAHIN HAMESH LAKSHMISANKAR. M.
Home_Page_TC_008	UI	Register Account for Agent	Verify User is able to see the Register Page for Agent	1.Enter URLhttp://169.51.200.18:32443/) and click go 2.Click on the Agent button for register	http://169.51.200.18:32443/	After register Page popup should seen	Working as expected	PASS	Successful	Y		MAHIN HAMESH
Agent_Register_TC_010	UI	AGENTREGISTER	Verify all the text box will be visible for register	1.Enter URLhttp://169.51.200.18:32443/ and click go 2.Click on the Agent button after the text field are visible for the agent to see	http://169.51.200.18:32443/	Agent Register text fields are visible	Working as expected	PASS	Successful	Y		NATARAJAN.S

Agent_Register_TC_O11	Functional	AGENTREGISTER	Verify Id sent to customer email address	1.Enter URLhttp://169.51.200.18:32443/ /) and click go 1.Register the account by giving credentials 2. Click on button Submit	http://169.51.200.18:32443/	Email sent successfully	Workingas expected	PASS	Successful	Y		KAMESH.S
Web_Chat_TC_O11	Functional	WEB CHAT	Click on theWeb chat button	1.Enter URLhttp://169.51.200.18:32443/ and click go 1.Click on the Web ChatButton	http://169.51.200.18:32443/	Web chat popup	Workingas expected	PASS	Successful	N		LAKSHMISANKAR.M
Web_chat_TC_O12	UI	WEB CHAT	Web chat button visible	1.Enter URLhttp://169.51.200.18:32443/ and click go 1.shown on the Web ChatButton	http://169.51.200.18:32443/	Web chat visible	Workingas expected	PASS	Successful	N		MAHIN HAMESH
Admin_Login_TC_O13	Functional	AGENT LOGIN	Verify user is able to get login id on emails	1. Enter URLhttp://169.51.200.18:32443//) and click go 2.To the Agent Login page getting of emails	http://169.51.204.215:30106/	Get Notified by Emails	Workingas expected	PASS	Successful	Y		NATARAJAN.S

Agent_Login_TC_O14	UI	AGENT Login	Visible for text field for enter email id	1.Enter URL(http://169.51.200.18:32443/) and click go 2.To the User Login page and seen your text fields	http://169.51204.215:30106/	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	Y		KAMESH.S
LoginPage_TC_O15	UI	USER Login	Visible for text field for enter email id	1.Enter URL(http://169.51.200.18:32443/) and click go 2.To the User Login page and seen your text fields	http://169.51204.215:30106/	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	Y		NATARAJAN
Agent_Login_TC_O16	Functional	AGENT Login	Visible for Password on Forgot Password	1.Enter URL(http://169.51.200.18:32443/) and click go 2.To the Agent Forgot Page after verification Password should Visible	http://169.51204.215:30106/	Password should Visible	Working as expected	PASS	Successful	Y		LAKSHMI SANKAR.M

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HomePage_TC_O 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/Signup popup displayed or not	http://169.51.204.215:30106/	Login/Signup popup should display	Working as expected	PASS	Successful	Y		MAHINHAMESH LAKSHMISANKAR .M
HomePage_TC_O O2	UI	Home Page	Verify the UI elements in Login/Signup popup	1. Enter URL and click go 2. Click on Signup button for User 3. Verify login/Signup 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	http://169.51.204.215:30106/	Application should show below UI elements: a. email text box b. password text box c. Login button with orange color d. New customer? Create account link e. Last password? Recovery password link	Working as expected	PASS	Successful	Y		NATARAJAN .S KAMESH.S
HomePage_TC_O O3	Functional	Home page	Verify user is able to log into application with Valid credentials	1. Enter URL (https://shopnizer.com/) 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	ID: 5342 password: Testing123	User should navigate to user account homepage	Working as expected	PASS	Successful	Y		MAHIN HAMESH KAMESH.S

HomePage_TC_004	Functional	Home page	Verify user is able to log into application with In Valid credentials	1.Enter URL(http://169.51.200.18:32443/) and click go 2.Click on My Account dropdown button 3.Enter In Valid 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 validationmessage	Workingas expected	PASS	Successful	Y		MAHIN HAMESH
Customer Complaint_TC_005	Functional	Customer Complaint page	Verify users are able to log into Application with credentials.	1.Enter URL(http://169.51.200.18:32443/) and click go 2.Click on My Account dropdown button 3.Enter Valid details in text box. 4..then sign in to text box with correct details.	ID: 5342 password: Testing123678686786876876	Application should show enter into the next page..	Workingas expected	PASS	Successful	Y		NATARAJAN.S
Customer Complaint_TC_006	Functional	Customer Complaint page	Verify users are able to see the compliant page.	1.Enter URL(http://169.51.200.18:32443/) and click go 2.Click on My Account dropdown button 3enter the sign in details 4it will go to the complaint box..	ID: 5342 password: Testing123	Application will show a. Home b. New issue. c. logout.	Workingas expected	PASS	Successful	Y		LAKSHMISANKAR.M

Customer Complaint_TC_OO7	Functional	Customer Complaint page	Verify user is able to see the complaint page	1.Enter URLhttp://169.51.200.18:32443/ and click go 2.Click on My Account dropdown button 3. enter the sign in details 4.it will go to the complaint box	ID: 5434 password: Testing123	Click on the new issue button in the complaint box..	Working as expected	PASS	Successful	Y		LAKSHMI SANKARM
LCustomer Complaint_TC_OO8	Functional	Customer Complaint page	Verify User is able to log into application with Valid Credentials	1.Enter to the complaint box. 2.Click on the new issue button. 3.Enter the correct detail for the complaint.	ID: 1111 password: 5678	Application should Show complaint page for customers	Working as expected	PASS	Successful	Y		LAKSHMI SANKARM
Customer complaint Page_TC_OO9	UI	Customer Complaint PAGE	Verify all the Customers are 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 the back button. 4. Click on the show issue button.	http://169.51.200.18:32443/	Customer should be able to see the complaint	Working as expected	PASS	Successful	Y		KAMESH.S

AdminPage_TC_O10	Functional	Admin Page (Complaintlist)	Verify admin is able to log into the user account.	1.Enter URL http://169.51.200.1832443/ and click go 1.Enter the correct admincredentials in the useraccount	http://169.51.200.1832443/	Application should shows a. User database b. Agent Database c. Complaint database	Workingas expected	PASS	Successful	Y		MAHIN HAMESH
AdminPage_TC_O11	Functional	Admin Page (Complaint list)	Verify admin is able to log into application with Valid Credentials	1.Enter URL http://169.51.200.1832443/ and click go 2.Click on the complaint database button,	ID: 5342 password: Testing123	ID sent successfully	Application should Able to see the complaints	PASS	Successful	Y		NATARAJANS
AdinPage_TC_O12	Functional	Admin Page (Complaint list)	Verify Admin is able to log into application with Valid Credentials	1.Enter URL http://169.51.200.1832443/ and click go2.Admin should able tosee the number of complaints	ID: 1111 password: 5678	Application should show the correct credentials of the complaint.	Workingas expected	PASS	Successful	Y		KAMESH.S
AdminPage_TC_O13	UI	Admin Page (Agent Allotment)	Verify admin is able to log in the admin page.	1. Sign in to the admin page. 2. Enter the correct details and submit.. 3. Three databases will appear.	ID: 1111 password: 5678	Admin should be able to see the three database buttons.	Workingas expected	PASS	Successful	Y		NATARAJANS

AdminPage_TC_O14	UI	Admin Page (Agent Allotment)	Verify admin is able to log in with valid credentials,	1.Three database will appear a. User database. b. Agent database c. Complaint database. 2.Click on agent database.	http://169.51.200.18:32443/	Admin should be able to see the complaint database credentials.	Working as expected	PASS	Successful	Y		MAHIN HAMESH
AdminPage_TC_O15	UI	Admin Page (Agent Allotment)	Verify Admin is able to log in with valid Credentials	1.Click on the complaint database. 2.Get the credentials of the complaint a. Status b. select. c. processing	http://169.51.200.18:32443/	Admin should be able to see status of the agent as well as complaint	Working as expected	PASS	Successful	Y		KAMESH.S
AdminPage_TC_O16	Functional	Admin Page (Agent Allotment)	Verify admin is able to log in with valid credentials	1.Click on the complaint database. 2.Admin should be able to see the allocate button. 3.click on the allocate button for the respective complaint.	http://169.51.200.18:32443/	Admin should be able to allocate the agent.	Working as expected	PASS	Successful	Y		LAKSHMISANKAR.M

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LoginPage_TC_O 01	Functional	Login Page	Verified user is unable to login In the login page.	1. Enter URL and click go 2. Scroll down 3. Verify login/Singup popup displayed or not	http://169.51.200.18:32443/	Login/Signup popup should display	Working as expected	PASS	Successful	Y		LAKSHMI SANKAR.M NATARAJAN.S
LoginPage_TC_O 02	UI	Login Page	Verify users are unable to login in the login page.	1. Enter URL and click go 2. Click on Signup button for User. 3. Create an account for the user 4. User enters the wrong Id in the sign in page.	http://169.51.200.18:32443/	Application should show mismatch details.	Working as expected	PASS	Successful	Y		MAHIN HAMESH NATARAJAN.S
LoginPage_TC_O 03	Functional	Login page	Verified users are unable to login In the login page.	1. Click on the Sign Up button for User. 2. Create an account for the user 3. User enters the wrong Id in the sign in page. 4. Click on the forgot id.	ID: 5342 password: Testing123	Application should send an Id to the valid email.	Working as expected	PASS	Successful	Y		LAKSHMI SANKAR.M KAMESH.S

LoginPage_TC_004co	Functional	Login page	Verify user mail Id and Enter the correct id in the sign in 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: Testing123	Application should show success and popup to the next page.	Working as expected	PASS	Successful	Y		MAHIN HAMESH
Loginpage_TC_005	Functional	Login page.	The Verified user is unable to log in as he entered a mismatched password.	1.User enters the wrong password. 2.Scroll down and click on the forgot password button 3 application will popup to next page with text boxes a. Id b. Enter your verification number(OTP)	ID: 5342 password: Testing123678686786876876	Application should enter to the forgot password page,	Working as expected	PASS	Successful	Y		NATARAJAN.S
Loginpage_TC_006	Functional	Login page	Verify users are able to get the password in the email.	1.Application enters the forgot password page. 2.Enter the user Valid Id in the text box. 3.Click on the send email button. 4.An email will be sent to the User mail. 5.An OTP will come to the given email. 6.User Enters the OTP in the log in page	ID: 5342 password: Testing123	Application should show success and popup to the next page.	Working as expected	PASS	Successful	Y		KAMESH.S

Homepage_TC_007	UI	Homepage	Verify User is able see the nav bar	1. 1.Click on ,the nav bar a. Our top agents. b. Resume. C. Contact. d. About e. Sign in	ID: 5434 password: Testing123	.. User should able to see the layout	Workingas expected	PASS	Successful	Y		LAKSHMI SANKAR..M MAHIN HAMESH
LHomepage_TC_008	UI	Homepage	Verify users are able to see the top agents .	1.Click on our top agents. a. All b .Hardware services c. Software services. D .Both services. e. Online services	ID: 1111 password: 5678	Top Agents should popup tot he application/	Workingas expected	PASS	Successful	Y		MAHIN HAMESH
HomePage_TC_009	UI	Home Page.	The Verified user is able to see the resume.	1.Click on the resume. 2.Our featureswill appear a. TOP TICKETING FEATURES B .TICKETS & SOLVE PROBLEMS c. KNOWLEDGE BASE SOFTWARE d. TICKETING SOFTWARE	http://169.51.200.18:32443/	Resume will show the Features.	Workingas expected	PASS	Successful	Y		LAKSHMISANKAR.M

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://169.51.200.18:32443/	Contact details will appear.	Working as expected	PASS	Successful	Y		KAMESH.S
HomepagePage_TC_O11	UI	Home Page	Verify the UI elements in Login/Signup popup	1. Enter URL and click go 2. Click on Signup button for User 3. Verify login/Signup popup with below UI elements: a. id text box b. password text box c. Login button d. New customer? Create account link	ID: 5342 password: Testing123	ID sent successfully	Application should show below UI elements: A. email text box b. password text box c. Login button with Orange color. D. New customer? Create account link	PASS	Successful	Y		LAKSHMI SANKAR.M
LoginPage_TC_O12	Functional	Admin Page	Verify Admin is able to log into application with Valid Credentials	1. Enter URL and click go 2. Click on Signup button for User. 3. Create an account for the user 4. Agent enters the wrong Id in the sign in page.	ID: 1111 password: 5678	Application should show mismatch details.	Working as expected	PASS	Successful	Y		NATARAJAN.S
LoginPage_TC_O13	Functional	Login Page	. Verify Agent is unable to log In the login page.	1. Click on the Sign Up 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.	ID: 1111 password: 5678	Application should send an Id to the valid email	Working as expected	PASS	Successful	Y		MAHIN HAMESH

LoginPage_TC_O14	UI	Login Page	Verify Agent mail Id and Enter correct id in the sign in page		1. The Id will be send in the user's valid mail id. 2. Check on the Agent mail id. 3. Copy the valid customer Id. 4. Enter the valid customer Id in the text box.	http://169.51200.18:32443/	Application should show successful and popup to the next page	Working as expected	PASS	Successful	Y		KAMESH.S
LLLoginPage_TC_O15	UI	Login page	Verify Agent is unable to log in as he entered mismatch password		1. Agent enters the wrong password. 2. Scroll down and click on the forgot password button 3 application will popup to next page with text boxes a. Id d. Enter your verification number(OTP)	http://169.51200.18:32443/	Application should enter to the forgot password page,	Working as expected	PASS	Successful	Y		LAKSHMI SANKAR.M
LoginPage_TC_O16	Functional	Login Page	Verify Agent is able to get the password in the email		1. Application enters the forgot password page. 2. Enter the agent Valid Id in the text box. 3. Click on the send email button. 4. An email will be sent to the Agent mail. 5. An OTP will come to the given email. 6. Agent Enters the OTP in the log in page	http://169.51200.18:32443/	Application should show success and popup to the next page.	Working as expected	PASS	Successful	Y		NATARAJAN.S