

1. Test Cases

Test Case	Description	Test Step	Expected Result	Status
Sign Up	Sign Up as Admin /User	1. Enter a valid Email and Password as an Admin / User 2. Verify your OTP from email	The Link will be taken to log in.	Pass or Fail
Login	Login as Admin/Agent/User	1. Enter a Valid Email and Password to Validate	The Link will be redirected to the Dashboard Page	Pass or Fail
Forgot Password	Forget Passwords for All.	1. Enter a Valid Email 2. Enter OTP and New Password to verify	The Password will be Updated and Allowed to Login	Pass or Fail
Raise a Ticket	Raise a Ticket for the Issues for All Users.	1. Select Issue Type and Enter your name as well as Query 2. Submit the Query	Query will be Updated	Pass or Fail

2. User Acceptance Testing

Test Case ID	Feature Type	Component	Test Scenario	Prerequisite	Steps To Execute
SignUpPage_TC_001	Functional	Home Page and Sign up Page	Verify users are able to see the Signup pop-up when the user clicked on Sign up.		1. Enter URL and click go 2. Click on Sign up from Navbar 3. Verify Signup pop up displayed or not.

SignUpPage_TC_002	UI	Home Page and Sign-up Page	Verify the UI elements in the Signup popup.		<ol style="list-style-type: none"> 1. Enter URL and click go 2. Click on the Signup button 3. Verify the Signup popup with the below UI elements: <ol style="list-style-type: none"> a. Username text box b. Email text box c. Password text box d. Re-enter password text box e. Signup button f. Existing customer? Login account link
LoginPage_TC_001	Functional	Home Page and Login Page	Verify the user is able to see the Login when the user is clicked on Login.		<ol style="list-style-type: none"> 1. Enter URL and click go 2. Click on Login from Navbar 3. Verify whether the Login popup is displayed or not
LoginPage_TC_002	UI	Home Page and Login Page	Verify the UI elements in the Login popup.		<ol style="list-style-type: none"> 1. Enter URL and click go 2. Click on the Login button 3. Verify the Login popup with the below UI elements: <ol style="list-style-type: none"> a. username/email text box b. password text box c. Login button d. New customer? Signup Account link e. Forgot Password Link
AdminInvitePage_TC_001	Functional/ UI	Admin Invite Page	Verify if the agent is not invited unless the admin invites him.	User logged as Admin	<ol style="list-style-type: none"> 1. Verify Agent details and invite Agent <ol style="list-style-type: none"> a. email text box b. password text box

Test Case ID	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation (Y/N)	Bug ID	Execute d By
SignUpPage_TC_001		Signup popup should display	Working as expected	Pass		Y		
SignUpPage_TC_002		Application should show below UI elements: a. Username text box b. Email text box c. Password text box d. Re-enter password text box e. Signup button f. Existing customer? Login account link	Working as expected	Pass		Y		
LoginPage_TC_001		Login popup should display	Working as expected	Pass		Y		
LoginPage_TC_002		Application should show below UI elements: a.email text box b.password text box c. Signup button d.Existing customer? Login account links	Working as expected	Pass		Y		

AdminInvitePage_TC_001		Admin User popup should display and Agent should be able to be allocated.	Working as expected	Pass		Y		
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3. Performance Testing

S. No	Project Name	Scope/feature	Functional Changes	Hardware Changes	Software Changes	Impact of Downtime	Load/Volume Changes	Risk Score	Justification
1.	Customer Care Registry	New	Moderate	No Change	Low	-	>30% to 50%	Orange	Changes have been observed
2.	Customer Care Registry	New	Low	No Change	Low	-	>40% to 60%	Orange	Changes have been observed
3.	Customer Care Registry	New	Low	No Change	Low	-	>20% to 50%	Green	Changes have been observed

S.No	Project Overview	NFT Test Approach	Assumptions/Dependencies/Risks	Approvals/SignOff
1.	Customer Care Registry	Usability	Low	Karthikeyan K
2.	Customer Care Registry	Scalability	Low	Abishek A S

S. No	Project Overview	NFT - Test Approach	NFT - MET	Test Outcome	GO/NO-GO Decision	Recommendation	Identified Defects(Detected/Closed/Open)	Approvals / SignOff
1.	Customer Care Registry	Scalability	Yes	Good		Increase number of pods	Closed	Gary Felix A

