

Project Development Phase

Test Cases Performed

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| Date | 04 October 2022 |
| Team ID | PNT2022TMID51925 |
| Project Name | Project - Customer Care Registry |
| Sprint | Sprint 2 |

Test Cases:

| Test Case ID | Test Case Description | Test Steps | Test Data | Expected Result | Actual Result | Pass / Fail |
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| 15. | Customer creating a new ticket with empty query | 1. Go to site 2. Customer login using email and password 3. Click "New Ticket" option in the Dashboard 4. Clicking the "New Ticket" button without typing any query in the given text area | Query = NULL | Customer should get an alert saying "Query cannot be empty!" | As expected | Pass |
| 16. | Customer creating a new ticket with a valid query | 1. Go to site 2. Customer login using email and password 3. Click "New Ticket" option in the Dashboard 4. Typing the query in the given text area 5. Clicking the "New Ticket" button | Query = "Hi. My I Phone 14 pro max is not turning on. It is a new unit I bought it just 2 days back. I don't know what happened. Can you help me please?" | The ticket gets inserted in the database. After that customer gets an alert saying 'Ticket created' | As expected | Pass |

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| 17. | Customer seeing all the tickets raised by him/her | <ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard | Tickets created by the customer which are already being inserted in the database | Customer should see the list of all the tickets raised by him/her | As expected | Pass |
| 18. | Customer seeing all the tickets raised by him/her | <ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard | - | Customer should see a message "You are yet to raise a ticket" | As expected | Pass |
| 19. | Customer seeing the query of a ticket | <ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard 4. Click "View" option in a ticket from the list of tickets | Tickets created by the customer which are already being inserted in the database | An alert should be shown having the actual query posted by the customer | As expected | Pass |
| 20. | Customer seeing the assigned agent for a ticket | <ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard | <ul style="list-style-type: none"> • Tickets created by the customer which are already being inserted in the database • Admin assigned the agent for the ticket | Customer should be able to see the first name of the agent assigned | As expected | Pass |
| 21. | Customer seeing the assigned agent for a ticket | <ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard | <ul style="list-style-type: none"> • Tickets created by the customer which are already being inserted in the database • Admin is yet to assign the agent | Customer should be able to see the "N/A" message displayed | As expected | Pass |

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| 22. | Admin seeing all the unassigned tickets | <ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Tickets" option in the Dashboard | <ul style="list-style-type: none"> • Tickets created by the customers which are already being inserted in the database • Admin did not assign agent for the tickets | Showing the tickets that are yet to be assigned an agent by the admin | As expected | Pass |
| 23. | Admin seeing all the unassigned tickets | <ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Tickets" option in the Dashboard | <ul style="list-style-type: none"> • Tickets created by the customers which are already being inserted in the database • Admin assigned agents for all the tickets | Admin should just see the message "There is nothing left to assign" | As expected | Pass |
| 24. | Admin assigning an agent for a ticket | <ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Tickets" option in the Dashboard 4. Select an agent from the dropdown given | <ul style="list-style-type: none"> • Tickets created by the customers which are already being inserted in the database • Admin did not assign the agent yet | Admin should get an alert saying "Do you really want to assign the agent for this ticket?". If admin clicks OK, then the agent is assigned for the ticket. The list gets updated | As expected | Pass |
| 25. | Admin seeing the requests section | <ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Requests" option in the Dashboard | <ul style="list-style-type: none"> • Agent details in the database • Admin is yet to accept the agent | Admin should be able to see the list of all the requests made by the agents to the admin | As expected | Pass |

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| 26. | Admin seeing the requests section | <ol style="list-style-type: none"> Go to site Admin login using email and password Click "Requests" option in the Dashboard | <ul style="list-style-type: none"> Agent details in the database Admin accepted all the agents | Admin should just see the message "There are no pending requests" | As expected | Pass |
| 27. | Admin accepting an agent from the request section | <ol style="list-style-type: none"> Go to site Admin login using email and password Click "Requests" option in the Dashboard Click "Tick" mark that is against the agent details | <ul style="list-style-type: none"> Agent details in the database Admin is yet to accept the agent | The agent gets accepted and the same is updated in the database. The list gets updated | As expected | Pass |
| 28. | Agent registration using invalid data | <ol style="list-style-type: none"> Go to site Click on "Don't have an account yet? Register" option Fill the form | First Name = Agent 1 Last Name = NULL Email = agent1@gmail.com Password = 12345678 Confirm password = 12345678 | Agent should get an alert saying "Last Name must be at least 1 character long!" | As expected | Pass |
| 29. | Agent registration using invalid data | <ol style="list-style-type: none"> Go to site Click on "Don't have an account yet? Register" option Fill the form | First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 12345678 Confirm password = 12345678 | Agent should get an alert saying "Invalid Email" | As expected | Pass |
| 30. | Agent registration using invalid data | <ol style="list-style-type: none"> Go to site Click on "Don't have an account yet? Register" option Fill the form | First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 123456789 Confirm password = 12345678 | Agent should get an alert saying "Passwords do not match!" | As expected | Pass |

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| 31. | Agent registration using invalid data | 1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form | First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 123456789 Confirm password = 12345678 | Agent should get an alert saying "Passwords do not match!" | As expected | Pass |
| 32. | Agent registration using invalid data | 1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form | First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 1234 Confirm password = 1234 | Agent should get an alert saying "Passwords must be at least 8 characters long!" | As expected | Pass |
| 33. | Agent registration using valid data | 1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form | First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 12345678 Confirm password = 12345678 | Agent details gets updated in the database. Then an alert "Account created. Login!" is shown | As expected | Pass |
| 34. | Agent login using invalid data | 1. Go to site 2. Fill out the login form 3. Enter email and password | Email = agent1@gmail Password = 12345678 | Agent should get an alert "Invalid email" | As expected | Pass |
| 35. | Agent login using invalid data | 1. Go to site 2. Fill out the login form Enter email and password | Email = agent@gmail.com Password = 12345678 | Agent should get an alert "Agent does not exist" | As expected | Pass |
| 36. | Agent login using valid data | 1. Go to site 2. Fill out the login form Enter email and password | <ul style="list-style-type: none"> Email = agent1@gmail.com Password = 12345678 Admin did not accept the agent yet | Agent should be redirected to a page, that has the status of the confirmation | As expected | Pass |

Along with these test cases, the test cases performed during Sprint 1 were also done.