

Project Development Phase

Test Cases Performed

Team ID	PNT2022TMID27274
Project	Customer Care Registry
Sprint	Sprint 2

Test Cases Performed:

Test Case ID	Test Case Description	Test Steps	Test Data	Expected Results	Actual Results	Pass / Fail	Executed By
1	Customer need to login with valid user credentials	1. Go to the site 2. Login with credentials	Username – Poovi Password – poovi546	It will display invalid credentials and login page should be reloaded	As expected	Pass	Aishwarya
2.	Customer need to login with valid user credentials	1.Go to the site 2.Login with credentials	Username – Poovi Password – poovi@123	With valid login credentials, the customer lead to customer dashboard page	As expected	Pass	Akula Haritha

3.	Ticket details in the customer's dashboard	1.Go to the site 2.Login with credentials 3.Go to dashboard	Ticket details from the database	No tickets details will shown if the customer not yet created any tickets	As expected	Pass	Aishwarya
4.	Ticket details in the customer's dashboard	1.Go to the site 2.Login with credentials 3.Go to dashboard	Ticket details from the database	Customer created respective ticket detail will be displayed	As expected	Pass	Poovizhi
5.	Create a new ticket	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on New Ticket button	Ticket form data will be rendered	Takes the customer to ticket form webpage	As expected	Pass	Malini

6.	Create a new ticket	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on New Ticket button	Ticket form data will be rendered	The User given ticket details will be stored in the database	As expected	Pass	Akula Haritha
7.	On submitting a ticket form	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on New Ticket button 5.Click on submit button	Ticket form data will be rendered	The User given ticket details will be stored in the database	As expected	Pass	Malini
8.	Customer's ticket view page	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on view button on respective ticket	Ticket details from the database	Ticket data will be displayed in the ticket details page	As expected	Pass	Poovizhi
9.	Other customer tickets will not be shown	1.Go to the site 2.Login with credentials 3.Go to dashboard	Ticket details from the databases	Only respective customer Ticket data will be displayed in the ticket details page	As expected	Pass	Aishwarya

10.	Customer can delete ticket	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on delete button on respective ticket	Ticket details from the databases	Ticket details will be deleted/removed from the database	As expected	Pass	Akula Haritha
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