Project Development Phase

Test Cases Performed

Team ID	**PNT2022TMID27274**
Project	Customer Care Registry
Sprint	Sprint 3

Test Cases Performed:

Test Case ID	Test Case Description	Test Steps	Test Data	Expected Results	Actual Results	Pass / Fail	Executed By
1	Agent Login with invalid credentials	1. Go to site 2. Login as an agent using invalid credentials	UserName = agentone Password = agent@123	It will show invalid user credentials The username should be alphanumeric	As expected	Pass	Poovizhi
2.	Agent Login with their credentials	1. Go to site 2. Login as an agent using valid credentials	UserName = agent1 Password = agent@123	The Authentication passed and its allow and display the agent dashboard	As expected	Pass	Malini

3.	No Tickets assigned for Agent	1. Go to site 2. Login as an agent using valid credentials 3. Display will be shown	No Tickets from the databases will be shown if the tickets is not assigned to the respective Agent	"No tickets assigned to you" will shown in the databases	As expected	Pass	Akula Haritha
4.	Tiickets Assigned for Agent	1. Go to site 2. Login as an agent using valid credentials 3. Display will be shown	Tickets data from the database	Tickets data from the databases will be shown if the tickets is assigned to the respective Agent	As expected	Pass	Malini
5.	Other Agent Tickets won't be shown to respective agent	1. Go to site 2. Login as an agent using valid credentials 3. Display will be shown	No Tickets from the databases will be shown if the tickets is not assigned to the respective Agent	Other Agent Tickets won't visible to the respective agent	As expected	Pass	Aishwarya

6.	Clicking Add Resolution	1. Go to site 2. Login with valid agent credentials 3. Dashboard will be shown 4. Click add resolution	Specific Ticket details from the database	By Clicking Add resolution for a specific Ticket it will lead the agent to add resolution page	As expected	Pass	Poovizhi
7.	Clicking Add Resolution	1.Go to site 2.Login with valid agent credentials 3.Dashboard will be shown 4.Click add resolution	Specific Ticket details from the database	Resolution Box will be shown in the webpage to add resolution	As expected	Pass	Akula Haritha
8.	Agent Add Resolution	1.Go to site 2.Login with valid agent credentials 3.Dashboard will be shown 4.Click add resolution 5. Click Submit	Resolution will be stored in the database along with ticket details	Agent can add resolution and resolution will be displayed along with ticket details	As expected	Pass	Aishwarya

9.	Agent Can view the Ticket details	1.Go to site 2.Login with valid agent credentials 3.Dashboard will be shown 4.Click add resolution 5. Click Submit	Ticket details from the database	Ticket data will be shown in the ticket details page	As expected	Pass	Malini
10.	Status will be changed	1.Go to site 2.Login with valid agent credentials 3.Dashboard will be shown 4.Click add resolution 5. Click Submit 6. Back to dashboard	Ticket details from the database	The Status of the ticket changed to resolved when the resolution is added	As expected	Pass	Poovizhi