Project Development Phase

Test Cases Performed

Team ID	**PNT2022TMID27274**
Project	Customer Care Registry
Sprint	Sprint 4

Test Cases Performed:

Test Case ID	Test Case Description	Test Steps	Test Data	Expected Results	Actual Results	Pass / Fail	Executed By
1	Admin Assign an Agent to a Ticket	1. Go to the site 2. Login with credentials 3. Go to dashboard 4. Click on assign an agent button on respective ticket	Ticket Details form the database	Take the Admin to Assign an agent page	As expected	Pass	Aishwarya
2.	Admin Assign an agent to a Ticket	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on assign an agent button on respective ticket 5.Back to dashboard	Agent Details form the database	Agent should be assigned to a ticket and have to visible along with ticket details	As expected	Pass	Akula Haritha

3.	Admin can able to see the Customers account details	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on View Customer button on respective a ticket	Customers details from the database	Take the admin to the customer account details page	As expected	Pass	Aishwarya
4.	Admin can able to see the customers account details	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on View Customer button on respective ticket	Customers details from the database	All the customer details will be displayed in the webpage	As expected	Pass	Poovizhi
5.	Admin can able to see the Agent account details	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on View Agent button on respective ticket	Agent details from the database	Takes the admin to agent account details page	As expected	Pass	Malini

6.	Admin can able to see the agent account details	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on View Agent button on respective ticket	Agent details from the database	All the agent details will be shown in the agent display page	As expected	Pass	Akula Haritha
7.	Admin can add agent account	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on Add Agent button	Username – Agent45 Password – agent@456 Email – agent456@gmail.com	Admin can add an agent and data will be stored in the database	As expected	Pass	Malini
8.	Admin can delete the agent account	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on View Agent button on respective ticket	Agent details from the database	All the agent details will be shown in the agent display page	As expected	Pass	Poovizhi
9.	Admin can delete the agent account	1.Go to the site 2.Login with credentials 3.Go to dashboard 4.Click on View Agent button on respective ticket 5. Delete agent	Agent details from the databases	Agent data will be removed from the databases	As expected	Pass	Aishwarya

| 10. | Admin can view the Ticket details | 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 databases | Ticket details will be displayed in the ticket details page | As expected | Pass | Akula Haritha |