

CUSTOMER CARE REGISTRY

TEST CASE REPORT

SPRINT TEST CASES



TEAM DETAILS:

Team No : PNT2022TMID34324
College Name :Cape institute of technology
Department :electronics and communication engineering

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|---------------|------------------------|
| Date | 10-NOV -2022 |
| Team ID | PNT2022TMID34324 |
| Project Name | Customer Care Registry |
| Maximum Marks | 4 Marks |



TEST CASES

| Test case ID | Feature Type | Component | Test Scenario | Steps To Execute | Expected Result | Actual Result | Status | Commnets | TC for Automation(Y/N) | BUG ID | Executed By |
|------------------|--------------|-----------|--|---|---|---------------------|--------|-------------|------------------------|--------|--------------------------|
| LoginPage_TC_O01 | Functional | Home Page | Verify user is able to see the Login/Signup popup when user clicked on My account button | 1. Enter URL and click go 2. Scroll down 3. Verify login/Signup popup displayed or not | Login/Signup popup should display | Working as expected | PASS | Successfull | Y | | Anusha.S |
| LoginPage_TC_O02 | UI | Home Page | Verify the UI elements in Login/Signup popup | 1. Enter URL and click go 2. Click on Sigup button for User 3. Verify login/Singup popup with below UI elements: a. id text box b. password text box c. Login button d. New customer? Create account link e. Last password? Recovery password link | Application should show below UI elements: a. email text box b. password text box c. Login button with orange colour d. New customer? Create account link e. Last password? Recovery password link | Working as expected | PASS | Successful | Y | | Rasi Bi nu R Anusha S |
| LoginPage_TC_O03 | Functional | Home page | Verify user is able to log into application with Valid credentials | 1. Enter URL(https://shopenzer.com/) and click go 2. Click on My Account dropdown button 3. Enter Valid ID in ID text box 4. Enter valid password in password text box 5. Click on login button | User should navigate to user account homepage | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |

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|------------------|------------|------------|--|---|--|---------------------|------|------------|---|--|---------------------------------|
| LoginPage_TC_004 | Functional | Login page | Verify user is able to log into application with InValid credentials | ID: 5342 password: Testing123 | Application should show 'Incorrect email or password ' validation message. | Working as expected | PASS | Successful | Y | | Rasi Binu .R Anusha.anusha.s |
| LoginPage_TC_005 | Functional | Login page | Verify user is able to log into application with InValid credentials | ID: 5342 password: Testing123678686786876876 | Application should show 'Incorrect email or password ' validation message. | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |
| LoginPage_TC_006 | Functional | Login page | Verify user is able to log into application with InValid credentials | ID: 5342 password: Testing123 | Application should show 'Incorrect email or password ' validation message. | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |

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|------------------|------------|----------------------|--|----------------------------------|--|---------------------|------|------------|---|--|-------------------------|
| LoginPage_TC_007 | Functional | Login page | Verify User is able to log into application with Valid Credentials | ID: 5434 password: Testing123 | Application should show 'correct email or password ' validation message. | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |
| LoginPage_TC_008 | Functional | Login page for ADMIN | Verify User is able to log into application with Valid Credentials | ID: 1111 password: 5678 | Application should show 'correct email or password ' validation message. | Working as expected | PASS | Successful | Y | | Rasi Binu R |
| LoginPage_TC_009 | UI | ADMIN PAGE | Verify all the Customer database is visible | | Customer database is visible | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |

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|------------------|------------|----------------------|---|--|---|--|------|------------|---|--|----------------------|
| LoginPage_TC_O10 | Functional | USER REGISTER | Verify Id sent to customer email address | | Email sent successfully | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |
| LoginPage_TC_O11 | Functional | AGENT REGISTER | Verify AGENT is able to log into application with Valid Credentials | ID: 5342 password: Testing123 | ID sent successfully | Application should show 'correct email or password ' validation message. | PASS | Successful | Y | | Rasi Binu R Anusha s |
| LoginPage_TC_O12 | Functional | Login page for ADMIN | Verify User is able to log into application with InValid Credentials | ID: 1111 password: 5678 | Application should show 'Incorrect ID or password ' validation message. | Working as expected | PASS | Successful | Y | | Rasi Binu R |
| LoginPage_TC_O13 | UI | Home page for Agent | Verify user is able to see the agent home page when user finish on submitting Credentials | ID: 1111 password: 5678 | AGENT Home Page popup should display | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |

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|----------------------|------------|---------------------|---|--------------------------------------|---------------------|------|------------|---|--|-------------------------|
| LoginPage_TC_ O14 | UI | Home page for USER | Verify user is able to see the User home page when user finish on submitting Credentials | USER Home Page popup should display | Working as expected | PASS | Successful | Y | | Anusha S |
| LoginPage_TC_ O15 | UI | Home page for ADMIN | Verify user is able to see the ADMIN home page when user finish on submitting Credentials | ADMIN Home Page popup should display | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha s |
| LoginPage_TC_ O16 | Functional | AGENT PAGE | On delete Button the user Credentials will be deleted | ADMIN Home Page popup should display | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |

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|-----------------|--------------|-----------|--|---|-------------------------------------|---------------------|--------|-------------|------------------------|--------|----------------------|
| User_Page_TC_O1 | Functional | USER PAGE | Verify user is able to see the Show Complaint popup when user clicked on popup | 1.Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not | Show Complaint popup should display | Working as expected | PASS | Successfull | Y | | Rasi Binu R Anusha S |
| User_Page_TC_O2 | UI | USER PAGE | Verify the User has No Complaint | Click on the Url and go to user page by giving Correct Credentials | No Complaint should shown | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |
| User_Page_TC_O3 | UI | USER PAGE | Verify User Total Complaint is Zero | Click on the Url and go to user page by giving Correct Credentials | Total Number of Complaint is Zero | Working as expected | PASS | Successful | Y | | Akalya C |

TEST CASES

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|-------------------|------------|------------|---|---|---------------------|------|------------|---|--|-------------------------|
| Admin_Page_TC_OO4 | Functional | Admin Page | Admin can see the Agent DataBase | Agent Database should display on show agent database. | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |
| Admin_Page_TC_OO5 | Functional | Admin Page | Admin can delect the Agent Database | Delect the agent Database | Working as expected | PASS | Successful | Y | | Rasi Binu Anusha S |
| Admin_Page_TC_OO6 | Functional | Admin Page | Verify the overall Delect the database for User | Delect the overall Agent database delect. | Working as expected | PASS | Successful | Y | | Rasi Binu R |

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|-----------------------|----|----------------------------|--|---|---------------------|------|------------|---|--|-------------------------|
| Admin_Page_TC_OO7 | UI | Admin Page | Verify the admin seen the text box for the delect option | Text box working for the correct Keyword. | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |
| Home_Page_TC_OO8 | UI | Register Account for Agent | Verify User is able to seen the Register Page for Agent | After register Page popup should seen. | Working as expected | PASS | Successful | Y | | Akalya C |
| Agent_Register_TC_O10 | UI | AGENT REGISTER | Verify all the text box will be visible for register | Agent Register text fields are visible | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |

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|-----------------------|------------|----------------|---|-------------------------|---------------------|------|------------|---|--|-------------------------|
| Agent_Register_TC_O11 | Functional | AGENT REGISTER | Verify Id sent to customer email address | Email sent successfully | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |
| Web_Chat_TC_O11 | Functional | WEB CHAT | Click on the Web chat button | Web chat popup | Working as expected | PASS | Successful | N | | Akalya C |
| Web_chat_TC_O12 | UI | WEB CHAT | Web chat button visible | Web chat visible | Working as expected | PASS | Successful | N | | Rasi Binu R Anusha S |
| Admin_Login_TC_O13 | Functional | AGENT LOGIN | Verify user is able to get login id on emails | Get Notified by Emails | Working as expected | PASS | Successful | Y | | Anusha S |

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|--------------------|------------|-------------|---|-------------------------------------|---------------------|------|------------|---|--|-------------------------|
| Agent_Login_TC_O14 | UI | AGENT Login | Visible for text field for enter email id | Text Fields for Email in Agent Page | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |
| LoginPage_TC_O15 | UI | USER Login | Visible for text field for enter email id | Text Fields for Email in Agent Page | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |
| Agent_Login_TC_O16 | Functional | AGENT Login | Visible for Password on Forgot Password | Password should Visible | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |

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|----------------|--------------|-----------|--|---|--|---------------------|--------|-------------|------------------------|---------|-------------------------|
| HomePage_TC_O1 | Functional | Home Page | Verify user is able to see the Login/Signup popup when user clicked on My account button | 1. Enter URL and click go 2.Scroll down 3.Verify login/Signup popup displayed or not | Login/Signup popup should display | Working as expected | PASS | Successfull | Y | | Rasi Binu R Anusha S |
| HomePage_TC_O2 | UI | Home Page | Verify the UI elements in Login/Signup popup | 1.Enter URL and click go 2.Click on Sigup button for User 3.Verify login/Singup popup with below UI elements: a.id text box b.password text box c.Login button d.New customer? Create account link e.Last password? Recovery password link | Application should show below UI elements: a.email text box b.password text box c.Login button with orange colour d.New customer? Create account link e.Last password? Recovery password link | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |
| HomePage_TC_O3 | Functional | Home page | Verify user is able to log into application with Valid credentials | 1.Enter URL(https://shopenzer.com/) and click go 2.Click on My Account dropdown button 3. Enter Valid ID in ID text box 4.Enter valid password in password text box 5.Click on login button | User should navigate to user account homepage | Working as expected | PASS | Successful | Y | | Rasi Binu R Anusha S |

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|-------------------------------|------------|-------------------------|--|--|--|---------------------|------|------------|---|--|-------------|
| HomePage_TC_ OO4 | Functional | Home page | Verify user is able to log into application with InValid credentials | ID: 5342 password: Testing123 | Application should show 'Incorrect email or password ' validation message. | Working as expected | PASS | Successful | Y | | Rasi Binu R |
| Customer Complaint_TC_ OO5 | Functional | Customer Complaint page | Verify user is able to log into Appliaction with credentials. | ID: 5342 password: Testing12367868 6786876876 | Application should show enter into the next page.. | Working as expected | PASS | Successful | Y | | Anusha S |
| Customer Complaint_TC_ OO6 | Functional | Customer Complaint page | Verify user is able to see the compliant page. | ID: 5342 password: Testing123 | Application will show a.Home b.New issue. c.logout. | Working as expected | PASS | Successful | Y | | Akalya C |

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|--------------------------------|------------|-------------------------|--|---|---|---------------------|------|------------|---|--|---|
| Customer Complaint_TC_007 | Functional | Customer Complaint page | Verify user is able to see the compliant page | ID: 5434 password: Testing123 | Click on the new issue button in the complaint box.. | Working as expected | PASS | Successful | Y | | Arockia Jersha Tharsali Rasi Binu |
| LCustomer Complaint_TC_008 | Functional | Customer Complaint page | Verify User is able to log into application with Valid Credentials | ID: 1111 password: 5678 | Application should Show complaint page for customers. | Working as expected | PASS | Successful | Y | | Rasi Binu R |
| Customer complaint Page_TC_009 | UI | Customer ComplaintPAGE | Verify all the Customer able to enter their credentials. | http://169.51.204/215:30106/ | Customer should able to see the compalint | Working as expected | PASS | Successful | Y | | Rasi Binu R |

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| AdminPage_TC_O10 | Functional | Admin Page (Complaintilist) | Verify admin is able to log into the user account. | - | Application should shows a.User databas b.Agent Database c.Complaint database | Working as expected | PASS | Successful | Y | | Rasi Binu R |
| AdminPage_TC_O11 | Functional | Admin Page (Complaint list) | Verify admin is able to log into application with Valid Credentials | ID: 5342 password: Testing123 | ID sent successfully | Application should Able to see the compliants | PASS | Successful | Y | | Akalya C |
| AdinPage_TC_O12 | Functional | Admin Page (Complaint list) | Verify Admin is able to log into application with Valid Credentials | ID: 1111 password: 5678 | Application should show the correct credentials of the complaint. | Working as expected | PASS | Successful | Y | | Rasi Binu R |
| AdminPage_TC_O13 | UI | Admin Page (Agent Allotment) | Verify admin is able to log int the admin page. | ID: 1111 password: 5678 | Admin should able to see the three database button. | Working as expected | PASS | Successful | Y | | Akalya C |

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|------------------|------------|---------------------------------|--|---|---|---------------------|------|------------|---|--|-------------|
| AdminPage_TC_O14 | UI | Admin Page (Agent Allotment) | Verify admin is able to log in with valid credentials, | 1.Three database will appear a.User database. b.Agent database. c.Complaint database. 2.Click on agent database. | Admin should able to see the complaint database credentials. | Working as expected | PASS | Successful | Y | | Anusha S |
| AdminPage_TC_O15 | UI | Admin Page (Agent Allotment) | Verify Admin is able to log in with valid Credentials | 1. Click on complaint database. 2. Get the credentials of the complaint a.Status b.delect. c.processing | Admin should able to see the status of the agent as well as complaint | Working as expected | PASS | Successful | Y | | Anusha S |
| AdminPage_TC_O16 | Functional | Admin Page (Agent Allotment) | Verify admin is able to log in with valid credentials | 1. Clickk on complaint database. 2. Admin shold able to see the allocate button. 3.click on the allocate button for the respective complaint. | Admin should able to allocate the agent | Working as expected | PASS | Successful | Y | | Rasi Binu R |

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|------------------|----|------------|--|---|-------------------------------------|---|---------------------|------|------------|---|--|---|
| Homepage_TC_007 | UI | Homepage | Verify User is able see the nav bar | 1. 1.Click on ,the nav bar a.Our top agents. b.Resume. C.Contact. d.About e.Sign in | ID: 5434 password: Testing123 | User should able to see the layout | Working as expected | PASS | Successful | Y | | Arockia Jersha Tharsali Rasi Binu R |
| LHomepage_TC_008 | UI | Homepage | Verify user is able to see the top agents. | 1.Click on the our top agents. a.All b.Hardware services c.Software services. d.Both services. e.Online services | ID: 1111 password: 5678 | Top Agents should popup tot he application/ | Working as expected | PASS | Successful | Y | | Rasi Binu R |
| HomePage_TC_009 | UI | Home Page. | Verify user is able to see the resume. | i. Click on the resume. 2.Our features will appear. a. TOP TICKETING FEATURES b.TICKETS & SOLVE PROBLEMS c.KNOWLEDGE BASE SOFTWARE d. TICKETING SOFTWARE | | Resume will show the Features. | Working as expected | PASS | Successful | Y | | Rasi Binu R |



Thank you