

CUSTOMER CARE REGISTRY

TEST CASE REPORT

(SPRINT 02)



TEAM DETAILS:

Team No : PNT2022TMID10772
College Name : IFET College of Engineering
Department : Electronics and Communication Engineering

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|---------------|------------------------|
| Date | 03 –NOV -2022 |
| Team ID | PNT2022TMID10772 |
| Project Name | Customer Care Registry |
| Maximum Marks | 4 Marks |



TEST CASES

| Test case ID | Feature Type | Component | Test Scenario | Steps To Execute | Test Data | Expected Result | Actual Result | Status | Commnets | TC for Automation(Y/N) | BUG ID | Executed By |
|------------------|--------------|-----------|--|---|---|-------------------------------------|---------------------|--------|-------------|------------------------|--------|-----------------|
| User_Page_TC_O01 | 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 | http://169.51.204.215:30106/ | Show Complaint popup should display | Working as expected | PASS | Successfull | | | PRADEEP.S |
| User_Page_TC_O02 | UI | USER PAGE | Verify the User has No Complaint | Click on the Url and go to user page by giving Correct Credentials | http://169.51.204.215:30106/ | No Complaint should shown | Working as expected | PASS | Successful | | | PRASANNAKUMAR.M |
| User_Page_TC_O03 | UI | USER PAGE | Verify User Total Complaint is Zero | Click on the Url and go to user page by giving Correct Credentials | http://169.51.204.215:30106/ | Total Number of Complaint is Zero | Working as expected | PASS | Successful | | | PRAVEEN.S |

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| Admin_Page_TC_OO4 | Functional | Admin Page | Admin can see the Agent DataBase | 1.Enter URL(http://169.51.204.215:30106/) and click go 2.Enter the Credentials for the admin page and submit | http://169.51.204.215:30106/ | Agent Database should display on show agent database. | Working as expected | PASS | Successful | | | PRAGADEESH.S |
| Admin_Page_TC_OO5 | Functional | Admin Page | Admin can delect the Agent Database | 1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page | http://169.51.204.215:30106/ | Delect the agent Database | Working as expected | PASS | Successful | | | PRASANNAKUMAR.M |
| Admin_Page_TC_OO6 | Functional | Admin Page | Verify the overall Delect the database for User | 1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page 3.After type the “A” in the Text box for the agent database delect | http://169.51.204.215:30106/ | Delect the overall Agent database delect. | Working as expected | PASS | Successful | | | PRASANNAKUMAR.M |

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| Admin_Page_TC_OO7 | UI | Admin Page | Verify the admin seen the text box for the delect option | 1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page 3.Admin Can see the text box for delect option | http://169.51.204.215:30106/ | Text box working for the correct Keyword. | Working as expected | PASS | Successful | | | PRADEEP.S PRAGADEESH.S |
| Home_Page_TC_OO8 | UI | Register Account for Agent | Verify User is able to seen the Register Page for Agent | 1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on the Agent button for register | http://169.51.204.215:30106/ | After register Page popup should seen. | Working as expected | PASS | Successful | | | PRAVEEN.S |
| Agent_Register_TC_O10 | UI | AGENT REGISTER | Verify all the text box will be visible for register | 1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on the Agent button after the text field are visible for the agent to see | http://169.51.204.215:30106/ | Agent Register text fields are visible | Working as expected | PASS | Successful | | | PRASANNAKUMAR.M |

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| Agent_Register_TC_O11 | Functional | AGENT REGISTER | Verify Id sent to customer email address | 1.Enter URL(http://169.51.204.215:30106/) and click go 1.Register the account by giving credentials 2. Click on button Submit | http://169.51.204.215:30106/ | Email sent successfully | Working as expected | PASS | Successful | | | PRASANNAKUMAR.M |
| Web_Chat_TC_O11 | Functional | WEB CHAT | Click on the Web chat button | 1.Enter URL(http://169.51.204.215:30106/) and click go 1.Click on the Web Chat Button | http://169.51.204.215:30106/ | Web chat popup | Working as expected | PASS | Successful | | | PRAVEEN.S |
| Web_chat_TC_O12 | UI | WEB CHAT | Web chat button visible | 1.Enter URL(http://169.51.204.215:30106/) and click go 1.shown on the Web Chat Button | http://169.51.204.215:30106/ | Web chat visible | Working as expected | PASS | Successful | | | PRASANNAKUMAR.M |
| Admin_Login_TC_O13 | Functional | AGENT LOGIN | Verify user is able to get login id on emails | 1.Enter URL(http://169.51.204.215:30106/) and click go 2. To the Agent Login page getting of emails | http://169.51.204.215:30106/ | Get Notified by Emails | Working as expected | PASS | Successful | | | PRAGADEESH.S |

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| Agent_Login_TC_O14 | UI | AGENT Login | Visible for text field for enter email id | 1. Enter URL(http://169.51.204.215:30106/) and click go 2. To the User Login page and seen your textfields | http://169.51.204.215:30106/ | Text Fields for Email in Agent Page | Working as expected | PASS | Successful | | | PRASANNAKUMAR.M |
| LoginPage_TC_O15 | UI | USER Login | Visible for text field for enter email id | 1. Enter URL(http://169.51.204.215:30106/) and click go 2. To the User Login page and seen your textfields | http://169.51.204.215:30106/ | Text Fields for Email in Agent Page | Working as expected | PASS | Successful | | | PRADEEP.S |
| Agent_Login_TC_O16 | Functional | AGENT Login | Visible for Password on Forgot Password | 1. Enter URL(http://169.51.204.215:30106/) and click go 2. To the Agent Forgot Page after verification Password should Visible | http://169.51.204.215:30106/ | Password should Visible | Working as expected | PASS | Successful | | | PRASANNAKUMAR.M |



Thank you