CUSTOMER CARE REGISTRY

TEST CASE REPORT

SPRINT TEST CASES

TEAM DETAILS:

Team No	**:** PNT2022TMID10772
College Name	**:** IFET College of Engineering
Department	**:** Electronics and Communication Engineering
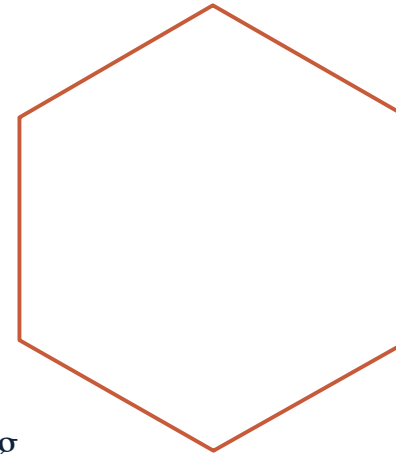
Date	03 –NOV -2022
Team ID	PNT2022TMID10772
Project Name	Customer Care Registry
Maximum Marks	4 Marks

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
LoginPage_TC_OO1	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/Singup popup displayed ornot	http://169.51.204.215:30106/	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		PRASANNAKUMAR.M PRAVEEN.S
LoginPage_TC_OO2	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	http://169.51.204.215:30106/	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		PRASANNAKUMAR.M PRAVEEN.S

										Y		
LoginPage_TC_OO3	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	ID: 5342 password: Testing123	User should navigate to user account homepage	Working as expected	PASS	Successful			PRASANNAKUMAR.M PRAVEEN.S

										Y		
LoginPage_TC_OO4	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password ' validation message.	Working as expected	PASS	Successful			PRADEEP.S PRAGADEESH.S

PRASANNAKUMAR.M |
| LoginPage_TC_OO5 | Functional | Login page | Verify user is able to log into application with InValid credentials | 1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button | ID: 5342 password: Testing123678686786876876 | Application should show 'Incorrect email or password ' validation message. | Working as expected | PASS | Successful | Y | | PRADEEP.S |
| | | | | 1.Enter URL(http://169.51.204.215 | | | | | | Y | | |

LoginPage_TC_OO7	Functional	Login page	Verify User is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5434 password: Testing123	Application should show 'correct email or password ' validation message.	Working as expected	PASS	Successful	Y		PRAGADEESH.S
LoginPage_TC_OO8	Functional	Login page for ADMIN	Verify User is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) 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	ID: 1111 password: 5678	Application should show 'correct email or password ' validation message.	Working as expected	PASS	Successful	Y		PRASANNAKUMAR.M
				1.Enter URL(http://169.51.204.215:30106/) and click go						Y		

Test Case ID	Type	Module	Description	Steps	Test Data	Actual Result	Expected Result	Status	Remarks	Pass		Tester
LoginPage_TC_O10	Functional	USER 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	Y		PRASANNAKUMAR.M
LoginPage_TC_O11	Functional	AGENT REGISTER	Verify AGENT is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password: Testing123	ID sent successfully	Application should show 'correct email or password ' validation message.	PASS	Successful	Y		PRAVEEN.S
LoginPage_TC_O12	Functional	Login page for ADMIN	Verify User is able to log into application with InValid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 1111 password: 5678	Application should show 'Incorrect ID or password' validation message.	Working as expected	PASS	Successful	Y		PRASANNAKUMAR.M PRASANNA KUMAR.M

| LoginPage_TC_O14 | UI | Home page for USER | Verify user is able to see the User home page when user finish on submitting Credentials | 1.Enter URL(http://169.51.204.215:30106/) and click go 2.To the User Login page and submit Your Credentials | http://169.51.204.215:30106/ | USER Home Page popup should display | Working as expected | PASS | Successful | Y | | PRASANNAKUMAR.M

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| LoginPage_TC_O15 | UI | Home page for ADMIN | Verify user is able to see the ADMIN home page when user finish on submitting Credentials | 1.Enter URL(http://169.51.204.215:30106/) and click go 2.To the User Login page and submit Your Credentials | http://169.51.204.215:30106/ | ADMIN Home Page popup should display | Working as expected | PASS | Successful | Y | | PRAGADEESH.S |
| LoginPage_TC_O16 | Functional | AGENT PAGE | On delete Button the user Credentials will be delected | 1.Enter URL(http://169.51.204.215:30106/) and click go 2. To the Admin Page and delect on User Credentials | http://169.51.204.215:30106/ | ADMIN Home Page popup should display | Working as expected | PASS | Successful | Y | | PRASANNAKUMAR.M

PRASANNA KUMAR.M |

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_OO1	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	Y		PRAGADEESH.S
User_Page_TC_OO2	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	Y		PRASANNAKUMAR.M PRASANNA KUMAR.M
										Y		

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	Y		PRADEEP.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	Y		PRASANNAKUMAR.M PRASANNA KUMAR.M
				1.Enter URL(http://169.51.204.215						Y		

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	Y		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	Y		PRAVEEN.S
				1.Enter URL(http://169.51.204.21						Y		

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	Y	Successful	PRASANNAKUMAR.M PRASANNA KUMAR.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	N	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	N	Successful	PRASANNAKUMAR.M PRASANNA KUMAR.M

										Y		
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 PRASANNA KUMAR.M
										Y		
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			PRAGADEESH.S
										Y		
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 PRASANNA KUMAR.M

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
HomePage_TC_OO1	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/Singup popup displayed or not	http://169.51.204/215:30106/	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		PRADEEP.S PRAGADEESH.S
HomePage_TC_OO2	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	http://169.51.204/215:30106/ -	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		~~PRASANNAKUMAR.M~~ ~~PRASANNA KUMAR.M~~ PRAVEEN.S
				1.Enter URL(https://shopenzer.co						Y		

HomePage_TC_OO4	Functional	Home page	Verify user is able to log into application with InValid credentials	1.Enter URL(http://169.51.204.215 :30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password ' validation message.	Working as expected	PASS	Successful	Y		PRASANNAKUMAR.M PRASANNA KUMAR.M
Customer Complaint_TC_OO5	Functional	Customer Complaint page	Verify user is able to log into Appliaction with credentials.	1.Enter URL(http://169.51.204.215 :30106/) and click go 2.Click on My Account dropdown button 3.Enter Valid details in text box. 4..then sign in to text box with correct details.	ID: 5342 password: Testing12367868 6786876876	Application should show enter into the next page..	Working as expected	PASS	Successful	Y		PRAGADEESH.S
				1.Enter URL(http://169.51.204.215						Y		

										Y			
Customer Complaint_TC_OO7	Functional	Customer Complaint page	Verify user is able to see the compliant page	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on My Account dropdown button 3. enter the sign in details 4it will go to the complaint box	ID: 5434 password: Testing123	Click on the new issue button in the complaint box..	Working as expected	PASS	Successful				PRADEEP.S PRAGADEESH.S
LCustomer Complaint_TC_OO8	Functional	Customer Complaint page	Verify User is able to log into application with Valid Credentials	1.Enter to the complaint box. 2.Click on new issue button. 3.Enter the correct details for the complaint.	ID: 1111 password: 5678	Application should Show complaint page for customers.	Working as expected	PASS	Successful	Y			PRASANNAKUMAR.M PRASANNA KUMAR.M
				1.Enter to the complaint page 2.Raise the issue by clicking the new issue button						Y			

AdminPage_TC_O10	Functional	Admin Page (Complaintilist)	Verify admin is able to log into the user account.	1.Enter URL(http://169.51.204.215:30106/) and click go 1.Enter the correct admin credentials in the user account	http://169.51.204.215:30106/	Application should shows a.User databas b.Agent Database c.Complaint database	Working as expected	PASS	Successful	Y		PRASANNAKUMAR.M PRASANNA KUMAR.M
AdminPage_TC_O11	Functional	Admin Page (Complaint list)	Verify admin is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on the complaint database button,	ID: 5342 password: Testing123	ID sent successfully	Application should Able to see the compliants	PASS	Successful	Y		PRAVEEN.S
AdinPage_TC_O12	Functional	Admin Page (Complaint list)	Verify Admin is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Admin should able to see the number of complaints	ID: 1111 password: 5678	Application should show the correct credentials of the complaint.	Working as expected	PASS	Successful	Y		PRASANNAKUMAR.M PRASANNA KUMAR.M

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 databse. b.Agent database. c.Complaint database. 2.Click on agent database.	http://169.51.204.215:30106/	Admin should able to see the complaint database credentials.	Working as expected	PASS	Successful	Y		PRAGADEESH.S
AdminPage_TC_O15	UI	Admin Page (Agent Allotment)	Verify A d m i n 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	http://169.51.204.215:30106/	Admin should able tosee th estatus of the agent as well as complaint	Working as expected	PASS	Successful	Y		PRADEEP.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.	http://169.51.204.215:30106/	Admin should able to allocate the agent .	Working as expected	PASS	Successful	Y		PRASANNAKUMAR.M PRASANNA KUMAR.M

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
LoginPage_TC_OO1	Functional	Login Page	Verify user is unable to login In the login page.	1. Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not	http://169.51.204/215:30106/	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		PRADEEP.S PRAGADEESH.S
LoginPage_TC_OO2	UI	Login Page	Verify user is unable to login in the login page.	1.Enter URL and click go 2.Click on Sigup button for User. 3. Create an account for the user 4. User enters the wrong Id in the sign in page.	http://169.51.204/215:30106/ -	Application should show mismatch details.	Working as expected	PASS	Successful	Y		~~PRASANNAKUMAR.M~~ ~~PRASANNA KUMAR.M~~ PRAVEEN.S
				1..Click on Sigup button for User. 2. Create an account for the user						Y		

										Y		
LoginPage_TC_ OO4co	Functional	Login page	Verify user mail Id and Enter correct id in the sign in page.	1.The Id will be send in the users valid mail id. 2.Check on the users mail id. 3.Copy the valid customer Id. 4. Enter the valid customer Id in the text box.	ID: 5342 password: Testing123	Application should show successful and popup to the next page.	Working as expected	PASS	Successful			PRASANNAKUMAR.M PRASANNA KUMAR.M
Loginpage_TC_ OO5	Functional	Login page.	Verify user is unable to log in as he entered mismatch password .	1. User enters the wrong password. 2. Scroll down and click on the forgot password button 3application will popup to nxt page with text boxes a.Id b.Enter your verification number(OTP) .	ID: 5342 password: Testing12367868 6786876876	Application should enter to the forgot password page,	Working as expected	PASS	Successful	Y		PRAVEEN.S
				1.Appliacation enters to the forgot password page. 2.Enter the user Valid Id in the text box.						Y		

										Y		
Homepage_TC_OO7	UI	Homepage	Verify User is able see the nav bar	.1. 1.Click on ,the nav bar a.Our top agemts. 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			PRADEEP.S PRAGADEESH.S
LHomepage_TC_ OO8	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		PRAVEEN.S PRASANNA KUMAR.M
			Verify user is able to see the resume	1.Click on the resume. 2.Our features will appear. a. TOP TICKETING FEATURES		Resume will show the Features.				Y		

AdminPage_TC_O10	UI	Home Page	Verify user is able to see the Contact	1.Click on the Contact button 2.Contact details will appear a.Name b.Phone number c.Email id d.Address e.Message	http://169.51.204.215:30106/	.Contact details will appear.	Working as expected	PASS	Successful	Y		PRASANNAKUMAR.M PRASANNA KUMAR.M
HomepagePage_TC_O11	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 cLogin button d.New customer? Create account link	ID: 5342 password: Testing123	ID sent successfully	Application should show below UI elements: a.email text box b.password text box cLogin button with Orange color. d.New customer? Create account link	PASS	Successful	Y		PRAVEEN.S
LoginPage_TC_O12	Functional	Admin Page	Verify Admin is able to log into application with Valid Credentials	1.Enter URL and click go 2.Click on Sigup button for User. 3.Create an account for the user 4.Agent enters the wrong Id in the sign in page.	ID: 1111 password: 5678	. Application should show mismatch details.	Working as expected	PASS	Successful	Y		PRASANNAKUMAR.M PRASANNA KUMAR.M

LoginPage_TC_O14	UI	Login Page	Verify Agent mail Id and Enter correct id in the sign in page	1. The Id will be send in the users valid mail id. 2. Check on the Agent mail id. 3.Copy the valid customer Id. 4.Enter the valid customer Id in the text box.	http://169.51.20 4.215:30106/	Application should show successful and popup to the next page	Working as expected	PASS	Successful	Y		PRADEEP.S
LLoginPage_TC _O15	UI	Login page	Verify Agent is unable to log in as he entered mismatch password	1. Agent enters the wrong password. 2. Scroll down and click on the forgot password button 3application will popup to nxt page with text boxes a. Id b. Enter your verification number(OTP) .	http://169.51.20 4.215:30106/	Application should enter to the forgot password page,	Working as expected	PASS	Successful	Y		PRAGDEESH.S
LoginPage_TC_O16	Functional	LOgin Page	Verify Agent is able to get the password in the email	1. Appliacation enters to the forgot password page. 2. Enter the agent Valid Id in the text box. 3. Click on send email button. 4.An email will send to the Agent mail.	http://169.51.20 4.215:30106/	Application should show successful and popup to the next page	Working as expected	PASS	Successful	Y		PRASANNAKUMAR.M PRASANNA KUMAR.M

Thank you