

Project Development Phase

Test Cases Performed

Date	14 November 2022
Team ID	PNT2022TMID10745
Project Name	Project - Customer Care Registry
Sprint	Sprint 2

Test Cases:

Test Case ID	Test Case Description	Test Steps	Test Data	Expected Result	Actual Result	Pass / Fail
15.	Customer creating a new ticket with empty query	<ol style="list-style-type: none">Go to siteCustomer login using email and passwordClick "New Ticket" option in the DashboardClicking the "New Ticket" button without typing any query in the given text area	Query = NULL	The client should an alert message "Question can't be empty!"	"As expected	Pass
16.	Customer creating a new ticket with a valid query	<ol style="list-style-type: none">Go to siteCustomer login using email and passwordClick "New Ticket" option in the DashboardTyping the query in the given text areaClicking the "New Ticket" button	Query = "Hi. My I Phone 14 pro max is not turning on. It is a new unit I bought it just 2 days back. I don't know what happened. Can you help me please?"	The database receives the entry for the ticket. The customer then receives a notification that a ticket has been created. "	As expected	Pass

17.	Customer seeing all the tickets raised by him/her	<ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard 	Tickets created by the customer which are already being inserted in the database	Customer should see the list of all the tickets raised by him/her	As expected	Pass
18.	Customer seeing all the tickets raised by him/her	<ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard 	-	The client should view the message You haven't raised a ticket yet.	As expected	Pass
19.	Customer seeing the query of a ticket	<ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard 4. Click "View" option in a ticket from the list of tickets 	Tickets created by the customer which are already being inserted in the database	There should be a notice displayed possessing real question posted by the client	As expected	Pass
20.	Customer seeing the assigned agent for a ticket	<ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard 	<ul style="list-style-type: none"> □ Tickets created by the customer which are already being inserted in the database □ Admin assigned the agent for the ticket 	The customer should be able to see the assigned agent's first name.	"As expected	Pass
21.	Customer seeing the assigned agent for a ticket	<ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard 	<ul style="list-style-type: none"> □ Tickets created by the customer which are already being inserted in the database "□ Admin is yet to assign the agent 	The customer should be able to see the displayed "N/A" message.	As expected	Pass

22.	Admin seeing all the unassigned tickets	<ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Tickets" option in the Dashboard 	<ul style="list-style-type: none"> Tickets created by the customers which are already being inserted in the database Admin did not assign agent for the tickets 	Showing the tickets that are yet to be assigned an agent by the admin	As expected	Pass
23.	Admin seeing all the unassigned tickets	<ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Tickets" option in the Dashboard 	<ul style="list-style-type: none"> Tickets created by the customers which are already being inserted in the database Admin assigned agents for all the tickets 	Admin should just see the message "There is nothing left to assign"	As expected	Pass
24.	Admin assigning an agent for a ticket	<ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Tickets" option in the Dashboard 4. Select an agent from the dropdown given 	<ul style="list-style-type: none"> Tickets created by the customers which are already being inserted in the database Admin did not assign the agent yet 	Admin should get an alert saying "Do you really want to assign the agent for this ticket?". If admin clicks OK, then the agent is assigned for the ticket. The list gets updated	As expected	Pass
25.	Admin seeing the requests section	<ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Requests" option in the Dashboard 	<ul style="list-style-type: none"> Agent details in the database Admin is yet to accept the agent 	Admin must be having access to a list of any request agents' decisions from the admin	"As expected	Pass

26.	Admin seeing the requests section	<ol style="list-style-type: none"> Go to site Admin login using email and password Click "Requests" option in the Dashboard 	<ul style="list-style-type: none"> Agent details in the database Admin accepted all the agents 	Admin should just see the message "There are no pending requests"	As expected	Pass
27.	Admin accepting an agent from the request section	<ol style="list-style-type: none"> Go to site Admin login using email and password Click "Requests" option in the Dashboard Click "Tick" mark that is against the agent details 	<ul style="list-style-type: none"> Agent details in the database Admin is yet to accept the agent 	The agent is approved, and the database is updated accordingly. The database is updated.	As expected	Pass
28.	Agent registration using invalid data	<ol style="list-style-type: none"> Go to site Click on "Don't have an account yet? Register" option Fill the form 	First Name = Agent 1 Last Name = NULL Email = agent1@gmail.com Password = 12345678 Confirm password = 12345678	Agent should get an alert saying "Last Name must be at least 1 character long!"	As expected	Pass
29.	Agent registration using invalid data	<ol style="list-style-type: none"> Go to site Click on "Don't have an account yet? Register" option Fill the form 	First Name = Agent 1 Last Name = Agent Email = agent1gmail.com Password = 12345678 Confirm password = 12345678	Agent should get an alert saying "Invalid Email"	As expected	Pass
30.	Agent registration using invalid data	<ol style="list-style-type: none"> Go to site Click on "Don't have an account yet? Register" option Fill the form 	First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 123456789 Confirm password = 12345678	Agent should get an alert saying "Passwords do not match!"	As expected	Pass

31.	Agent registration using invalid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 123456789 Confirm password = 12345678	Agent should get an alert saying "Passwords do not match!"	As expected	Pass
32.	Agent registration using invalid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 1234 Confirm password = 1234	Agent should get an alert saying "Passwords must be at least 8 characters long!"	As expected	Pass
33.	Agent registration using valid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 12345678 Confirm password = 12345678	The database is updated with new agent information. then a warning "Account created. It reads "Login!"	As expected	Pass
34.	Agent login using invalid data	1. Go to site 2. Fill out the login form 3. Enter email and password	Email = agent1@gmail Password = 12345678	Agent should get an alert "Invalid email"	As expected	Pass
35.	Agent login using invalid data	1. Go to site 2. Fill out the login form Enter email and password	Email = agent@gmail.com Password = 12345678	Agent should get an alert "Agent does not exist"	As expected	Pass
36.	Agent login using valid data	1. Go to site 2. Fill out the login form Enter email and password	<div>Email = agent1@gmail.com</div> <div>Password = 12345678</div> <div>Admin did not accept the agent yet</div>	The redirection of the agent to a page showing the status of the confirmation	As expected	Pass

Along with these test cases, the test cases performed during Sprint 1 were also done.