

CUSTOMER CARE REGISTRY

TEST CASE REPORT

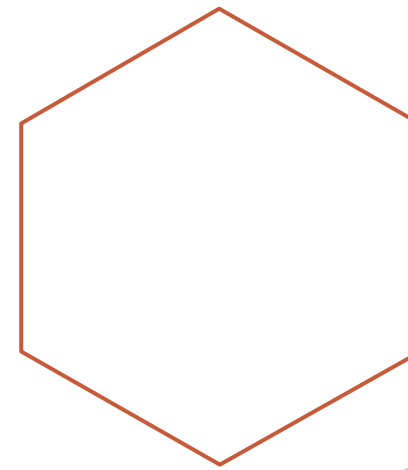
SPRINT TEST CASES



TEAM DETAILS:

Team No : PNT2022TMID18048
College Name : Mepco Schlenk Engineering College
Department : Computer Science & Engineering

Date	03 -NOV -2022
Team ID	PNT2022TMID18048
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/Singup popup displayed or not	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		SELVA YOGIRAAM C
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		JETSON CYRUS J SELVA YOGIRAAM C
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		JETSON CYRUS J SELVA YOGIRAAM C

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		JETSON CYRUS J SELVA YOGIRAAM C
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		JETSON CYRUS J SELVA YOGIRAAM C
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		JETSON CYRUS J SELVA YOGIRAAM C

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		JETSON CYRUS J SELVA YOGIRAAM C
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		JETSON CYRUS J
LoginPage_TC_009	UI	ADMIN PAGE	Verify all the Customer database is visible		Customer database is visible	Working as expected	PASS	Successful	Y		JETSON CYRUS J SELVA YOGIRAAM C

LoginPage_TC_O10	Functional	USER REGISTER	Verify Id sent to customer email address		Email sent successfully	Working as expected	PASS	Successful	Y		JETSON CYRUS J SELVA YOGIRAAM C
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		JETSON CYRUS J SELVA YOGIRAAM C
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		JETSON CYRUS J
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		JETSON CYRUS J SELVA YOGIRAAM C

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		SELVA YOGIRAAM C
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		JETSON CYRUS J SELVA YOGIRAAM C
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		JETSON CYRUS J SELVA YOGIRAAM C

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
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		JETSON CYRUS J SELVA YOGIRAAM C
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		JETSON CYRUS J SELVA YOGIRAAM C
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		PRAKASH R

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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		JETSON CYRUS J SELVA YOGIRAAM C
Admin_Page_TC_OO5	Functional	Admin Page	Admin can delect the Agent Database	Delect the agent Database	Working as expected	PASS	Successful	Y		JETSON CYRUS J SELVA YOGIRAAM C
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		JETSON CYRUS J

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		JETSON CYRUS J SELVA YOGIRAAM C
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		PRAKASH R
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		JETSON CYRUS J SELVA YOGIRAAM C

Agent_Register_TC_O11	Functional	AGENT REGISTER	Verify Id sent to customer email address	Email sent successfully	Working as expected	PASS	Successful	Y		JETSON CYRUS J SELVA YOGIRAAM C
Web_Chat_TC_O11	Functional	WEB CHAT	Click on the Web chat button	Web chat popup	Working as expected	PASS	Successful	N		PRAKASH R
Web_chat_TC_O12	UI	WEB CHAT	Web chat button visible	Web chat visible	Working as expected	PASS	Successful	N		JETSON CYRUS J SELVA YOGIRAAM C
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		SELVA YOGIRAAM C

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		JETSON CYRUS J
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		JETSON CYRUS J SELVA YOGIRAAM C
Agent_Login_TC_O16	Functional	AGENT Login	Visible for Password on Forgot Password	Password should Visible	Working as expected	PASS	Successful	Y		JETSON CYRUS J SELVA YOGIRAAM C

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/N)	BU G ID	Executed By
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		JETSON CYRUS J SELVA YOGIRAAM C
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		JETSON CYRUS J SELVA YOGIRAAM C
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		JETSON CYRUS J SELVA YOGIRAAM C

HomePage_TC_004	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		JETSON CYRUS J
Customer Complaint_TC_005	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		SELVA YOGIRAAM C
Customer Complaint_TC_006	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		PRAKASH R

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		MARI SARAVANAN P JETSON CYRUS J
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		JETSON CYRUS J
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		JETSON CYRUS J

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		JETSON CYRUS J
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		PRAKASH R
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		JETSON CYRUS J
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		PRAKASH R

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		SELVA YOGIRAAM C
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		SELVA YOGIRAAM C
AdminPage_TC_O16	Functional	Admin Page (Agent Allotment)	Verify admin is able to log in with valid credentials	1. Click on complaint database. 2. Admin should 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		JETSON CYRUS J

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		MARI SARAVANAN P JETSON CYRUS J
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		JETSON CYRUS J
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		JETSON CYRUS J



Thank you