CUSTOMER CARE REGISTRY

-Test case report

Team Details:

Team No: PNT2022TMID53532

College Name: Sri Venkateswara College of Engineering

Department: Information Technology

Date	03-NOV-2022
Team ID	PNT2022TMID53532
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Test cases

Test case ID	Feature Type	Component	Test Scenario	Pre-Requisite	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/N)	BUG ID	Executed By
LoginPage_TC_OO1	Functional	Agent Register Page	The Registered User will not be able to register again	NIL	1.Enter URL and click go 2.Click on My Account dropdown button 3.Goto Register Page	NIL	Registered user will not be able to register again	Working as expected	Pass	Successful			TASLEEM
LoginPage_TC_OO2	UI	Agent Register Page	Verify the UI elements in Register page popup	HTML,FLASK,CSS	1.Enter URL and click go 2.Click on My Account dropdown button 3.Verify Register page popup with below UI elements: a.email text box b.password text box c.Register button	NIL	Application should show below UI elements: a.email text box b.password text box c.Username text box c.Register button	Working as expected	Pass	Successful			SREEGANGA
LoginPage_TC_OO3	Functional	User Register Page	The Registered User will not be able to register again	NIL	1.Enter URL and click go 2.Click on My Account dropdown button 3.Goto Register Page	Username: chalam@gmail.com password: Testing123	The registered user will not able to register again	Working as expected	Pass	Successful			JOSHIKA

LoginPage_TC_OO4	UI	User Register Page	The Registered User will not be able to register again	NIL	1.Enter URL and click go 2.Click on My Account dropdown button 3.Goto Register Page	Username: chalam@gmail password: Testing123	Already registered will pop up as the alert message	Working as expected	Pass	Successful			VIMALESH
LoginPage_TC_OO5	UI	Agent Profile page	The agents profile page should be displayed	HTML,FLASK,CSS	1.Enter URL(https://shopenzer.com/) and click go 2.Click on My Account dropdown button 3.Enter Valid username/email in Email text box 4.Enter valid password in password text box 5.Click on login button 6.Goto profile.	Username: chalam password: Testing@123	The profile page of agent should be displayed	Working as expected	Pass	Successful			TALEEM
	UI	User Profile page	The profile page of user will be displayed	HTML,FLASK,CSS	1.Enter URL(https://shopenzer.com/) and click go 2.Click on My Account dropdown button 3.Enter Valid username/email in Email text box 4.Enter valid password in password text box 5.Click on login button 6.Goto profile.	Username:User 123 Password:1234	The profile page of user should be displayed	Working as Expected	Pass	Successful			SREEGANGA
LoginPage_TC_OO7	UI	Admin Pofile page	The profile page of admin will be displayed	HTML,FLASK,CSS	1.Enter URL(https://shopenzer.com/) and click go 2.Click on My Account dropdown button 3.Enter Valid username/email in Email text box 4.Enter valid password in password text box 5.Click on login button 6.Goto profile.	Username:Admin123 Password:3456	The profile page of admin should be displayed.	Working as Expected	Paas	Successfull			JOSHIKA

LoginPage_TC_OO8	UI	User Ticket RAaised PAge	The user's raised ticket should be displayed	HTML,FLASK,CSS	1.Enter URL(https://shopenzer.com/) and click go 2.Click on My Account dropdown button 3.Enter Valid username/email in Email text box 4.Enter valid password in password text box 5.Click on login button 6.View Raised ticket	Username:User123 Password:1234	The raised ticket of the user will be displayed	Working as Expected	Pass	Successful			VIMALESH
LoginPage_TC_OO9	Functional	User Ticket RAaised PAge	The user must be able to raise the ticket	NIL	1.Enter URL(https://shopenzer.com/) and click go 2.Click on My Account dropdown button 3.Enter Valid username/email in Email text box 4.Enter valid password in password text box 5.Click on login button 6.View Raised ticket	Username:User123 Password:1234	The user must be able to raise a ticket.	Working as Expected	Pass	Successful			TALEEM
LoginPage_TC_OO10	UI	User Ticket RAaised PAge	The user must be able to view all the tickets raised	HTML,FLASK,CSS	1.Enter URL(https://shopenzer.com/) and click go 2.Click on My Account dropdown button 3.Enter Valid username/email in Email text box 4.Enter valid password in password text box 5.Click on login button 6.View Raised ticket. 7.View all the tickets	Username:User123 Password:1234	The user must be able to view all the tickets raised	Working as Expected	pass	Successful			SREEGANGA
LoginPage_TC__OO11	Functional	User Ticket RAaised PAge	The user must press view all tickets button to view all tickets raised	NIL	1.Enter URL(https://shopenzer.com/) and click go 2.Click on My Account dropdown button 3.Enter Valid username/email in Email text box 4.Enter valid password in password text box 5.Click on login button 6.View Raised ticket. 7.View all the tickets	Username:User123 Password:1234	The user must be able to view all the tickets raised	Working as expected	Pass	Successful			JOSHIKA

LoginPage_TC _OO1	UI	Admin Dashboard	The admin will be able to view all the tickets raised in the dashboard.	HTML,CSS,FLA SK	1.Enter URL and click go 2.Click on My Account dropdown button 3.Enter Username and password 4.Click Login 5.VIew admin dashboard.	NIL	The admin will be able to view all the tickets raised.	Working as expected	Pass	Implementation Successful.			TASLEEM
LoginPage_TC _OO2	Functional	Admin Page	The admin will be able to assign tickets to the agents	HTML,CSS,FLA SK	1.Enter URL and click go 2.Click on My Account dropdown button 3.Enter Username and password 4.Click Login 5.Goto assign tickets to agents in the left panel	Username: Admin@gm ail.com Password:A gent123	The admin will be able to assign the tickets to the agents	Working as expected	Pass	Successfully implemented			SREEGANGA
LoginPage_TC _OO3	Functional	Agent Dashboard	The agent should be able to manage tickets in the left panel	HTML,CSS,FLA SK	1.Enter URL(https://shopenzer.c om/) and click go 2.Click on My Account dropdown button 3.Enter Valid username/email in Email text box 4.Enter valid password in password text box 5.Click on login button 6.Goto Manage tickets in the left panel.	Username: agent@gm ail.com password: Agent123	The agent will be able to change the ticket status to "in progress".	Working as expected	Pass	Implementation Successful.			JOSHIKA
LoginPage_TC _OO4	Functional	Agent Dashboard	The agent should be able to change the status to resolved	HTML,CSS,FLA SK	1.Enter URL and click go 2.Click on My Account dropdown button 3.Enter Username and password 4.Click Login 5.Goto View Tickets/Change status in the left panel	Username: agent@gm ail.com password: Agent123	The agent must be able to change the status to "resolved"	Working as expected	Pass	Implementation Successful.			VIMALESH

LoginPage_TC_OO6	Functional	User Dashboard	The user should be able to view all the tickets "resolved"	HTML,CSS, FLASK	1.Enter URL and click go 2.Click on My Account dropdown button 3.Enter Valid username/email in Email text box 4.Enter valid password in password text box 5.Click on login button 6.View all tickets resolved in the left panel	Username:User @gmail.com password: User123	The user must be able to view all the tickets that are resolved	Working as expected	Pass	Successfully implemented			SREEGAN GA