# 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://extraordinary-yeot-5a48d7.netlify.app/) 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://extraordinary-yeot-5a48d7.netlify.app/) 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://extraordinary-yeot-5a48d7.netlify.app/) 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 |

| Test Case ID | Type | Module | Description | Technology | Steps | Test Data | Expected Result | Actual Result | Status | Remarks | | | Tester |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| LoginPage_TC_OO8 | UI | User Ticket RAaised PAge | The user's raised ticket should be displayed | HTML,FLASK,CSS | 1.Enter URL(https://extraordinary-yeot-5a48d7.netlify.app/) 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://extraordinary-yeot-5a48d7.netlify.app/) 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://extraordinary-yeot-5a48d7.netlify.app/) 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://extraordinary-yeot-5a48d7.netlify.app/) 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 |

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| LoginPage_TC_OO1 | UI | Admin Dashboard | The admin will be able to view all the tickets raised in the dashboard. | HTML,CSS,FLASK | 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,FLASK | 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@gmail.com Password:Agent123 | 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,FLASK | 1.Enter URL(https://extraordinary-yeot-5a48d7.netlify.app/) 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@gmail.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,FLASK | 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@gmail.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 |
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