| | | | | Date | 3-Nov-22 | | | | | | | | |
|------------------|--------------|--------------------|---|----------------|--|---|--|---------------------------|--------|-------------------------------|----------------------------|-----------|-------------|
| | | | | | PNT2022TMID53529 | | | | | | | | |
| | | | | Project Name | Project - Customer Care Registry | 1 | | | | | | | |
| | | | | Maximum Marks | 4 marks | 1 | | | | | | | |
| Test case ID | Feature Type | Component | Test Scenario | Pre-Requisite | Steps To Execute | Test Data | Expected Result | Actual Result | Status | Comments | TC for Automation (Y/N) | BUG ID | Executed By |
| LoginPage_TC_OO1 | UI | Admin Dashboard | The admin will be able to view all the tickets raised in the dashboard. | HTML,CSS,FLASK | Enter URL and click go C.Click on My Account dropdown button S.Enter Username and password Click Login S.View admin dashboard. | NIL | The admin will be able to view all the tickets raised. | Working as expected | Pass | Implementation Successful. | | | SUPRAJA |
| 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 | | | SNEHA |
| 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. | | | Suppriya |
| 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. | | | LOHITH |
| LoginPage_TC_OO5 | Functional | User Dashboard | The user must be able to view all the tickets in progress. | 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 all tickets in progress in left panel | Username: User@gmail.com password: User123 | The user must be able to view all the tickets in progress | Working as expected | Pass | implementation Successful. | | | SUPRAJA |
| 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 | | | SNEHA |
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