				Date	3-Nov-22								
				Team ID	PNT2022TMID53529]							
				Project Name	Project - Customer Care Registry]							
				Maximum Marks	4 marks								
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	Executed By
.oginPage_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.			SUPRAJA
.oginPage_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
.oginPage_TC_OO3	Functional	Agent Dashboard	The agent should be able to manage tickets in the left panel	HTML,CSS,FLASK	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 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
.oginPage_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
.oginPage_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
oginPage_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