

PERFORMANCE TESTING

Date	24 September 2022
Team ID	PNT2022TMID53529
Project Name	Customer Care Registry
Maximum Marks	2 Marks

TEST CASE-1

ADMIN DASHBOARD

The screenshot displays the Admin Dashboard for the Customer Care Registry. The interface includes a sidebar with navigation options, a top navigation bar, a user greeting, and a 'View All Tickets' section with a table of tickets.

Customer Care Registry

- Admin Dashboard
- Profile
- Profile Information
- Manage Agents/Customers
 - View Customers
 - View Agents
 - Delete Customers
 - Delete Agents
- Assign Tickets
 - View Tickets
 - Assign Agents
- LOG OUT

Admin Dashboard | View Customers | View agents | Delete Customers | Delete agents | Assign agents to tickets | **View tickets raised**

Hello admin12
View All Tickets Raised

View All Tickets
All tickets Rasied in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	AGENT USERNAME	AGENT EMAIL ADDRESS	STATUS
1	sneha123	snehamuthukumar3@gmail.com	Product missing.	100	agent1	None	Ticket Resolved
2	supraja123	supraja232001@gmail.com	Product not delivered.	101	agent2	None	In Progress
3	supriya123	msupriya2002@gmail.com	Product damaged.	102	None	None	Raised

ASSIGNING TASK TO AGENTS-(AGENT PAGE)

Customer Care Registry

Admin Dashboard Profile View Customers View Agents Delete Customers Delete Agents View Tickets **Assign Agents**

Hello admin12
Assign Agent

Assign Agent
All tickets raised in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	AGENT USERNAME	STATUS	ASSIGN AGENT
3	supriya123	msupriya2002@gmail.com	Product damaged.	102	None	Raised	Assign

29°C Partly sunny

TEST CASE-2

ADMIN DASHBOARD

Customer Care Registry

Admin Dashboard Profile Profile Information Manage Agents/Customers View Customers View Agents Delete Customers Delete Agents Assign agents to tickets **View tickets raised**

View All Tickets
All tickets Raised in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	AGENT USERNAME	AGENT EMAIL ADDRESS	STATUS
1	sneha123	snehamuthukumar3@gmail.com	Product missing.	100	agent1	None	Ticket Resolved
2	supraja123	supraja232001@gmail.com	Product not delivered.	101	agent2	None	In Progress
3	supriya123	msupriya2002@gmail.com	Product damaged.	102	agent3	None	Agent Alloted
4	sneha123	snehamuthukumar3@gmail.com	Product damaged.	103	agent4	None	Agent Alloted
5	sneha123	snehamuthukumar3@gmail.com	Delivery cancelled	104	None	None	Raised
6	supraja123	supraja232001@gmail.com	Product missing.	105	agent2	None	Agent Alloted
7	supraja123	supraja232001@gmail.com	Items missing	106	None	None	Raised
8	supriya123	msupriya2002@gmail.com	Delivery cancelled	107	agent3	None	Agent Alloted
9	supriya123	msupriya2002@gmail.com	Delivery cancelled	108	agent2	None	Agent Alloted

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ASSIGNING TASKS TO AGENTS-(AGENT PAGE)

Customer Care Registry

Admin Dashboard Profile View Customers View Agents Delete Customers Delete Agents View Tickets **Assign Agents**

Hello admin12
Assign Agent

Assign Agent
All tickets raised in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	AGENT USERNAME	STATUS	ASSIGN AGENT
5	sneha123	snehamuthukumar3@gmail.com	Delivery cancelled	104	None	Raised	Assign
7	supraja123	supraja232001@gmail.com	Items missing	106	None	Raised	Assign

30°C Haze

Search

ENG IN 11:45 19-11-2022

TEST CASE-3

ADMIN DASHBOARD

Customer Care Registry

Admin Dashboard View Customers View agents Delete Customers Delete agents Assign agents to tickets **View tickets raised**

Hello admin12
View All Tickets Raised

View All Tickets
All tickets Raised In the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	AGENT USERNAME	AGENT EMAIL ADDRESS	STATUS
1	sneha123	snehamuthukumar3@gmail.com	Product missing.	100	agent1	None	Ticket Resolved
2	supraja123	supraja232001@gmail.com	Product not delivered.	101	agent2	None	Ticket Resolved
3	supriya123	msupriya2002@gmail.com	Product damaged.	102	agent3	None	In Progress
4	sneha123	snehamuthukumar3@gmail.com	Product damaged	103	agent4	None	Agent Alloted
5	sneha123	snehamuthukumar3@gmail.com	Delivery cancelled	104	None	None	Raised
6	supraja123	supraja232001@gmail.com	Product missing	106	agent5	None	In Progress

30°C Haze

Search

ENG IN 12:01 19-11-2022

Customer Care Registry

Admin Dashboard View Customers View agents Delete Customers Delete agents Assign agents to tickets **View tickets raised**

2	supraja123	supraja232001@gmail.com	Product not delivered.	101	agent2	None	Ticket Resolved
3	supriya123	msupriya2002@gmail.com	Product damaged.	102	agent3	None	In Progress
4	sneha123	snehamuthukumar3@gmail.com	Product damaged	103	agent4	None	Agent Alloted
5	sneha123	snehamuthukumar3@gmail.com	Delivery cancelled	104	None	None	Raised
6	supraja123	supraja232001@gmail.com	Product missing.	105	agent2	None	In Progress
7	supraja123	supraja232001@gmail.com	Items missing	106	None	None	Raised
8	supriya123	msupriya2002@gmail.com	Delivery cancelled	107	agent3	None	Ticket Resolved
9	supriya123	msupriya2002@gmail.com	Delivery cancelled	108	agent2	None	Agent Alloted
10	sneha123	snehamuthukumar3@gmail.com	Not delivered	109	None	None	Raised
11	sneha123	snehamuthukumar3@gmail.com	Damaged	110	None	None	Raised
12	supraja123	supraja232001@gmail.com	Item #2 missing	111	None	None	Raised
13	supraja123	supraja232001@gmail.com	Product quality not good.	112	None	None	Raised
14	supriya123	msupriya2002@gmail.com	Not delivered	113	None	None	Raised
15	supriya123	msupriya2002@gmail.com	Refund not processed	114	None	None	Raised

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ASSIGNING TASKS TO AGENTS-(AGENT PAGE)

Customer Care Registry

Admin Dashboard Profile View Customers View Agents Delete Customers Delete Agents View Tickets **Assign Agents**

Assign Agent
All tickets raised in the application

TICKET ID	CUSTOMER USERNAME	CUSTOMER EMAIL ADDRESS	DESCRIPTION	BILL NUMBER	AGENT USERNAME	STATUS	ASSIGN AGENT
5	sneha123	snehamuthukumar3@gmail.com	Delivery cancelled	104	None	Raised	Assign
7	supraja123	supraja232001@gmail.com	Items missing	106	None	Raised	Assign
10	sneha123	snehamuthukumar3@gmail.com	Not delivered	109	None	Raised	Assign
11	sneha123	snehamuthukumar3@gmail.com	Damaged	110	None	Raised	Assign
12	supraja123	supraja232001@gmail.com	Item #2 missing	111	None	Raised	Assign
13	supraja123	supraja232001@gmail.com	Product quality not good.	112	None	Raised	Assign
14	supriya123	msupriya2002@gmail.com	Not delivered	113	None	Raised	Assign
15	supriya123	msupriya2002@gmail.com	Refund not processed	114	None	Raised	Assign

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