**Project Development Phase**

**Test Cases Performed**

|  |  |
| --- | --- |
| Date | 04 October 2022 |
| Team ID | **PNT2022TMID37600** |
| Project Name | Project - Customer Care Registry |
| Sprint | Sprint 2 |

**Test Cases:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Test**  **Case**  **ID** | **Test Case Description** |  | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Pass / Fail** |
| 15. | Customer creating a new ticket with empty query | 1. 2.  3.  4. | Go to site  Customer login using email and password  Click “New Ticket” option in the Dashboard  Clicking the “New Ticket” button without typing any query in the given text area | Query = NULL | Customer should get an alert saying  “Query cannot be empty!” | As expected | Pass |
| 16. | Customer creating a new  ticket with a valid query | 1. 2.  3.  4.  5. | Go to site  Customer login using email and password  Click “New Ticket” option in the Dashboard  Typing the query in the given text area  Clicking the “New Ticket” button | Query = “Hi. My I Phone 14 pro max is not turning on. It is a new unit I bought it just 2 days back.  I don’t know what happened.  Can you help me please?” | The ticket gets inserted in the  database. After that customer gets an  alert saying ‘Ticket created’ | As expected | Pass |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 17. | Customer  seeing all the tickets raised  by him/her | 1. 2.  3. | Go to site  Customer login using email and password  Click “Tickets” option in the  Dashboard | Tickets created by the customer which are already being inserted in the database | Customer should see the list of all the  tickets raised by him/her | As expected | Pass |
| 18. | Customer  seeing all the tickets raised  by him/her | 1. 2.  3. | Go to site  Customer login using email and password  Click “Tickets” option in the  Dashboard | - | Customer should see a message “You are yet to raise a ticket” | As expected | Pass |
| 19. | Customer seeing the  query of a ticket | 1. 2.  3.  4. | Go to site  Customer login using email and password  Click “Tickets” option in the  Dashboard  Click “View” option in a ticket from the list of tickets | Tickets created by the customer which are already being inserted in the database | An alert should be shown having the  actual query posted by the customer | As expected | Pass |
| 20. | Customer seeing the assigned  agent for a ticket | 1. 2.  3. | Go to site  Customer login using email and password  Click “Tickets” option in the  Dashboard | * Tickets created by the customer which are already being inserted in the database * Admin assigned the agent   for the ticket | Customer should be able to see the first  name of the agent assigned | As expected | Pass |
| 21. | Customer seeing the assigned  agent for a ticket | 1. 2.  3. | Go to site  Customer login using email and password  Click “Tickets” option in the  Dashboard | * Tickets created by the customer which are already being inserted in the database * Admin is yet to assign the agent | Customer should be able to see the “N/A” message displayed | As expected | Pass |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 22. | Admin seeing  all the  unassigned tickets | 1. 2.  3. | Go to site  Admin login using email and password  Click “Tickets” option in the  Dashboard | •  • | Tickets created by the customers which are already being inserted in the database  Admin did not assign agent for the tickets | Showing the tickets that are yet to be  assigned an agent by the admin | As expected | Pass |
| 23. | Admin seeing  all the  unassigned tickets | 1. 2.  3. | Go to site  Admin login using email and password  Click “Tickets” option in the  Dashboard | •  • | Tickets created by the customers which are already being inserted in the database  Admin assigned agents for all the tickets | Admin should just see the message  “There is nothing left to assign” | As expected | Pass |
| 24. | Admin assigning an  agent for a ticket | 1. 2.  3.  4. | Go to site  Admin login using email and password  Click “Tickets” option in the  Dashboard  Select an agent from the dropdown given | •  • | Tickets created by the customers which are already being inserted in the database  Admin did not assign the agent yet | Admin should get an alert saying “Do you  really want to assign the agent for this ticket?”. If admin  clicks OK, then the  agent is assigned for the ticket. The list gets updated | As expected | Pass |
| 25. | Admin seeing the requests section | 1. 2.  3. | Go to site  Admin login using email and password  Click “Requests” option in the  Dashboard | •  • | Agent details in the  database  Admin is yet to accept the agent | Admin should be  able to see the list of all the requests  made by the agents to the admin | As expected | Pass |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 26. | Admin seeing the requests section | 1. 2.  3. | Go to site  Admin login using email and password  Click “Requests” option in the  Dashboard | * Agent details in the database * Admin accepted all the agents | Admin should just see the message  “There are no pending requests” | As expected | Pass |
| 27. | Admin accepting an  agent from the request section | 1. 2.  3.  4. | Go to site  Admin login using email and password  Click “Requests” option in the  Dashboard  Click “Tick” mark that is against the agent details | * Agent details in the database * Admin is yet to accept the agent | The agent gets accepted and the  same is updated in the database. The list gets updated | As expected | Pass |
| 28. | Agent registration  using invalid data | 1. 2.  3. | Go to site  Click on “Don’t have an account yet? Register” option  Fill the form | First Name = Agent 1  Last Name = NULL  Email = agent1@gmail.com  Password = 12345678  Confirm password = 12345678 | Agent should get an alert saying “Last Name must be at least 1 character long!” | As expected | Pass |
| 29. | Agent registration  using invalid data | 1. 2.  3. | Go to site  Click on “Don’t have an account yet? Register” option  Fill the form | First Name = Agent 1  Last Name = Agent  Email = agent1gmail.com  Password = 12345678  Confirm password = 12345678 | Agent should get an alert saying “Invalid  Email” | As expected | Pass |
| 30. | Agent registration  using invalid data | 1. 2.  3. | Go to site  Click on “Don’t have an account yet? Register” option  Fill the form | First Name = Agent 1  Last Name = Agent  Email = agent1@gmail.com  Password = 123456789  Confirm password = 12345678 | Agent should get an alert saying  “Passwords do not match!” | As expected | Pass |
| 31. | Agent registration  using invalid data | 1. 2.  3. | Go to site  Click on “Don’t have an account yet? Register” option  Fill the form | First Name = Agent 1  Last Name = Agent  Email = agent1@gmail.com  Password = 123456789  Confirm password = 12345678 | Agent should get an alert saying  “Passwords do not match!” | As expected | Pass |
| 32. | Agent registration  using invalid data | 1. 2.  3. | Go to site  Click on “Don’t have an account yet? Register” option  Fill the form | First Name = Agent 1  Last Name = Agent  Email = agent1@gmail.com  Password = 1234  Confirm password = 1234 | Agent should get an alert saying “Passwords must be at least 8 characters  long!” | As expected | Pass |
| 33. | Agent registration  using valid data | 1. 2.  3. | Go to site  Click on “Don’t have an account yet? Register” option  Fill the form | First Name = Agent 1  Last Name = Agent  Email = agent1@gmail.com  Password = 12345678  Confirm password = 12345678 | Agent details gets updated in the  database. Then an alert “Account  created. Login!” is  shown | As expected | Pass |
| 34. | Agent login using invalid data | 1. 2.  3. | Go to site  Fill out the login form  Enter email and password | Email = agent1@gmail Password = 12345678 | Agent should get an alert “Invalid email” | As expected | Pass |
| 35. | Agent login using invalid data | 1.  2. | Go to site  Fill out the login form  Enter email and password | Email = agent@gmail.com Password = 12345678 | Agent should get an  alert “Agent does not  exist” | As expected | Pass |
| 36. | Agent login using valid data | 1. Go to site 2. Fill out the login form   Enter email and password | | * Email = agent1@gmail.com   Password = 12345678   * Admin did not accept the agent yet | Agent should be redirected to a page,  that has the status of the confirmation | As expected | Pass |

# Along with these test cases, the test cases performed during Sprint 1 were also done.