**Project Development Phase**

**Test Cases Performed**

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| Date | 09 November 2022 |
| Team ID | **PNT2022TMID37600** |
| Project | Customer Care Registry |
| Sprint | Sprint 3 |

**Test Cases:**

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| **Test**  **Case**  **ID** | **Test Case Description** |  | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Pass / Fail** |
| 37. | Customer changing the existing  password  using invalid data | 1. 2.  3. | Go to site  Login as a customer using valid credentials  Click “Change Password” in the dashboard | Password = 123456  New Password = 123456789  Confirm Password = 123456789 | Customer should get an alert saying  “Passwords must be at least 8 characters long!” | As expected | Pass |
| 38. | Customer changing the existing  password  using invalid data | 1. 2.  3. | Go to site  Login as a customer using valid credentials  Click “Change Password” in the dashboard | Password = 12345678  New Password = 123456789  Confirm Password = 123456780 | Customer should get an alert saying  “Passwords do not match!” | As expected | Pass |

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| 39. | Customer changing the existing  password  using invalid data | 1. 2.  3. | Go to site  Login as a customer using valid credentials  Click “Change Password” in the dashboard | Password = 12345678  New Password = 12345678  Confirm Password = 12345678 | | Customer should get an alert  saying “Old and  New password cannot be the same!” | As expected | Pass |
| 40. | Customer changing the existing  password | 1. 2.  3. | Go to site  Login as a customer using valid credentials  Click “Change Password” in the dashboard | Password = 12345678  New Password = 123456789  Confirm Password = 123456789 | | Customer should get an alert  saying “Password  changed! Please  Login”. The customer is then redirected to the  login page for logging in | As expected | Pass |
| 41. | Customer opening the address column | 1. 2.  3.  4. | Go to site  Login as a customer using  valid credentials Click “Tickets” in the dashboard  Click “Chat/Visit” in the address column of a ticket | Tickets in the database | | Customer should be able to get into the address  column, where  the latter can chat with the agent | As expected | Pass |
| 42. | Customer opening the address column | 1. 2.  3.  4. | Go to site  Login as a customer using  valid credentials Click “Tickets” in the  dashboard  Click “Chat” in the address column of a ticket | * Ticket in the database * Ticket is still OPEN * Still, no messages with the agent * Agent first name = ‘Agent 1’ | | Customer should see an alert  saying “Start the  conversation with the Agent 1” | As expected | Pass |
| 43. | Customer opening the address column | 1. 2.  3.  4. | Go to site  Login as a customer using  valid credentials Click “Tickets” in the  dashboard  Click “Chat” in the address column of a ticket | • • •  • | Ticket in the database  Ticket is still OPEN  Previous messages b/w the agent and customer  Agent first name = ‘Agent 1’ | Customer should see all the  messages b/w the customer and agent | As expected | Pass |
| 44. | Customer opening the address column | 1. 2.  3.  4. | Go to site  Login as a customer using  valid credentials Click “Tickets” in the  dashboard  Click “Visit” in the address column of a ticket | • • •  • | Ticket in the database  Ticket is CLOSED  Previous messages b/w the agent and customer  Agent first name = ‘Agent 1’ | Customer should see all the  messages b/w the customer and  agent. At the  bottom, a red alert saying “You  closed the ticket.  Chat is disabled” is shown | As expected | Pass |
| 45. | Customer sending a  message in  the address column | 1. 2.  3.  4.  5. | Go to site  Login as a customer using  valid credentials Click “Tickets” in the  dashboard  Click “Visit” in the address column of a ticket  Type the message and click send button / hit enter | • •  • | Ticket in the database  Ticket is OPEN  Message = “Can you please help me?” | Customer’s message is  inserted in the  database and the chats are reloaded | As expected | Pass |

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| 46. | Customer sending a  message in  the address column,  with an empty message | 1. 2.  3.  4.  5. | Go to site  Login as a customer using  valid credentials Click “Tickets” in the  dashboard  Click “Visit” in the address column of a ticket  Click send button / hit enter | * Ticket in the database * Ticket is OPEN * Message = “” | Customer should get an alert  saying “Please fill out this field” | As expected | Pass |
| 47. | Agent changing the  password with the invalid data | 1. 2.  3. | Go to site  Login as an agent using valid credentials  Click “Change Password” in the dashboard | Password = 123456  New Password = 123456789  Confirm Password = 123456789 | Agent should get an alert saying  “Passwords must be at least 8 characters long!” | As expected | Pass |
| 48. | Agent changing the  password with the invalid data | 1. 2.  3. | Go to site  Login as an agent using valid credentials  Click “Change Password” in the dashboard | Password = 12345678  New Password = 123456789  Confirm Password = 123456780 | Agent should get an alert saying  “Passwords do not match!” | As expected | Pass |
| 49. | Agent changing the  password with the invalid data | 1. 2.  3. | Go to site  Login as an agent using valid credentials  Click “Change Password” in the dashboard | Password = 12345678  New Password = 12345678  Confirm Password = 12345678 | Agent should get an alert saying  “Old and New password cannot be the same!” | As expected | Pass |

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| 50. | Agent changing the password | 1. 2.  3. | Go to site  Login as an agent using valid credentials  Click “Change Password” in the dashboard | Password = 12345678  New Password = 123456789  Confirm Password = 123456789 | | Agent should get an alert saying  “Password changed! Please  Login”. The customer is then redirected to the  login page for logging in | As expected | Pass |
| 51. | Agent opening the address column | 1. 2.  3.  4. | Go to site  Login as an agent using valid  credentials  Click “Tickets” in the dashboard  Click “Chat/Visit” in the address column of a ticket | Tickets in the database | | Agent should be able to get into the address  column, where  the latter can chat with the customer | As expected | Pass |
| 52. | Agent opening the address column | 1. 2.  3.  4. | Go to site  Login as an agent using valid  credentials  Click “Tickets” in the  dashboard  Click “Chat” in the address column of a ticket | * Ticket in the database * Ticket is still OPEN * Still, no messages with the customer * Customer first name = ‘Bala’ | | Agent should see an alert saying  “Start the conversation with the Bala” | As expected | Pass |
| 53. | Agent opening the address column | 1. 2.  3.  4. | Go to site  Login as an agent using valid credentials  Click “Tickets” in the  dashboard  Click “Chat” in the address column of a ticket | * Ticket in the database * Ticket is still OPEN * Previous messages b/w the agent and customer * Customer first name = ‘Bala’ | | Agent should see all the messages  b/w the customer and agent | As expected | Pass |
| 54 | Agent opening the address column | 1. 2.  3.  4. | Go to site  Login as an agent using valid  credentials  Click “Tickets” in the  dashboard  Click “Visit” in the address column of a ticket | • • •  • | Ticket in the database  Ticket is CLOSED  Previous messages b/w the agent and customer  Customer first name = ‘Bala’ | Agent should see all the messages  b/w the customer and agent. At the  bottom, a red alert saying “Bala  closed the ticket.  Chat is disabled” is shown | As expected | Pass |
| 55. | Agent sending a message in  the address column | 1. 2.  3.  4.  5. | Go to site  Login as an agent using valid  credentials  Click “Tickets” in the  dashboard  Click “Visit” in the address column of a ticket  Type the message and click send button / hit enter | • •  • | Ticket in the database  Ticket is OPEN  Message = “Yes, I can help you!” | Agent’s message is inserted in the  database and the chats are reloaded | As expected | Pass |
| 56 | Agent sending a message in  the address column,  with an empty message | 1. 2.  3.  4.  5. | Go to site  Login as a customer using  valid credentials Click “Tickets” in the  dashboard  Click “Visit” in the address column of a ticket  Click send button / hit enter | • •  • | Ticket in the database  Ticket is OPEN  Message = “” | Agent should get an alert saying  “Please fill out this field” | As expected | Pass |

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| 57. | Customer  closing the ticket | 1. 2.  3.  4.  5. | Go to site  Login as a customer using  valid credentials Click “Tickets” in the  dashboard  Click “Visit” in the address column of a ticket  Click “CLOSE TICKET” in the  Nav Bar | •  • | Tickets in the database Ticket is still OPEN | Status of the ticket is set to  CLOSED in the database and the customer is  redirected to all  tickets page | As expected | Pass |
| 58. | Customer  logging out of the application | 1. 2.  3.  4. | Go to site  Login as a customer using valid credentials  Click “Customer image” in the  Nav Bar  Click “LOGOUT” |  | - | Customer should be logged out the application and  redirected to the login page | As expected | Pass |
| 59. | Agent logging out of the application | 1. 2.  3.  4. | Go to site  Login as an agent using valid credentials  Click “Agent image” in the Nav Bar  Click “LOGOUT” |  | - | Agent should be logged out the  application and  redirected to the login page | As expected | Pass |
| 60. | Admin logging out of the application | 1. Go to site 2. Login as an agent using valid credentials 3. Click “Admin image” in the Nav Bar 4. Click “LOGOUT” | |  | - | Admin should be logged out the  application and  redirected to the login page | As expected | Pass |

**# Along with these test cases, test cases performed during Sprint 1 and Sprint 2 were also performed**