Project Development Phase

Test Cases Performed

Team ID	PNT2022TMID36073
Project Name	Project - Customer Care Registry

Test Cases:

Test Case ID	Test Case Description	Test Steps	Test Data	Expected Result	Actual Result	Pass / Fail
1.	Customer creating a new ticket with empty query	1. Go to site 2. Customer login using email and password 3. Click "New Ticket" option in the Dashboard 4. 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
2.	Customer creating a new ticket with a valid query	1. Go to site 2. Customer login using email and password 3. Click "New Ticket" option in the Dashboard 4. Typing the query in the given text area 5. 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

3.	Customer seeing all the tickets raised by him/her	1. Go to site 2. Customer login using email and password 3. 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
4.	Customer seeing all the tickets raised by him/her	1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard	-	Customer should see a message "You are yet to raise a ticket"	As expected	Pass
5.	Customer seeing the query of a ticket	1. Go to site 2. Customer login using email and password 3. Click "Tickets" option in the Dashboard 4. 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
6.	Customer seeing the assigned agent for a ticket	1. Go to site 2. Customer login using email and password 3. 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
7.	Customer seeing the assigned agent for a ticket	1. Go to site 2. Customer login using email and password 3. 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

8.	Admin seeing all the unassigned tickets	1. Go to site 2. Admin login using email and password 3. 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
9.	Admin seeing all the unassigned tickets	1. Go to site 2. Admin login using email and password 3. 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
10.	Admin assigning an agent for a ticket	1. Go to site 2. Admin login using email and password 3. Click "Tickets" option in the Dashboard 4. 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
11.	Admin seeing the requests section	1. Go to site 2. Admin login using email and password 3. 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

12.	Admin seeing the requests section	1. Go to site 2. Admin login using email and password 3. 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
13.	Admin accepting an agent from the request section	1. Go to site 2. Admin login using email and password 3. Click "Requests" option in the Dashboard 4. 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
14.	Agent registration using invalid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Harish Last Name = NULL Email = harish7@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
15.	Agent registration using invalid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Harish Last Name = Babu Email = harishgmail.com Password = 12345678 Confirm password = 12345678	Agent should get an alert saying "Invalid Email"	As expected	Pass
16.	Agent registration using invalid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Harish Last Name = Babu Email = harish7@gmail.com Password = 123456789 Confirm password = 12345678	Agent should get an alert saying "Passwords do not match!"	As expected	Pass

17.	Agent registration using invalid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Harish Last Name = Babu Email = harish7@gmail.com Password = 123456789 Confirm password = 12345678	Agent should get an alert saying "Passwords do not match!"	As expected	Pass
18.	Agent registration using invalid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Harish Last Name = Babu Email = harish7@gmail.com Password = 1234 Confirm password = 1234	Agent should get an alert saying "Passwords must be at least 8 characters long!"	As expected	Pass
19.	Agent registration using valid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Harish Last Name = Babu Email = harish7@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
20.	Agent login using invalid data	1. Go to site 2. Fill out the login form 3. Enter email and password	Email = harish7@gmail.com passsword = 12345678	Agent should get an alert "Invalid email"	As expected	Pass
21.	Agent login using invalid data	1. Go to site 2. Fill out the login form Enter email and password	Email = harish7@gmail.com Password = 12345678	Agent should get an alert "Agent does not exist"	As expected	Pass
22.	Agent login using valid data	1. Go to site 2. Fill out the login form Enter email and password	• Email = harish7@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