

CUSTOMER CARE REGISTRY

**TEST CASE REPORT**

**SPRINT TEST CASES**

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| Date | 03 –NOV -2022 |
| Team ID | PNT2022TMID17200 |
| Project Name | Customer Care Registry |
| Maximum Marks | 4 Marks |

**TEST CASES**

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| **Test case ID** | **Feature Type** | **Component** | **Test Scenario** | **Steps To Execute** | **Test Data** | **Expected Result** | **Actual Result** | **Status** | **Commnets** | **TC for**  **Automation(Y/ N)** | **BUG ID** | **Executed By** |
| LoginPage\_TC\_O O1 | Functional | Home Page | Verify user is able to see the Login/Signup popup when user clicked on My account button | 1. Enter URL and click go 2. Scroll down 3.Verify login/Singup popup displayed or not | [http://169.51.204.](http://169.51.204/)  215:30106/ | Login/Signup popup should display | Working as expected | PASS | Successfull | Y |  | NIVETHA M NANDHINEE R |
| LoginPage\_TC\_O O2 | UI | Home Page | Verify the UI elements in Login/Signup popup | 1. Enter URL and click go 2.Click on Sigup button for User    1. Verify login/Singup popup with below UI elements:   a.id text box b.password text box c.Login button  d.New customer? Create account link  e.Last password? Recovery password link | [http://169.51.204.](http://169.51.204/)  215:30106/ | Application should show below UI elements:  a.email text box b.password text box c.Login button with orange colour d.New customer?  Create account link e.Last password? Recovery password link | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH AJAY BALAJI |
| LoginPage\_TC\_O O3 | Functional | Home page | Verify user is able to log into application with Valid credentials | 1.Enter URL(https://shopenzer.co m  /) and click go 2.Click on My Account  dropdown button   1. Enter Valid ID in ID text box 2. Enter valid password in password text box 5.Click on login button | ID: 5342  password: Testing123 | User should navigate to user account homepage | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH NIVETHA M |

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| LoginPage\_TC\_ OO4 | Functional | Login page | Verify user is able to log into application with InValid credentials | 1.Enter URL([http://169.51.204.215](http://169.51.204.215/)  :30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box  4.Enter valid password in password text box 5.Click on login button | ID: 5342  password: Testing123 | Application should show 'Incorrect email or password ' validation message. | Working as expected | PASS | Successful | Y |  | NANDHINEE R |
| LoginPage\_TC\_ OO5 | Functional | Login page | Verify user is able to log into application with InValid credentials | 1.Enter URL([http://169.51.204.215](http://169.51.204.215/)  :30106/) and click go 2.Click on My Account dropdown button   1. Enter Valid ID in ID text box 2. Enter Invalid password in password text box 5.Click on login button | ID: 5342  password: Testing12367868 6786876876 | Application should show 'Incorrect email or password ' validation message. | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| LoginPage\_TC\_  OO6 | Functional | Login page | Verify user is able to log into application with InValid credentials | 1.Enter URL([http://169.51.204.215](http://169.51.204.215/)  :30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box  4.Enter Invalid password in password text box 5.Click on login button | ID: 5342  password:  Testing123 | Application should show 'Incorrect email or password ' validation message. | Working as expected | PASS | Successful | Y |  | NIVETHA M |

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| LoginPage\_TC\_  OO7 | Functional | Login page | Verify User is able to log into application with Valid Credentials | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box  4.Enter Invalid password in password text box 5.Click on login button | ID: 5434  password:  Testing123 | Application should show 'correct email or password ' validation message. | Working as expected | PASS | Successful | Y |  | AJAY BALAJI  SUNIL SIDDHARTH |
| LoginPage\_TC\_ OO8 | Functional | Login page for ADMIN | Verify User is able to log into application with Valid Credentials | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on My Account dropdown button   1. Enter Valid ID in ID text box 2. Enter valid password in password text box 5.Click on login button | ID: 1111  password: 5678 | Application should show 'correct email or password ' validation message. | Working as expected | PASS | Successful | Y |  | NANDHINEE R |
| LoginPage\_TC\_ OO9 | UI | ADMIN PAGE | Verify all the Customer database is visible | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box  4.Enter Invalid password in password text box 5.Click on login button | [http://169.51.204.](http://169.51.204/)  215:30106/ | Customer database is visible | Working as expected | PASS | Successful | Y |  | NIVETHA M |

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| LoginPage\_TC\_ O10 | Functional | USER REGISTER | Verify Id sent to customer email address | 1.Enter  URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 1.Register the account by giving credentials 2. Click on button Submit | http://169.51.204.215:3 0106/ | Email sent successfully | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| LoginPage\_TC\_ O11 | Functional | AGENT REGISTER | Verify AGENT is able to log into application with Valid Credentials | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box  4.Enter Invalid password in password text box 5.Click on login button | ~~ID: 5342~~  password: Testing123 | ID sent successfully | Application should show 'correct email or password ' validation message. | PASS | Successful | Y |  | AJAY BALAJI |
| LoginPage\_TC\_ O12 | Functional | Login page for ADMIN | Verify User is able to log into application with InValid Credentials | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box  4.Enter Invalid password in password text box 5.Click on login button | ID: 1111  password: 5678 | Application should show 'Incorrect ID or password ' validation message. | Working as expected | PASS | Successful | Y |  | NANDHINEE R |
| LoginPage\_TC\_ O13 | UI | Home page for Agent | Verify user is able to see the agent home page when user finish on submitting Credentials | 1. Enter  URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.To the Agent Login page and submit Your Credentials | ID: 1111  password: 5678 | AGENT  Home Page popup should display | Working as expected | PASS | Successful | Y |  | NIVETHA M |

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| LoginPage\_TC\_  O14 | UI | Home page for USER | Verify user is able to see the User home page when user finish on submitting Credentials | 1.Enter URL(http://169.51.204.215:3  0106/) and click go 2.To the User Login page and submit Your Credentials | [http://169.51.20](http://169.51.20/)  4.215:30106/ | USER Home Page  popup should display | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| LoginPage\_TC\_ O15 | UI | Home page for ADMIN | Verify user is able to see the ADMIN home page when user finish on submitting Credentials | 1.Enter URL(http://169.51.204.215:3  0106/) and click go 2.To the User Login page and submit Your Credentials | [http://169.51.20](http://169.51.20/) 4.215:30106/ | ADMIN Home Page popup should display | Working as expected | PASS | Successful | Y |  | NIVETHA M |
| LoginPage\_TC\_ O16 | Functional | AGENT PAGE | On delete Button the user Credentials will be delected | 1. Enter URL(http://169.51.204.215:3   0106/) and click go   1. To the Admin Page and delect on User Credentials | [http://169.51.20](http://169.51.20/) 4.215:30106/ | ADMIN Home Page popup should display | Working as expected | PASS | Successful | Y |  | AJAY BALAJI |

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| **Test case ID** | **Feature Type** | **Component** | **Test Scenario** | **Steps To Execute** | **Test Data** | **Expected Result** | **Actual Result** | **Status** | **Commnets** | **TC for**  **Automation(Y/**  **N)** | **BUG ID** | **Executed By** |
| User\_Page\_TC\_O O1 | Functional | USER PAGE | Verify user is able to see the Show Complaint popup when user clicked on popup | 1.Enter URL and click go 2.Scroll down  3.Verify login/Singup popup displayed or not | [http://169.51.204.](http://169.51.0.204/)  215:30106/ | Show Complaint popup should display | Working as expected | PASS | Successfull | Y |  | SUNIL SIDDHARTH |
| User\_Page\_TC\_O O2 | UI | USER PAGE | Verify the User has No Complaint | Click on the Url and go to user page by giving Correct Credentials | [http://169.51.204.](http://169.51.0.204/)  215:30106/ | No Complaint should shown | Working as expected | PASS | Successful | Y |  | NANDHINEE R |
| User\_Page\_TC\_O O3  EST CAS | UI  ES | USER PAGE | Verify User Total Complaint is Zero | Click on the Url and go to user page by giving Correct Credentials | [http://169.51.204.](http://169.51.0.204/)  215:30106/ | Total Number of Complaint is Zero | Working as expected | PASS | Successful | Y |  | NIVETHA M  8 |

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| Admin\_Page\_TC  \_OO4 | Functional | Admin Page | Admin can see the Agent DataBase | 1.Enter URL([http://169.51.204.215](http://169.51.204.215/)  :30106/) and click go 2.Enter the Credentials for the admin page and submit | [http://169.51.204.](http://169.51.0.204/)  215:30106/ | Agent Database should display on show agent database. | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
|  |  |  |  | 1.Enter URL([http://169.51.204.215](http://169.51.204.215/) | [http://169.51.204.](http://169.51.0.204/) | Delect the agent Database | Working as expected | PASS | Successful | Y |  | AJAY BALAJI |
| Admin\_Page\_TC  \_OO5 | Functional | Admin Page | Admin can delect the Agent Database | :30106/) and click go 2.Click on submit by giving correct credentials to the admin Page |
| 215:30106/ |
|  |  |  |  | 1.Enter URL([http://169.51.204.215](http://169.51.204.215/) | [http://169.51.204.](http://169.51.0.204/) | Delect the overall  Agent database delect. | Working as expected | PASS | Successful | Y |  | NIVETHA M |
| Admin\_Page\_TC  \_OO6 | Functional | Admin Page | Verify the overall Delect the  database for User | :30106/) and click go 2.Click on submit by giving correct credentials to the admin Page  3.After type the “A” in the Text box for the agent database delect |
| 215:30106 |

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| Admin\_Page\_TC  \_OO7 | UI | Admin Page | Verify the admin seen the text  box for the delect option | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page 3.Admin Can see the text box for delect option | [http://169.51.204.](http://169.51.0.204/)  215:30106 | Text box working for the correct Keyword. | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| Home\_Page\_TC\_ OO8 | UI | Register Account for Agent | Verify User is able to seen the Register Page for Agent | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on the Agent button for register | [http://169.51.204.](http://169.51.0.204/)  215:30106 | After register Page popup should seen. | Working as expected | PASS | Successful | Y |  | AJAY BALAJI |
| Agent\_Register\_ TC\_O10 | UI | AGENT REGISTER | Verify all the text box will be visible for register | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on the Agent button after the text field are visible for the agent to see | [http://169.51.204.](http://169.51.0.204/)  215:30106/ | Agent Register text fields are visible | Working as expected | PASS | Successful | Y |  | NANDHINEE R |

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| Agent\_Register\_ TC\_O11 | Functional | AGENT REGISTER | Verify Id sent to customer email address | 1.Enter  URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 1.Register the account by giving credentials 2. Click on button Submit | http://169.51.204.215:3 0106/ | Email sent successfully | Working as expected | PASS | Successful | Y |  | NIVETHA M |
| Web\_Chat\_TC\_ O11 | Functional | WEB CHAT | Click on the Web chat button | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 1.Click on the Web Chat Button | http://169.51.204.215:3 0106/ | Web chat popup | Working as expected | PASS | Successful | N |  | SUNIL SIDDHARTH |
| Web\_chat\_TC\_O 12 | UI | WEB CHAT | Web chat button visible | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 1.shown on the Web Chat Button | http://169.51.204.215:3 0106/ | Web chat visible | Working as expected | PASS | Successful | N |  | NIVETHA M |
| Admin\_Login\_T C\_O13 | Functional | AGENT LOGIN | Verify user is able to get login id on emails | 1. Enter  URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.To the Agent Login page getting of emails | http://169.51.204.215:3 0106/ | Get Notified by Emails | Working as expected | PASS | Successful | Y |  | AJAY BALAJI |

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| Agent\_Login\_T  C\_O14 | UI | AGENT Login | Visible for text field for enter  email id | 1.Enter URL(http://169.51.204.215:3  0106/) and click go 2.To the User Login page and seen your textfields | [http://169.51.20](http://169.51.0.20/)  4.215:30106/ | Text Fields for Email  in Agent Page | Working as expected | PASS | Successful | Y |  | NANDHINEE R |
| LoginPage\_TC\_ O15 | UI | USER Login | Visible for text field for enter email id | 1.Enter URL(http://169.51.204.215:3  0106/) and click go 2.To the User Login page and seen your textfields | [http://169.51.20](http://169.51.0.20/) 4.215:30106/ | Text Fields for Email in Agent Page | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| Agent\_Login\_T C\_O16 | Functional | AGENT Login | Visible for Password on Forgot Password | 1.Enter URL(http://169.51.204.215:3  0106/) and click go 2.To the Agent Forgot Page after verification Password  should Visible | [http://169.51.20](http://169.51.0.20/) 4.215:30106/ | Password should Visible | Working as expected | PASS | Successful | Y |  | NIVETHA M |

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| **Test case ID** | **Feature Type** | **Component** | **Test Scenario** | **Steps To Execute** | **Test Data** | **Expected Result** | **Actual Result** | **Status** | **Commnets** | **TC for**  **Automation(Y/**  **N)** | **BUG ID** | **Executed By** |
| HomePage\_TC\_O O1 | Functional | Home Page | Verify user is able to see the Login/Signup popup when user clicked on My account button | 1. Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not | [http://169.51.204/](http://169.51.0.204/) 215:30106/ | Login/Signup popup should display | Working as expected | PASS | Successfull | Y |  | NIVETHA M NANDHINEE R |
| HomePage\_TC\_O O2 | UI | Home Page | Verify the UI elements in Login/Signup popup | 1.Enter URL and click go 2.Click on Sigup button for User  3.Verify login/Singup popup with below UI elements:  a.id text box b.password text box c.Login button  d.New customer? Create account link  e.Last password? Recovery  password link | [http://169.51.204/](http://169.51.0.204/) 215:30106/ | Application should show below UI elements:  a.email text box b.password text box c.Login button with orange colour d.New customer?  Create account link e.Last password? Recovery password link | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| HomePage\_TC\_O O3 | Functional | Home page | Verify user is able to log into application with Valid credentials | 1.Enter URL(https://shopenzer.co m  /) and click go 2.Click on My Account  dropdown button   1. Enter Valid ID in ID text box 2. Enter valid password in password text box 5.Click on login button | ID: 5342  password: Testing123 | User should navigate to user account homepage | Working as expected | PASS | Successful | Y |  | AJAY BALAJI SUNIL SIDDHARTH |

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| HomePage\_TC\_ OO4 | Functional | Home page | Verify user is able to log into application with InValid credentials | 1.Enter URL([http://169.51.204.215](http://169.51.204.215/)  :30106/) and click go 2.Click on My Account dropdown button 3.Enter InValid ID in ID text box  4.Enter valid password in password text box 5.Click on login button | ID: 5342  password: Testing123 | Application should show 'Incorrect email or password ' validation message. | Working as expected | PASS | Successful | Y |  | NANDHINEE R |
| Customer Complaint\_TC\_  OO5 | Functional | Customer Complaint page | Verify user is able to log into Appliaction with credentials. | 1.Enter URL([http://169.51.204.215](http://169.51.204.215/)  :30106/) and click go 2.Click on My Account dropdown button  3.Enter Valid details in text box.  4..then sign in to text box with correct details. | ID: 5342  password: Testing12367868 6786876876 | Application should show enter into the next page.. | Working as expected | PASS | Successful | Y |  | NIVETHA M |
| Customer Complaint\_TC\_  OO6 | Functional | Customer Complaint page | Verify user is able to see the compliant page. | 1.Enter URL([http://169.51.204.215](http://169.51.204.215/)  :30106/) and click go 2.Click on My Account dropdown button 3enter the sign in details 4it will go to the complaint box.. | ID: 5342  password: Testing123 | Application will show a.Home  b.New issue. c.logout. | Working as expected | PASS | Successful | Y |  | AJAY BALAJI |

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| Customer Complaint\_TC\_  OO7 | Functional | Customer Complaint page | Verify user is able to see the compliant page | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on My Account dropdown button  3. enter the sign in details  4it will go to the complaint box | ID: 5434  password: Testing123 | Click on the new issue button in the complaint box.. | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| LCustomer Complaint\_TC\_  OO8 | Functional | Customer Complaint page | Verify User is able to log into application with Valid Credentials | 1.Enter to the complaint box.   1. Click on new issue button. 2. Enter the correct details   for the complaint. | ID: 1111  password: 5678 | Application should Show complaint page for customers. | Working as expected | PASS | Successful | Y |  | AJAY BALAJI |
| Customer complaint Page\_TC\_ OO9 | UI | Customer ComplaintPAGE | Verify all the Customer able to enter their credentials. | 1. Enter to the complaint page 2. Raise the issue by clicking the new issue button. 3. After entering credentials click on back button. 4. Click on show issue button. | [http://169.51.204/](http://169.51.0.204/) 215:30106/ | Customer should able to see the compalint | Working as expected | PASS | Successful | Y |  | NIVETHA M |

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| AdminPage\_TC  \_ O10 | Functional | Admin Page (Complaintilist ) | Verify admin is able to log into the user account. | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 1.Enter the correct admin credentials in the user account | http://169.51.204.215:3 0106/ | Application should shows a.User databas b.Agent Database c.Complaint database | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| AdminPage\_TC  \_ O11 | Functional | Admin Page  (Complaint list ) | Verify admin is able to log into application with Valid Credentials | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on the complaint database button, | ID: 5342  password: Testing123 | ID sent  successfully | Application should Able to see the compliants | PASS | Successful | Y |  | AJAY BALAJI |
| AdinPage\_TC\_  O12 | Functional | Admin Page  (Complaint list ) | Verify Admin is able to log into application with Valid Credentials | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Admin should able to see the number of complaints | ID: 1111  password: 5678 | Application should show the correct credentials of the complaint. | Working as expected | PASS | Successful | Y |  | NIVETHA M |
| AdminPage\_TC  \_ O13 | UI | Admin Page (Agent Allotment) | Verify admin is able to log int the admin page. | 1.Sign in to admin page. 2.Enter the correct details and submit..  3.Three database will appear. | ID: 1111  password: 5678 | Admin should able to see the three database button. | Working as expected | PASS | Successful | Y |  | NANDHINEE R |

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| AdminPage\_TC  \_ O14 | UI | Admin Page (Agent Allotment) | Verify admin is able to log in with valid credentials, | 1.Three database will appear a.User databse.  b.Agent database. c.Complaint database. 2.Click on agent database. | [http://169.51.20](http://169.51.0.20/) 4.215:30106/ | Admin should able to see the complaint database credentials. | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| AdminPage\_TC  \_ O15 | UI | Admin Page (Agent Allotment) | Verify A d m i n is able to log in with valid Credentials | 1. Click on complaint database. 2. Get the credentials of the complaint   a.Status b.delect. c.processing | [http://169.51.20](http://169.51.0.20/) 4.215:30106/ | Admin should able tosee th estatus of the agent as well as complaint | Working as expected | PASS | Successful | Y |  | AJAY BALAJI |
| AdminPage\_TC  \_ O16 | Functional | Admin Page (Agent Allotment) | Verify admin is able to log in with valid credentials | 1. Clickk on complaint database. 2. Admin shold able to see the allocate button.   3,click on the allocate button for the respective complaint. | [http://169.51.20](http://169.51.0.20/) 4.215:30106/ | Admin should able to allocate the agent  . | Working as expected | PASS | Successful | Y |  | NIVETHA M |

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| **Test case ID** | **Feature Type** | **Component** | **Test Scenario** | **Steps To Execute** | **Test Data** | **Expected Result** | **Actual Result** | **Status** | **Commnets** | **TC for**  **Automation(Y/**  **N)** | **BUG ID** | **Executed By** |
| LoginPage\_TC\_O O1 | Functional | Login Page | Verify user is unable to login In the login page. | 1. Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not | [http://169.51.204/](http://169.51.0.204/) 215:30106/ | Login/Signup popup should display | Working as expected | PASS | Successfull | Y |  | SUNIL SIDDHARTH |
| LoginPage\_TC\_O O2 | UI | Login Page | Verify user is unable to login in the login page. | 1.Enter URL and click go 2.Click on Sigup button for User.   1. Create an account for the user 2. User enters the wrong Id in the sign in page. | [http://169.51.204/](http://169.51.0.204/) 215:30106/ | Application should show mismatch details. | Working as expected | PASS | Successful | Y |  | NANDHINEE R AJAY BALAJI |
| LoginPage\_TC\_O O3 | Functional | Login page | Verify user is unable to log In the login page. | 1..Click on Sigup button for User.   1. Create an account for the   user   1. User enters the wrong Id in the sign in page. 2. Click on the forgot id. | ID: 5342  password: Testing123 | Application should send an Id to the valid email. | Working as expected | PASS | Successful | Y |  | NIVETHA M |

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| LoginPage\_TC\_ OO4co | Functional | Login page | Verify user mail Id and Enter correct id in the sign in page. | 1.The Id will be send in the  users valid mail id. 2.Check on the users mail id.   1. Copy the valid customer Id. 2. Enter the valid customer Id in the text box. | ID: 5342  password: Testing123 | Application should show successful and popup to the next page. | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| Loginpage\_TC\_ OO5 | Functional | Login page. | Verify user is unable to log in as he entered mismatch password . | 1. User enters the wrong password. 2. Scroll down and click on the forgot password button 3application will popup to nxt page with text boxes a.Id   b.Enter your verification number(OTP)  . | ID: 5342  password: Testing12367868 6786876876 | Application should enter to the forgot password page, | Working as expected | PASS | Successful | Y |  | AJAY BALAJI |
| Loginpage\_TC\_ OO6 | Functional | Loginpage page | Verify user is able to get the password in the email. | 1.Appliacation enters to the forgot password page. 2.Enter the user Valid Id in the text box.   1. Click on send email button. 2. An email will send to the User mail. 3. An OTP will come to the given email. 4. User Enters the OTP in the log in page | ID: 5342  password: Testing123 | Application should show successful and popup to the next page.  . | Working as expected | PASS | Successful | Y |  | NANDHINEE R |

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| Homepage\_TC\_ OO7 | UI | Homepage | Verify User is able see the nav bar | .1.  1.Click on ,the nav bar a.Our top agemts.  b.Resume.  C.Contact. d.About e.Sign in | ID: 5434  password: Testing123 | ..  User should able to see the layout | Working as expected | PASS | Successful | Y |  | NIVETHA M |
| LHomepage\_TC  \_ OO8 | UI | Homepage | Verify user is able to see the  top agents. | 1.Click on the our top agents.  a.All  b.Hardware services c.Software services. d.Both services. e.Online services | ID: 1111  password: 5678 | .Top Agents should popup tot he application/ | Working as expected | PASS | Successful | Y |  | NANDHINEE R |
| HomePage\_TC\_ OO9 | UI | Home Page. | Verify user is able to see the resume. | 1. Click on the resume. 2.Our features will appear.   a. TOP TICKETING  FEATURES b.TICKETS & SOLVE PROBLEMS c.KNOWLEDGE BASE SOFTWARE  d. TICKETING SOFTWARE | [http://169.51.204/](http://169.51.0.204/) 215:30106/ | Resume will show the Features. | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |

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| AdminPage\_TC  \_ O10 | UI | Home Page | Verify user is able to see the Contact  . | 1. Click on the Contact button 2. Contact details will appear   a.Name b.Phone number c.Email id d.Address e.Message | http://169.51.204.215:3 0106/ | .Contact details will appear. | Working as expected | PASS | Successful | Y |  | AJAY BALAJI |
| HomepagePage\_  TC\_ O11 | UI | Home Page | Verify the UI elements in Login/Signup popup | 1.Enter URL and click go 2.Click on Sigup button for User   1. Verify login/Singup popup with below UI elements:   a.id text box b.password text box cLogin button  d.New customer? Create account link | ID: 5342  password: Testing123 | ID sent  successfully | Application should show below UI elements:  a.email text box b.password text box cLogin button with Orange color. d.New customer? Create account link | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| LoginPage\_TC\_  O12 | Functional | Admin Page | Verify Admin is able to log into application with Valid Credentials | 1.Enter URL and click go 2.Click on Sigup button for User.   1. Create an account for the   user   1. Agent enters the wrong Id in the sign in page. | ID: 1111  password: 5678 | . Application should show mismatch details. | Working as expected | PASS | Successful | Y |  | NIVETHA M |
| LoginPage\_TC\_ O13 | Functional | Login Page | . Verify Agent is unable to log  In the login page. | 1..Click on Sigup button for User.   1. Create an account for the user 2. Agent enters the wrong Id in the sign in page. 3. Click on the forgot id. | ID: 1111  password: 5678 | .  Application should send an Id to the valid email | Working as expected | PASS | Successful | Y |  | NANDHINEE R |

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| LoginPage\_TC\_ O14 | UI | Login Page | ,  Verify Agent mail Id and  Enter correct id in the sign in page | .   1. The Id will be send in the users valid mail id. 2. Check on the Agent mail id. 3.Copy the valid customer Id. 4.Enter the valid customer Id in the text box. | [http://169.51.20](http://169.51.0.20/) 4.215:30106/ | .  Application should show successful and popup to the next page | Working as expected | PASS | Successful | Y |  | AJAY BALAJI |
| LLoginPage\_TC  \_ O15 | UI | Login page | Verify Agent is unable to log in as he entered mismatch password | 1. Agent enters the wrong password. 2. Scroll down and click on the forgot password button 3application will popup to nxt page with text boxes    1. Id    2. Enter your verification number(OTP)   . | [http://169.51.20](http://169.51.0.20/) 4.215:30106/ | Application should enter to the forgot password page, | Working as expected | PASS | Successful | Y |  | SUNIL SIDDHARTH |
| LoginPage\_TC\_ O16 | Functional | LOgin Page | Verify Agent is able to get the password in the email | .   1. Appliacation enters to the forgot password page. 2. Enter the agent Valid Id in the text box. 3. Click on send email button. 4.An email will send to the Agent mail. 4. An OTP will come to the given email. 5. Agent Enters the OTP in the log in page | [http://169.51.20](http://169.51.0.20/) 4.215:30106/ | Application should show successful and popup to the next page.  . | Working as expected | PASS | Successful | Y |  | NANDHINEE R |



**Thank you**