

# Testcases Report

Batch ID	B2-2M4E
Team ID	PNT2022TMID34857
Project Name	Customer Care Registry

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	BUG ID	Executed By
LoginPage_TC_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/Signup popup displayed or not	<a href="http://169.51.204.215:30109/">http://169.51.204.215:30109/</a>	Login/Signup popup should display	Working as expected	PASS	Successful	Y		JAYACHANDRAN
LoginPage_TC_O2	UI	Home Page	Verify the UI elements in Login/Signup popup	1.Enter URL and click go 2.Click on Signup button for User 3.Verify login/Signup 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	<a href="http://169.51.204.215:30109/">http://169.51.204.215:30109/</a>	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		KAARTHIIK, THARANESHWARAN
LoginPage_TC_O3	Functional	Home page	Verify user is able to log into application with Valid credentials	1.Enter URL 2.Click on My Account dropdown button 3. Enter Valid ID in ID text box 4. 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		JAYACHANDRAN, SOUNDHARYAN

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LoginPage_TC_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/Signup popup displayed or not	<a href="http://169.51.204.215:30109/">http://169.51.204.215:30109/</a>	Login/Signup popup should display	Working as expected	PASS	Successful	Y		THARANESHWARAN, SOUNDHARYAN
LoginPage_TC_O2	UI	Home Page	Verify the UI elements in Login/Signup popup	1.Enter URL and click go 2.Click on Signup button for User 3.Verify login/Signup 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	<a href="http://169.51.204.215:30109/">http://169.51.204.215:30109/</a>	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		JAYACHANDRAN, KAARTHIIK
LoginPage_TC_O3	Functional	Home page	Verify user is able to log into application with Valid credentials	1.Enter URL 2.Click on My Account dropdown button 3. Enter Valid ID in ID text box 4. 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		JAYACHANDRAN, SOUNDHARYAN

LoginPage_TC_007	Functional	Login page	Verify User is able to log into application with Valid Credentials	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) 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		SOUNDHARYAN
LoginPage_TC_008	Functional	Login page for ADMIN	Verify User is able to log into application with Valid Credentials	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 2.Click on My Account dropdown button 3.Enter Valid ID in ID text box 4.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		THARANESHAWARAN, JAYACHANDRAN
LoginPage_TC_009	UI	ADMIN PAGE	Verify all the Customer database is visible	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) 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	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Customer database is visible	Working as expected	PASS	Successful	Y		KAARTHIK, JAYACHANDRAN

LoginPage_TC_010	Functional	USER REGISTER	Verify Id sent to customer email address	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 1.Register the account by giving credentials 2. Click on button Submit	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Email sent successfully	Working as expected	PASS	Successful	Y		SOUNDHARYAN, JAYACHANDRAN
LoginPage_TC_011	Functional	AGENT REGISTER	Verify AGENT is able to log into application with Valid Credentials	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) 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 <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	ID sent successfully	Application should show 'correct email or password' validation message.	PASS	Successful	Y		THARANESHAWARAN
LoginPage_TC_012	Functional	Login page for ADMIN	Verify User is able to log into application with Invalid Credentials	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) 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		KAARTHIK, SOUNDHARYAN
LoginPage_TC_013	UI	Home page for Agent	Verify user is able to see the agent home page when user finish on submitting Credentials	1. Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) 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		JAYACHANDRAN, THARANESHWARAN

LoginPage_TC_014	UI	Home page for USER	Verify user is able to see the User home page when user finish on submitting Credentials	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 2.To the User Login page and submit Your Credentials	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	USER Home Page popup should display	Working as expected	PASS	Successful	Y		SOUNDHARYAN, JAYACHANDRAN
LoginPage_TC_015	UI	Home page for ADMIN	Verify user is able to see the ADMIN home page when user finish on submitting Credentials	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 2.To the User Login page and submit Your Credentials	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y		JAYACHANDRAN, THARANESHWARAN
LoginPage_TC_016	Functional	AGENT PAGE	On delete Button the user Credentials will be deleted	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 2. To the Admin Page and select on User Credentials	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	ADMIN Home Page popup should display	Working as expected	PASS	Successful	Y		KAARTHIK, SOUNDHARYAN

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	BUG ID	Executed By
User_Page_TC_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	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Show Complaint popup should display	Working as expected	PASS	Successful	Y		JAYACHANDRAN
User_Page_TC_O2	UI	USER PAGE	Verify the User has No Complaint	Click on the Url and go to user page by giving Correct Credentials	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	No Complaint should shown	Working as expected	PASS	Successful	Y		SOUNDHARYAN, THARANESHWARAN
User_Page_TC_O3	UI	USER PAGE	Verify User Total Complaint is Zero	Click on the Url and go to user page by giving Correct Credentials	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Total Number of Complaint is Zero	Working as expected	PASS	Successful	Y		KAARTHIK, THARANESHWARAN

Admin_Page_TC_OO4	Functional	Admin Page	Admin can see the Agent DataBase	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go 2.Enter the Credentials for the admin page and submit	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Agent Database should display on show agent database.	Working as expected	PASS	Successful	Y		KAARTHIK
Admin_Page_TC_OO5	Functional	Admin Page	Admin can delete the Agent Database	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go 2.Click on submit by giving correct credentials to the admin Page	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Delete the agent Database	Working as expected	PASS	Successful	Y		JAYACHANDRAN, KAARTHIK
Admin_Page_TC_OO6	Functional	Admin Page	Verify the overall Delete the database for User	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) 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 delete	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Delete the overall Agent database delete.	Working as expected	PASS	Successful	Y		SOUNDHARYAN, THARANESHWARAN

Admin_Page_TC_OO7	UI	Admin Page	Verify the admin seen the text box for the delete option	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go 2.Click on submit by giving correct credentials to the admin Page 3.Admin Can see the text box for delete option	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Text box working for the correct Keyword.	Working as expected	PASS	Successful			SOUNDARYAN
Home_Page_TC_OO8	UI	Register Account for Agent	Verify User is able to seen the Register Page for Agent	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go 2.Click on the Agent button for register	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	After register Page popup should seen.	Working as expected	PASS	Successful	Y		JAYACHANDRAN, KAARTHIK
Agent_Register_TC_O10	UI	AGENT REGISTER	Verify all the text box will be visible for register	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go 2.Click on the Agent button after the text field are visible for the agent to see	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Agent Register text fields are visible	Working as expected	PASS	Successful	Y		THARANESHWARAN

Agent_Register_TC_O11	Functional	AGENT REGISTER	Verify Id sent to customer email address	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 1.Register the account by giving credentials 2. Click on button Submit	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Email sent successfully	Working as expected	PASS	Successful	Y		KAARTHIK
Web_Chat_TC_O11	Functional	WEB CHAT	Click on the Web chat button	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 1.Click on the Web Chat Button	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Web chat popup	Working as expected	PASS	Successful	N		KAARTHIK, JAYACHANDRAN
Web_chat_TC_O12	UI	WEB CHAT	Web chat button visible	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 1.shown on the Web Chat Button	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Web chat visible	Working as expected	PASS	Successful	N		SOUNDHARYAN, JAYACHANDRAN
Admin_Login_TC_O13	Functional	AGENT LOGIN	Verify user is able to get login id on emails	1. Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 2.To the Agent Login page getting of emails	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Get/Notified by Emails	Working as expected	PASS	Successful	Y		THARANESHWARAN, KAARTHIK

Agent_Login_TC_O14	UI	AGENT Login	Visible for text field for enter email id	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 2.To the User Login page and seen your testfields	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	Y		THARANESHWARAN, JAYACHANDRAN
LoginPage_TC_O15	UI	USER Login	Visible for text field for enter email id	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 2.To the User Login page and seen your testfields	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	Y		SOUNDHARYAN
Agent_Login_TC_O16	Functional	AGENT Login	Visible for Password on Forgot Password	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 2.To the Agent Forgot Page after verification Password should Visible	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Password should Visible	Working as expected	PASS	Successful	Y		KAARTHIK, JAYACHANDRAN

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HomePage_TC_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/Signup popup displayed or not	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Login/Signup popup should display	Working as expected	PASS	Successful	Y		THARANESHWARAN
HomePage_TC_O2	UI	Home Page	Verify the UI elements in Login/Signup popup	1.Enter URL and click go 2.Click on Signup button for User 3.Verify login/Signup 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	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	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		THARANESHWARAN, JAYACHANDRAN
HomePage_TC_O3	Functional	Home page	Verify user is able to log into application with Valid credentials	1. Enter URL( <a href="https://shopnizer.com/">https://shopnizer.com/</a> ) and click go 2.Click on My Account dropdown button 3. Enter Valid ID in ID text box 4.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		SOUNDHARYAN

HomePage_TC_004	Functional	Home page	Verify user is able to log into application with Invalid credentials	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) 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		KAARTHIK
Customer Complaint_TC_005	Functional	Customer Complaint page	Verify user is able to log into Application with credentials.	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) 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: Testing123678686786879876	Application should show error into the next page.	Working as expected	PASS	Successful	Y		JAYACHANDRAN, THARANESHWARAN
Customer Complaint_TC_006	Functional	Customer Complaint page	Verify user is able to see the complaint page.	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go 2.Click on My Account dropdown button 3.Enter the sign in details 4a 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		SOUNDHARYAN

Customer Complaint_TC_007	Functional	Customer Complaint page	Verify user is able to see the complaint page	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go 2.Click on My Account dropdown button 3. enter the sign in details 4a 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		JAYACHANDRAN
Customer Complaint_TC_008	Functional	Customer Complaint page	Verify User is able to log into application with Valid Credentials	1.Enter to the complaint box. 2.Click on new issue button 3.Enter the correct details for the complaint.	ID: 1111 password: 5678	Application should Show complaint page for customers.	Working as expected	PASS	Successful	Y		JAYACHANDRAN, KAARTHIK
Customer Complaint Page_TC_009	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	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Customer should be able to see the complaint	Working as expected	PASS	Successful	Y		SOUNDHARYAN, THARANESHWARAN

AdminPage_TC_O10	Functional	Admin Page (Complaint list )	Verify admin is able to log into the user account.	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 1.Enter the correct admin credentials in the user account	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Application should shows a.User datatue b.Agent Database c.Complain database	Working as expected	PASS	Successful	Y		THARANESHWARAN, JAYACHANDRAN
AdminPage_TC_O11	Functional	Admin Page (Complaint list )	Verify admin is able to log into application with Valid Credentials	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) and click go 2.Click on the complaint database button.	ID: 5342 <a href="password:Testing123">password:Testing123</a>	ID sent successfully	Application should Able to see the complains	PASS	Successful	Y		SOUNDHARYAN
AdminPage_TC_O12	Functional	Admin Page (Complaint list )	Verify Admin is able to log into application with Valid Credentials	1.Enter URL( <a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a> ) 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		KAARTHIK, JAYACHANDRAN
AdminPage_TC_O13	UI	Admin Page (Agent Allotment)	Verify admin is able to log into 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		SOUNDHARYAN, THARANESHWARAN

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 database. b.Agent database. c.Complaint database. 2.Click on agent database.	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Admin should able to see the complaint database credentials.	Working as expected	PASS	Successful	Y		THARANESHWARAN, KAARTHIK
AdminPage_TC_O15	UI	Admin Page (Agent Allotment)	Verify Admin is able to log in with valid Credentials	1. Click on complaint database. 2.Get the credentials of the complaint a.Status b.Select c.processing	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Admin should able to see the status of the agent as well as complaint	Working as expected	PASS	Successful	Y		SOUNDHARYAN, THARANESHWARAN
AdminPage_TC_O16	Functional	Admin Page (Agent Allotment)	Verify admin is able to log in with valid credentials	1.Click on complaint database. 2.Admin should able to see the allocate button. 3.click on the allocate button for the respective complaint.	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Admin should able to allocate the agent	Working as expected	PASS	Successful	Y		KAARTHIK, JAYACHANDRAN

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LoginPage_TC_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/signup popup displayed or not	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Login/signup popup should display	Working as expected	PASS	Successful	Y		JAYACHANDRAN
LoginPage_TC_O2	UI	Login Page	Verify user is unable to login in the login page.	1.Enter URL and click go 2.Click on Signup button for User. 3.Create an account for the user 4. User enters the wrong Id in the sign in page.	<a href="http://169.51.204.21:530106/">http://169.51.204.21:530106/</a>	Application should show mismatch details.	Working as expected	PASS	Successful	Y		KAARTHIK
LoginPage_TC_O3	Functional	Login page	Verify user is unable to log In the login page.	1.Click on Signup button for User. 2.Create an account for the user 3.User enters the wrong Id in the sign in page. 4.Click on the forgot id.	ID: 5342 password: Testing123	Application should send an Id to the valid email.	Working as expected	PASS	Successful	Y		THARANESHWARAN, KAARTHIK

LoginPage_TC_004a	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. 3.Copy the valid customer Id. 4. Enter the valid customer Id in the first box.	ID: 5342 password: Testing123	Application should show successful and popup to the next page.	Working as expected	PASS	Successful	Y		THARANESHWARAN
LoginPage_TC_005	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 3.Application will popup to next page with text boxes a.Id b.Enter your verification number(OTP)	ID: 5342 password: Testing123678686786876876	Application should enter to the forgot password page.	Working as expected	PASS	Successful	Y		SOUNDHARYAN, KAARTHIK
LoginPage_TC_006	Functional	Loginpage page	Verify user is able to get the password in the email.	1.Application enters to the forgot password page. 2.Enter the user Valid Id in the text box. 3.Click on send email button. 4.An email will send to the User mail. 5.An OTP will come to the given email. 6.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		JAYACHANDRAN