Project Development Phase

Test Cases Performed

Date	09 November 2022
Team ID	**PNT2022TMID17097**
Project	Customer Care Registry
Sprint	Sprint 3

Test Cases:

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. Go to site 2. Login as a customer using valid credentials 3. 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. Go to site 2. Login as a customer using valid credentials 3. 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

39.	Customer changing the existing password using invalid data	1. Go to site 2. Login as a customer using valid credentials 3. 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. Go to site 2. Login as a customer using valid credentials 3. 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. Go to site 2. Login as a customer using valid credentials 3. Click “Tickets” in the dashboard 4. 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. Go to site 2. Login as a customer using valid credentials 3. Click “Tickets” in the dashboard 4. 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. Go to site 2. Login as a customer using valid credentials 3. Click “Tickets” in the dashboard 4. 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. Go to site 2. Login as a customer using valid credentials 3. Click “Tickets” in the dashboard 4. 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. Go to site 2. Login as a customer using valid credentials 3. Click “Tickets” in the dashboard 4. Click “Visit” in the address column of a ticket 5. 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

46.	Customer sending a message in the address column, with an empty message	1. Go to site 2. Login as a customer using valid credentials 3. Click “Tickets” in the dashboard 4. Click “Visit” in the address column of a ticket 5. 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. Go to site 2. Login as an agent using valid credentials 3. 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. Go to site 2. Login as an agent using valid credentials 3. 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. Go to site 2. Login as an agent using valid credentials 3. 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

50.	Agent changing the password	1. Go to site 2. Login as an agent using valid credentials 3. 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. Go to site 2. Login as an agent using valid credentials 3. Click “Tickets” in the dashboard 4. 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. Go to site 2. Login as an agent using valid credentials 3. Click “Tickets” in the dashboard 4. 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. Go to site 2. Login as an agent using valid credentials 3. Click “Tickets” in the dashboard 4. 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. Go to site 2. Login as an agent using valid credentials 3. Click “Tickets” in the dashboard 4. 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. Go to site 2. Login as an agent using valid credentials 3. Click “Tickets” in the dashboard 4. Click “Visit” in the address column of a ticket 5. 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. Go to site 2. Login as a customer using valid credentials 3. Click “Tickets” in the dashboard 4. Click “Visit” in the address column of a ticket 5. 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

57.	Customer closing the ticket	1. Go to site 2. Login as a customer using valid credentials 3. Click “Tickets” in the dashboard 4. Click “Visit” in the address column of a ticket 5. 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. Go to site 2. Login as a customer using valid credentials 3. Click “Customer image” in the Nav Bar 4. 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. Go to site 2. Login as an agent using valid credentials 3. Click “Agent image” in the Nav Bar 4. 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