## **Project Development Phase**

## **Test Cases Performed**

Date	09 November 2022
Team ID	PNT2022TMID17048
Project	Customer Care Registry
Sprint	Sprint 3

## **Test Cases:**

Test Case	Test Case Description	Test Steps	Test Data	Expected Result	Actual Result	Pass / Fail
37.	Customer changing the existing password using invalid data	<ol> <li>Go to site</li> <li>Login as a customer using valid credentials</li> <li>Click "Change Password" in the dashboard</li> </ol>	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	<ol> <li>Go to site</li> <li>Login as a customer using valid credentials</li> <li>Click "Change Password" in the dashboard</li> </ol>	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	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	Co 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	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	<ol> <li>Go to site</li> <li>Login as a customer using valid credentials</li> <li>Click "Tickets" in the dashboard</li> <li>Click "Chat" in the address column of a ticket</li> </ol>	<ul> <li>Ticket in the database</li> <li>Ticket is still OPEN</li> <li>Still, no messages with the agent</li> <li>Agent first name = 'Agent 1'</li> </ul>	Customer should see an alert saying "Start the conversation with the Agent 1"	As expected	Pass

43.	Customer opening the address column	<ol> <li>Go to site</li> <li>Login as a customer using valid credentials</li> <li>Click "Tickets" in the dashboard</li> <li>Click "Chat" in the address column of a ticket</li> </ol>	<ul> <li>Ticket in the database</li> <li>Ticket is still OPEN</li> <li>Previous messages b/w the agent and customer</li> <li>Agent first name = 'Agent 1'</li> </ul>	Customer should see all the messages b/w the customer and agent	As expected	Pass
44.	Customer opening the address column	<ol> <li>Go to site</li> <li>Login as a customer using valid credentials</li> <li>Click "Tickets" in the dashboard</li> <li>Click "Visit" in the address column of a ticket</li> </ol>	<ul> <li>Ticket in the database</li> <li>Ticket is CLOSED</li> <li>Previous messages b/w the agent and customer</li> <li>Agent first name = 'Agent 1'</li> </ul>	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
<del>45</del> .	Customer sending a message in the address column	<ol> <li>Go to site</li> <li>Login as a customer using valid credentials</li> <li>Click "Tickets" in the dashboard</li> <li>Click "Visit" in the address column of a ticket</li> <li>Type the message and click send button / hit enter</li> </ol>	<ul> <li>Ticket in the database</li> <li>Ticket is OPEN</li> <li>Message = "Can you please help me?"</li> </ul>	Customer's message is inserted in the database and the chats are reloaded	As expected	Pass

46.	Customer	1. Go to site	Ticket in the database	Customer should	As expected	Pass
	sending a	2. Login as a customer using	Ticket is OPEN	get an alert		
	message in	valid credentials	Message = ""	saying "Please fill		
	the address	3. Click "Tickets" in the		out this field"		
	column,	dashboard				
	with an empty	4. Click "Visit" in the address				
	message	column of a ticket				
		5. Click send button / hit enter				
47	A 4	4 0 4 2	Barrier 400450	A secret also sold sect	A	D
47.	Agent	1. Go to site	Password = 123456	Agent should get	As expected	Pass
	changing the	Login as an agent using valid	New Password = 123456789	an alert saying		
	password with	credentials	Confirm Password = 123456789	"Passwords must		
	the invalid	3. Click "Change Password" in		be at least 8		
	data	the dashboard		characters long!"		
48.	Agent	1. Go to site	Password = 12345678	Agent should get	As expected	Pass
٠٠٠.	changing the	Login as an agent using valid	New Password = 123456789	an alert saying	As expedied	1 433
	password with	credentials	Confirm Password = 123456780	"Passwords do		
	the invalid	Click "Change Password" in	COMMITT 055WOTG 125450765	not match!"		
	data	the dashboard		not matori.		
49.	Agent	1. Go to site	Password = 12345678	Agent should get	As expected	Pass
	changing the	2. Login as an agent using valid	New Password = 12345678	an alert saying		
	password with	credentials	Confirm Password = 12345678	"Old and New		
	the invalid	3. Click "Change Password" in		password cannot		
	data	the dashboard		be the same!"		

50.	Agent changing the password	Co 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	<ol> <li>Go to site</li> <li>Login as an agent using valid credentials</li> <li>Click "Tickets" in the dashboard</li> <li>Click "Chat/Visit" in the address column of a ticket</li> </ol>	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	<ol> <li>Go to site</li> <li>Login as an agent using valid credentials</li> <li>Click "Tickets" in the dashboard</li> <li>Click "Chat" in the address column of a ticket</li> </ol>	<ul> <li>Ticket in the database</li> <li>Ticket is still OPEN</li> <li>Still, no messages with the customer</li> <li>Customer first name = 'Bala'</li> </ul>	Agent should see an alert saying "Start the conversation with the Bala"	As expected	Pass
53.	Agent opening the address column	Co to site     Login as an agent using valid credentials     Click "Tickets" in the dashboard     Click "Chat" in the address column of a ticket	<ul> <li>Ticket in the database</li> <li>Ticket is still OPEN</li> <li>Previous messages b/w the agent and customer</li> <li>Customer first name = 'Bala'</li> </ul>	Agent should see all the messages b/w the customer and agent	As expected	Pass

54	Agent opening the address column	<ol> <li>Go to site</li> <li>Login as an agent using valid credentials</li> <li>Click "Tickets" in the dashboard</li> <li>Click "Visit" in the address column of a ticket</li> </ol>	<ul> <li>Ticket in the database</li> <li>Ticket is CLOSED</li> <li>Previous messages b/w the agent and customer</li> <li>Customer first name = 'Bala'</li> </ul>	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	<ol> <li>Go to site</li> <li>Login as an agent using valid credentials</li> <li>Click "Tickets" in the dashboard</li> <li>Click "Visit" in the address column of a ticket</li> <li>Type the message and click send button / hit enter</li> </ol>	<ul> <li>Ticket in the database</li> <li>Ticket is OPEN</li> <li>Message = "Yes, I can help you!"</li> </ul>	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	<ol> <li>Go to site</li> <li>Login as a customer using valid credentials</li> <li>Click "Tickets" in the dashboard</li> <li>Click "Visit" in the address column of a ticket</li> <li>Click send button / hit enter</li> </ol>	<ul> <li>Ticket in the database</li> <li>Ticket is OPEN</li> <li>Message = ""</li> </ul>	Agent should get an alert saying "Please fill out this field"	As expected	Pass

<del>57.</del>	Customer	1. Go to site	Tickets in the database	Status of the	As expected	Pass
	closing the	2. Login as a customer using	Ticket is still OPEN	ticket is set to		
	ticket	valid credentials		CLOSED in the		
		3. Click "Tickets" in the		database and the		
		dashboard		customer is		
		4. Click "Visit" in the address		redirected to all		
		column of a ticket		tickets page		
		5. Click "CLOSE TICKET" in the				
		Nav Bar				
58.	Customer	1. Go to site	_	Customer should	As expected	Pass
30.	logging out of	2. Login as a customer using		be logged out the	A3 CAPCOICG	1 433
	the application	valid credentials		application and		
	and application	3. Click "Customer image" in the		redirected to the		
		Nav Bar		login page		
		4. Click "LOGOUT"		3 1.3		
59.	Agent logging	1. Go to site	-	Agent should be	As expected	Pass
	out of the	2. Login as an agent using valid		logged out the		
	application	credentials		application and		
		3. Click "Agent image" in the		redirected to the		
		Nav Bar		login page		
		4. Click "LOGOUT"				
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60.	Admin logging	1. Go to site	-	Admin should be	As expected	Pass
	out of the	Login as an agent using valid		logged out the		
	application	credentials 3. Click "Admin image" in the		application and redirected to the		
		Nav Bar				
		4. Click "LOGOUT"		login page		
		4. Click LOGOUT				

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