Project Development Phase

Test Cases Performed

Team ID	PNT2022TMID19608
Project	Customer Care Registry
Sprint	Sprint 4

Test Cases Performed:

Test Case ID	Test Case Description		Test Steps	Test Data	Expected Results	Actual Results	Pass / Fail
61.	Customer forgot the password and trying to update the	1. 2.	Go to the site Click "Forgot Password?" option in the Login form	Email = koushickgmail.com Role = "Customer"	Customer should get an alert saying "Invalid email!"	As expected	Pass
	password with invalid email	3. 4.	Enter the email Click "Get Code" button				
62.	Customer forgot the password and trying to update the password with invalid email	1. 2. 3. 4.	option in the Login form Enter the email	Email = koushick@gmail.com Role = "Customer"	Customer should get an alert saying "Customer does not exist"	As expected	Pass

63.	Customer forgot the	1.	Go to the site	Email =	Customer should	As expected	Pass
05.	password and	2.	Click "Forgot Password?"	koushick@gmail.com Role	receive an 8-digit		
	trying to update the		option in the Login form	= "Customer"	code in the email and		
	password with valid	3.			redirected to the		
	email	4.	Click "Get Code" button		code entering page		
	Oman						
64.	Customer entering	1.	Go to the site	Email =	Customer should get	As expected	Pass
	invalid code to	2.	Click "Forgot Password?"	koushick@gmail.com	an alert saying	·	
	change the		option in the Login form	Role = "Customer"	"Invalid code!"		
	password	3.	Enter the email	Code = "bhuudbsgygdy2"			
	'	4.	Click "Get Code" button	3,0 ,			
		5.	Enter invalid code				
		6.	Click "Submit" button				
65.	Customer entering	1.	Go to the site	Email =	Customer should be	As expected	Pass
	valid code to	2.	Click "Forgot Password?"	koushick@gmail.com	redirected to the	•	
	change the		option in the Login form	Role = "Customer"	passwords entering		
	password	3.	Enter the email	Code = "87436601"	page		
	F	4.	Click "Get Code" button		Page		
		5.	Enter the valid code				
			received in the email				
		6.	Click "Submit" button				
66.	Customer entering	1.	Go to the site	Email =	Customer should get	As expected	Pass
	the invalid	2.	Click "Forgot Password?"	koushick@gmail.com	an alert saying		
	passwords in the		option in the Login form	Role = "Customer"	"Passwords do not		
	change password	3.	Enter the email	Code = "87436601"	match!"		
	page	4.	Click "Get Code" button	Password = 12345678			
		5.	Enter the valid code	Confirm password = 87654321			
			received in the email				
		6.	Click "Submit" button				
		7.	Enter the passwords				

67.	Customer entering the new passwords in the change password page	1. 2. 3. 4. 5.	Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button Enter the valid code received in the email Click "Submit" button Enter the passwords	Email = koushickgmail.com Role = "Customer" Code = "87436601" Password = 12345678 Confirm password = 12345678	Customer's password gets updated. Then the customer is redirected to the login page to login	As expected	Pass
68.	Agent forgot the password and trying to update the password with invalid email	1. 2. 3. 4.	Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button	Email = agent1gmail.com Role = "Agent"	Agent should get an alert saying "Invalid email!"	As expected	Pass
69.	Agent forgot the password and trying to update the password with invalid email	1. 2. 3. 4.	Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button	Email = agent44@gmail.com Role = "Agent"	Agent should get an alert saying "Agent does not exist"	As expected	Pass
70.	Agent forgot the password and trying to update the password with valid email	1. 2. 3. 4.	Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button	Email = agent1@gmail.com Role = "Agent"	Agent should receive an 8-digit code in the email and redirected to the code entering page	As expected	Pass

71.	Agent entering invalid code to change the password	 Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button Enter invalid code Click "Submit" button 	Email = agent1@gmail.com Role = "Agent" Code = "bhuudbsgygdy2"	Agent should get an alert saying "Invalid code!"	As expected	Pass
72.	Agent entering valid code to change the password	 Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button Enter the valid code received in the email Click "Submit" button 	Email = agent1@gmail.com Role = "Agent" Code = "87436601"	Agent should be redirected to the passwords entering page	As expected	Pass
73.	Agent entering the invalid passwords in the change password page	 Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button Enter the valid code received in the email Click "Submit" button Enter the passwords 	Email = agent1@gmail.com Role = "Agent" Code = "87436601" Password = 12345678 Confirm password = 87654321	Agent should get an alert saying "Passwords do not match!"	As expected	Pass

74.	Agent entering the new passwords in the change password page	1. 2. 3. 4. 5.	Go to the site Click "Forgot Password?" option in the Login form Enter the email Click "Get Code" button Enter the valid code received in the email Click "Submit" button Enter the passwords	Email = agent1@gmail.com Role = "Agent" Code = "87436601" Password = 12345678 Confirm password = 12345678	Agent's password gets updated. Then the customer is redirected to the login page to login	As expected	Pass
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[#] Along with these test cases, test cases performed during the Sprint 1, 2, 3 are also performed.