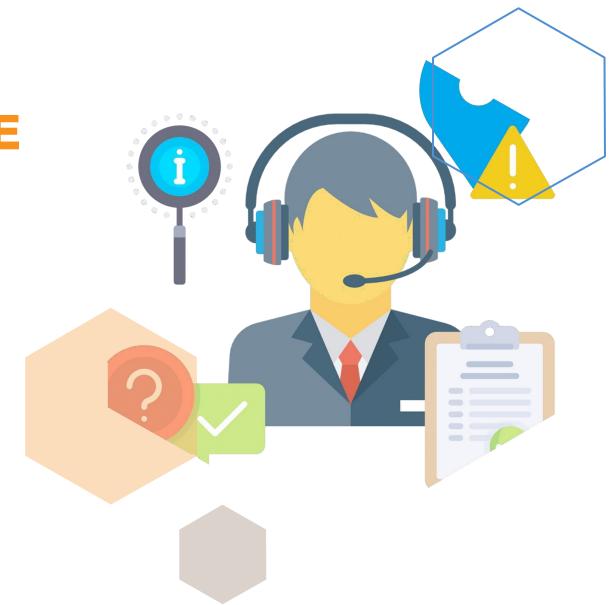# CUSTOMER CARE REGISTRY

TEST CASE REPORT

SPRINT TEST CASES

TEAM DETAILS:

Team No : PNT2022TMID21475
College Name : THIAGARAJAR COLLEGE OF ENGINEERING
Department : INFORMATION TECHNOLOGY

Date	03 –NOV –2022
Team ID	PNT2022TMID21475
Project Name	Customer Care Registry
Maximum Marks	4 Marks

TEST CASES

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_OO1	Functional	Base Page	Verify user is able to see the Login/Signup 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://127.0.0.1:5000/login	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		ASHOK KUMAR
User_Page_TC_OO1	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://127.0.0.1:5000/login	Show Complaint popup should display	Working as expected	PASS	Successfull	Y		VISHAGAN
Admin_Page_TC_OO1	Functional	Admin Page	Admin can see the Agent DataBase	1.Enter URL and click go 2.Enter the Credentials for the admin page and submit	http://127.0.0.1:5000/login	Agent Database shoulddisplay on show agent database.	Working as expected	PASS	Successful	Y		VISHALI

Home_Page_TC_OO1	UI	Register Account for Agent	Verify admin is able to see the Register Page for Agent	1.Enter URL and click go 2.Click on the Agent button for register	http://127.0.0.1:5000/login	After register Page popup should be seen.	Working as expected	PASS	Successful	Y		SOWMIYAA
Customer Complaint_TC_OO1	Functional	Customer Complaint page	Verify user is able to log into Application with credentials.	1.Enter URL and click go 2.Click on My Account dropdown button 3. Enter Valid details intext box. 4. then sign in to text box with correct details.	ID: 5342 password: Testing123678686786876876	Application should show enter into the next page..	Working as expected	PASS	Successful	Y		ASHOK KUMAR VISHAGAN
Customer Complaint_TC_OO2	Functional	Customer Complaint page	Verify user is able to see the compliant page.	1.Enter URL and click go 2.Click on My Account dropdown button 3.enter the sign in details 4. It 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		VISHALI SOWMIYAA

LoginPage_TC_OO2	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Enter URL 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		ASHOK KUMAR
LoginPage_TC_OO3	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Enter URL and click go 2.Click on My Account dropdown button 3.Enter Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password: Testing123678686786876876	Application should show 'Incorrect email or password ' validation message.	Working as expected	PASS	Successful	Y		ASHOK KUMAR
LoginPage_TC_OO4	Functional	Login page	Verify user is able to log into application with InValid credentials	1.Enter URL 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		VISHAGAN

LoginPage_TC_OO5	Functional	Login page for ADMIN	Verify User is able to log into application with Valid Credentials	1.Enter URL 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		VISHALI
LoginPage_TC_OO6	UI	ADMIN PAGE	Verify all the Customer database is visible	1.Enter URL 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://127.0.0.1:5000/	Customer databaseis visible	Working as expected	PASS	Successful	Y		SOWMIYAA

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_OO2	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://127.0.0.1:5000//	Show Complaint popup should display	Working as expected	PASS	Successfull	Y		VISHAGAN
User_Page_TC_OO3	UI	USER PAGE	Verify the User has No Complaint	Click on the Url and go to user page by giving Correct Credentials	http://127.0.0.1:5000/	No Complaint should shown	Working as expected	PASS	Successful	Y		SOWMIYAA

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Admin_Page_TC_OO2	Functional	Admin Page	Admin can see the Agent DataBase	1.Enter URL and click go 2.Enter the Credentials for the admin page and submit	http://127.0.0.1:5000	Agent Database should display on show agent database.	Working as expected	PASS	Successful	Y		VISHALI
Admin_Page_TC_OO3	Functional	Admin Page	Admin can delect the Agent Database	1.Enter URL and click go 2.Click on submit by giving correct credentialsto the admin Page	http://127.0.0.1:5000/	Delect the agent Database	Working as expected	PASS	Successful	Y		VISHAGAN
Admin_Page_TC_OO4	Functional	Admin Page	Verify the overall Delect the database for User	1.Enter URL and click go 2.Click on submit by giving correct credentialsto the admin Page 3.After type the "A" in the Text box for the agent database delect	http://127.0.0.1:5000/	Delect the overall Agent database delect.	Working as expected	PASS	Successful	Y		SOWMIYAA

TEST CASES

Test Case ID	Type	Module	Test Scenario	Test Steps	URL	Expected Result	Result	Status	Remarks			Tester
Admin_Page_TC_OO5	UI	Admin Page	Verify the admin seen the text box for the delect option	1.Enter URL 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://127.0.0.1:5000/	Text box working for the correct Keyword.	Working as expected	PASS	Successful	Y		ASHOK KUMAR
Home_Page_TC_OO2	UI	Register Account for Agent	Verify User is able to seen the Register Page for Agent	1.Enter URL and click go 2.Click on the Agent button for register	http://127.0.0.1:5000/	After register Page popup should seen.	Working as expected	PASS	Successful	Y		SOWMIYAA
Agent_Register_TC_O1	UI	AGENT REGISTER	Verify all the text box will be visible for register	1.Enter URL and click go 2.Click on the Agent button after the text field are visible for the agent to see	http://127.0.0.1:5000/	Agent Register text fields are visible	Working as expected	PASS	Successful	Y		VI SHALI
LoginPage_TC_O7	UI	USER Login	Visible for text field for enter email id	1.Enter URL and click go 2.To the User Login page and seen your text fields	http://127.0.0.1:5000/	Text Fields for Email in Agent Page	Working as expected	PASS	Successful	Y		ASHOK KUMAR

TEST CASES

Test Case ID	Type	Module	Description	Test Steps	Test Data	Expected Result	Actual Result	Status	Comments		Tested By
AdminPage_TC_O6	Functional	Admin Page (Complaintilist)	Verify admin is able to log into the user account.	1.Enter URL and click go 2.Enter the correct admin credentials in the user account	http://127.0.0.1:5000/ -	Application should shows a.User databas b.Agent Database c.Complaint database	Working as expected	PASS	Successful	Y	VISHAGAN
AdminPage_TC_O7	Functional	Admin Page (Complaint list)	Verify admin is able to log into application with Valid Credentials	1.Enter URL and click go 2.Click on the complaint database button,	ID: admin password: admin -	ID sent successfully	Application should Able to see the compliants	PASS	Successful	Y	VISHALI
AdinPage_TC_O8	Functional	Admin Page (Complaint list)	Verify Admin is able to log into application with Valid Credentials	1.Enter URL and click go 2.Admin should able to see the number of complaints	ID: admin password: admin	Application should show the correct credentials of the complaint.	Working as expected	PASS	Successful	Y	SOWMIYAA
AdminPage_TC_O9	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: admin password: admin -	Admin should able to see the three database button.	Working as expected	PASS	Successful	Y	ASHOK KUMAR

TEST CASES

AdminPage_TC_O10	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://127.0.0.1:5000/	Admin should able to see the complaint database credentials.	Working as expected	PASS	Successful	Y		VISHAGAN
AdminPage_TC_O11	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://127.0.0.1:5000/	Admin should able to see the status of the agent as well as complaint	Working as expected	PASS	Successful	Y		VISHALI
AdminPage_TC_O12	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://127.0.0.1:5000/	Admin should able to allocate the agent .	Working as expected	PASS	Successful	Y		SOWMIYAA

TEST CASES

Thank you