CUSTOMER CARE REGISTRY

**TEAM DETAILS:**

**Team No : PNT2022TMID53488**

**College Name :** SVCE

**Department :** Information technology

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| Date | 12-NOV-2022 |
| Team ID | PNT2022TMID53488 |
| Project Name | Customer Care Registry |
| Maximum Marks | 4 Marks |

**TEST CASES**

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| **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\_O 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 |  | Show Complaint popup should display | Working as expected | PASS | Successfull |  |  | Nagsrikesh V |
| User\_Page\_TC\_O O2 | UI | USER PAGE | Verify the User has No Complaint | Click on the Url and go to user page by giving Correct Credentials |  | No Complaint should shown | Working as expected | PASS | Successful |  |  | Koushik CH  Harish SV |
| User\_Page\_TC\_O  O3 | UI | USER PAGE | Verify User Total Complaint is  Zero | Click on the Url and go to user page by giving Correct Credentials |  | Total Number of  Complaint is Zero | Working as expected | PASS | Successful |  |  | Deepa Harish |

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| Admin\_Page\_TC  \_OO4 | Functional | Admin Page | Admin can see the Agent DataBase | 1.Enter  URL([http://169.51.204.215](http://169.51.204.215/)  :30106/) and click go 2.Enter the Credentials for the admin page and submit | / | Agent Database should display on show agent database. | Working as expected | PASS | Successful |  |  | Deepa Harish |
| Admin\_Page\_TC  \_OO5 | Functional | Admin Page | Admin can delect the Agent Database | 1.Enter URL([http://169.51.204.215](http://169.51.204.215/)  :30106/) and click go 2.Click on submit by giving correct credentials to the admin Page |  | Delect the agent Database | Working as expected | PASS | Successful |  |  | Koushik CH |
| Admin\_Page\_TC  \_OO6 | Functional | Admin Page | Verify the overall Delect the database for User | 1.Enter URL([http://169.51.204.215](http://169.51.204.215/)  :30106/) 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 delect |  | Delect the overall Agent database delect. | Working as expected | PASS | Successful |  |  | Harish SV |

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| Admin\_Page\_TC  \_OO7 | UI | Admin Page | Verify the admin seen the text box for the delect option | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) 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 |  | Text box working for the correct Keyword. | Working as expected | PASS | Successful |  |  | Nagsrikesh V  Koushik CH |
| Home\_Page\_TC\_ OO8 | UI | Register Account for Agent | Verify User is able to seen the Register Page for Agent | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on the Agent button for register |  | After register Page popup should seen. | Working as expected | PASS | Successful |  |  | Deepa Harish |
| Agent\_Register\_ TC\_O10 | UI | AGENT REGISTER | Verify all the text box will be visible for register | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 2.Click on the Agent button after the text field are visible for the agent to see |  | Agent Register text fields are visible | Working as expected | PASS | Successful |  |  | Harish SV |

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| Agent\_Register\_ TC\_O11 | Functional | AGENT REGISTER | Verify Id sent to customer email address | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 1.Register the account by giving credentials 2. Click on button Submit |  | Email sent successfully | Working as expected | PASS | Successful |  |  | Koushik CH |
| Web\_Chat\_TC\_ O11 | Functional | WEB CHAT | Click on the Web chat button | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 1.Click on the Web Chat Button |  | Web chat popup | Working as expected | PASS | Successful |  |  | Deepa Harish |
| Web\_chat\_TC\_O 12 | UI | WEB CHAT | Web chat button visible | 1.Enter URL([http://169.51.204.21](http://169.51.204.21/)  5:30106/) and click go 1.shown on the Web Chat Button |  | Web chat visible | Working as expected | PASS | Successful |  |  | Nagsrikesh V |
| Admin\_Login\_T C\_O13 | Functional | AGENT LOGIN | Verify user is able to get login id on emails | 1. Enter URL([http://169.51.204.21](http://169.51.204.21/)   5:30106/) and click go   1. To the Agent Login page getting of emails |  | Get Notified by Emails | Working as expected | PASS | Successful |  |  | Koushik CH |

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| Agent\_Login\_T C\_O14 | UI | AGENT Login | Visible for text field for enter email id | 1. Enter URL(http://169.51.204.215:3   0106/) and click go   1. To the User Login page and seen your textfields |  | Text Fields for Email in Agent Page | Working as expected | PASS | Successful |  |  | Harish SV  Deepa Harish |
| LoginPage\_TC\_ O15 | UI | USER Login | Visible for text field for enter email id | 1. Enter URL(http://169.51.204.215:3   0106/) and click go   1. To the User Login page and seen your textfields | / | Text Fields for Email in Agent Page | Working as expected | PASS | Successful |  |  | Koushik CH |
| Agent\_Login\_T C\_O16 | Functional | AGENT Login | Visible for Password on Forgot Password | 1. Enter URL(http://169.51.204.215:3   0106/) and click go   1. To the Agent Forgot Page after verification Password   should Visible |  | Password should Visible | Working as expected | PASS | Successful |  |  | Nagsrikesh V |