

Project Development Phase

Test Cases Performed

Date	17 November 2022
Team ID	PNT2022TMID18844
Project Name	Customer Care Registry
Sprint	Sprint 2

Test Cases:

Test Case ID	Test Case Description	Test Steps	Test Data	Expected Result	Actual Result	Pass / Fail
15.	Customer creating a new Friend Shop with empty query	1. Go to site 2. Customer login using email and password 3. Click "New Friend Shop" option in the Dashboard 4. Clicking the "New Friend Shop" button without typing any query in the given text area	Query = NULL	Customer should get an alert saying "Query cannot be empty!"	As expected	Pass
16.	Customer creating a new Friend Shop with a valid query	1. Go to site 2. Customer login using email and password 3. Click "New Friend Shop" option in the Dashboard 4. Typing the query in the given text area 5. Clicking the "New Friend Shop" button	Query = "Hi. My I Phone 14 pro max is not turning on. It is a new unit I bought it just 2 days back. I don't know what happened. Can you help me please?"	The Friend Shop gets inserted in the database. After that customer gets an alert saying 'Friend Shop created'	As expected	Pass

17.	Customer seeing all the Friend Shops raised by him/her	<ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Friend Shops" option in the Dashboard 	Friend Shops created by the customer which are already being inserted in the database	Customer should see the list of all the Friend Shops raised by him/her	As expected	Pass
18.	Customer seeing all the Friend Shops raised by him/her	<ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Friend Shops" option in the Dashboard 	-	Customer should see a message "You are yet to raise a Friend Shop"	As expected	Pass
19.	Customer seeing the query of a Friend Shop	<ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Friend Shops" option in the Dashboard 4. Click "View" option in a Friend Shop from the list of Friend Shops 	Friend Shops created by the customer which are already being inserted in the database	An alert should be shown having the actual query posted by the customer	As expected	Pass
20.	Customer seeing the assigned agent for a Friend Shop	<ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Friend Shops" option in the Dashboard 	<ul style="list-style-type: none"> • Friend Shops created by the customer which are already being inserted in the database • Admin assigned the agent for the Friend Shop 	Customer should be able to see the first name of the agent assigned	As expected	Pass
21.	Customer seeing the assigned agent for a Friend Shop	<ol style="list-style-type: none"> 1. Go to site 2. Customer login using email and password 3. Click "Friend Shops" option in the Dashboard 	<ul style="list-style-type: none"> • Friend Shops created by the customer which are already being inserted in the database • Admin is yet to assign the agent 	Customer should be able to see the "N/A" message displayed	As expected	Pass

22.	Admin seeing all the unassigned Friend Shops	<ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Friend Shops" option in theDashboard 	<ul style="list-style-type: none"> • Friend Shops created by the customers which are already being inserted in the database • Admin did not assign agent for the Friend Shops 	Showing the Friend Shops that are yet to be assigned an agent bythe admin	As expected	Pass
23.	Admin seeing all the unassigned Friend Shops	<ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Friend Shops" option in theDashboard 	<ul style="list-style-type: none"> • Friend Shops created by the customers which are already being inserted in the database • Admin assigned agents for all the Friend Shops 	Admin should just see the message "There is nothing left to assign"	As expected	Pass
24.	Admin assigning an agent for a Friend Shop	<ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Friend Shops" option in theDashboard 4. Select an agent from the dropdown given 	<ul style="list-style-type: none"> • Friend Shops created by the customers which are already being inserted in the database • Admin did not assign the agent yet 	Admin should get an alert saying "Do you really want to assign the agent for this Friend Shop?". If admin clicks OK, then the agent is assigned forthe Friend Shop. The list gets updated	As expected	Pass
25.	Admin seeing the requests section	<ol style="list-style-type: none"> 1. Go to site 2. Admin login using email and password 3. Click "Requests" option in the Dashboard 	<ul style="list-style-type: none"> • Agent details in the database • Admin is yet to accept the agent 	Admin should be able to see the list of all the requests made by the agents to the admin	As expected	Pass

26.	Admin seeing the requests section	<ol style="list-style-type: none"> Go to site Admin login using email and password Click "Requests" option in the Dashboard 	<ul style="list-style-type: none"> Agent details in the database Admin accepted all the agents 	Admin should just see the message "There are no pending requests"	As expected	Pass
27.	Admin accepting an agent from the request section	<ol style="list-style-type: none"> Go to site Admin login using email and password Click "Requests" option in the Dashboard Click "Tick" mark that is against the agent details 	<ul style="list-style-type: none"> Agent details in the database Admin is yet to accept the agent 	The agent gets accepted and the same is updated in the database. The list gets updated	As expected	Pass
28.	Agent registration using invalid data	<ol style="list-style-type: none"> Go to site Click on "Don't have an account yet? Register" option Fill the form 	First Name = Agent 1 Last Name = NULL Email = agent1@gmail.com Password = 12345678 Confirm password = 12345678	Agent should get an alert saying "Last Name must be at least 1 character long!"	As expected	Pass
29.	Agent registration using invalid data	<ol style="list-style-type: none"> Go to site Click on "Don't have an account yet? Register" option Fill the form 	First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 12345678 Confirm password = 12345678	Agent should get an alert saying "Invalid Email"	As expected	Pass
30.	Agent registration using invalid data	<ol style="list-style-type: none"> Go to site Click on "Don't have an account yet? Register" option Fill the form 	First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 123456789 Confirm password = 12345678	Agent should get an alert saying "Passwords do not match!"	As expected	Pass

31.	Agent registration using invalid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 123456789 Confirm password = 12345678	Agent should get an alert saying "Passwords do not match!"	As expected	Pass
32.	Agent registration using invalid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 1234 Confirm password = 1234	Agent should get an alert saying "Passwords must be at least 8 characters long!"	As expected	Pass
33.	Agent registration using valid data	1. Go to site 2. Click on "Don't have an account yet? Register" option 3. Fill the form	First Name = Agent 1 Last Name = Agent Email = agent1@gmail.com Password = 12345678 Confirm password = 12345678	Agent details gets updated in the database. Then an alert "Account created. Login!" is shown	As expected	Pass
34.	Agent login using invalid data	1. Go to site 2. Fill out the login form 3. Enter email and password	Email = agent1@gmail Password = 12345678	Agent should get an alert "Invalid email"	As expected	Pass
35.	Agent login using invalid data	1. Go to site 2. Fill out the login form Enter email and password	Email = agent@gmail.com Password = 12345678	Agent should get an alert "Agent does not exist"	As expected	Pass
36.	Agent login using valid data	1. Go to site 2. Fill out the login form Enter email and password	<ul style="list-style-type: none"> Email = agent1@gmail.com Password = 12345678 Admin did not accept the agent yet 	Agent should be redirected to a page, that has the status of the confirmation	As expected	Pass

Along with these test cases, the test cases performed during Sprint 1 were also done.