

# CUSTOMER CARE REGISTRY

TEST CASE REPORT

(SPRINT 02)



**TEAM DETAILS:**

**Team No** : PNT2022TMID50578  
**College Name:** SCAD COLLEGE OF ENGINEERING AND TECHNOLOGY  
**Department** :Computer Science & Engineering

|               |                        |
|---------------|------------------------|
| Date          | 05-NOV -2022           |
| Team ID       | PNT2022TMID50578       |
| 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    |
|-----------------|--------------|-----------|--|---|---|-------------------------------------|---------------------|--------|-------------|------------------------|--------|----------------|
| User_Page_TC_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<br>2.Scroll down<br>3.Verify login/Singup popup displayed or not | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Show Complaint popup should display | Working as expected | PASS   | Successfull |                        |        | SUGUNA DEVI K  |
| User_Page_TC_O2 | UI           | USER PAGE | Verify the User has No Complaint   | Click on the Url and go to user page by giving Correct Credentials                        | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | No Complaint should shown           | Working as expected | PASS   | Successful  |                        |        | SAKTHI PRIYA C |
| User_Page_TC_O3 | UI           | USER PAGE | Verify User Total Complaint is Zero  | Click on the Url and go to user page by giving Correct Credentials                        | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Total Number of Complaint is Zero   | Working as expected | PASS   | Successful  |                        |        | RAMA CHITRA T  |

|                   |            |            |   |   |   |   |                     |      |            |  |  |                 |
|-------------------|------------|------------|---|---|---|---|---------------------|------|------------|--|--|-----------------|
| Admin_Page_TC_OO4 | Functional | Admin Page | Admin can see the Agent DataBase                | 1.Enter URL(http://169.51.204.215:30106/) and click go<br>2.Enter the Credentials for the admin page and submit   | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Agent Database should display on show agent database. | Working as expected | PASS | Successful |  |  | THANGA RAMANA P |
| Admin_Page_TC_OO5 | Functional | Admin Page | Admin can delect the Agent Database             | 1.Enter URL(http://169.51.204.215:30106/) and click go<br>2.Click on submit by giving correct credentials to the admin Page   | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Delect the agent Database                             | Working as expected | PASS | Successful |  |  | SUGUNA DEVI K   |
| Admin_Page_TC_OO6 | Functional | Admin Page | Verify the overall Delect the database for User | 1.Enter URL(http://169.51.204.215:30106/) and click go<br>2.Click on submit by giving correct credentials to the admin Page<br>3.After type the "A" in the Text box for the agent database delect | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Delect the overall Agent database delect.             | Working as expected | PASS | Successful |  |  | SAKTHI PRIYA C  |

|                       |    |                            |  |  |   |   |                     |      |            |  |  |                 |
|-----------------------|----|----------------------------|--|--|---|---|---------------------|------|------------|--|--|-----------------|
| Admin_Page_TC_OO7     | UI | Admin Page                 | Verify the admin seen the text box for the delect option | 1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go<br>2.Click on submit by giving correct credentials to the admin Page<br>3.Admin Can see the text box for delect option | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Text box working for the correct Keyword. | Working as expected | PASS | Successful |  |  | RAMA CHITRA T   |
| Home_Page_TC_OO8      | UI | Register Account for Agent | Verify User is able to seen the Register Page for Agent  | 1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go<br>2.Click on the Agent button for register  | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | After register Page popup should seen.    | Working as expected | PASS | Successful |  |  | THANGA RAMANA P |
| Agent_Register_TC_O10 | UI | AGENT REGISTER             | Verify all the text box will be visible for register     | 1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go<br>2.Click on the Agent button after the text field are visible for the agent to see                                   | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Agent Register text fields are visible    | Working as expected | PASS | Successful |  |  | SUGUNA DEVI K   |

|                       |            |                |   |  |   |                         |                     |      |            |  |  |                 |
|-----------------------|------------|----------------|---|--|---|-------------------------|---------------------|------|------------|--|--|-----------------|
| Agent_Register_TC_O11 | Functional | AGENT REGISTER | Verify Id sent to customer email address      | 1.Enter URL(http://169.51.204.215:30106/) and click go<br>1.Register the account by giving credentials 2. Click on button Submit | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Email sent successfully | Working as expected | PASS | Successful |  |  | SAKTHI PRIYA P  |
| Web_Chat_TC_O11       | Functional | WEB CHAT       | Click on the Web chat button                  | 1.Enter URL(http://169.51.204.215:30106/) and click go<br>1.Click on the Web Chat Button   | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Web chat popup          | Working as expected | PASS | Successful |  |  | RAMA CHITRA T   |
| Web_chat_TC_O12       | UI         | WEB CHAT       | Web chat button visible                       | 1.Enter URL(http://169.51.204.215:30106/) and click go<br>1.shown on the Web Chat Button   | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Web chat visible        | Working as expected | PASS | Successful |  |  | THANGA RAMANA P |
| Admin_Login_TC_O13    | Functional | AGENT LOGIN    | Verify user is able to get login id on emails | 1.Enter URL(http://169.51.204.215:30106/) and click go<br>2. To the Agent Login page getting of emails                           | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Get Notified by Emails  | Working as expected | PASS | Successful |  |  | SUGUNA DEVI K   |

|                    |            |             |   |   |   |                                     |                     |      |            |  |  |                 |
|--------------------|------------|-------------|---|---|---|-------------------------------------|---------------------|------|------------|--|--|-----------------|
| Agent_Login_TC_O14 | UI         | AGENT Login | Visible for text field for enter email id | 1. Enter URL(http://169.51.204.215:30106/) and click go<br>2. To the User Login page and seen your textfields                     | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Text Fields for Email in Agent Page | Working as expected | PASS | Successful |  |  | SAKTHI PRIYA C  |
| LoginPage_TC_O15   | UI         | USER Login  | Visible for text field for enter email id | 1. Enter URL(http://169.51.204.215:30106/) and click go<br>2. To the User Login page and seen your textfields                     | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Text Fields for Email in Agent Page | Working as expected | PASS | Successful |  |  | RAMA CHITRA T   |
| Agent_Login_TC_O16 | Functional | AGENT Login | Visible for Password on Forgot Password   | 1. Enter URL(http://169.51.204.215:30106/) and click go<br>2. To the Agent Forgot Page after verification Password should Visible | <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> | Password should Visible             | Working as expected | PASS | Successful |  |  | THANGA RAMANA P |



**Thank you**