

Project Development Phase

Test Cases Performed

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| Date | 09 November 2022 |
| Team ID | PNT2022TMID43073 |
| Project | Customer Care Registry |
| Sprint | Sprint 3 |

Test Cases:

| Test Case ID | Test Case Description | Test Steps | Test Data | Expected Result | Actual Result | Pass / Fail |
|--------------|--|--|---|---|---------------|-------------|
| 37. | Customer changing the existing password using invalid data | 1. Go to site 2. Login as a customer using valid credentials 3. Click "Change Password" in the dashboard | Password = 123456 New Password = 123456789 Confirm Password = 123456789 | Customer should get an alert saying "Passwords must be at least 8 characters long!" | As expected | Pass |
| 38. | Customer changing the existing password using invalid data | 1. Go to site 2. Login as a customer using valid credentials 3. Click "Change Password" in the dashboard | Password = 12345678 New Password = 123456789 Confirm Password = 123456780 | Customer should get an alert saying "Passwords do not match!" | As expected | Pass |

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| 39. | Customer changing the existing password using invalid data | <ol style="list-style-type: none"> Go to site Login as a customer using valid credentials Click "Change Password" in the dashboard | Password = 12345678 New Password = 12345678 Confirm Password = 12345678 | Customer should get an alert saying "Old and New password cannot be the same!" | As expected | Pass |
| 40. | Customer changing the existing password | <ol style="list-style-type: none"> Go to site Login as a customer using valid credentials Click "Change Password" in the dashboard | Password = 12345678 New Password = 123456789 Confirm Password = 123456789 | Customer should get an alert saying "Password changed! Please Login". The customer is then redirected to the login page for logging in | As expected | Pass |
| 41. | Customer opening the address column | <ol style="list-style-type: none"> Go to site Login as a customer using valid credentials Click "Tickets" in the dashboard Click "Chat/Visit" in the address column of a ticket | Tickets in the database | Customer should be able to get into the address column, where the latter can chat with the agent | As expected | Pass |
| 42. | Customer opening the address column | <ol style="list-style-type: none"> Go to site Login as a customer using valid credentials Click "Tickets" in the dashboard Click "Chat" in the address column of a ticket | <ul style="list-style-type: none"> Ticket in the database Ticket is still OPEN Still, no messages with the agent Agent first name = 'Agent 1' | Customer should see an alert saying "Start the conversation with the Agent 1" | As expected | Pass |

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| 43. | Customer opening the address column | <ol style="list-style-type: none"> 1. Go to site 2. Login as a customer using valid credentials 3. Click "Tickets" in the dashboard 4. Click "Chat" in the address column of a ticket | <ul style="list-style-type: none"> • Ticket in the database • Ticket is still OPEN • Previous messages b/w the agent and customer • Agent first name = 'Agent 1' | Customer should see all the messages b/w the customer and agent | As expected | Pass |
| 44. | Customer opening the address column | <ol style="list-style-type: none"> 1. Go to site 2. Login as a customer using valid credentials 3. Click "Tickets" in the dashboard 4. Click "Visit" in the address column of a ticket | <ul style="list-style-type: none"> • Ticket in the database • Ticket is CLOSED • Previous messages b/w the agent and customer • Agent first name = 'Agent 1' | Customer should see all the messages b/w the customer and agent. At the bottom, a red alert saying "You closed the ticket. Chat is disabled" is shown | As expected | Pass |
| 45. | Customer sending a message in the address column | <ol style="list-style-type: none"> 1. Go to site 2. Login as a customer using valid credentials 3. Click "Tickets" in the dashboard 4. Click "Visit" in the address column of a ticket 5. Type the message and click send button / hit enter | <ul style="list-style-type: none"> • Ticket in the database • Ticket is OPEN • Message = "Can you please help me?" | Customer's message is inserted in the database and the chats are reloaded | As expected | Pass |

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| 46. | Customer sending a message in the address column, with an empty message | <ol style="list-style-type: none"> 1. Go to site 2. Login as a customer using valid credentials 3. Click "Tickets" in the dashboard 4. Click "Visit" in the address column of a ticket 5. Click send button / hit enter | <ul style="list-style-type: none"> • Ticket in the database • Ticket is OPEN • Message = "" | Customer should get an alert saying "Please fill out this field" | As expected | Pass |
| 47. | Agent changing the password with the invalid data | <ol style="list-style-type: none"> 1. Go to site 2. Login as an agent using valid credentials 3. Click "Change Password" in the dashboard | Password = 123456 New Password = 123456789 Confirm Password = 123456789 | Agent should get an alert saying "Passwords must be at least 8 characters long!" | As expected | Pass |
| 48. | Agent changing the password with the invalid data | <ol style="list-style-type: none"> 1. Go to site 2. Login as an agent using valid credentials 3. Click "Change Password" in the dashboard | Password = 12345678 New Password = 123456789 Confirm Password = 123456780 | Agent should get an alert saying "Passwords do not match!" | As expected | Pass |
| 49. | Agent changing the password with the invalid data | <ol style="list-style-type: none"> 1. Go to site 2. Login as an agent using valid credentials 3. Click "Change Password" in the dashboard | Password = 12345678 New Password = 12345678 Confirm Password = 12345678 | Agent should get an alert saying "Old and New password cannot be the same!" | As expected | Pass |

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| 50. | Agent changing the password | <ol style="list-style-type: none"> 1. Go to site 2. Login as an agent using valid credentials 3. Click "Change Password" in the dashboard | Password = 12345678 New Password = 123456789 Confirm Password = 123456789 | Agent should get an alert saying "Password changed! Please Login". The customer is then redirected to the login page for logging in | As expected | Pass |
| 51. | Agent opening the address column | <ol style="list-style-type: none"> 1. Go to site 2. Login as an agent using valid credentials 3. Click "Tickets" in the dashboard 4. Click "Chat/Visit" in the address column of a ticket | Tickets in the database | Agent should be able to get into the address column, where the latter can chat with the customer | As expected | Pass |
| 52. | Agent opening the address column | <ol style="list-style-type: none"> 1. Go to site 2. Login as an agent using valid credentials 3. Click "Tickets" in the dashboard 4. Click "Chat" in the address column of a ticket | <ul style="list-style-type: none"> • Ticket in the database • Ticket is still OPEN • Still, no messages with the customer • Customer first name = 'Bala' | Agent should see an alert saying "Start the conversation with the Bala" | As expected | Pass |
| 53. | Agent opening the address column | <ol style="list-style-type: none"> 1. Go to site 2. Login as an agent using valid credentials 3. Click "Tickets" in the dashboard 4. Click "Chat" in the address column of a ticket | <ul style="list-style-type: none"> • Ticket in the database • Ticket is still OPEN • Previous messages b/w the agent and customer • Customer first name = 'Bala' | Agent should see all the messages b/w the customer and agent | As expected | Pass |

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| 54 | Agent opening the address column | <ol style="list-style-type: none"> 1. Go to site 2. Login as an agent using valid credentials 3. Click "Tickets" in the dashboard 4. Click "Visit" in the address column of a ticket | <ul style="list-style-type: none"> • Ticket in the database • Ticket is CLOSED • Previous messages b/w the agent and customer • Customer first name = 'Bala' | Agent should see all the messages b/w the customer and agent. At the bottom, a red alert saying "Bala closed the ticket. Chat is disabled" is shown | As expected | Pass |
| 55. | Agent sending a message in the address column | <ol style="list-style-type: none"> 1. Go to site 2. Login as an agent using valid credentials 3. Click "Tickets" in the dashboard 4. Click "Visit" in the address column of a ticket 5. Type the message and click send button / hit enter | <ul style="list-style-type: none"> • Ticket in the database • Ticket is OPEN • Message = "Yes, I can help you!" | Agent's message is inserted in the database and the chats are reloaded | As expected | Pass |
| 56 | Agent sending a message in the address column, with an empty message | <ol style="list-style-type: none"> 1. Go to site 2. Login as a customer using valid credentials 3. Click "Tickets" in the dashboard 4. Click "Visit" in the address column of a ticket 5. Click send button / hit enter | <ul style="list-style-type: none"> • Ticket in the database • Ticket is OPEN • Message = "" | Agent should get an alert saying "Please fill out this field" | As expected | Pass |

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| 57. | Customer closing the ticket | <ol style="list-style-type: none"> 1. Go to site 2. Login as a customer using valid credentials 3. Click "Tickets" in the dashboard 4. Click "Visit" in the address column of a ticket 5. Click "CLOSE TICKET" in the Nav Bar | <ul style="list-style-type: none"> • Tickets in the database • Ticket is still OPEN | Status of the ticket is set to CLOSED in the database and the customer is redirected to all tickets page | As expected | Pass |
| 58. | Customer logging out of the application | <ol style="list-style-type: none"> 1. Go to site 2. Login as a customer using valid credentials 3. Click "Customer image" in the Nav Bar 4. Click "LOGOUT" | - | Customer should be logged out the application and redirected to the login page | As expected | Pass |
| 59. | Agent logging out of the application | <ol style="list-style-type: none"> 1. Go to site 2. Login as an agent using valid credentials 3. Click "Agent image" in the Nav Bar 4. Click "LOGOUT" | - | Agent should be logged out the application and redirected to the login page | As expected | Pass |
| 60. | Admin logging out of the application | <ol style="list-style-type: none"> 1. Go to site 2. Login as an agent using valid credentials 3. Click "Admin image" in the Nav Bar 4. Click "LOGOUT" | - | Admin should be logged out the application and redirected to the login page | As expected | Pass |

Along with these test cases, test cases performed during Sprint 1 and Sprint 2 were also performed