## Testcases Report

Batch ID	B2-2M4E
Team ID	PNT2022TMID47085
Project Name	Customer Care Registry

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Communets	TC for Automation(Y/ N)	BUGID	Executed By
LoginPage_TC_O OI	Functional	Home Page	Verify user is able to see the Login/Signup popup when user clicked on My account button	I.Enter URL and click go     2.Scroll down     3.Verify login/Singup     popup displayed or not	http://169.51.204, 213.38100/	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		JAYACHANBRAN
LoginPage_TC_O O2	U	Home Page	Verify the UI elements in Legar/Sigrup popup	1.Enter URL and click go 2.Click on Signp batton for 3.Verify login/Singup popup with below UI elements: a.id text box b password text box c.Login batton d.New custome? Create account link e.Last password? Recovery password link	http://169.51.204, 215.381108/	Application should show below UI elements: a.email text box. b. password text box c.l.ogin button with orange colour. d.New enstomer? Create account link c.l.ast plassword? Recovery password link	Working as expected	PASS	Successful	Y		KAARTHIIK. THARANESHWARAN
LoginPage_TC_O	Functional	Home page	Verify user is able to log into application with Valid credenzials	1.Enter URL  2.Click on My Account dropolown button 3. Enter Valid ID in ID text between the Total Password in password lext. box 5.Click on login button	ID: 5342 password: Testing123	User should rawigate to user account homepage	Working as expected	PASS	Successful	Y.		JAYACHANDRAN SOUNDHANPAN SOUNDHARDAN

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Communets	TC for Automation(Y/ N)	BUG ID	Executed By
LoginPage_TC_O OI	Functional	Home Page	Verify user is able to see the Login/Signup popup when user clicked on My account button	J.Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not	http://169.51.204, 213.301007	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		THARANESHWARAN. SOUNDHARYAN SOUNDHARYAN
LeginPage_TC_O O2	u	Hone Page	Verify the UI elements in Legin/Sigrap popup	i.Enter URL and click go 2.Click on Signp batton for User 3.Verily logar/Singup popup with below UI elements: a. id text box b passsword lext box c.Login batton d.New custome? Create account link e.Last password link	http://169.51.204, 215.381108/	Application should show below UT elements: a.email text box b. password fext box cl.ogin button with orange colour. d.New customer? Create account link cl.ast password? Recovery password link	Working as expected	PASS	Successful	¥		JAYACHANDRAN. RÑARPHIRRAN. KAARTIIIK
LoginPage_TC_O	Functional	Home page	Verify user is able to log into application with Valid credenzials	URL  2 Click on My Account dropdown button Einer Valid I'b in ID test box 4 Enter valid password in password text box 3 Click on login button	ID: 5342 password: Testing123	User should ravigate to user account homepage	Working as expected	PASS	Successful	¥		JAYACHANDRAN. SÖÜNDHARYAN SOUNDIJARYAN

LoginPage_TC_ OO7	Functional	Login page	Venity User is able to log into application with Valid Credentials	I.Enter URLdstp/I/O-5.1.204.21 \$-501(067) and click go 2.Click on My Account dropsdown bration 3.Enter InValid (ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5434 password: Testing123	Application should show 'correct entail or password' validation message.	Werking as expected	PASS	Successful	, Y		SQUINDHARYAN
LoginPage_TC_ OO8	Functional	Login page for ADMIN	Verify User is able to log into application with Valid Credentials	1.Enter URLhttp://doi.51.204.21 55/01(66) and click go. 2.Click on My. Account dropdove button Stener Valid ID in ID text box 4.Enter valid password in pussword text box 5.Click on login button	ID: 1111 password: 5678	Application should show to receive and or password validation message.	Working as expected	PASS	Successful	· Y		THARANESHAN'ARAN MENCHANDRAN
LoginPage_TC_ OO9	UT	ADMIN PAGE	Verify all the Customer database is visible	1.Enter URL/http://tio/51.204.21 5-201069/ and click go 2.Click on My Account dropdown button 3.Einte-laValid ID in ID text box 4.Einter Invalid password in password next box 5.Click on login button	stp://169.51,204	Customer database is vivible	Working as expected	PASS	Successful.	⊕ <b>Y</b> :		KAARTHIIK. BXYACHANDRAN
LoginPage_TC_ O10	Functional	USER REGISTER	Verify Id sent to customer email address	1.Enter URL/stap/#169.51.204.21 5:301067 and click go 1.Register the account by giving credentials 2. Click on button Submit	np#160 31 204 2 n106/	Email sent successfully	Working as expected	PASS	Successful		Y	SOUNDHARYAN IAFACHANDRAN
LeginFage_TC_ O11	Functional	AGENT REGISTER	Verify AGENT is able to log into application with Vallat Credentials	LEster URLhtm/160/51_306.21 53/0106/1 and click go 2.Cirk on My Accust dropdown button 3.Erier InValid ID in ID text in the selection of the s	ID: 5342 rossword: Testing		Application should show correct ential or password: validation message.	PASS	Successful		Y	THARANESHAWABAN
LeginPage_TC_ O12	Functional	Login page for ADMIN	Verify User is able to log into application with InValid Credentials	LEnter URLdatp/1/69.51_204.21 52.016k om My Account despeleva batton 3.Erier laValla ID in ID text box 4.Exter fivaliat password in password text box 5.Click on legin button	ID: 1111 password: 5678	Application should show Incorrect ID or passwood' validation message.	Working as expected	PASS	Successful		Y	SOCIALIAN AND AND AND AND AND AND AND AND AND A
LoginPage_TC_ O13	UI	Home page for Agent	Verify user is able to see the agent borne page when user finish on submitting Credentials	1 Enter URL/http://169.51.204_21 5:301069 and click go 2.To the Agent Legin page and solwink Your Credentials	ID: 1111 password: 5674	AGENT Home Page popup should display	Working as expected	PASS	Successful		Y	JAYACHANDRAN JAYACHANDRAN JAYACHANDRAN
LoginPage_TC_ 014	U	Home page for USER	Verify user is able to see the User home page when user finish on submitting Credentials	LEnter URLishtp://life/51.204.215: 01069/ and chek go 2To the User Login page and submit Your Credentials	1213:30106	USER Home Pag popsep should disp		ed PASS	Successful	¥		SOUNDHARVAN, SOUNDHANDEN, JAVA-IIAN JIRAN
LoginPags_TC_ O13	UI	Home page for ADMIN	Verify user is able to see the ADMIN home page when user finish on submitting Credentials	LEnter URLithtp://169.51.204.215 0106/) and click go 2To the User Login page and submit Your Credentials	421828006	ADMIN Home Pa popup should disp	ge Working as expecte	sd PASS.	Successful	x		JAYACHANDRAN THARANESIWARAN
LeginPage_TC_ O16	- Functional	AGENT PAGE	On delete Button the user Credersfals will be delected	LEnter URLishtp://169.51.204.215- 01060/ and click go 2. To the Admin Page and delect on User Credentials	4.215:30106/	ADMIN Home Pa popup should displ	ge Working as expecte	ed PASS	Successful	Υ		KAARTHIIK. \$\dagger*\text{\$\frac{1}{2}\text{\$\frac{1}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}{2}\text{\$\frac{1}\text{\$\frac{1}\text{\$\frac{1}\text{\$\frac{1}\text{\$\frac{1}\$\fr

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Communets	TC for	BUGID	Executed By
							,			Automation(Y/		
User_Page_TC_O OI	Functional	USER PAGE	Verify user is able to see the Show Complaint popup when user clicked on popup	Einter URL and click go     Scroll down     Verify login/Singup     popup displayed or not	http://169.51.204, 215.30100	Show Complaint popup should display	Working as expected	PASS	Successfull	Y		JAYACHANDRAN
User_Page_TC_O	u	UNER PAGE	Verify the User has No Complaint	Click on the Url and go to user page by giving Cornect Credentials	http://169.51.204_ 213.33199	No Complaint should shown	Working as expected	PASS	Successful	Y		SOWNWHABYAR TIBARANESHWARAN
User_Page_TC_O	u	USER PAGE	Verify User Total Complaint is Zero	Click on the Url and go to user page by giving Correct Credentials	http://169.51.204. 213.30109	Total Number of Complaint is Zero	Working as expected	PASS	Successful	X		KAANTIIIK. THARANESHWARAN
Admin_Fuge_TC _OO4	Fuxtional	Admin Page	Admin can see the Agent DataBase:	J.Einter URL/happ/199.51,204.215 301066/ and click go Zefferr the Credentials for the admin page and submit	http://169.51.204, 215.3010b/	Agent Database show display on show ager database.	d t Working as expected.	PASS	Successful	Y		KAARTHHK
Admin_Puge_IC _OOS	Functional	Admin Page	Admin can delect the Agent Database	UKLitter 100-51-204-215 -90106/a and clack go 2 Click on submit by gwing correct excludials to the admin Page	http://169.51.204, 215.20106	Delect the agent Database	Working as expected	PASS	Successful	Ÿ		AVACHANDRAN KANTHIR
Admint_Page_TC _OO6	Functional	Admin Page	Verify the overall Delect the database for User	URLitute 7104 218 30106/s) and clack go 2 Click on submit by giving correct recolonials to the admin Page 3.Aher type the "A" in the Text box for the agent database delect	http://169.51.204.	Delect the overall Agent database delec	Working as expected	PASS	Successful	Y		SOUNDHARYAN THARANESHWARAN
Admin_Page _OO7	rc ui	Admin Pege	Verify the admin seen the te box for the delect option	I.Enter URL/Jup/2/169 51.204, \$501060' and click ge at Z.Click on submit by giong correct credents to the admin Page 3.Admin Can see the te box for delect option	http://169.51.20	Text box working for the correct Keyword.	Working as expected	PASS	Successful			SOUNDARYAN SOUNDARYAN
Hone Fage OOS	rc. <sub>U</sub> I	Register Account for Agen	Verify User is able to seen the Register Page for Agent	URLI_tap://top.51.204_ \$5.9010f0_and click ge 2.Cisck on the Agent button for register	PMD27169.51.20	4. After register Page popup should seen.	Werking as expected	PASS	Successful	Υ		JAYACHANDRAN KNARWHWIAN, NAARTHER
Agent_Registe TC_010	er_ ui	AGENT REGISTER	Verify all the text box will be visible for register	URL/tap/H69-51-2042. 5-201069 and click age 2 Click on the Agent button after the text field are visible for the agent.	http://169.51.20 d 215:301067	Agent Register text fields are visible	Working as expected.	PASS	Successful	Υ		THARANESHWARAN THARANESHWARAN

		25										
Agent_Register_ TC_011	Functional	AGENT REGISTER	Verify 1d sent to customer	1.Enter URL/http://169.51.204.21 Shifted and click go 1.Register the account by giving credentials 2. Click on button Subrair	htqu://69.51.204.215.3 0705/	Email sent successfully	Working as expected	PASS	Successful		Y	KAARTHIIK
Web_Chat_TC_ O11	Functional	WEB CHAT	Click on the Web chat button	1.Enter URL/tatp?/169.51.204.21 5.30106/) and click go 1.Click on the Web Chai Button	brus/169.51.594.215.3 0206/	Web chat popup	Working as expected	PASS	Successful		N	KAARTHIIK MYACHANDRAN
Web_chai_TC_O 12	UI	WEB CHAT	Web chat button visible	1.Enter URLhttp://169.51.204.21 5/80106f) and tlick go Lisbown on the Web Chat Buttos	hatp://169.51.204.215.5 0.1082	Web chat visible	Working as expected	PASS	Successful		N	<del>SOLKOPI</del> ARYAN <del>JAYA</del> FHANDRAN
Admin_Login_T C_O13	Functional	AGENT LOGIN	Verify user is able to get login id on emails	Enter URLInttp://ice/51,204.21 5:301067) and click go Z'To the Agent Login page getting of emails	huje/(189.31.206.21.5.) #1109	Get Notified by Emails	Working as expected	PASS	Successful		Y	жавжина жазан ж Жазан жазан ж
Agert Login C_014	LT UI	AGENT Login	Visible for text field for enti- ernall td	LEnter URLitterp///69/51/204 0)/66/) and click gr 2.To the User Login po- and seen your textfiel	ge	Text Fickls for in Agent Pa	Emill Working as expe	ected PASS	S Successful	Y		THE WEST WAS AN
LoginPage_T O15	rc_ ui	UNER Login	Visible for text field for enti- ernall id	UEnter URLhttp://169.51.204. 01060/ and click ge 2.To the User Login ps and seen your textifel	4.218(30106/	Text Fields for in Agent Pa	Emuil Working as expe	ected PASS	5 Successful	Y		\$8UNBHARYAN
Agent_Login C_016	L.T Functional	AGENT Login	Visible for Password on Fungst Password	I.Enter URL/http://169.51.204. 01660 and click ge 2.To the Agent Fragot e after verification Passes should Visible	http://169.51.20 rage 4.215:30106/	Pressword sh Visible	ould Working as expe	ected PASS	S Successful	Y		KAARTHIIK MAKHAMBRAN JAVACHANDRAN

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commets	TC for Automation(Y/ N)	BUGID	Executed By
HomePags_TC_O OI	Functional	Home Page	Verify user is able to see the Login/Signup popup when user clicked on My account button	Enter URL and click go     Scroll down 3.Verify     login/Singup popup     displayed or not	http://169.51.204/ 213.50106	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		THARANESHWARAN THARANESHWARAN
HomePage_TC_O O2	UI	Home Page	Verify the UI elements in Login/Signap popup	I Enter URL and click go 2.Click on Signp button for User 3.Verify logint/Singap popup with below UI elements: aid text box basessond itext box clagin button d New austemer? Oreste account link e.Last password? Recovery possword link	http://169.51.2046 215.3011(ry	Application should show below UI elements: a contail bost box. Lugain button with engage colour d. New customer? Create accourt link e Lust psecword? Recovery password link.	Working as expected	PASS	Successful	Y		THARANESHWARAN BYAMPOWSHAMIAN, JAYACHANDRAN
HomePage_TC_O O3	Functional	Home page	Verify user is able to log into application with Valid credentials	URLitarge //shopenzer.co m // and click go 2 Click on My Account deepdown hatton 1. Enter Valid ID in ID text beautiful of the control of the 4 Easter valid password in 9 Easter valid password text 5 Click on login batton	ID: 5342 password: Testing123	User should navigate to user account homepage	Working as expected	PASS	Successful	Y		SOUNDHARYAN SOUNDHARYAN

HomePage_TC_ OO4	Functional	Ногие раде	Verify user is able to log into application with InValid crudentials	LEnter URLIntm/1695.1.204.215 301069 and click go 2 Click on My Account dixpdown botton 3 Enter InValid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 5342, password: Testingl 23	Application should show harmer email or password' validation message.	Working as expected	PASS	Success ful	Y	KAARTHIIK
Customer Complain, TC_ OOS	Functional	Costoner Complaint page	Verify user is able to log into Appliaction with credentials.	J.Enter URLInge_H06_51_204_215 - 3010W) and click go 2 Click on My Account dropdows button Extere Valid details in cut box then sign in to text box with correct details.	ID: 5342 password Testing J 2367868 6786876876	Application should show enter into the next page.	Working as expected	PASS	Successful	Ÿ	HYACHANDRAN THARANESHBARAN
Cussemer Complain, TC_ OO6	Functional	Costorner Complaint page	Verify mer is able to see the compliant page.	1. Enter URL/http://169.51.204.215 2010/05 and click go 2. Click on My Account dropdown button Senier the sign in deaths 4st will go to the coruplaint box	ID: 5342 password: Testing[23	Application will show a Home b.New issue. c.logout.	Working as expected	PASS	Successité	Y	SOUNDHARYAN
Customer Compliat_Pi OO7	C_ Functional	Customer Complaint page	Verify user is able to see the compliant page	LEnser URL/Into/A169-51-204. 5-301006/ and click go and anophown button 3. enter the sign in details 4it will go to the complaint box	804	Click on the necissue button in the complaint box		PASS	Successful	Y	JAYACHANDRAN
LCustomer Cemplaint To OOS	Functional	Customer Compision page	Verify User is able to log in application with Valid Credentials	LEnter to the complaint box.  Click on new issue button  Effice the correct details to for the complaint.	ID: 111.) password: 567	Application shou Show complaints 18 page for customer	ld x. Working as expected	PASS	Successful	Y	JAYACHANDRAN RÖÄRHÄHRPAN KAARTIIIK
Customer complaint Page_TC_ OX	ui 99	Customer ComplaintPAGE	Verify all the Castomer able to enter their credentials.	I. Enter to the complaint page 2. Raise the issue by clicking file new issue button. S. After entering resdertials click on buck button. S. Click on show issue button.	http://169.51.20 2.65-00106/	Customer should shile to see the compellent	Working as expected	PASS	Successful	*	SOUNDHARYAN THYRRAMESHYAARAN THAHAN 2SHWARAN

							(		Y			,
hminPage_TC O10	Functional	Admin Page (Complaintilist )	Verify admin is able to log- into the user account.	1.Enter URL/http://169.51.204.21 5:30106/) and click go 1.Enterthe correct admin credentials in the user account	http://160.11.204.215.0 0100/	Application should shows a.User databas b.Agent Database e.Complaint database	Working as expected	PASS	Successful		Y	THARANESHWARAN, JAYACHANDRAN
lminPage_TC	Punctional	Admin Page (Complaint list)	Verify admin is able to log into application with Valid Credentials	LEinter URLitatp/150-51-204-21 5/30100/ and click go ZClick on the complaint database button,	ID: 5342 password: Testing [23	ID sent successfully	Application should Able to see the compliants.	PASS	Successful		Y	SOUNDHARYAN
linPage_TC_	Functional	Admin Page (Coraplaint list )	Verify Admin is able to log into application with Valid Credentials	URL/http://fc0-51,204-21 5:20106/) and click go 2. Admin should able to see the number of complaints	ID: 1111 passwerd: 5678	Application should show the correct credentials of the complaint.	Working as expected	PASS	Successful		Y	KASETHIIK SASAS BANDRAN
hminPage_TC	וט	Admin Page (Agent Allotment)	Verify admin is able to log int the admin page.	Sign in to admin page.     Z.Enter the correct details and submit.     Three darabase will appear.	ID: 1111 password: 5678	Admin should able to see the three database button.		PASS	Successful		Y	<u>sohindharyan</u> Tharaneshwaran
AdminPage_T0 _ O14	c u	Admin Page (Agent Allotment)	Verify admin is able to logon in with valid credentials,	I.Three database will ap     ja.User database.     b.Agent database.     c.Complaint database.     2.Click on agent databas	henrill 60 51 20	Admin should a see the complain database credent		ected PAS	S Successful	Y		THARAS ESTANCE EAR
AdminPage_IV _ O15	c ui	Admin Page (Agent Allottnerk)	Verify A d m i n is able to log in with valid Credential	I.Click on complaint thatbase.  2.Ceft the credentials of a complaint b.Status b.delect. c.poccessing	http://169.51,20	Admin should tosee th estatus the agent as w complaint	s of Working or own	ected PAS	S Successful	Y		ANALAS AN
AdminPage_TX _ O16	C Functional	Admin Page (Agent Allotment)	Verify admin is able to log with valid credentials	1.Clickk on complaint in latabase. 2. Admin shold able to so allocate button. Salick on the allocate be for the respective complete the respective com	http://169.51.20 4.215:30106/	Admin should to allocate the		ected PAS	S Successful	¥		KAARTHIIK DAVÆHINDRAN JAJATHAN BRAN

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Communets	TC for Automation(Y/ N)	BUGID	Executed By
LoginPugs_TC_O Ol	Functional	Login Page	Verify user is unable to login In the login page.	Einter URL and click go     2 Scroll down 3. Verify     login/Singup popup     displayed or not	http://169.51.204/ 213.30106/	Login/Signup popup should display	Working as expected	PASS	Successfull	Y		JAYACHANDRAN JAYACHANDRAN
LoginPage_TC_O O2	ū	Login Page	Verify user is unable to kigin in the login page.	I.Enter URL and click go 2.Chek on Sigup button for User. S.Create an account for the user 4.User enters the waveg. Id in the sign in page.	hmp.#/169.51.2040 213.29108/	Application should show mismatch details.	Working as expected	PASS	Successful	Y		KAARTHIIK KAARTHIIK
LoginPage_TC_O	Functional	Login page	Verify user is unable to log In the login page.	L.Click on Sigap button for User. 2 Create an account for the user more an account for the super more side worning ld in the sign in page. 4. Click on the forget id.	ID: 5342 password: Testing! 23	Application should send an Id to the valid email.	Working as expected	PASS	Successful	Y		THARANESHWARA SAASSIRHESKWARA KAARTHIR

LoginPage_TC_ OO4co	Functional	Login page	Verify user mail ld and Enter correct id in the sign in page.	I.The ld will be send in the isorn valid mail id. 2.Check on the users mail id. 3.Copy the valid customer ld. 4.Erner the valid customer ld. in the text box.	ID: 5342 password: Testing123	Application should show successful and populy to the next page.	Working as expected	PASS	Successful	Y	THARANESHWARAN
Logarpage_TC_ 005	Functional	Login page,	Verify user is unable to log in as he entered mismatch password .	I. User enters the wrong password. 2. Serold down and click on the forger password button Supplication will popup to trat page with test booss i.d.d b. Dener year verification number(OTP)	ID: 5342 password: Testingl 2367868 6786876876	Application should enter to the forgot possoved page.	Working as expected	PASS	Successful	Y	SOUNTHARYAN RAMMHIIK
Logispage_TC_ OO6	Functional	Logisque page	Verify user is able to get the pressoond in the email.	1. Application enters to the forge password page. 2. Inter the user Valid Id in the text box. 3. Click on send entail button. 4.An canal will send to the User mail. 5.An OTP will come to the given entail. 6. User Inters the OTP in the log in page.	ID: 5342 password: Testingt 23	Application should show successful and poup to the next page.	Working as expected	PASS	Successful	Y	JAYACHANDRAN