Project Development Phase

Test Cases Performed

Team ID	PNT2022TMID04893
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	 Go to site Login as a customer using valid credentials 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	 Go to site Login as a customer using valid credentials 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

39.	Customer changing the existing password using invalid data	 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	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	 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	 Go to site Login as a customer using valid credentials Click "Tickets" in the dashboard Click "Chat" in the address column of a ticket 	 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

43.	Customer opening the address column	 Go to site Login as a customer using valid credentials Click "Tickets" in the dashboard Click "Chat" in the address column of a ticket 	 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	 Go to site Login as a customer using valid credentials Click "Tickets" in the dashboard Click "Visit" in the address column of a ticket 	 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	 Go to site Login as a customer using valid credentials Click "Tickets" in the dashboard Click "Visit" in the address column of a ticket Type the message and click send button / hit enter 	 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

46.	Customer sending a message in the address column, with an empty message	 Go to site Login as a customer using valid credentials Click "Tickets" in the dashboard Click "Visit" in the address column of a ticket 	 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	 Click send button / hit enter Go to site Login as an agent using valid credentials 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	Go to site Login as an agent using valid credentials 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	Go to site Login as an agent using valid credentials 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

50.	Agent changing the password	 Go to site Login as an agent using valid credentials 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	 Go to site Login as an agent using valid credentials Click "Tickets" in the dashboard 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	 Go to site Login as an agent using valid credentials Click "Tickets" in the dashboard Click "Chat" in the address column of a ticket 	 Ticket in the database Ticket is still OPEN Still, no messages with the customer Customer first name = 'Aarthy' 	Agent should see an alert saying "Start the conversation with the Aarthy"	As expected	Pass
53.	Agent opening the address column	 Go to site Login as an agent using valid credentials Click "Tickets" in the dashboard Click "Chat" in the address column of a ticket 	 Ticket in the database Ticket is still OPEN Previous messages b/w the agent and customer Customer first name = 'Aarthy' 	Agent should see all the messages b/w the customer and agent	As expected	Pass

54	Agent opening the address column	 Go to site Login as an agent using valid credentials Click "Tickets" in the dashboard Click "Visit" in the address column of a ticket 	 Ticket in the database Ticket is CLOSED Previous messages b/w the agent and customer Customer first name = 'Aarthy' 	Agent should see all the messages b/w the customer and agent. At the bottom, a red alert saying "Aarthy closed the ticket. Chat is disabled" is shown	As expected	Pass
55.	Agent sending a message in the address column	 Go to site Login as an agent using valid credentials Click "Tickets" in the dashboard Click "Visit" in the address column of a ticket Type the message and click send button / hit enter 	 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	 Go to site Login as a customer using valid credentials Click "Tickets" in the dashboard Click "Visit" in the address column of a ticket Click send button / hit enter 	 Ticket in the database Ticket is OPEN Message = "" 	Agent should get an alert saying "Please fill out this field"	As expected	Pass

57.	Customer closing the ticket	 Go to site Login as a customer using valid credentials Click "Tickets" in the dashboard Click "Visit" in the address column of a ticket Click "CLOSE TICKET" in the Nav Bar 	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	 Go to site Login as a customer using valid credentials Click "Customer image" in the Nav Bar 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	 Go to site Login as an agent using valid credentials Click "Agent image" in the Nav Bar 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	 Go to site Login as an agent using valid credentials Click "Admin image" in the Nav Bar Click "LOGOUT" 	-	Admin should be logged out the application and redirected to the login page	As expected	Pass