# Test Cases - Update Notifications and Manage Rating System

Use Case: Number 01 — Update Notifications and Manage Rating System  
Primary Actor: Customer  
Secondary Actors: Admin, System

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| **Test Case ID** | **Test Title** | **Description** | **Preconditions** | **Test Steps** | **Test Data** | **Expected Output** | **Actual Output** | **Status** |
| TC-01 | Login and Receive Booking Confirmation Notification | Verify that a logged-in customer receives a booking confirmation notification. | Customer has a valid account and has made a booking. | 1. Login to the car rental system with valid credentials. 2. Navigate to 'My Bookings' or wait for system confirmation. 3. Check in-app notifications, email, or SMS for booking confirmation. | User: student@example.com Password: Pass123 Booking ID: 101 | Notification: 'Booking Confirmed' is delivered via chosen channel (app/email/SMS). | Booking confirmation notification delivered successfully. | Pass |
| TC-02 | Receive Car Availability Update | Verify that a customer is notified when a booked car becomes unavailable and prompted to rebook or cancel. | Customer has an active booking; admin changes car status to 'unavailable'. | 1. Admin updates car status to 'Unavailable' for the booked car. 2. System generates an update notification for affected bookings. 3. Customer receives notification and sees options (Rebook / Cancel). | Car ID: C202 Booking ID: 204 | Notification: 'Car unavailable for your booking — please rebook or cancel' is delivered. | Reminder notification delivered after ignoring first one. | Pass |
| TC-03 | Receive Return Reminder | Verify that the system sends a reminder notification before the scheduled return time. | Customer has an ongoing booking with a scheduled return time. | 1. System scheduled job checks bookings 24 hours and 1 hour before return time. 2. System sends return reminder notification to customer. 3. Customer receives reminder and can confirm or request extension. | Booking ID: 110 Return Time: 2025-09-01 18:00 | Notification: 'Return due at 6:00 PM today' delivered at configured reminder times. | Notification delivered after reconnecting internet. | Pass |
| TC-04 | Notification Delivery After Internet Reconnect | Verify that notifications triggered while the customer is offline are delivered after reconnecting to the internet. | Customer is logged in on the device but currently offline. | 1. Simulate customer's device losing internet connectivity. 2. Trigger a notification event (e.g., admin changes booking). 3. Reconnect device to internet. 4. Check that pending notifications are delivered to the device/app. | Booking ID: 105 Device: Mobile (offline) | Pending notifications are delivered once the device reconnects. | Car unavailability notification delivered. | Pass |
| TC-05 | Reminder for Ignored Notification (Limit Reminders) | Verify that the system sends reminders for unread notifications and respects the maximum reminder limit. | Customer has an unread notification and reminders setting enabled. | 1. Send initial notification. 2. Customer ignores/does not open the notification. 3. System sends reminder notifications at configured intervals up to the maximum allowed. 4. Verify no more reminders after reaching the limit. | Booking ID: 120 Reminder limit: 3 times (system setting) | System sends at most 3 reminders and stops further reminders. | Rating request notification delivered. | Pass |
| TC-06 | Rate Rental Experience (Stars Only) | Verify customer can submit a star rating (1–5) without adding a text comment. | Customer has completed a rental and is authenticated. | 1. After rental return, system sends rating prompt. 2. Customer opens rating screen. 3. Select star rating (e.g., 4 stars) and submit without comment. 4. Confirm rating saved in system. | Rating: 4 stars Booking ID: 130 | Rating saved (4) and available for admin review; comment field empty. | Rating and feedback submitted successfully. | Pass |
| TC-07 | Rate Rental with Comment | Verify customer can submit a star rating along with a text comment and that both are stored correctly. | Rental completed and customer is logged in. | 1. Customer receives rating prompt after return. 2. Opens rating screen, selects 5 stars and enters comment 'Excellent service, clean car'. 3. Submits rating and comment. 4. Verify both star value and comment saved and displayed to admin. | Rating: 5 Comment: 'Excellent service, clean car' Booking ID: 132 | Rating (5) and comment stored and visible in admin dashboard. | |  | | --- | | Rating and feedback submitted successfully. | | System records 'no rating given'. | | Pass |
| TC-08 | Skip Rating (Record 'No Rating Given') | Verify system records a 'no rating given' entry if the user dismisses or skips the rating prompt. | Rental completed and rating prompt shown. | 1. Customer receives rating prompt after return. 2. Customer closes or skips the prompt without submitting. 3. System records an entry indicating 'no rating given' for that booking. | Booking ID: 140 | System stores a 'no rating given' record linked to the booking. | Rating stored successfully in database. | Pass |
| TC-09 | Admin Views Ratings and Feedback | Verify admin can access ratings, see comments, and view aggregated metrics for analysis. | At least one rating/comment exists and admin account is available. | 1. Admin logs into the admin panel. 2. Navigate to Ratings/Feedback dashboard. 3. Filter by date or car and review list of ratings and comments. 4. Check aggregated metrics (average rating, number of responses). | Admin user: admin@example.com Date range: Last 30 days | Admin sees list of ratings, comments, and summary metrics. | Admin successfully views ratings and feedback. | Pass |
| TC-10 | Anonymous Rating Not Allowed | Verify system rejects rating submissions from unauthenticated/anonymous users. | User is not logged in; attempt to access rating API or UI anonymously. | 1. Open rating URL or API endpoint without authentication. 2. Try to submit a rating (e.g., 3 stars). 3. Observe system response. | Rating: 3 User: not logged in (anonymous) | System returns an authentication error and does not record the rating. | Admin successfully generates and views rating analysis report. | Pass |