Valid Scenarios (Milestone 3)

TC ID	Description	Expected Result	Status
TC301	mployee submits new claim with valid details and uploads supporting docume	Claim saved successfully; visible in My Claims with correct status	Pass
TC302	Employee edits submitted claim	Claim updated successfully	Pass
TC303	Employee views all claims in My Claims section	l claims displayed with correct status (Pending, Approved, Rejected	Pass
TC304	Employee downloads claim PDF	PDF downloaded successfully	Pass
TC305	Employee asks question to available agent	Query submitted and visible in agent dashboard	Pass
TC306	HR views all claims submitted by employees	Claims listed with correct details	Pass
TC307	HR approves a claim with remarks	Status updated to Approved; visible in employee dashboard	Pass
TC308	HR rejects a claim with remarks	Status updated to Rejected; visible in employee dashboard	Pass
TC309	HR filters claims by status (Pending/Approved/Rejected)	Correct filtered claims displayed	Pass
TC310	HR downloads claims report in PDF	PDF generated correctly with all claim details	Pass
TC311	HR exports claims data to CSV	CSV generated with correct data	Pass
TC312	Admin creates policy with supporting document	Policy created; document accessible to HR and Employee	Pass
TC313	Admin edits policy details including document	Policy updated successfully	Pass
TC314	Admin deletes a policy	Policy removed; no longer visible in dashboards	Pass
TC315	Employee claim form auto-lists available policies	Policies appear automatically without manual selection	Pass
TC316	Claim status updates across dashboards	Approve/Reject/Resolved status reflected in all dashboards	Pass
TC317	Admin views claims analytics overview	Correct totals and statistics displayed	Pass
TC318	Admin generates PDF report of claims and analytics	PDF report generated with charts and summaries	Pass
TC319	Admin exports claims data to CSV	CSV exported successfully with all records	Pass
TC320	Admin views policy usage statistics	Policy-wise claim count and total amount displayed	Pass

Validation Scenarios (Milestone 3)

TC ID	Description	Expected Result	Status
TC321	Employee submits claim with missing required fields	Validation error shown; claim not submitted	Pass
TC322	Employee uploads invalid/corrupted document	Error shown; upload blocked	Pass
TC323	Employee tries to submit claim without selecting policy	Validation error shown	Pass
TC324	Employee sends query to offline agent	Offline agents not selectable	Pass
TC325	Employee submits empty query	Validation error shown	Pass
TC326	Employee dashboard has no claims	No claims submitted yet displayed	Pass
TC327	HR searches non-existent employee	No employees found displayed	Pass
TC328	Admin sets policy to inactive	Policy hidden in HR & Employee dashboards	Pass
TC329	Agent responds to query without entering message	Reply not allowed	Pass
TC330	Employee waits for delayed agent response	Query remains pending	Pass
TC331	HR tries to approve/reject without selecting claim	Error shown; action blocked	Pass
TC332	Admin uploads unsupported file format in policy	Upload blocked; error displayed	Pass

TC333	Employee uploads file exceeding size limit	Error shown; upload blocked	Pass
TC334	HR exports report with no data	Empty report generated; no crash	Pass
TC335	Admin tries to delete non-existent policy	Error shown; action blocked	Pass
TC336	Employee edits claim after approval	Edit blocked; error shown	Pass
TC337	Agent tries to respond to already resolved query	Update blocked; warning shown	Pass
TC338	Admin generates report with invalid filters	Error shown or default report generated	Pass
TC339	HR approves claim without remarks	Validation error shown	Pass
TC340	Employee tries to download non-existent claim PDF	Error shown; download blocked	Pass