

	Valid Scenarios (Milestone 2)		
TC ID	Description	Expected Result	Status
TC101	Admin creates new policy with valid details	Policy saved successfully and visible in HR & Employee dashboards	Pass
TC102	Admin edits an existing policy	Policy updated correctly	Pass
TC103	Admin deletes a policy	Policy removed from all dashboards	Pass
TC104	HR views active policies	HR dashboard lists all active policies	Pass
TC105	Employee views active policies	Employee dashboard shows active policies	Pass
TC106	Employee downloads policy PDF	PDF downloaded successfully	Pass
TC107	Admin views user management list	All HR, agents, and employees displayed with correct details	Pass
TC108	HR searches existing employee by name	Matching employee details displayed	Pass
TC109	Agent sets availability to available/unavailable	Status updated successfully	Pass
TC110	Employee sees agent availability	Correct availability status shown	Pass
TC111	Employee submits a valid query to an available agent	Query saved and shown in both dashboards	Pass
TC112	Agent responds to query	Response shown in employee dashboard	Pass
	Validation Scenarios (Milestone 2)		
TC ID	Description	Expected Result	Status
TC201	Admin creates policy with missing fields	Validation error shown	Pass
TC202	Admin sets policy to inactive	Policy hidden in HR & Employee dashboards	Pass
TC203	Employee logs in but no active policies exist	"No policies available" shown	Pass
TC204	Employee downloads invalid/corrupted policy PDF	Error shown or blocked	Pass
TC205	Agent sets invalid availability date range	Prevented by system	Pass
TC206	Employee tries to send query to offline agent	Offline agents not selectable	Pass
TC207	Employee submits empty query	Validation error shown	Pass
TC208	Employee dashboard with no queries	No queries submitted yet displayed	Pass
TC209	HR searches non-existent employee	"No employees found" displayed	Pass
TC210	Agent responds without entering message	Reply not allowed	Pass
TC211	Employee waits for delayed agent response	Query remains pending	Not Implemented