Customer Feedback Management System (CFMS) - Test Cases and Acceptance Criteria

# 1. Test Cases

## Functional Testing

### TC001

Test Scenario: Submitting feedback without an email

Test Steps:

1. Open the feedback form

2. Enter name, rating, and comment

3. Leave the email field blank

4. Complete CAPTCHA

5. Click Submit

Expected Result: System should display an error message 'Email is required'

### TC002

Test Scenario: Submitting feedback with invalid email format

Test Steps:

1. Open the feedback form

2. Enter invalid email format (e.g., user@domain)

3. Fill in other valid fields

4. Complete CAPTCHA

5. Click Submit

Expected Result: System should display an error message 'Invalid email format'

### TC003

Test Scenario: Submitting feedback with less than 10 characters in comments

Test Steps:

1. Open the feedback form

2. Enter valid details and short comment (e.g., 'Nice')

3. Complete CAPTCHA

4. Click Submit

Expected Result: System should display error 'Comment must be at least 10 characters'

### TC004

Test Scenario: Successful feedback submission

Test Steps:

1. Fill all required fields with valid data

2. Complete CAPTCHA

3. Submit the form

Expected Result: System stores the feedback and shows a success confirmation

## Integration Testing

### TC005

Test Scenario: Email notification to admin on feedback submission

Test Steps:

1. Submit valid feedback

2. Check admin's email inbox

Expected Result: Admin should receive an email notification with feedback details

### TC006

Test Scenario: Email notification to customer when admin responds

Test Steps:

1. Submit feedback as a customer

2. Admin logs in and responds to feedback

3. Check customer's email inbox

Expected Result: Customer receives email with admin's response

### TC007

Test Scenario: Admin responds to feedback and response is visible to user

Test Steps:

1. Admin logs in and adds a response to feedback

2. Customer logs in and views previous feedback

3. Check if admin response is visible

Expected Result: Customer sees admin response associated with feedback

## Security Testing

### TC008

Test Scenario: SQL Injection attempt in email field

Test Steps:

1. Enter SQL injection string in email field (e.g., test@test.com' OR '1'='1)

2. Fill other fields and complete CAPTCHA

3. Click Submit

Expected Result: System sanitizes input and prevents query manipulation

### TC009

Test Scenario: XSS attack attempt in comment field

Test Steps:

1. Enter <script>alert('XSS')</script> in comments

2. Fill other fields correctly and complete CAPTCHA

3. Click Submit

Expected Result: Script tags are sanitized and not executed in UI

### TC010

Test Scenario: Unauthorized access to admin panel

Test Steps:

1. Try accessing /admin panel without login

Expected Result: System should deny access and redirect to login page

# 2. Acceptance Criteria

## Feedback Submission Form

* Email must be a required field and validated for correct format
* Comments must be between 10 to 500 characters
* CAPTCHA must be completed before submission
* Form should not be submitted if any required field is invalid

## Admin Panel Access

* Only authenticated admin users can access the admin panel
* Unauthenticated or non-admin users should be redirected or blocked

## Feedback Management

* Admin can sort and filter feedback by rating and date
* Admin can search feedback by email or keywords
* Admin can respond to or delete feedback

## Email Notifications

* Admin receives notification email upon new feedback submission
* Customer receives notification email when admin responds

## Security & Validation

* All input fields are validated and sanitized
* CAPTCHA prevents automated spam
* Feedback data is not publicly accessible without login