## **Test Scenarios for Acko.com Website**

### **Homepage & Navigation**

1. Verify if the homepage loads successfully with all images, texts, and menus displayed correctly.
2. Verify if the main navigation menu (Car, Bike, Health, Travel, Life Insurance, etc.) redirects to the correct pages.
3. Verify if the website is responsive across desktop, tablet, and mobile devices.
4. Verify if the website logo redirects to the homepage from all pages.
5. Verify that all banners and promotional sliders are clickable and redirect to the correct sections.

### **Login & Account**

1. Verify login with valid credentials.
2. Verify login with invalid credentials shows an appropriate error message.
3. Verify password recovery functionality with a valid registered email/phone number.
4. Verify error message when entering an unregistered email/phone number in the password recovery flow.
5. Verify logout functionality works as expected.

### **Insurance Quote & Purchase Flow**

1. Verify that when you enter a valid vehicle number, the website shows the correct insurance price for that car.
2. Verify that when the vehicle number is not available, you can still get an insurance price by entering details like car brand, model, and year.
3. Verify that after entering the car details, the correct types of plans (Third‑Party, Comprehensive) are shown.
4. Verify that when you choose extra features like Zero Depreciation or Roadside Assistance, the total insurance price updates correctly.
5. Verify that “Buy Now” leads to payment gateway after selecting a plan.
6. Verify that payment via credit/debit card, UPI, and net banking works successfully.
7. Verify that a digital policy document is generated and emailed after successful payment.

### **Policy Renewal**

1. Verify that policy renewal is possible by entering a valid policy number.
2. Verify correct retrieval of existing customer details during renewal.
3. Verify renewal with an expired policy number shows an appropriate message.
4. Verify payment flow for policy renewal works correctly.

### **Claims**

1. Verify that a claim can be initiated by entering a valid policy number.
2. Verify that users can upload claim-related documents (bills, photos).
3. Verify that claim status can be tracked using claim ID.
4. Verify error message when tracking claim with an invalid ID.
5. Verify the claim submission confirmation email/SMS is sent successfully.

### **Travel Insurance Flow**

1. Verify that entering destination, travel dates, and traveller details gives correct premium values.
2. Verify selection of add-ons like trip cancellation coverage updates the premium correctly.
3. Verify payment and policy issuance for travel insurance.
4. Verify travel insurance policy is sent via email after purchase.

### **UI/UX & Content**

1. Verify that all page headings, fonts, and colors are consistent across the website.
2. Verify that CTA (Call-to-Action) buttons are visible and clickable.
3. Verify that broken links do not exist on the site.
4. Verify that important information (IRDAI(Insurance Regulatory and Development Authority of India) registration, privacy policy) is clearly displayed.

### **Performance & Security**

1. Verify website load time is under acceptable limits (less than 3 seconds on broadband).
2. Verify SSL certificate is valid and HTTPS is enforced.
3. Verify that sensitive data (payment info, personal data) is transmitted securely.
4. Verify session timeout works after inactivity (e.g., 15 minutes).

### **Negative Test Cases**

1. Verify that entering invalid vehicle numbers shows an appropriate error.
2. Verify that entering unsupported pincodes displays a relevant message.
3. Verify payment failure scenario shows a retry or alternate payment option.
4. Verify that special characters or SQL injections in input fields are handled securely.
5. Verify that browser back button during payment does not confirm the transaction.
6. Verify that purchasing without mandatory fields filled shows a validation message.