Webspark CRM Black Box Testing Plan

1. Login Test

Scenario: A user logs in with valid credentials.
Steps:

1. Open the WebSpark CRM login page.
2. Enter a valid email and password.
3. Click the "Login" button.
   Expected Result:
● The system grants access and redirects to the dashboard.
● The user's name is displayed at the top of the screen.

2. Invalid Login Test

Scenario: A user enters invalid login details.
Steps:

1. Open the WebSpark CRM login page.
2. Enter an invalid email or password.
3. Click the "Login" button.
   Expected Result:
● The system displays an "Invalid credentials" message.
● The user remains on the login page.

3. Add New Client Test

Scenario: A user adds a new client to the system.
Steps:

1. Log in as an admin.
2. Navigate to the "Clients" page.
3. Click "Add New Client."
4. Enter client details (name, email, phone).
5. Click "Save."
   Expected Result:
● The client appears in the client list with correct details.

4. Logout Test

Scenario: A user logs out of the system.
Steps:

1. While logged in, click the "Logout" button.
2. Attempt to access a protected page (like `/dashboard`).
   Expected Result:
● The system logs the user out and redirects them to the login page.
● The user cannot access any protected pages.

5. Add Task to Client Test

Scenario: A user assigns a task to a client.
Steps:

1. Log in as an admin or sales user.
2. Go to the "Clients" page and select a client.
3. Click "Add Task."
4. Enter task details (title, due date, description).
5. Click "Save."
   Expected Result:
● The task appears under the selected client's profile.

6. Navigation Restriction Test

Scenario: A user without access rights tries to access an admin-only page.
Steps:

1. Log in as a user without admin permissions.
2. Enter the URL of an admin-only page (e.g., `/settings`).
   Expected Result:
● The system displays an "Access Denied" message and redirects to the main dashboard.

7. Edit Client Information Test

Scenario: A user updates client details.
Steps:

1. Log in and navigate to the "Clients" page.
2. Select an existing client.
3. Click "Edit."
4. Update the client's phone number.
5. Click "Save."
   Expected Result:
● The updated phone number is displayed in the client profile.

8. System Error Handling Test

Scenario: An error occurs during a database operation.
Steps:

1. Simulate a network disconnect.
2. Attempt to save a new client.
   Expected Result:
- The system displays an error message like "Unable to save. Please try again."
- No partial or corrupted data is saved.

9. User Session Timeout Test

Scenario: A user session expires after inactivity.
Steps:

1. Log in to the system.
2. Leave the session idle for 30 minutes (or the configured timeout).
3. Attempt to navigate to a different page.
   Expected Result:
- The system logs the user out and redirects them to the login page.