# TicketManager System Test Plan

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## Introduction

1. Users will Right Click the TicketMangerGUI class
2. Select Run as > Java Application

## Test Files

Prove the contents of any test files that are needed for testing.

*valid-tickets*

*\*1#New#Request#Issues with software#Edward#Software#Low#n/a#Feedback*

*- Having some issues with software*

*\*2#Working#Request#Slow loading times#John#Network#High#Jason#Awaiting Provider*

*- Loading times are very slow the past, problems with internet?*

*invalid-tickets*

*\*1Request#Issues with software#Edward#Software#Low#n/a#Feedback*

*- Having some issues with software*

*\*Working#Request#Slow loading times#John#Network#High#Jason#Awaiting Provider*

*- Loading Times are very slow*

## System Tests

Write at least 5 tests. We will grade the first five. Your tests should consider more complex scenarios than basic system startup and an invalid test file.

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| --- | --- | --- | --- |
| Test ID | Description | Expected Results | Actual Results |
| Test 1:  validTestFile | Preconditions: none   1. User right click TicketMangerGUI, selects run as Java Application 2. Ticket Manager Menu should appear, click **Load** to load a ticket file 3. Select **valid-tickets** 4. Check Results | The Ticket Manager should load the following info:   * *1, Request, New, Issues with Software , Software, Low* * *2,Request,Working,Slow loading times, Network, High* | Ticket manager loads but File does not load info |
| Test 2:  addTicket | Preconditions: 2   1. User clicks **Add Ticket** 2. Inputs the following info:   Ticket Type: Incident  Subject: GitHub is down  Caller: mafarthi  Category: Software  Priority: Urgent  Note: Github not responding   1. Click **Add Ticket** 2. Check Results | The Ticket Manager should load the following info:   * *1, Request, New, Issues with Software , Software, Low* * *2,Request,Working,Slow loading times, Network, High* * *3,Incident,Working,Github is down, Sofware, Urgent* | The display does not show the ticket information |
| Test 3:  removeTicket | Preconditions: 2, 3 passed   1. User selects the 2nd row: “*2,Request,Working,Slow loading times, Network, High”* 2. User clicks **DeleteTicket** 3. Check results | * *1, Request, New, Issues with Software , Software, Low* * *3,Incident,Working,Github is down, Sofware, Urgent* | The screen does not show tickets to be selected. delete then says ticket not selected |
| Test 4:  editTicketNew | Preconditions:1, 2, 3 passed   1. User selects the 1st row: “*1, Request, New, Issues with Software , Software, Low”* 2. User selects **Edit Ticket** 3. User changes the following info:   Priority: High   1. User selects **Investigate** 2. Check Results | * *1, Request, Working, Issues with Software , Software, High* * *3,Incident,Working,Github is down, Sofware, Urgent* | Cannot edit a ticket because cannot select a ticket. |
| Test 5:  editTicketWorking | Preconditions: 1, 2, 3   1. User selects selects row 2: “*3,Incident,Working,Github is down, Sofware, Urgent”* 2. User Clicks **Edit Ticket** 3. User enters the following info:   Cancellation Code: Inappropriate   1. User Clicks **Cancel** 2. Check Results | * *1, Request, Working, Issues with Software , Software, High* * *3,Incident,Canceled,Github is down, Sofware, Urgent* | Cannot edit a ticket but can still use GUI features but not tickets show on GUI |