# Detailed QA Test Cases – T-Call Platform

This document outlines detailed test cases for validating the core functionalities of the T-Call platform. It includes scenarios for functional, integration, and system-level testing covering both Admin and Client dashboards, AI agent behavior, and third-party service integrations.

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| Test Case ID | Test Scenario | Test Steps | Expected Result | Actual Result | Status (Pass/Fail) |
| TC-001 | Create Retail AI Agent | 1. Login as Admin 2. Navigate to Agent Creation 3. Select 'Retail' 4. Enter required fields 5. Click Create | Retail AI Agent should be created and listed under Agent Dashboard |  |  |
| TC-002 | Create Eleven Labs AI Agent | 1. Login as Admin 2. Navigate to Agent Creation 3. Select '11 Labs' 4. Provide Voice Info 5. Click Create | 11 Labs AI Agent should be created with proper voice config |  |  |
| TC-003 | Inbound Call via Twilio | 1. Simulate a customer call to Twilio number 2. Observe call connection 3. Confirm AI agent response | Call should be received and AI agent should respond appropriately |  |  |
| TC-004 | Outbound Call Initiation | 1. Login to Dashboard 2. Select an AI Agent 3. Enter phone number to call 4. Click Dial | AI Agent should initiate a call via Twilio to the provided number |  |  |
| TC-005 | Voice Info Storage | 1. Create an AI agent 2. Provide custom voice info 3. Save and check DB or Voice Info list | Voice info should be correctly stored and retrievable |  |  |
| TC-006 | WebSocket Connectivity Check | 1. Initiate conversation with AI Agent (11 Labs) 2. Monitor WebSocket connection | Connection should remain stable during the session |  |  |
| TC-007 | WhatsApp Template Integration | 1. Login to Admin 2. Navigate to WhatsApp template section 3. Add valid template 4. Trigger a subscription event | Notification should be sent using the added template |  |  |
| TC-008 | Error Handling & Alerts | 1. Induce a backend error (e.g., by sending malformed data) 2. Observe error log handling | Admin and dev should receive alerts, and error should be logged |  |  |
| TC-009 | Client Dashboard Access Control | 1. Login as Client 2. Access restricted Admin-only sections | Client should be denied access to Admin-only sections |  |  |
| TC-010 | Subscription Notification Trigger | 1. Renew subscription on Client account 2. Check if notification is sent | Client should receive plan activation message |  |  |