

IT314 Software Engineering
Online Complaint Management System
Black Box Testing

Group-4
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EQUIVALENCE PARTITIONING TESTING

DERIVED EQUIVALENCE CLASSES

1. First name is alphabetic(valid)
2. First name is numeric(invalid)
3. Last name is alphabetic(valid)
4. Last name is numeric(invalid)
5. Length of first name is less than equal to 30 characters(valid)
6. Length of first name is less than equal to 30 characters(invalid)
7. Length of last name is less than equal to 30 characters(valid)
8. Length of last name is less than equal to 30 characters(invalid)
9. Email input contain @ sign(valid)
10. Email input do not contain @ sign(invalid)
11. Password input is more than or equal to 8 characters(valid)
12. Password input is less than 8 characters(invalid)
13. Password input is entirely numerical(invalid)
14. Password can not be same as username(valid)
15. Password can be same as username(invalid)
16. Password input is alphabetic(valid)
17. Contact number is equal to 10 characters(valid)
18. Contact number is not equal to 10 character(invalid)
19. Contact value is numeric(valid)
20. Contact value includes non numeric value(invalid)
21. Subject input contains less than or equal to 200 characters(valid)
22. Subject input contains more than 200 characters
23. Date of issue output is YY/MM/DD (valid)
24. Date of issue output is YY/DD/MM (invalid)
25. Date of issue output is DD/MM/YY (invalid)
26. Username is between 6 to 15 characters(valid)
27. Username is less than 6 characters(invalid)
28. Username is more than 15 characters(invalid)
29. Description can take both alphabet and numerical(valid)
30. Description can take max 500 characters(valid)
31. Description can take more than 500 characters(invalid)
32. Default status is Pending(valid)
33. Default status is Solved(invalid)
34. Default user is none(valid)
35. Type of complaints is 5(valid)

#	Test Data	Expected Outcome	Classes Covered
1	Sarthakkkds,Hello 13 is, Teacher	T	1,3,5,7,21,29,30,35
2	6478458978	T	17,19
3	gfdjhfuu,uyhgrftgtf	T	11,14,16,26
4	ytttu@gmail.com,pe nding,none	T	9,32,34
5	23/11/23	T	23
6	75849	F	2,4,13,27
7	5464335,64995fgy5	F	18,20
8	hello2.com,admin	F	10,12
9	25/17/6,5/11/25	F	25,24
10	20390,874840038r 40hfur	F	27,28
11	wedfghbnjkloiuhygt fdswedrftghyjuikolk, mjnbvgfcdrtgyhujik oijuhygtdcfvbnjmkj hgfd	F	6,8
12	adminisgold,admini sgold	F	15
13	swerdtfgyuihjokjihu gytfhdgxfszdrtyguh iopiopuhugy.....(mo re than 200 character)	F	22
14	oifijheuhvhriwjokpe kwojdrfhvsjoerwefoj wbcnke...(more than 500 characters)	F	31
15	solved	F	33

Boundary Level testing:

Password:

min-1	min,min+1,middle,max-1,max	max+1
Abcduyj (invalid)	asdfasdf,asdfasdff,asdfasdffgg,asdfasdfasdfasd,asdfasdfasdfasd (valid)	asdfasdfasdfasdf (invalid)

Password can not be same as username

Username:Sarthak1304

Password:

Exact: Sarthak1304 **(valid)**

Exact-1: Sarthak130 **(invalid)**

Exact+1: Sarthak13044 **(valid)**

Contact:

Less than 10 character	Equal to 10 character	More than 10 character
987667896 (invalid)	9876678966 (valid)	98766789667 (invalid)

UserName:

min-1	min,min+1,middle,max-1,max	max+1
Morbi (invalid)	Morbii,wertsdf,tyuikjnhg,MorbiiMorbi,MorbiiMorbii (valid)	qwertyuiopasd (invalid)

Name:

Exact 30 characters: Sedmaximusultricieseratsitnecr **(valid)**

Less than 30 characters(-1):Sedmaximusultricieseratsitnec **(valid)**

More than 30 characters(+1): Sedmaximusultricieseratsitnecrt **(invalid)**

Description:

Exact 500 characters: Nunc lacinia varius efficitur. Integer nec augue est. Ut consectetur ac nisl eu bibendum. Nunc tincidunt vehicula dolor commodo iaculis. Fusce rhoncus mattis velit eget fringilla. Integer sem urna, pellentesque nec porttitor nec, dictum et dui. Donec scelerisque elit vitae sollicitudin tristique. Donec tincidunt magna metus, eu finibus metus feugiat ac. Phasellus mattis porttitor elit, sit amet elementum felis pellentesque vitae. In eu venenatis leo. Pellentesque eget feugiat tellus, id egestask **(Valid)**

Less than 500 characters(-1):Nunc lacinia varius efficitur. Integer nec augue est. Ut consectetur ac nisl eu bibendum. Nunc tincidunt vehicula dolor commodo iaculis. Fusce rhoncus mattis velit eget fringilla. Integer sem urna, pellentesque nec porttitor nec, dictum et dui. Donec scelerisque elit vitae sollicitudin tristique. Donec tincidunt magna metus, eu finibus metus feugiat ac. Phasellus mattis porttitor elit, sit amet elementum felis pellentesque vitae. In eu venenatis leo. Pellentesque eget feugiat tellus, id egestas **(valid)**

More than 500 characters(+1): Nunc lacinia varius efficitur. Integer nec augue est. Ut consectetur ac nisl eu bibendum. Nunc tincidunt vehicula dolor commodo iaculis. Fusce rhoncus mattis velit eget fringilla. Integer sem urna, pellentesque nec porttitor nec, dictum et dui. Donec scelerisque elit vitae sollicitudin tristique. Donec tincidunt magna metus, eu finibus metus feugiat ac. Phasellus mattis porttitor elit, sit amet elementum felis pellentesque vitae. In eu venenatis leo. Pellentesque eget feugiat tellus, id egestaskt

(invalid)

Subject:

Exact 200 characters: Suspendisse in vestibulum orci. Nam ligula metus, volutpat nec tincidunt in, pharetra ac ex. Aliquam tempor sed arcu quis rhoncus. Praesent quis orci eget felis ultricies bibendum. Suspendisse maurist **(Valid)**

Less than 200 characters(-1):Suspendisse in vestibulum orci. Nam ligula metus, volutpat nec tincidunt in, pharetra ac ex. Aliquam tempor sed arcu quis rhoncus. Praesent quis orci eget felis ultricies bibendum. Suspendisse mauris
(valid)

More than 200 characters(+1): Suspendisse in vestibulum orci. Nam ligula metus, volutpat nec tincidunt in, pharetra ac ex. Aliquam tempor sed arcu quis rhoncus. Praesent quis orci eget felis ultricies bibendum. Suspendisse mauristr

(invalid)

Error Guessing:

Registration Page:

- Username,First Name and Last Name can not be left blank
- Email should contain @ sign
- Password can not be same as username
- Contact number can not be left blank
- Password less than 8 characters

Complaints Page:

- Description,Subject can not be left blank before submitting
- Type of complaints to be chosen from drop down menu

Password Reset:

- Old Password can not be same as New password

Complaints page(Supervisor Side):

- Not Selecting Type of Complaint
- Not updating the status of Complaint

Various Transition Testing for User:

User open the website -> Home opens

Home opens-> Register->Enter Information and click Submit button-> Login Page with username and password already entered ->Submit Button.

Home opens-> Login Page->Enter username and Password->Submit Button.

Home opens-> About Us Page

Login Page-> Login with Google/Github->Submit Button

Login Page-> Click on Forgot Password-> Enter Email id->Email Sent

Dashboard-> Profile Page-> verifies details->Enter other information->submit a profile photo

Dashboard-> Add Complaints Page-> Enter Subject->Select Type From Drop Down Menu->Enter Description->Submit

Dashboard->Unsolved Complaints->Get the pdf of complaint

Dashboard-> Solved Complaints->Get the pdf of complaints

Logout

Various Transition Testing for Supervisor:

User open the website -> Home opens

Home opens-> Login Page->Enter username and Password->Submit Button.

Login Page-> Login with Google/Github->Submit Button

Login Page-> Click on Forgot Password-> Enter Email id->Email Sent

Dashboard->Statistics->View chart of solved unsolved complaints.

Dashboard->Complaints->Search type of Complaint->Apply Filters->Click on Details of Complaint->Get Pdf

Complaints-> Get the status of Complaint-> Change the Status of Complaint->Click on Submit

Dashboard->Solved-> See the Solved Complaints

Logout