

BizPoints Admin Dashboard - Test Run 1

Report Date: 3 Dec 2025

Overview

STATUS	TEST CASES	%
● Failed	26	76
● Passed	8	24
Total	34	100%

Test Cases

Account Administration > Client Account Search

C-1 Verify search by exact ID returns a single, unique record

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to account search field	
2 Search "Unique User"	"Unique User" account is returned

Preconditions

- Multiple accounts exist
- One account is named "Unique User"

C-2 Verify search by partial ID returns all matching records

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to account search field	
2 Search "Inc."	All existing accounts with "Inc." in name are returned

Preconditions

- Multiple accounts exist with "Inc." in name

C-3 Verify invalid search returns no results

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to account search field	
2 Search " "	No records are returned

Preconditions

- Multiple accounts exist

Account Administration > Role and Permission Management

C-4 Verify "Team Management" permission can be granted to "Client Admin" role

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to role management	
2 Select "Client Admin" role	
3 Select "Team Management" permission	
4 Save	"Client Admin" role is granted "Team Management" permission

Preconditions

- "Team Management" permission exists
- "Client Admin" role exists
 - "Team Management" permission revoked

C-5 Verify "Team Management" permission can be revoked from "Client Admin" role

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to role management	
2 Select "Client Admin"	
3 Deselect "Team Management"	
4 Save	"Client Admin" loses "Team Management" permission

Preconditions

- "Team Management" permission exists
- "Client Admin" role exists
 - "Team Management" permission granted

C-6 Verify "Client Admin" role can be assigned to a user

Passed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to client account	
2 Select user profile with "Client Member" role	
3 Select "Change Role"	
4 Select "Client Admin"	
5 Save	User profile assigned "Client Admin" role

Preconditions

- A client account exists
 - Contains user with "Client Member" role

C-7 Verify reassignment of a sole "Client Admin" is denied

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to client account	
2 Select sole user profile with "Client Admin" role	
3 Select "Change Role"	
4 Select "Client Member"	
5 Save	Role assignment is denied

Preconditions

- An account with only one "Client Admin" exists

Loyalty & Rewards Management > Add Reward

C-8 Verify a reward can be added to the rewards catalogue

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to rewards catalogue	
2 Select "Edit"	
3 Select "Add"	
4 Enter reward information	
5 Save	Rewards catalogue is updated with new reward

C-9 Verify adding a duplicate reward to the catalogue is denied

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to the rewards catalogue	
2 Select "Edit"	
3 Select "Add"	
4 Enter duplicate reward information	
5 Save	Reward addition denied, rewards catalogue not updated

Preconditions

- Reward catalogue contains a reward

C-10 Verify adding an empty reward to the catalogue is denied

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to the rewards catalogue	
2 Select "Edit"	
3 Select "Add"	
4 Leave fields blank	
5 Save	Reward addition denied, rewards catalogue not updated

Loyalty & Rewards Management > Remove Reward

C-11 Verify a reward can be removed from the catalogue

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to the rewards catalogue	
2 Select "Edit"	
3 Select a reward	
4 Select "Remove"	
5 Save	Rewards catalogue is updated with the reward's removal

Preconditions

- The reward catalogue contains a reward

Loyalty & Rewards Management > Point Redemption

C-12 Verify a redemption request with a sufficient balance can be approved

Passed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to active redemption requests	
2 Select specific request	
3 Select "Approve"	Reward reflected in client account

Preconditions

- A client account with a redemption request exists
 - Client has sufficient point balance for transaction

C-13 Verify a redemption request with an insufficient balance cannot be approved

Passed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to active redemption requests	
2 Select specific request	
3 Select "Approve"	Redemption denied, reward not reflected in client account

Preconditions

- A client account with a redemption request exists
 - Client has insufficient balance for transaction

C-14 Verify a redemption request can be denied

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to active redemption requests	
2 Select specific request	
3 Select "Deny"	Redemption request cancelled, reward not reflected in client account

Preconditions

- A client account with a redemption request exists

Loyalty & Rewards Management > Loyalty Point Adjustment

C-33 Verify a point adjustment is reflected in a client account

Passed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to loyalty and rewards management	
2 Select "Adjust Points"	
3 Enter account ID	
4 Enter amount of points to be added or deducted	
5 Enter Adjustment Reason	
6 Select "Submit"	Account reflects adjustment of loyalty points

Preconditions

- A client account exists

C-34 Verify a deduction of points cannot result in a negative point balance

Passed

RESULT DETAILS

▼ + - Point Adjustments

Account ID (Adjustment)

1001 - +

Admin User ID

1 - +

Adjustment Amount (+ or -)

-501 - +

Adjustment Reason

Testing manual adjustment functionality, negative balance

Submit Adjustment

▼ {
| "error" : "Adjustment would result in negative balance"
}

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to Loyalty & Rewards Management	
2 Select "Adjust Points"	
3 Enter account ID	
4 Enter negative adjustment amount that will give the account a negative balance	
5 Enter Adjustment Reason	
6 Select "Submit"	Point adjustment denied, account point balance remains unchanged

Preconditions

- A client account exists

Support > View Support Ticket

C-15 Verify a support ticket can be viewed

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to support tickets	
2 Select an open ticket	Support ticket information displayed

Preconditions

- A client account with an open support ticket exists

Support > Assign Support Agent

C-16 Verify a support agent can be assigned to an open support ticket

Passed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to support tickets	
2 Select an open case	
3 Select "Assign Agent"	
4 Select an available agent	
5 Select "Assign"	Support agent assigned to support ticket

Preconditions

- A client account with an open support ticket exists
- An available support agent exists

C-17 Verify unavailable support agents cannot be assigned to open support tickets

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to support tickets	
2 Select an open ticket	
3 Select "Assign Agent"	
4 Select an unavailable agent	
5 Select "Assign"	Assignment denied, support ticket still requires support agent

Preconditions

- A client account with an open support ticket exists
- An unavailable support agent exists

Feedback > View Feedback

C-18 Verify client feedback can be viewed

Passed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to submitted feedback	
2 Select feedback form	Client feedback displayed

Preconditions

- A client account exists, and has submitted feedback

Feedback > Respond to Feedback

C-19 Verify client submitted feedback can be responded to

Passed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to client feedback	
2 Select a feedback form	
3 Select "Respond to Feedback"	
4 Enter response	
5 Select "Submit"	Feedback form displays response

Preconditions

- A client account exists, and has submitted feedback

C-20 Verify responses to feedback cannot be empty

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to client feedback	
2 Select a feedback form	
3 Select "Respond to Feedback"	
4 Select "Submit"	Response submission denied

Preconditions

- A client account exists, and has submitted feedback

[Calendar](#) > Add an Event

C-21 Verify an event can be scheduled on a future date

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to calendar	
2 Select "Add Event"	
3 Enter event details	
4 Set future date	
5 Select "Save"	Calendar reflects newly scheduled event

C-22 Verify scheduling an event in the past is denied

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to calendar	
2 Select "Add Event"	
3 Enter event details	
4 Set past date	
5 Select "Save"	Event addition denied, calendar unchanged

C-23 Verify scheduling an empty event is denied**Failed****RESULT DETAILS****TEST CASE DETAILS**

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to calendar	
2 Select "Add Event"	
3 Select "Save"	Empty event addition denied, calendar unchanged

C-24 Verify scheduling a duplicate event is denied

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to calendar	
2 Select "Add Event"	
3 Enter duplicate event information	
4 Set duplicate date	
5 Select "Save"	Event addition denied, calendar unchanged

Preconditions

- A calendar event exists

Training Material > Add Material

C-25 Verify new training material can be added

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to training materials	
2 Select "Add Material"	
3 Enter training material information	
4 Select file attachment	
5 Select "Save"	Training materials updated to include new addition

C-26 Verify adding duplicate material is denied

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to training materials	
2 Select "Add Material"	
3 Enter duplicate training material information	
4 Select duplicate file attachment	
5 Select "Save"	Training material addition denied, training materials remain unchanged

Preconditions

- Training material exists

C-27 Verify adding empty material is denied

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to training materials	
2 Select "Add Material"	
3 Select "Save"	Empty training material addition denied, training materials remain unchanged

C-28 Verify incompatible file types are refused

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to training materials	
2 Select "Add Material"	
3 Enter training material information	
4 Select .exe file attachment	
5 Select "Save"	Training material addition denied, training materials remain unchanged

Training Material > Edit Material

C-29 Verify training materials can be edited

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to training materials	
2 Identify training material to be edited	
3 Select "Edit"	
4 Edit training material information	
5 Select "Save"	Edits reflected in training materials

Preconditions

- Training material exists

C-30 Verify duplicated material is denied**Failed****RESULT DETAILS****TEST CASE DETAILS**

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to training materials	
2 Identify training material to be edited	
3 Select "Edit"	
4 Edit training material to duplicate separate entry	
5 Select duplicate file attachment	
6 Select "Save"	Edit denied, training materials remain unchanged

Preconditions

- At least two training materials exist

C-31 Verify incompatible file types are denied

Failed

RESULT DETAILS

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to training materials	
2 Identify training material to be edited	
3 Select "Edit"	
4 Select .exe file attachment	
5 Select "Save"	Edit denied, training materials remain unchanged

Preconditions

- Training materials exist

Training Material > Remove Material**C-32 Verify training material can be deleted****Failed****RESULT DETAILS**

TEST CASE DETAILS

Instructions

INSTRUCTIONS	EXPECTED RESULT
1 Navigate to training materials	
2 Identify training material to be deleted	
3 Select "Delete"	
4 Select "Confirm"	Training materials reflects removal of selected entry

Preconditions

- Training material exists