



# 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
<div>1</div> Navigate to account search field	
<div>2</div> 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



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

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
<div>1</div> Navigate to support tickets	
<div>2</div> Select an open ticket	
<div>3</div> Select "Assign Agent"	
<div>4</div> Select an unavailable agent	
<div>5</div> 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
<div>1</div> Navigate to training materials	
<div>2</div> Identify training material to be edited	
<div>3</div> Select "Edit"	
<div>4</div> Edit training material to duplicate separate entry	
<div>5</div> Select duplicate file attachment	
<div>6</div> 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