<ServiceWolf> System Test Plan

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Introduction

Test moving an Incident through the ServiceWolf FSM

To run the tests:
1. Right click on ServiceWolfGUI class in the Package Explorer.
2. Select Run As > Java Application

Test ID	Description	Expected Results	Actual Results
Test 1 AddValid ServiceGroup Author: Michael Golden	**Preconditions: None** Click **Add Service Group** In the pop up window, enter the name "Computer Fixers" Click **OK** *Check results*	• "Computer Fixers" added to service group list • "Computer Fixers" is the active service group for a list of empty incidents	
Test 2 AddNew Incident Author: Michael Golden	**Preconditions: Test 1 passes** Click **Add New Incident** Enter the following info: • Title - "Computer won't turn on" • Caller - "Adam Sandler" • Message - "I put peanut butter in the charging port and now my computer won't turn on" Click **Add To Service Group** *Check results*	• Incident added to "Computer Fixers" service group and displayed with correct title • Incident ID = 1 • Incident is in the NEW state	
Test 3 EditIncident InNewState Author: Michael Golden	**Preconditions: Test 1 and 2 pass** Select the incident with ID of 1 Click **Edit Incident** Enter the following info: • Message: "thinking of solutions" • OwnerID: "magolden" Click **Assign**	• Incident is now in the INPROGRESS state • Incident log messages now includes "thinking of solutions" • OwnerID is now "magolden"	

	Check results		
Test 4 EditIncident inInProgress State Author: Michael Golden	**Preconditions: Tests 1 – 3 pass** Select the incident with ID of 1 Click **Edit Incident** Enter the following info • Message "Waiting for caller to deliver computer to be fixed" • On Hold Reason: Awaiting Caller Click **Hold** *Check results*	• Incident is now in the ONHOLD state • Incident log messages now includes "Waiting for caller to deliver computer to be fixed" • Status Details is now "Awaiting Caller"	
Test 5 EditIncident inOnHold State Author: Michael Golden	**Preconditions: Test 1 – 4 pass** Select the incident with ID of 1 Click **Edit Incident** Enter the following info • Message "Caller has arrived" Click **Reopen** *Check results*	• Incident is now in the INPROGRESS state • Incident log messages now includes "Caller has arrived"	
Test 6 Resolve Incident	**Preconditions: Test 1 – 5 pass** Select the incident with ID of 1 Click **Edit Incident** Enter the following info • Message "Peanut Butter Removed" • Resolution Reason: "Permanently Solved" Click **Resolve** *Check results*	• Incident is now in the RESOLVED state • Incident log messages now includes "Peanut Butter Removed" • Status Details is now "Permanently Solved"	

Document Revision History

Date	Author	Change Description
2/20/21	Michael Golden	• Created Document
2/23/21	Michael Golden	• Added Tests 1-6