|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 1 | **Test Designed by:**Alon Gabbay, Lidor Zagoury, Ron Shkoury |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/18 |
| **Module Name:** Authentication | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Verify login with valid username and password | **Test Execution date:** 26/12/2018 |
| **Description:** Test the tickets management login process |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password in the database | |
| **Dependencies:** | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to login page |  |  |  |  |  |
| 2 | Provide valid username | Email as in the database | Input is accepted | Accepted | Pass |  |
| 3 | Provide valid password | Matching password | Input is accepted | Accepted | Pass |  |
| 4 | Logged in |  | Logged in continue menu(Support\IT) | Correct | Pass |  |
| 5 |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |
| 8 |  |  |  |  |  |  |
| 9 |  |  |  |  |  |  |

**Post-conditions:**

User is validated with database and successfully login to account. The account session details are stored.

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 2 | **Test Designed by:**Alon Gabbay, Lidor Zagoury, Ron Shkoury |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23/12/18 |
| **Module Name:** Authentication | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** login with valid username and invalid password. | **Test Execution date:** 26/12/2018 |
| **Description:** Test the tickets management login process |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and invalid password. | |
| **Dependencies:** | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to login page |  |  |  |  |  |
| 2 | Provide valid username | Customer=[customer@gmail.com](mailto:customer@gmail.com) | Input is accepted | Accepted | Pass |  |
| 3 | Input invalid password | Pass=5555 | Input is accepted | Accepted | Pass |  |
| 4 | Login try |  | Error login and back to menu for retry | Accepted | Pass |  |
| 5 |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |
| 8 |  |  |  |  |  |  |
| 9 |  |  |  |  |  |  |

**Post-conditions:**

User validated with database unsuccessfully login to account.

Then Retry login.

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 3 | **Test Designed by:**Alon Gabbay, Lidor Zagoury, Ron Shkoury |
| **Test Priority (Low/Medium/High): Medium** | **Test Designed date:** 23/12/18 |
| **Module Name:** Authentication | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Verify login with invalid username and valid password. | **Test Execution date:** 26/12/2018 |
| **Description:** Test the tickets management login process |  |
|  |  |
|  |  |
| **Pre-conditions:** User has invalid username and valid password | |
| **Dependencies:** | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to login page |  |  |  |  |  |
| 2 | Input invalid username | "[customsdadqer@gmail.com](mailto:customsdadqer@gmail.com)" | Accepted | Accepted | Pass |  |
| 3 | input valid password | "1234" | Accepted | Accepted | Pass |  |
| 4 | Login try |  | Error and back to menu | Accepted | Pass |  |
| 5 |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |
| 8 |  |  |  |  |  |  |
| 9 |  |  |  |  |  |  |

**Post-conditions:**

User validated with database unsuccessfully login to account.

Retry login.

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 4 | **Test Designed by:**Alon Gabbay, Lidor Zagoury, Ron Shkoury |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23/12/18 |
| **Module Name:** Authentication | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Verify login with invalid username and invalid password. | **Test Execution date:** 26/12/2018 |
| **Description:** Test the tickets management login process |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password in the database | |
| **Dependencies:** | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to login page |  |  |  |  |  |
| 2 | Input invalid username | "sdcnic@vini.com" | Accepted | Accepted | Pass |  |
| 3 | Input invalid password | "1" | Accepted | Accepted | Pass |  |
| 4 | Login try |  | Error back to menu to retry | Accepted | pass |  |
| 5 |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |
| 8 |  |  |  |  |  |  |
| 9 |  |  |  |  |  |  |

**Post-conditions:**

User validated with database unsuccessfully login to account.

Retry login.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 5 | **Test Designed by:** Alon Gabbay, Lidor Zagoury |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/18 |
| **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Contact support-menu | **Test Execution date:** 26/12/2018 |
| **Description:** Customer enters the creation menu |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Select “Contact Support” | Input: 1 | “Contact Support” menu |  | **Pass** |  |

**Post-conditions:**

The menu option of creating tickets works.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Project Name:**   |  |  | | --- | --- | | **Project Name: Ticket Management System** | | | **Test Case** | | | **Test Case ID:** 6 | **Test Designed by:** Alon Gabbay, Lidor Zagoury | | **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/18 | | **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter | | **Test Title:** Contact support - title | **Test Execution date:** 26/12/2018 | | **Description:** Customer contacts support, verify ticket is created |  | |  |  | |  |  | | **Pre-conditions:** User has valid username and password, and is logged in as customer | | | **Dependencies:** Authentication,Contact support-menu works | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** | | 1 | Input title | Input: This is a title | Input is accepted | Input is accepted | Pass\* | Wrong order, started with description | | 2 | Input type | Input:1 | Input is accepted | Input is accepted | Pass |  | | 3 | Input severity | Input: 1 | Input is accepted | Input is skipped | **Fail** | Never asked user input | | 4 | Input description | Input: 1 | Input is accepted | Input is accepted | Pass |  | | 5 | Input tags | Input: END | Input is accepted | Input is skipped | **Fail** | Never asked user input | | 6 | Confirm ticket creation | Any key to continue | Ticket is created and user is given a ticket ID. Open Tickets.txt and verify that a row with that ID was appended, and that the data is what was inputted. | Ticket created successfully | Pass\* | User shown ticket ID. Severity is (null) in database |   **Post-conditions:**  The ticket creation is successful. With the right data   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Project Name:**   |  |  | | --- | --- | | **Project Name: Ticket Management System** | | | **Test Case** | | | **Test Case ID:** 7 | **Test Designed by:** Alon Gabbay, Lidor Zagoury | | **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/18 | | **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter | | **Test Title:** Contact support - type | **Test Execution date:** 26/12/2018 | | **Description:** Customer contacts support, verify ticket is created |  | |  |  | |  |  | | **Pre-conditions:** User has valid username and password, and is logged in as customer | | | **Dependencies:** Authentication,Contact support-menu works | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** | | 1 | Input title | Input: 1 | Input is accepted | Input is accepted | Pass\* | Wrong order, started with description | | 2 | Input type | Input: This is a type | Input is accepted | Input is accepted | Pass |  | | 3 | Input severity | Input: 1 | Input is accepted | Input is skipped | **Fail** | Never asked user input | | 4 | Input description | Input: 1 | Input is accepted | Input is accepted | Pass |  | | 5 | Input tags | Input: END | Input is accepted | Input is skipped | **Fail** | Never asked user input | | 6 | Confirm ticket creation | Any key to continue | Ticket is created and user is given a ticket ID. Open Tickets.txt and verify that a row with that ID was appended, and that the data is what was inputted. | Ticket created successfully | Pass\* | User shown ticket ID. Severity is (null) in database |   **Post-conditions:**  The ticket creation is successful. With the right data |   **Project Name:**   |  |  | | --- | --- | | **Project Name: Ticket Management System** | | | **Test Case** | | | **Test Case ID:** 8 | **Test Designed by:** Alon Gabbay, Lidor Zagoury | | **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/18 | | **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter | | **Test Title:** Contact support – severity- right severity | **Test Execution date:** 26/12/2018 | | **Description:** Customer contacts support, verify ticket is created |  | |  |  | |  |  | | **Pre-conditions:** User has valid username and password, and is logged in as customer | | | **Dependencies:** Authentication,Contact support-menu works | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** | | 1 | Input title | Input: 1 | Input is accepted | Input is accepted | Pass\* | Wrong order, started with description | | 2 | Input type | Input: 1 | Input is accepted | Input is accepted | Pass |  | | 3 | Input severity | Input: 2 | Input is accepted | Input is skipped | **Fail** | Never asked user input | | 4 | Input description | Input: 1 | Input is accepted | Input is accepted | Pass |  | | 5 | Input tags | Input: END | Input is accepted | Input is skipped | **Fail** | Never asked user input | | 6 | Confirm ticket creation | Any key to continue | Ticket is created and user is given a ticket ID. Open Tickets.txt and verify that a row with that ID was appended, and that the data is what was inputted. | Ticket created successfully | Pass\* | User shown ticket ID. Severity is (null) in database |   **Post-conditions:**  The ticket creation is successful. With the right data   |  |  | | --- | --- | | **Project Name: Ticket Management System** | | | **Test Case** | | | **Test Case ID:** 9 | **Test Designed by:** Alon Gabbay, Lidor Zagoury | | **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/18 | | **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter | | **Test Title:** Contact support – severity- out of range severity | **Test Execution date:** 26/12/2018 | | **Description:** Customer contacts support, verify ticket is created |  | |  |  | |  |  | | **Pre-conditions:** User has valid username and password, and is logged in as customer | | | **Dependencies:** Authentication,Contact support-menu works | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** | | 1 | Input title | Input: 1 | Input is accepted | Input is accepted | Pass\* | Wrong order, started with description | | 2 | Input type | Input: 1 | Input is accepted | Input is accepted | Pass |  | | 3 | Input severity | Input: 5 | Error, wrong input, try again | Input is skipped | **Fail** | Never asked user input | | 4 | Input description | Input: 1 | Input is accepted | Input is accepted | Pass |  | | 5 | Input tags | Input: END | Input is accepted | Input is skipped | **Fail** | Never asked user input | | 6 | Confirm ticket creation | Any key to continue | Ticket is created and user is given a ticket ID. Open Tickets.txt and verify that a row with that ID was appended, and that the data is what was inputted. | Ticket created successfully | Pass\* | User shown ticket ID. Severity is (null) in database |   **Post-conditions:**  The ticket creation is successful. With the right data   |  |  | | --- | --- | | **Project Name: Ticket Management System** | | | **Test Case** | | | **Test Case ID:** 10 | **Test Designed by:** Alon Gabbay, Lidor Zagoury | | **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/18 | | **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter | | **Test Title:** Contact support – description | **Test Execution date:** 26/12/2018 | | **Description:** Customer contacts support, verify ticket is created |  | |  |  | |  |  | | **Pre-conditions:** User has valid username and password, and is logged in as customer | | | **Dependencies:** Authentication,Contact support-menu works | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** | | 1 | Input title | Input: 1 | Input is accepted | Input is accepted | Pass\* | Wrong order, started with description | | 2 | Input type | Input: 1 | Input is accepted | Input is accepted | Pass |  | | 3 | Input severity | Input: 1 | Input is accepted | Input is skipped | **Fail** | Never asked user input | | 4 | Input description | Input: This is a description &\* | Input is accepted | Input is accepted | Pass |  | | 5 | Input tags | Input: END | Input is accepted | Input is skipped | **Fail** | Never asked user input | | 6 | Confirm ticket creation | Any key to continue | Ticket is created and user is given a ticket ID. Open Tickets.txt and verify that a row with that ID was appended, and that the data is what was inputted. | Ticket created successfully | Pass\* | User shown ticket ID. Severity is (null) in database |   **Post-conditions:**  The ticket creation is successful. With the right data | | |
| **Project Name: Ticket Management System** | | |
| **Test Case** | | |
| **Test Case ID:** 11 | | **Test Designed by:** Alon Gabbay, Lidor Zagoury |
| **Test Priority (Low/Medium/High):** High | | **Test Designed date:** 23/12/18 |
| **Module Name:** Customer Menu | | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Contact support – tags | | **Test Execution date:** 26/12/2018 |
| **Description:** Customer contacts support, verify ticket is created | |  |
|  | |  |
|  | |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer | | |
| **Dependencies:** Authentication,Contact support-menu works | | |

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| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Input title | Input: 1 | Input is accepted | Input is accepted | Pass\* | Wrong order, started with description |
| 2 | Input type | Input: 1 | Input is accepted | Input is accepted | Pass |  |
| 3 | Input severity | Input: 1 | Input is accepted | Input is skipped | **Fail** | Never asked user input |
| 4 | Input description | Input: 1 | Input is accepted | Input is accepted | Pass |  |
| 5 | Input tags | Input: tag1 tag2 tag 3 tag 4 END | Input is accepted | Input is skipped | **Fail** | Never asked user input |
| 6 | Confirm ticket creation | Any key to continue | Ticket is created and user is given a ticket ID. Open Tickets.txt and verify that a row with that ID was appended, and that the data is what was inputted. | Ticket created successfully | Pass\* | User shown ticket ID. Severity is (null) in database |

**Post-conditions:**

The ticket creation is successful. With the right data

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| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 12 | **Test Designed by:** Alon Gabbay, Lidor Zagoury |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23/12/18 |
| **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson |
| **Test Title:** View Support Call Status | **Test Execution date:** 26/12/2018 |
| **Description:** Customer views details regarding a ticket |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer. Tickets exist in the database. | |
| **Dependencies:** Authentication | |

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| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to “View support call status” | 2 | “View support call status” menu | Support call status menu | Pass |  |
| 2 | Input ticket ID | Existing ticket ID, of ticket owned by logged in user | The data of the correct ticket is displayed. Check the row in the Tickets.txt file to verify | Correctly displayed | Pass |  |
| 3 | Go back (press any key and repeat step 1) | Any key |  |  | Pass |  |

**Post-conditions:**

User is shown the information of the ticket they own

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 13 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23/12/18 |
| **Module Name:** Customer Menu | **Test Executed by:** Ilan Kroter |
| **Test Title:** View Support Call Status- other customer ticket | **Test Execution date:** 31/12/2018 |
| **Description:** Customer tries to open a ticket of another user |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer. Tickets exist in the database. | |
| **Dependencies:** Authentication | |

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| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to “View support call status” | 2 | “View support call status” menu | Support call status menu | Pass |  |
| 2 | Input ticket ID | Existing ticket ID, of ticket not owned by logged in user | **An error is displayed, that the user doesn’t have permission to access the ticket** | **Correctly displayed** | **Fail** | Doesn’t show an error |
| 3 | Go back (press any key and repeat step 1) | Any key |  |  | Pass |  |

**Post-conditions:**

User is shown an error

|  |  |
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| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 14 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 31/12/18 |
| **Module Name:** Customer Menu | **Test Executed by:** Ilan Kroter |
| **Test Title:** View Support Call Status- ticket doesn’t exist | **Test Execution date:** 31/12/2018 |
| **Description:** Customer views details regarding a ticket |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer. Tickets exist in the database. | |
| **Dependencies:** Authentication | |

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| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to “View support call status” | 2 | “View support call status” menu | Support call status menu | Pass |  |
| 2 | Input ticket ID | An ID that doesn’t exist  Input: 3242 | An Error indicating the ticket doesn’t exist | Correctly displayed | pass | Doesn’t show an error |
| 3 | Go back (press any key and repeat step 1) | Any key |  |  | Pass |  |

**Post-conditions:**

User is shown an error

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 15 | **Test Designed by:** Alon Gabbay, Lidor Zagoury |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23/12/18 |
| **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** List My Support Calls | **Test Execution date:** 26/12/2018 |
| **Description:** Customer receives a list of their open tickets |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer. User has open tickets in the database. | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Select the “List My Support Calls” option | 3 | List of open tickets where email matches the logged in user. Compare manually with Tickets.txt | List of open tickets of the logged in user. | Pass |  |
| 2 | Get out of the menu | Any key | Back to customer menu | Customer menu | Pass |  |

**Post-conditions:**

User received a list of their open tickets

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 16 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** Update Contact Info-Email | **Test Execution date:** 31/12/2018 |
| **Description:** Test if the updating of user Email works well |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer**.** | |
| **Dependencies:** Authentication, customer Menu works. | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to Customer Menu | User:customer@gmail.com  Password:1234 | User should be a customer and in the Customer menu screen | In customer menu | Pass |  |
| 2 | Enter to contact info updating | Input:4 | Input is accepted | Input is accepted | Pass |  |
| 3 | Enter Email to update | Input: Ilan@mailinator.com | Input is accepted | Input is accepted | Pass |  |
| 4 | Enter Password to update | Input: no | Input is accepted | nothing | Pass |  |
| 5 | Enter Name to update | Input: no | Input is accepted | nothing | Pass |  |
| 6 | Enter Phone to Update | Input: no | Input is accepted | nothing | Pass |  |
| 7 | Check database | None | Updated Email:Ilan@mailinator.com | Update Email: Ilan@mailinator.com | Pass |  |

**Post-conditions:**

The contact info of the User is updated correctly and errors are handled well if the information is incorrect. The user can’t log in again with the old information he logged in before if the Email or password has changed

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 17 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 30.12.2018 |
| **Module Name:** Customer Menu | **Test Executed by:** Ilan Kroter |
| **Test Title:** Update Contact Info-Password | **Test Execution date:** 31/12/2018 |
| **Description:** Test if the updating of user password works well |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer**.** | |
| **Dependencies:** Authentication, customer Menu works. | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to Customer Menu | User:customer@gmail.com  Password:1234 | User should be a customer and in the Customer menu screen | In customer menu | Pass |  |
| 2 | Enter to contact info updating | Input:4 | Input is accepted | Input is accepted | Pass |  |
| 3 | Enter Email to update | Input: no | Input is accepted | Input is accepted | Pass |  |
| 4 | Enter Password to update | Input: A very long123 password | Input is accepted | Input is accepted | Pass |  |
| 5 | Enter Name to update | Input:no | Input is accepted | Input is accepted | Pass |  |
| 6 | Enter Phone to Update | Input: no | Input is accepted | Input is accepted | Pass |  |
| 7 | Check database | None | Password in database is different | Password in database is different | Pass |  |

**Post-conditions:**

The contact info of the User is updated correctly and errors are handled well if the information is incorrect. The user can’t log in again with the old information he logged in before if the Email or password has changed

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 18 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 30.12.2018 |
| **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** Update Contact Info-name | **Test Execution date:** 26/12/2018 |
| **Description:** Test if the updating of user name works well |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer**.** | |
| **Dependencies:** Authentication, customer Menu works. | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to Customer Menu | User:customer@gmail.com  Password:1234 | User should be a customer and in the Customer menu screen | In customer menu | Pass |  |
| 2 | Enter to contact info updating | Input:4 | Input is accepted | Input is accepted | Pass |  |
| 3 | Enter Email to update | Input: no | Input is accepted | Input is accepted | Pass |  |
| 4 | Enter Password to update | Input: no | Input is accepted | Input is accepted | Pass |  |
| 5 | Enter Name to update | Input: Juan Martines Escudero | Input is accepted | Input is accepted | Pass |  |
| 6 | Enter Phone to Update | Input: no | Input is accepted | Input is accepted | Pass |  |
| 7 | Check database | None | Name in database is Update | Name in database is Updated | Pass |  |

**Post-conditions:**

The contact info of the User is updated correctly and errors are handled well if the information is incorrect. The user can’t log in again with the old information he logged in before if the Email or password has changed

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 19 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 30.12.2018 |
| **Module Name:** Customer Menu | **Test Executed by:** Ilan Kroter and Ivan Rubinson |
| **Test Title:** Update Contact Info-phone | **Test Execution date:** 31/12/2018 |
| **Description:** Test if the updating of user phone works well |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer**.** | |
| **Dependencies:** Authentication, customer Menu works. | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to Customer Menu | User:customer@gmail.com  Password:1234 | User should be a customer and in the Customer menu screen | In customer menu | Pass |  |
| 2 | Enter to contact info updating | Input:4 | Input is accepted | Input is accepted | Pass |  |
| 3 | Enter Email to update | Input: no | Input is accepted | Input is accepted | Pass |  |
| 4 | Enter Password to update | Input: no | Input is accepted | Input is accepted | Pass |  |
| 5 | Enter Name to update | Input:no | Input is accepted | Input is accepted | Pass |  |
| 6 | Enter Phone to Update | Input: A1@- gsjfaskfhkjs sjksfahfjkh sfajkfsajkhf sfafjkas | Input is accepted | **Program crash** | **Fail** |  |
| 7 | Check database | None | Phone updated in database | **Program crash** | **Fail** |  |

**Post-conditions:**

The contact info of the User is updated correctly and errors are handled well if the information is incorrect. The user can’t log in again with the old information he logged in before if the Email or password has changed

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 20 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 30.12.2018 |
| **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** Update Contact Info-None | **Test Execution date:** 31/12/2018 |
| **Description:** Test if the updating of nothing works well |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer**.** | |
| **Dependencies:** Authentication, customer Menu works. | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to Customer Menu | User:customer@gmail.com  Password:1234 | User should be a customer and in the Customer menu screen | In customer menu | Pass |  |
| 2 | Enter to contact info updating | Input:4 | Input is accepted | Input is accepted | Pass |  |
| 3 | Enter Email to update | Input: no | Input is accepted | Input is accepted | Pass |  |
| 4 | Enter Password to update | Input: no | Input is accepted | Input is accepted | Pass |  |
| 5 | Enter Name to update | Input:no | Input is accepted | Input is accepted | Pass |  |
| 6 | Enter Phone to Update | Input: no | Input is accepted | Input is accepted | Pass |  |
| 7 | Check database | None | No change in database | No change in database | Pass |  |

**Post-conditions:**

The contact info of the User is updated correctly and errors are handled well if the information is incorrect. The user can’t log in again with the old information he logged in before if the Email or password has changed

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 21 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 30.12.2018 |
| **Module Name:** Customer Menu | **Test Executed by:** Ilan Kroter |
| **Test Title:** Update Contact Info | **Test Execution date:** 31/12/2018 |
| **Description:** Test if the updating the Email changes the login |  |
|  |  |
|  |  |
| **Pre-conditions:** User has changed his email | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to Login page | None | Enter login | Enter login | Pass |  |
| 2 | Enter old login details | Input: [customer@gmail.com](mailto:customer@gmail.com)  Password:  1234 | Can’t login Email or password incorrect | Can’t login Email or password incorrect | Pass |  |

**Post-conditions:**

The User can’t login with old details

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 22 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 30.12.2018 |
| **Module Name:** Customer Menu | **Test Executed by:** Ilan Kroter |
| **Test Title:** Update Contact Info | **Test Execution date:** 31/12/2018 |
| **Description:** Test if the updating the password changes the login |  |
|  |  |
|  |  |
| **Pre-conditions:** User has changed his password but not his email | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to Login page | None | Enter login | Enter login | Pass |  |
| 2 | Enter old login details | Input: customer@gmail.com  Password:  A very long123 password | User logged in successfully | User logged in successfully | Pass |  |

**Post-conditions:**

The User can’t login with old details

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 23 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 30.12.2018 |
| **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** Update Contact Info | **Test Execution date:** 31/12/2018 |
| **Description:** Test if the updating the Email changes the login |  |
|  |  |
|  |  |
| **Pre-conditions:** User has changed his email but not his password | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to Login page | None | Enter login | Enter login | Pass |  |
| 2 | Enter old login details | Input: Ilan@mailinator.com  Password:  1234 | User logged in successfully | User logged in successfully | Pass |  |

**Post-conditions:**

The User can login with updated details

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 24 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 30.12.2018 |
| **Module Name:** Customer Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** Update Contact Info | **Test Execution date:** 26/12/2018 |
| **Description:** Test if the updating the Email changes the login |  |
|  |  |
|  |  |
| **Pre-conditions:** User has changed his email and password | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to Login page | None | Enter login | Enter login | Pass |  |
| 2 | Enter old login details | Input: Ilan@mailinator.com  Password:  A very long123 password | User logged in successfully | User logged in successfully | Pass |  |

**Post-conditions:**

The User can login with updated details

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 25 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 31/12/2018 |
| **Module Name:** Customer Menu | **Test Executed by:** Ilan Kroter |
| **Test Title:** Update Contact Info-existing Email | **Test Execution date:** 31/12/2018 |
| **Description:** Test if the updating of user Email with existing email doesn’t work. |  |
|  |  |
|  |  |
| **Pre-conditions:** User has valid username and password, and is logged in as customer**.** | |
| **Dependencies:** Authentication, customer Menu works. | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to Customer Menu | User:customer@gmail.com  Password:1234 | User should be a customer and in the Customer menu screen | In customer menu | Pass |  |
| 2 | Enter to contact info updating | Input:4 | Input is accepted | Input is accepted | Pass |  |
| 3 | Enter Email to update | Input: admin@gmail.com | Error: already exists | **Input is accepted** | **Fail** | Existing email |
| 4 | Enter Password to update | Input: no | Input is accepted | nothing | Pass |  |
| 5 | Enter Name to update | Input: no | Input is accepted | nothing | Pass |  |
| 6 | Enter Phone to Update | Input: no | Input is accepted | nothing | Pass |  |
| 7 | Check database | None | No update | **Database ruined** | **Fail** | Huge bug, overwrites the data of the user whose email was inputted, and continues to update data on all fields of affected users using this bug, a customer can make so other users can’t login, and ruins the database. |

**Post-conditions:**

The contact info of the User is updated correctly and errors are handled well if the inform

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| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 26 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Open Ticket | **Test Execution date:** 26/12/2018 |
| **Description:** Test the ticket creation menu opening |  |
|  |  |
|  |  |
| **Pre-conditions:** User has a valid username and password and logged in successfully as support giver. | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to the support giver menu | Input:[admin@gmail.com](mailto:admin@gmail.com)  password:1234 | Login succesfully | Login succesfully | Pass |  |
| 2 | Choose option 1 | Option open ticket | Input accepted | Entered the menu successfully | Pass |  |

**Post-conditions:**

Ticket opening menu works

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 27 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Open Ticket- invalid email | **Test Execution date:** 26/12/2018 |
| **Description:** Test the ticket creation invalid email |  |
|  |  |
|  |  |
| **Pre-conditions:** User has a valid username and password and logged in successfully as support giver. | |
| **Dependencies:** Authentication,Test the ticket creation menu opening | |

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| --- | --- | --- | --- | --- | --- | --- |
| **step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Input non-existent customer E-mail | Input:SamiShamoon@mymail.com | Error message | Continue as if nothing happened | **Fail** |  |

**Post-conditions:**

An error occurred support giver is either requested to input another email or returned to support giver menu

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 28 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Open Ticket - description | **Test Execution date:** 26/12/2018 |
| **Description:** Test the ticket creation menu - description |  |
|  |  |
|  |  |
| **Pre-conditions:** User has a valid username and password and logged in successfully as support giver. | |
| **Dependencies:** Authentication,Test the ticket creation menu opening | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Input costumer E-mail | Existing customer e-mail | Input accepted | Input accepted | Pass |  |
| 2 | Input description | Input = Some description | Input accepted | Input accepted | Pass |  |
| 3 | Input media | Input: 1 | Input accepted | Input accepted | Pass | Other inputs are mandatory |
| 4 | Input title | Input: 1 | Input accepted | Input accepted | Pass |  |
| 5 | Input type | Input: 1 | Input accepted | Input accepted | Pass |  |
| 6 | Input Severity | Input: 1 | Input accepted | Input accepted | Pass |  |
| 7 | Ticket created |  | Ticket should be saved into the database with matching data (check in Tickets.txt) | Ticket should be saved into the database with matching data (check in Tickets.txt) | Pass |  |

**Post-conditions:**

Ticket has been successfully saved into the database and is readable by the view ticket function menu.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 29 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Open Ticket media | **Test Execution date:** 26/12/2018 |
| **Description:** Test the ticket creation menu media |  |
|  |  |
|  |  |
| **Pre-conditions:** User has a valid username and password and logged in successfully as support giver. | |
| **Dependencies:** Authentication,Test the ticket creation menu opening | |

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| --- | --- | --- | --- | --- | --- | --- |
| **step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Input costumer E-mail | Existing customer e-mail | Input accepted | Input accepted | Pass |  |
| 2 | Input description | Input = 1 | Input accepted | Input accepted | Pass | Other inputs are mandatory |
| 3 | Input media | Input: Phone | Input accepted | Input accepted | Pass |  |
| 4 | Input title | Input: 1 | Input accepted | Input accepted | Pass |  |
| 5 | Input type | Input: 1 | Input accepted | Input accepted | Pass |  |
| 6 | Input Severity | Input: 1 | Input accepted | Input accepted | Pass |  |
| 7 | Ticket created |  | Ticket should be saved into the database with matching data (check in Tickets.txt) | Ticket should be saved into the database with matching data (check in Tickets.txt) | Pass |  |

**Post-conditions:**

Ticket has been successfully saved into the database and is readable by the view ticket function menu.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 30 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Open Ticket title | **Test Execution date:** 26/12/2018 |
| **Description:** Test the ticket creation menu -rirle |  |
|  |  |
|  |  |
| **Pre-conditions:** User has a valid username and password and logged in successfully as support giver. | |
| **Dependencies:** Authentication,Test the ticket creation menu opening | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Input costumer E-mail | Existing customer e-mail | Input accepted | Input accepted | Pass |  |
| 2 | Input description | Input = 1 | Input accepted | Input accepted | Pass | Other inputs are mandatory |
| 3 | Input media | Input: 1 | Input accepted | Input accepted | Pass |  |
| 4 | Input title | Input: Some title | Input accepted | Input accepted | Pass |  |
| 5 | Input type | Input: 1 | Input accepted | Input accepted | Pass |  |
| 6 | Input Severity | Input: 1 | Input accepted | Input accepted | Pass |  |
| 7 | Ticket created |  | Ticket should be saved into the database with matching data (check in Tickets.txt) | Ticket should be saved into the database with matching data (check in Tickets.txt) | Pass |  |

**Post-conditions:**

Ticket has been successfully saved into the database and is readable by the view ticket function menu.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 31 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Open Ticket - type | **Test Execution date:** 26/12/2018 |
| **Description:** Test the ticket creation menu |  |
|  |  |
|  |  |
| **Pre-conditions:** User has a valid username and password and logged in successfully as support giver. | |
| **Dependencies:** Authentication,Test the ticket creation menu opening | |

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| --- | --- | --- | --- | --- | --- | --- |
| **step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Input costumer E-mail | Existing customer e-mail | Input accepted | Input accepted | Pass |  |
| 2 | Input description | Input :1 | Input accepted | Input accepted | Pass | Other inputs are mandatory |
| 3 | Input media | Input: 1 | Input accepted | Input accepted | Pass |  |
| 4 | Input title | Input: 1 | Input accepted | Input accepted | Pass |  |
| 5 | Input type | Input: Type1 | Input accepted | Input accepted | Pass |  |
| 6 | Input Severity | Input: 1 | Input accepted | Input accepted | Pass |  |
| 7 | Ticket created |  | Ticket should be saved into the database with matching data (check in Tickets.txt) | Ticket should be saved into the database with matching data (check in Tickets.txt) | Pass |  |

**Post-conditions:**

Ticket has been successfully saved into the database and is readable by the view ticket function menu.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 32 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Open Ticket - severity | **Test Execution date:** 26/12/2018 |
| **Description:** Test the ticket creation menu severity |  |
|  |  |
|  |  |
| **Pre-conditions:** User has a valid username and password and logged in successfully as support giver. | |
| **Dependencies:** Authentication,Test the ticket creation menu opening | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Input costumer E-mail | Existing customer e-mail | Input accepted | Input accepted | Pass |  |
| 2 | Input description | Input :1 | Input accepted | Input accepted | Pass | Other inputs are mandatory |
| 3 | Input media | Input: 1 | Input accepted | Input accepted | Pass |  |
| 4 | Input title | Input: 1 | Input accepted | Input accepted | Pass |  |
| 5 | Input type | Input: 1 | Input accepted | Input accepted | Pass |  |
| 6 | Input Severity | Input: 4 | Input accepted | Input accepted | Pass |  |
| 7 | Ticket created |  | Ticket should be saved into the database with matching data (check in Tickets.txt) | Ticket should be saved into the database with matching data (check in Tickets.txt) | Pass |  |

**Post-conditions:**

Ticket has been successfully saved into the database and is readable by the view ticket function menu.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 33 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Open Ticke – invalid severity | **Test Execution date:** 26/12/2018 |
| **Description:** Test the ticket creation menu invalid severity string |  |
|  |  |
|  |  |
| **Pre-conditions:** User has a valid username and password and logged in successfully as support giver. | |
| **Dependencies:** Authentication,Test the ticket creation menu opening | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Input costumer E-mail | Existing customer e-mail | Input accepted | Input accepted | Pass |  |
| 2 | Input description | Input :1 | Input accepted | Input accepted | Pass | Other inputs are mandatory |
| 3 | Input media | Input: 1 | Input accepted | Input accepted | Pass |  |
| 4 | Input title | Input: 1 | Input accepted | Input accepted | Pass |  |
| 5 | Input type | Input: 1 | Input accepted | Input accepted | Pass |  |
| 6 | Input Severity | Input: Apocalyptic | Error message | **Initiates an endless loop** | **Fail** | Fix ASAP |
| 7 | Ticket created |  | Ticket should be saved into the database with matching data (check in Tickets.txt) | Ticket should be saved into the database with matching data (check in Tickets.txt) | Pass |  |

**Post-conditions:**

Ticket has been successfully saved into the database and is readable by the view ticket function menu.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 34 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Open Ticket invalid severity | **Test Execution date:** 26/12/2018 |
| **Description:** Test the ticket creation menu invalid severity out of range |  |
|  |  |
|  |  |
| **Pre-conditions:** User has a valid username and password and logged in successfully as support giver. | |
| **Dependencies:** Authentication,Test the ticket creation menu opening | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Input costumer E-mail | Existing customer e-mail | Input accepted | Input accepted | Pass |  |
| 2 | Input description | Input :1 | Input accepted | Input accepted | Pass | Other inputs are mandatory |
| 3 | Input media | Input: 1 | Input accepted | Input accepted | Pass |  |
| 4 | Input title | Input: 1 | Input accepted | Input accepted | Pass |  |
| 5 | Input type | Input: 1 | Input accepted | Input accepted | Pass |  |
| 6 | Input Severity | Input: 5 | Error message: try again | Error message: try again | Pass |  |
| 7 | Ticket created |  | Ticket should be saved into the database with matching data (check in Tickets.txt) | Ticket should be saved into the database with matching data (check in Tickets.txt) | Pass |  |

**Post-conditions:**

Ticket has been successfully saved into the database and is readable by the view ticket function menu.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 35 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Ticket View / Update | **Test Execution date:** 26/12/2018 |
| **Description:** Test the view/update ticket menu |  |
|  |  |
|  |  |
| **Pre-conditions:** support giver logged in successfully, The ticket with the ID “**R31K-Y8Y-YBH-416-HV7**” exists within the system | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 2 | View / Update ticket | Menu opened | Menu not opened (UX-wise) | **Fail** |  |
| 2 | Input valid ticket ID | Any valid ID | Return tickets | Ticket found | Pass |  |
| 3 | Check in the database | The tickets | In the database | Support giver menu | Pass |  |
| 4 | Repeat step 1 |  |  |  | Pass |  |

**Post-conditions:**

The ticket is presented with the edits the support giver made.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
|  | |
| **Test Case** | |
| **Test Case ID:** 36 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Ticket View / Update | **Test Execution date:** 26/12/2018 |
| **Description:** Test the view/update ticket menu |  |
|  |  |
|  |  |
| **Pre-conditions:** support giver logged in successfully, The ticket with the ID “**R31K-Y8Y-YBH-416-HV7**” exists within the system | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 2 | View / Update ticket | Menu opened | Menu not opened (UX-wise) | **Fail** |  |
| 2 | Input invalid ticket ID | Any invalid ID | Error message | Ticket not found | Pass |  |
| 3 | Check in the database | The tickets not found | No In the database | Support giver menu | Pass |  |
| 4 | Repeat step 1 |  |  |  | Pass |  |

**Post-conditions:** The ticket is presented with the edits the support giver made.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 37 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Ticket View / Update | **Test Execution date:** 26/12/2018 |
| **Description:** Test the view/update ticket menu |  |
|  |  |
|  |  |
| **Pre-conditions:** support giver logged in successfully, The ticket with the ID “**R31K-Y8Y-YBH-416-HV7**” exists within the system | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 2 | View / Update ticket | Menu opened | Menu not opened (UX-wise) | **Fail** |  |
| 2 | Input invalid ticket ID | valid ID | The tickets | Ticket found | Pass |  |
| 3 | Edit title | Input = New title | New title accepted |  | Pass |  |
| 4 | Check in the database | The title found | In the database | Support giver menu | Pass |  |

**Post-conditions:**

The ticket is presented with the edits the support giver made.

|  |
| --- |
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|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **ID:**38 |  |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Ticket View / Update | **Test Execution date:** 26/12/2018 |
| **Description:** Test the view/update ticket menu |  |
|  |  |
|  |  |
| **Pre-conditions:** support giver logged in successfully, The ticket with the ID “**R31K-Y8Y-YBH-416-HV7**” exists within the system | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 2 | View / Update ticket | Menu opened | Menu not opened (UX-wise) | Fail |  |
| 2 | Input invalid ticket ID | valid ID | The tickets | Ticket found | Pass |  |
| 3 | Edit title | Input = New title | New title accepted |  | Pass |  |
| 4 | Check in the database | The title not found | Not In the database | Support giver menu | Pass |  |

**Post-conditions:**

The ticket is presented with the edits the support giver made.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 39 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Ticket View / Update | **Test Execution date:** 26/12/2018 |
| **Description:** Test the view/update ticket menu |  |
|  |  |
|  |  |
| **Pre-conditions:** support giver logged in successfully, The ticket with the ID “**R31K-Y8Y-YBH-416-HV7**” exists within the system | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 2 | View / Update ticket | Menu opened | Menu not opened (UX-wise) | Fail |  |
| 2 | Input invalid ticket ID | valid ID | The tickets | Ticket found | Pass |  |
| 3 | Edit tier | Input = New tier | New tier accepted |  | Pass |  |
| 4 | Check in the database | The tier found | In the database | Support giver menu | Pass |  |

**Post-conditions:**

The ticket is presented with the edits the support giver made.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 40 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Ticket View / Update | **Test Execution date:** 26/12/2018 |
| **Description:** Test the view/update ticket menu |  |
|  |  |
|  |  |
| **Pre-conditions:** support giver logged in successfully, The ticket with the ID “**R31K-Y8Y-YBH-416-HV7**” exists within the system | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 2 | View / Update ticket | Menu opened | Menu not opened (UX-wise) | Fail |  |
| 2 | Input invalid ticket ID | valid ID | The tickets | Ticket found | Pass |  |
| 3 | Edit status | Input = New status | New status accepted |  | Pass |  |
| 4 | Check in the database | The status found | No In the database | Support giver menu | Pass |  |

**Post-conditions:**

The ticket is presented with the edits the support giver made.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 41 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Ticket View / Update | **Test Execution date:** 26/12/2018 |
| **Description:** Test the view/update ticket menu |  |
|  |  |
|  |  |
| **Pre-conditions:** support giver logged in successfully, The ticket with the ID “**R31K-Y8Y-YBH-416-HV7**” exists within the system | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 2 | View / Update ticket | Menu opened | Menu not opened (UX-wise) | Fail |  |
| 2 | Input invalid ticket ID | valid ID | The tickets | Ticket found | Pass |  |
| 6 | Edit stakeholders | Input = New stakeholders | New stakeholders accepted |  | Pass |  |
| 4 | Check in the database | The stakeholders found | In the database | Support giver menu | Pass |  |

**Post-conditions:**

The ticket is presented with the edits the support giver made.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 42 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Ticket View / Update | **Test Execution date:** 26/12/2018 |
| **Description:** Test the view/update ticket menu |  |
|  |  |
|  |  |
| **Pre-conditions:** support giver logged in successfully, The ticket with the ID “**R31K-Y8Y-YBH-416-HV7**” exists within the system | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 2 | View / Update ticket | Menu opened | Menu not opened (UX-wise) | Fail |  |
| 2 | Input invalid ticket ID | valid ID | The tickets | Ticket found | Pass |  |
| 3 | Edit type | Input = New type | New type accepted |  | Pass |  |
| 4 | Check in the database | The type found | In the database | Support giver menu | Pass |  |

**Post-conditions:**

The ticket is presented with the edits the support giver made.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 43 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Ticket View / Update | **Test Execution date:** 26/12/2018 |
| **Description:** Test the view/update ticket menu |  |
|  |  |
|  |  |
| **Pre-conditions:** support giver logged in successfully, The ticket with the ID “**R31K-Y8Y-YBH-416-HV7**” exists within the system | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 2 | View / Update ticket | Menu opened | Menu not opened (UX-wise) | Fail |  |
| 2 | Input invalid ticket ID | valid ID | The tickets | Ticket found | Pass |  |
| 3 | Edit severity | Chose severity from 4 options | New severity accepted | Accepts numbers not strings | **Fail** | Not asking user to choose one of 4 |
| 4 | Check in the database | The severity found | In the database | Support giver menu | Pass |  |

**Post-conditions:**

The ticket is presented with the edits the support giver made.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 44 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Ticket View / Update | **Test Execution date:** 26/12/2018 |
| **Description:** Test the view/update ticket menu |  |
|  |  |
|  |  |
| **Pre-conditions:** support giver logged in successfully, The ticket with the ID “**R31K-Y8Y-YBH-416-HV7**” exists within the system | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 2 | View / Update ticket | Menu opened | Menu not opened (UX-wise) | Fail |  |
| 2 | Input invalid ticket ID | valid ID | The tickets | Ticket found | Pass |  |
| 9 | Edit tags | Input = New tags | New tags accepted |  | Pass |  |
| 4 | Check in the database | The tags found | In the database | Support giver menu | Pass |  |

**Post-conditions:**

The ticket is presented with the edits the support giver made.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 45 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter, Stav Lobel |
| **Test Title:** Ticket View / Update | **Test Execution date:** 26/12/2018 |
| **Description:** Test the view/update ticket menu |  |
|  |  |
|  |  |
| **Pre-conditions:** support giver logged in successfully, The ticket with the ID “**R31K-Y8Y-YBH-416-HV7**” exists within the system | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 2 | View / Update ticket | Menu opened | Menu not opened (UX-wise) | Fail |  |
| 2 | Input invalid ticket ID | valid ID | The tickets | Ticket found | Pass |  |
| 3 | Add note | Input = New note | New note accepted |  | Pass |  |
| 4 | Check in the database | The note found | In the database | Support giver menu | Pass |  |

**Post-conditions:**

The ticket is presented with the edits the support giver made.

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|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 46 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name: Support Giver Menu** | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Browse tickets-The menu itself | **Test Execution date:** 26/12/2018 |
| **Description:** Test functionality and display of the browse menu |  |
|  |  |
|  |  |
| **Pre-conditions:** logged in successfully as a support giver | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 3 | Input: 3 | Opens different menu (Browse) | Opened successfully | Pass |  |
| 2 | Look at the display on screen | None | The menu and all the tickets are displayed | The menu and all the tickets are displayed | Pass |  |
| 3 | Quit | Q | Back to support giver menu | Support giver menu | Pass |  |

**Post-conditions:**

The ticket browse works and displays all the tickets in the system

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 47 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name: Support Giver Menu** | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Browse tickets-status | **Test Execution date:** 26/12/2018 |
| **Description:** Test functionality of the browse menu by status |  |
|  |  |
|  |  |
| **Pre-conditions:** logged in successfully as a support giver, Browse tickets menu works | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Choose option 3 | Opens browse menu | Opens different menu (Browse) | Opens different menu (Browse) | Pass |  |
| 2 | Choose option 1 | Input: 1 | Request to input Status | Request to input Status | Pass |  |
| 3 | Filter by status | Input = Closed | Ticket list filtered by Closed | Ticket list filtered by Closed | Pass |  |

**Post-conditions:**

The ticket list is filtered and sorted according the input.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 48 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name: Support Giver Menu** | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Browse tickets-tier | **Test Execution date:** 26/12/2018 |
| **Description:** Test functionality of the browse menu tier |  |
|  |  |
|  |  |
| **Pre-conditions:** logged in successfully as a support giver, Browse tickets menu works | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Choose option 3 | Opens browse menu | Opens different menu (Browse) | Opens different menu (Browse) | Pass |  |
| 2 | Choose option 2 | Input: 2 | Request input for tier | Request input for tier | Pass |  |
| 3 | Filter by tier | Input = T1 | Ticket list filtered by T1 | Ticket list filtered by T1 | Pass |  |

**Post-conditions:**

The ticket list is filtered and sorted according the input.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 49 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name: Support Giver Menu** | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Browse tickets-type | **Test Execution date:** 26/12/2018 |
| **Description:** Test functionality of the browse menu type |  |
|  |  |
|  |  |
| **Pre-conditions:** logged in successfully as a support giver, Browse tickets menu works. | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Choose option 3 | Opens browse menu | Opens different menu (Browse) | Opens different menu (Browse) | Pass |  |
| 2 | Choose option 3 | Input: 3 | Request input for type | Request input for ttype | Pass |  |
| 2 | Filter by type | Input = IT | By the database should display 10 results | Displays nothing(empty) | **Fail** |  |

**Post-conditions:**

The ticket list is filtered and sorted according the input.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 50 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name: Support Giver Menu** | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Browse tickets- stakeholder | **Test Execution date:** 26/12/2018 |
| **Description:** Test functionality of the browse menu stakeholder |  |
|  |  |
|  |  |
| **Pre-conditions:** logged in successfully as a support giver, Browse tickets menu works | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Choose option 3 | Opens browse menu | Opens different menu (Browse) |  | Pass |  |
| 2 | Choose option 4 | Input: 4 | Request input for stakeholder | Request input for stakeholder | Pass |  |
| 3 | Filter by stakeholder | Input = Martin L.K | Tickets that their stake holder is Martin L.K | **Crash** | **Fail** |  |

**Post-conditions:**

The ticket list is filtered and sorted according the input.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 51 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name: Support Giver Menu** | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Browse tickets-media | **Test Execution date:** 26/12/2018 |
| **Description:** Test functionality of the browse menu - media |  |
|  |  |
|  |  |
| **Pre-conditions:** logged in successfully as a support giver, Browse tickets menu works | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Choose option 3 | Opens browse menu | Opens different menu (Browse) |  | Pass |  |
| 2 | Choose option 5 | Input: 5 | Request input for media | Request input for media | Pass |  |
| 3 | Filter by media | Input = Phone | Ticket that displays those that their media criteria is Phone | Always empty list | **Fail** |  |

**Post-conditions:**

The ticket list is filtered and sorted according the input.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 52 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name: Support Giver Menu** | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Browse tickets-email | **Test Execution date:** 26/12/2018 |
| **Description:** Test functionality of the browse menu - email |  |
|  |  |
|  |  |
| **Pre-conditions:** logged in successfully as a support giver, Browse tickets menu works | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 3 | Opens browse menu | Opens different menu (Browse) |  | Pass |  |
| 2 | Choose option 6 | Input: 6 | Request input for email | Request input for email | Pass |  |
| 3 | Search by costumer E-mail | Input = Ivan@mailinator.com | Present the ticket list by Ivan@mailinator.com | Always empty list | **Fail** |  |

**Post-conditions:**

The ticket list is filtered and sorted according the input.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 53 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name: Support Giver Menu** | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Browse tickets-tags | **Test Execution date:** 26/12/2018 |
| **Description:** Test functionality of the browse menu -tags |  |
|  |  |
|  |  |
| **Pre-conditions:** logged in successfully as a support giver, Browse tickets menu works | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 3 | Opens browse menu | Opens different menu (Browse) |  | Pass |  |
| 2 | Choose option 7 | Input: 7 | Request input for email | Request input for email | Pass |  |
| 3 | Search by tags | Input = tag1 | Present the ticket list by tag1 | List is all tickets **without** tag1 | **Fail** | Reversed condition? |

**Post-conditions:**

The ticket list is filtered and sorted according the input.

|  |  |
| --- | --- |
| **Project Name: Ticket Management System** | |
| **Test Case** | |
| **Test Case ID:** 54 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name: Support Giver Menu** | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Browse tickets-status - title | **Test Execution date:** 26/12/2018 |
| **Description:** Test functionality of the browse menu - title |  |
|  |  |
|  |  |
| **Pre-conditions:** logged in successfully as a support giver, Browse tickets menu works | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
|  |  |  |  |  |  |  |
| 1 | Choose option 3 | Opens browse menu | Opens different menu (Browse) |  | Pass |  |
| 2 | Choose option 8 | Input: 8 | Request input for email | Request input for email | Pass |  |
| 3 | Sort by title | Input: None | Alphabetical sorting | List is sorted | Pass | There is no option to sort alpabetically but from z to a |

**Post-conditions:**

The ticket list is filtered and sorted according the input.

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 55 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** Enter user creation menu | **Test Execution date:** 26/12/2018 |
| **Description:** Test if the creating a user as a customer works |  |
|  |  |
|  |  |
| **Pre-conditions:** Support giver login successful | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Navigate to Support Giver Menu | User:admin@gmail.com  Password:1234 | User should be a support giver and in the support giver menu screen | User should be a support giver and in the support giver menu screen | Pass |  |
| 2 | Enter to user creation menu | Input: 4 | Enter the user creating menu | Enter the user creating menu | Pass |  |

**Post-conditions:**

The contact info of a new User should be added to the database and when the user inputs its data in the login screen it should be able to login into the customer menu

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 56 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** User creation email test | **Test Execution date:** 26/12/2018 |
| **Description:** Test if the creating a user as a customer works with a new email |  |
|  |  |
|  |  |
| **Pre-conditions:** Support giver login successful | |
| **Dependencies:** Authentication,Enter user creation menu | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Enter Email | Input: Ilan1@mailinator.com | Input accepted | Input accepted | Pass | Not in the database yet new email |
| 2 | Enter Password | Input: 1234 | Input accepted | Input accepted | Pass |  |
| 3 | Enter name | Input: 1 | Input accepted | Input accepted | Pass |  |
| 4 | Enter Phone | Input: 1 | Input accepted | Input accepted | Pass |  |
| 5 | Is support giver? | Input: No | Input accepted | Input accepted | Pass | This criteria isn’t tested now |
| 6 | Check Database | None | The new user is in the database as a new user | The new user is in the database as a new user | Pass |  |

**Post-conditions:**

The contact info of a new User should be added to the database and when the user inputs its data in the login screen it should be able to login into the customer menu

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 57 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** User creation password test | **Test Execution date:** 26/12/2018 |
| **Description:** Test if the creating a user as a customer works with a complicated password |  |
|  |  |
|  |  |
| **Pre-conditions:** Support giver login successful | |
| **Dependencies:** Authentication,Enter user creation menu | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Enter Email | Input: Ilan2@mailinator.com | Input accepted | Input accepted | Pass | Not in the database yet new email |
| 2 | Enter Password | Input: This is a very long and complicated password | Input accepted | Input accepted | Pass |  |
| 3 | Enter name | Input: 1 | Input accepted | Input accepted | Pass |  |
| 4 | Enter Phone | Input: 1 | Input accepted | Input accepted | Pass |  |
| 5 | Is support giver? | Input: No | Input accepted | Input accepted | Pass | This criteria isn’t tested now |
| 6 | Check Database | None | The new user is in the database as a new user | The new user is in the database as a new user | Pass |  |

**Post-conditions:**

The contact info of a new User should be added to the database and when the user inputs its data in the login screen it should be able to login into the customer menu

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 58 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** User creation name test | **Test Execution date:** 26/12/2018 |
| **Description:** Test if the creating a user as a customer works with a complicated name |  |
|  |  |
|  |  |
| **Pre-conditions:** Support giver login successful | |
| **Dependencies:** Authentication,Enter user creation menu | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Enter Email | Input: Ilan3@mailinator.com | Input accepted | Input accepted | Pass | Not in the database yet new email |
| 2 | Enter Password | Input: 1234 | Input accepted | Input accepted | Pass |  |
| 3 | Enter name | Input: Guillermo Ilan Kroter | Input accepted | Input accepted | Pass | Long name |
| 4 | Enter Phone | Input: 1 | Input accepted | Input accepted | Pass |  |
| 5 | Is support giver? | Input: No | Input accepted | Input accepted | Pass | This criteria isn’t tested now |
| 6 | Check Database | None | The new user is in the database as a new user | The new user is in the database as a new user | Pass |  |

**Post-conditions:**

The contact info of a new User should be added to the database and when the user inputs its data in the login screen it should be able to login into the customer menu

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 59 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** User creation phone test | **Test Execution date:** 26/12/2018 |
| **Description:** Test if the creating a user as a customer works |  |
|  |  |
|  |  |
| **Pre-conditions:** Support giver login successful | |
| **Dependencies:** Authentication,Enter user creation menu | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Enter Email | Input: Ilan4@mailinator.com | Input accepted | Input accepted | Pass | Not in the database yet new email |
| 2 | Enter Password | Input: 1234 | Input accepted | Input accepted | Pass |  |
| 3 | Enter name | Input: 1 | Input accepted | Input accepted | Pass |  |
| 4 | Enter Phone | Input: This is a phone number that’s really long | Input accepted | Input accepted | Pass | Long phone |
| 5 | Is support giver? | Input: No | Input accepted | Input accepted | Pass | This criteria isn’t tested now |
| 6 | Check Database | None | The new user is in the database as a new user | The new user is in the database as a new user | Pass |  |

**Post-conditions:**

The contact info of a new User should be added to the database and when the user inputs its data in the login screen it should be able to login into the customer menu

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 60 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** User creation support giver | **Test Execution date:** 26/12/2018 |
| **Description:** Test if the creating a user as a support giver works |  |
|  |  |
|  |  |
| **Pre-conditions:** Support giver login successful | |
| **Dependencies:** Authentication,Enter user creation menu | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Enter Email | Input: newadmin@mailinator.com | Input accepted | Input accepted | Pass | Not in the database yet new email |
| 2 | Enter Password | Input: 1234 | Input accepted | Input accepted | Pass |  |
| 3 | Enter name | Input: 1 | Input accepted | Input accepted | Pass |  |
| 4 | Enter Phone | Input: 1 | Input accepted | Input accepted | Pass |  |
| 5 | Is support giver? | Input: Yes | Input accepted | Input accepted | Pass |  |
| 6 | Check Database | None | The new user is in the database as a new user | The new user is in the database as a new user | Pass |  |

**Post-conditions:**

The contact info of a new User should be added to the database and when the user inputs its data in the login screen it should be able to login into the support giver menu

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 61 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ilan Kroter, Lidor Zaguri |
| **Test Title:** User creation wrong input in admin option | **Test Execution date:** 26/12/2018 |
| **Description:** Test how the creation menu reacts to a wrong input in the admin option |  |
|  |  |
|  |  |
| **Pre-conditions:** Support giver login successful | |
| **Dependencies:** Authentication,Enter user creation menu | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Enter Email | Input: newsomething@mailinator.com | Input accepted | Input accepted | Pass | Not in the database yet new email |
| 2 | Enter Password | Input: 1234 | Input accepted | Input accepted | Pass |  |
| 3 | Enter name | Input: 1 | Input accepted | Input accepted | Pass |  |
| 4 | Enter Phone | Input: 1 | Input accepted | Input accepted | Pass |  |
| 5 | Is support giver? | Input: Something | Error message: try again | Error message: try again | Pass | Need to test |
| 6 | Check Database | None | There should be nothing new here | There should be nothing new here | Pass | If we exit the menu after getting the error and won’t input anything |

**Post-conditions:**

The database shouldn’t be updated

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 62 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** User creation – updating a user | **Test Execution date:** 26/12/2018 |
| **Description:** Test updating a user via the user creation menu |  |
|  |  |
|  |  |
| **Pre-conditions:** Support giver login successful, a user email from the database | |
| **Dependencies:** Authentication,Enter user creation menu | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Enter Email | Input: Ilan1@mailinator.com | Input accepted | Input accepted | Pass | Existing email |
| 2 | Enter Password | Input: 12345 | Input accepted | Input accepted | Pass | doesn’t matter in this case |
| 3 | Enter name | Input: 2 | Input accepted | Input accepted | Pass | doesn’t matter in this case |
| 4 | Enter Phone | Input: 3 | Input accepted | Input accepted | Pass | doesn’t matter in this case |
| 5 | Is support giver? | Input: No/Yes | Input accepted | Input accepted | Pass | doesn’t matter in this case |
| 6 | Check Database | None | [Ilan1@mailinator.com](mailto:Ilan1@mailinator.com) should have the above inputs | [Ilan1@mailinator.com](mailto:Ilan1@mailinator.com) have the above inputs | Pass |  |

**Post-conditions:**

The database shouldn’t add a new user but update the existing user

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 63 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** Authentication- checking a new user- customer | **Test Execution date:** 26/12/2018 |
| **Description:** Test entering the system with a new user- customer |  |
|  |  |
|  |  |
| **Pre-conditions:** A new user created as a customer**,** a user email and password from the database | |
| **Dependencies:** Authentication,Enter user creation menu | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Enter Email | Input: newcustomer@mailinator.com | Input accepted | Input accepted | Pass | Existing email |
| 2 | Enter Password | Input: 1234 | Input accepted | Input accepted | Pass | Fitting password |
| 3 | Log in | Input: 3 | Input accepted | Input accepted | Pass |  |
| 4 | Customer Menu |  | Entered the customer menu | Entered the customer menu | Pass |  |

**Post-conditions:**

Customer can now use the system

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 64 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** Authentication- checking a new user-support giver | **Test Execution date:** 26/12/2018 |
| **Description:** Test entering the system with a new user-support giver |  |
|  |  |
|  |  |
| **Pre-conditions:** A new user created as a customer**,** a user email and password from the database | |
| **Dependencies:** Authentication,Enter user creation menu | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Enter Email | Input: newadmin@mailinator.com | Input accepted | Input accepted | Pass | Existing email |
| 2 | Enter Password | Input: 1234 | Input accepted | Input accepted | Pass | Fitting password |
| 3 | Log in | Input: 3 | Input accepted | Input accepted | Pass |  |
| 4 | Support giver Menu |  | Entered the Support giver Menu | Entered the Support giver Menu | Pass |  |

**Post-conditions:**

support giver can now use the system

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 65 | **Test Designed by:** Ilan Kroter |
| **Test Priority (Low/Medium/High):** Medium | **Test Designed date:** 23.12.2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Stav Lobel |
| **Test Title:** Authentication- checking a new user-support giver | **Test Execution date:** 26/12/2018 |
| **Description:** Test entering the system with a new user-support giver |  |
|  |  |
|  |  |
| **Pre-conditions:** A new user created as a customer**,** a user email and password from the database | |
| **Dependencies:** Authentication,Enter user creation menu | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Enter Email | Input: ilan1@mailinator.com | Input accepted | Input accepted | Pass | Existing email that was updated |
| 2 | Enter Password | Input: 12345 | Input accepted | Input accepted | Pass | Fitting password |
| 3 | Log in | Input: 3 | Input accepted | Input accepted | Pass |  |
| 4 | Customer Menu |  | Entered the Customer Menu | Entered the Customer Menu | Pass |  |

**Post-conditions:**

User now has updated info

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 66 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Analytical Stats | **Test Execution date:** 26/12/2018 |
| **Description:** Test that the analytical menu functions return the right value |  |
|  |  |
|  |  |
| **Pre-conditions:** Support giver login successful | |
| **Dependencies:** Authentication | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Option 5 | Opens different menu (Analytical stats) | Present the right menu | Analytics menu | Pass |  |
| 2 | Input 3 Tags | Input: tag1, tag2, tag3 | Scan the tags and look for ticket with the same tag | Accepted | Pass |  |
| 3 | Present the stats (including:) | No input | Displays the analytical stats | Displayed | Pass |  |
| 3.1 | Tag list | None | Displays the amount of tickets with said tags | Displays the amount of tickets with said tags | Pass |  |
| 3.2 | tickets opened through phone | No input | Displays the correct value | Correct value | Pass |  |
| 3.3 | tickets opened through email | No input | Displays the correct value | Correct value | Pass |  |
| 3.4 | tickets opened through self-service | No input | Displays the correct value | Correct value | Pass |  |
| 3.5 | tickets opened through other means | No input | Displays the correct value | Correct value | Pass |  |
| 3.6 | tickets opened in the last 24 hours | No input | Displays the correct value | Correct value | Pass |  |
| 3.7 | tickets closed since system’s creation | No input | Displays the correct value | Correct value | Pass |  |
| 4 | Quit | Any key | Return to main support giver menu | Correct value | Pass |  |

**Post-conditions:** input for the 3 tags accepted and the right values are shown.

|  |  |
| --- | --- |
| **Project Name: Tickets Management System** | |
| **Test Case** | |
| **Test Case ID:** 67 | **Test Designed by:** Itay Halaf, Ilan Tulepov |
| **Test Priority (Low/Medium/High):** High | **Test Designed date:** 23/12/2018 |
| **Module Name:** Support Giver Menu | **Test Executed by:** Ivan Rubinson, Ilan Kroter |
| **Test Title:** Analytical Stats | **Test Execution date:** 26/12/2018 |
| **Description:** Test that the analytical menu functions return the right value |  |
|  |  |
|  |  |
| **Pre-conditions:** Support giver login successful | |
| **Dependencies:** Authentication | |

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| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Test Steps** | **Test Data** | **Expected Result** | **Actual Result** | **Status (Pass/Fail)** | **Notes** |
| 1 | Option 5 | Opens different menu (Analytical stats) | Present the right menu | Analytics menu | Pass |  |
| 2 | Input 3 tags | Input =tag122 tag42 tag55 | Scan the tags and look 0 ticket | Accepted | Pass |  |
| 3 | Present the stats (including:) | No input | Displays the analytical stats | Displayed | Pass |  |
| 3.1 | Tag list | None | Displays that there are 0 tags for all parameters. | Displays the amount of tickets with said tags | Pass |  |
| 3.2 | tickets opened through phone | No input | Displays the correct value | Correct value | Pass |  |
| 3.3 | tickets opened through email | No input | Displays the correct value | Correct value | Pass |  |
| 3.4 | tickets opened through self-service | No input | Displays the correct value | Correct value | Pass |  |
| 3.5 | tickets opened through other means | No input | Displays the correct value | Correct value | Pass |  |
| 3.6 | tickets opened in the last 24 hours | No input | Displays the correct value | Correct value | Pass |  |
| 3.7 | tickets closed since system’s creation | No input | Displays the correct value | Correct value | Pass |  |
| 4 | Quit | Any key | Return to main support giver menu | Correct value | Pass |  |

**Post-conditions:** input for the 3 tags accepted and the right values are shown.