Test Case Report – Customer Relationship Management (CRM)

Test Case ID	Test Case Description	Pre-Condition	Test Steps	Test Data	Expected Result	Actual Result
TC_LG_01	Login with valid credentials	User registered	"1. Enter username2. Enter password3. Click Login"	user01 / pass123	Login successful	As expected
TC_LG_02	Login with invalid password	User registered	"1. Enter username2. Enter wrong password3. Click Login"	user01 / wrong	Error message shown	As expected
TC_LG_03	Login with empty fields	Login page open	"1. Leave fields empty2. Click Login"	NA	Validation message shown	As expected
TC_CM_01	Add new customer	User logged in	"1. Click Add2. Enter details3. Save"	Jay / 7903999322	Customer added	As expected
TC_CM_02	Add customer with missing name	User logged in	"1. Leave name empty2. Click Save"	7903999322	Error message shown	As expected
TC_CM_03	View customer details	Customer exists	"1. Open list2. Select customer"	NA	Details displayed	As expected
TC_CM_04	Update customer phone number	Customer exists	"1. Edit customer2. Change phone3. Save"	9123456780	Details updated	As expected
TC_CM_05	Update with invalid email	Customer exists	"1. Edit email2. Save"	abc@	Error message shown	As expected
TC_CM_06	Search customer by name	Customers available	"1. Enter name2. Click Search"	Jay	Matching records displayed	As expected
TC_SR_01	Search customer by name	Customers available	"1. Enter name2. Click Search"	Jay	Records displayed	As expected
TC_SR_02	Search with invalid data	Customers available	"1. Enter random text2. Click Search"	xyz123	No records found	As expected
TC_DL_01	Delete existing customer	Customer exists	"1. Select customer2. Click Delete"	Ravi	Customer deleted	As expected
TC_DL_02	Cancel delete operation	Customer exists	"1. Click Delete2. Click Cancel"	NA	Customer not deleted	As expected
TC_LO_01	Logout from system	User logged in	"1. Click Logout"	NA	Logout successful	As expected

Test Case ID	Status
TC_LG_01	Pass
TC_LG_02	Pass
TC_LG_03	Pass
TC_CM_01	Pass
TC_CM_02	Pass
TC_CM_03	Pass
TC_CM_04	Pass
TC_CM_05	Pass
TC_CM_06	Pass
TC_SR_01	Pass
TC_SR_02	Pass
TC_DL_01	Pass
TC_DL_02	Pass
TC_LO_01	Pass