Story Name - STS Journey for All Complaint ticket tracking
Card ID - MyGP - **7693**
Figma Link - **Click Here**

Android - MyGP-stage-5.3.1
iOS - 5.4.0(2023.11.2.0)

Date - 08/11/2023

newly added test cases

TC No.	Actions	Prerequisites	Expected result	Actual Result	Steps	Status BO	Status Android	Status iOS	Remarks
TC_01	Inactivating STS feature from BO	Access to BOv2(stage) Staging app to see the reflection ID : 517	Verify that Complaint won't appear in the app	Complaints isn't appearing in the app	BOv2 > Features > App Management > Feature List > Search with ID : 517 > Status: **Inactive** > **Update Feature**	Pass	N/A	N/A	
TC_02	Activating STS feature from BO		Complaint will appear in the app.	Complaints is appearing in the app		Pass	N/A	N/A	
TC_03	Visibility of features in the	Staging app installed and logged in	Complaint feature will be visible in the support section.	Complaint is appearing in support		N/A	Pass	Pass	
TC_04	Visibility of complaint list as per Figma	1. Figma access and Link 2. Stagging app	Complaint list will appear as per figma design	Complain list is appearing as per Figma	MyGP > Services > Support > Complaints	N/A	Pass	Fail	~~In iOS, 6 complaints are appearing and comments are dragable~~
TC_05	Visibility of Complaint details		Complaint details will be visible	Complaint details is appearing		N/A	Pass	Pass	
TC_06	Visibility of Complaint status		Complaint status will appear both in Complaint list and Details	Status is appearing both in Complaint list and Details		N/A	Pass	Pass	
TC_07	Visibility of Comments in Complaints		Comments of the complain will be visible.	Comments are appearing		N/A	Pass	Pass	
TC_08	Visibility of Complaint status		Verify that in complain details, the status of the complain is visible here.	TC_06		N/A	Pass	Pass	
TC_09	Search avaliability		No search will be applicable in this phase.	Searching isn't available in this feature		N/A	Pass	Pass	
TC_10	UI Check		Verify that in complaint list page, the list will appear according to the ID. (Latest ID will appear on top)	The list is sorted in descending order according to the Complaint ID		N/A	Pass	Pass	**Listing isn't appearing as per Updated date**
TC_11	UI check		Complaint list will match with the figma.	TC_04		N/A	Pass	Fail	**Number of Complaint appears 6, not 5 and half**
TC_12	UI check		The complaint details page is matched with the figma.	Complaint details matches with the figma		N/A	Pass	Pass	
TC_13	Functionality check by switching language		Verify that this feature will work for bn also.	Feature is working in BN too		N/A	Pass	Pass	
TC_14	Deeplink check	Deeplink - https://mygp.grameenphone.com/mygp/complaints	Verify that the deeplink will work.	Deeplink is redirecting properly		N/A	Pass	Pass	
TC_15	Guest Mode check	N/A	Verify that a login consent will appear	Login consent is appearing	Launch MYGP > Guest mode > Service > Support > Complaints	N/A	Pass	Pass	
TC_16	Backward Compatibility	N/A	Verify that Complaint feature has backward compatibility	Backward compatibility is available		N/A	Pass	Pass	
TC_15	Linked account check	N/A	Verify if Complaint list is appearing accordingly	Complaint list is appearing accordingly		N/A	Pass	Pass	