

# CUSTOMER CARE REGISTRY

TEST CASE REPORT

(SPRINT 02)



**TEAM DETAILS:**

**Team No** : PNT2022TMID50578  
**College Name:** SCAD COLLEGE OF ENGINEERING AND TECHNOLOGY  
**Department** :Computer Science & Engineering

Date	16 -NOV -2022
Team ID	PNT2022TMID50578
Project Name	Customer Care Registry
Maximum Marks	4 Marks



# TEST CASES

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commnets	TC for Automation(Y/N)	BUG ID	Executed By
User_Page_TC_O1	Functional	USER PAGE	Verify user is able to see the Show Complaint popup when user clicked on popup	1.Enter URL and click go 2.Scroll down 3.Verify login/Singup popup displayed or not	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Show Complaint popup should display	Working as expected	PASS	Successfull			SUGUNA DEVI K
User_Page_TC_O2	UI	USER PAGE	Verify the User has No Complaint	Click on the Url and go to user page by giving Correct Credentials	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	No Complaint should shown	Working as expected	PASS	Successful			SAKTHI PRIYA C
User_Page_TC_O3	UI	USER PAGE	Verify User Total Complaint is Zero	Click on the Url and go to user page by giving Correct Credentials	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Total Number of Complaint is Zero	Working as expected	PASS	Successful			RAMA CHITRA T

Admin_Page_TC_OO4	Functional	Admin Page	Admin can see the Agent DataBase	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Enter the Credentials for the admin page and submit	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Agent Database should display on show agent database.	Working as expected	PASS	Successful			THANGA RAMANA P
Admin_Page_TC_OO5	Functional	Admin Page	Admin can delect the Agent Database	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Delect the agent Database	Working as expected	PASS	Successful			SUGUNA DEVI K
Admin_Page_TC_OO6	Functional	Admin Page	Verify the overall Delect the database for User	1.Enter URL(http://169.51.204.215:30106/) and click go 2.Click on submit by giving correct credentials to the admin Page 3.After type the "A" in the Text box for the agent database delect	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Delect the overall Agent database delect.	Working as expected	PASS	Successful			SAKTHI PRIYA C

Admin_Page_TC_OO7	UI	Admin Page	Verify the admin seen the text box for the delect option	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go 2.Click on submit by giving correct credentials to the admin Page 3.Admin Can see the text box for delect option	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Text box working for the correct Keyword.	Working as expected	PASS	Successful			RAMA CHITRA T
Home_Page_TC_OO8	UI	Register Account for Agent	Verify User is able to seen the Register Page for Agent	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go 2.Click on the Agent button for register	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	After register Page popup should seen.	Working as expected	PASS	Successful			THANGA RAMANA P
Agent_Register_TC_O10	UI	AGENT REGISTER	Verify all the text box will be visible for register	1.Enter URL( <a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a> ) and click go 2.Click on the Agent button after the text field are visible for the agent to see	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Agent Register text fields are visible	Working as expected	PASS	Successful			SUGUNA DEVI K

Agent_Register_TC_O11	Functional	AGENT REGISTER	Verify Id sent to customer email address	1.Enter URL(http://169.51.204.215:30106/) and click go 1.Register the account by giving credentials 2. Click on button Submit	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Email sent successfully	Working as expected	PASS	Successful			SAKTHI PRIYA P
Web_Chat_TC_O11	Functional	WEB CHAT	Click on the Web chat button	1.Enter URL(http://169.51.204.215:30106/) and click go 1.Click on the Web Chat Button	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Web chat popup	Working as expected	PASS	Successful			RAMA CHITRA T
Web_chat_TC_O12	UI	WEB CHAT	Web chat button visible	1.Enter URL(http://169.51.204.215:30106/) and click go 1.shown on the Web Chat Button	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Web chat visible	Working as expected	PASS	Successful			THANGA RAMANA P
Admin_Login_TC_O13	Functional	AGENT LOGIN	Verify user is able to get login id on emails	1.Enter URL(http://169.51.204.215:30106/) and click go 2. To the Agent Login page getting of emails	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Get Notified by Emails	Working as expected	PASS	Successful			SUGUNA DEVI K

Agent_Login_TC_O14	UI	AGENT Login	Visible for text field for enter email id	1. Enter URL(http://169.51.204.215:30106/) and click go 2. To the User Login page and seen your textfields	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Text Fields for Email in Agent Page	Working as expected	PASS	Successful			SAKTHI PRIYA C
LoginPage_TC_O15	UI	USER Login	Visible for text field for enter email id	1. Enter URL(http://169.51.204.215:30106/) and click go 2. To the User Login page and seen your textfields	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Text Fields for Email in Agent Page	Working as expected	PASS	Successful			RAMA CHITRA T
Agent_Login_TC_O16	Functional	AGENT Login	Visible for Password on Forgot Password	1. Enter URL(http://169.51.204.215:30106/) and click go 2. To the Agent Forgot Page after verification Password should Visible	<a href="http://169.51.204.215:30106/">http://169.51.204.215:30106/</a>	Password should Visible	Working as expected	PASS	Successful			THANGA RAMANA P



**Thank you**