



# **Dhirubhai Ambani University**

**GROUP - 28**

**System Testing - Support**

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# Introduction

This document presents the system testing approach for the Support modules of the application. The objective is to validate user-facing functionality using Black-Box Testing, focusing on input–output behaviour without inspecting the internal code.

Both Equivalence Class Partitioning (ECP) and Boundary Value Analysis (BVA) techniques are applied to systematically identify valid and invalid input categories.

Additionally, Acceptance Testing is conducted to verify that the system meets user requirements by executing real inputs on the interface and observing the actual application response.

# BlackBox Testing — Support

## Constraints

### A. FAQ Search Bar Constraints

- Input can be any string (letters, numbers, partial words).
- Search must return FAQs where **question OR answer** contains the query text.
- Case-insensitive matching.
- Empty search must show **all FAQ categories**.
- If no FAQ matches → show “No results found”.

### B. Accordion (FAQ Dropdown) Constraints

- Clicking a question should expand its answer.
- Only the clicked question should open (single accordion).
- Clicking again collapses it.
- All FAQ answers must remain read-only text.

### C. Email Support Modal Constraints

- Clicking “**Contact via Email**” must open the modal.
- Clicking outside modal or close button (X) closes it.
- Clicking an email must **copy the email to clipboard**.
- Visual feedback (✓ icon) should appear after copying.

## Equivalence Class Partitioning (ECP)

EC Class	Search Input	FAQ Result	Email Modal	Clipboard Copy	Result
E1	valid text matching FAQ	FAQs displayed	N/A	N/A	success
E2	valid text not matching any FAQ	"No results found" displayed	N/A	N/A	success
E3	empty input	all FAQs visible	N/A	N/A	success
E4	click "Contact via Email"	modal opens	modal visible	N/A	success
E5	clicking email inside modal	N/A	modal open	email copied	success
E6	clicking outside modal / X	N/A	modal closes	N/A	success

## Boundary Value Analysis (BVA)

Input / Action	Expected Output	Actual Output	Reason
Search = "" (empty)	Show all FAQs	—	Default state
Search = "a" (1 char)	Show FAQs containing "a"	—	Minimum non-empty input
Search = very long string ("xxxxxxxx...")	No results found	—	Exceeds typical match length
Search = special chars ("@#\$%")	No results found	—	Should not crash, simply no match
Click "Contact via Email"	Modal opens	—	Modal visibility
Click outside modal	Modal closes	—	UI behavior
Click email inside modal	Email copied (✓ icon)	—	Clipboard functionality

# Acceptance Testing — Support Page

## Test 1 — Search Working with Matching Keyword

**Input:** group

**Expected Output:**

All the FAQs related / containing the word group should be shown

The screenshot shows a support interface with a search bar at the top containing the text "group". Below the search bar, there are two sections of frequently asked questions (FAQs). The first section is titled "Getting Started" and contains four items: "How do I create my first expense group?", "How do I add an expense?", "How do I invite friends to join my group?", and "Can I use the app without creating groups?". The second section is titled "Expenses & Splitting" and contains three items. Each FAQ item has a small downward arrow icon to its right, indicating it can be expanded.

## Test 2 — Search With No Matching Results

**Input:** xyz123

**Expected Output:** “No results found” card should appear.

The screenshot shows the "Help & Support" page with a search bar at the top containing the text "12345". Below the search bar, a large white card displays the message "No results found" with a magnifying glass icon. A smaller text below it says "Try searching with different keywords or browse our categories below.". At the bottom of the page, there is a "Response Times" section stating "We typically respond within 24 hours for most inquiries." The left sidebar includes links for Dashboard, Groups, AI Assistant, Notifications, Support (which is currently selected), Settings, and Sign out.

## Test 3 — Expand/Collapse FAQ Accordion

**Action:** Click on any FAQ question → then click again

**Expected Output:**

- First click: Answer should expand

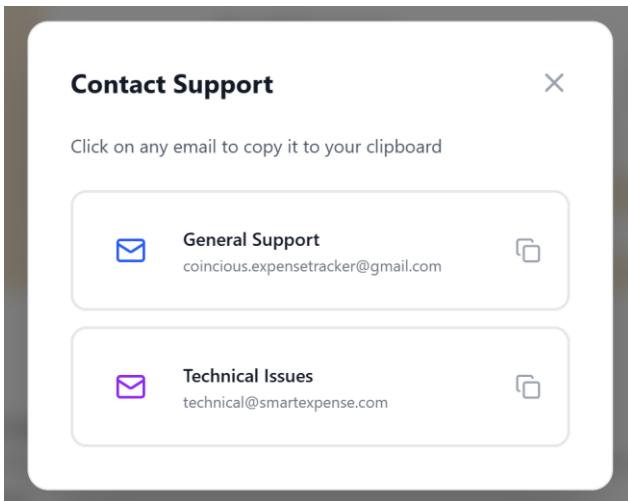
- Second click: Answer collapses

The image contains two screenshots of a mobile application's help section. Both screenshots show a 'Getting Started' category with four items. The first screenshot shows a single expanded answer titled 'How do I create my first expense group?'. The second screenshot shows three collapsed answers: 'How do I create my first expense group?', 'How do I add an expense?', and 'How do I invite friends to join my group?'. Each answer has a downward arrow icon indicating it can be expanded.

## Test 4 — Open Email Support Modal

**Action:** Click onto the contact via email button

**Expected Output:** Email Support modal should appear with two email options.

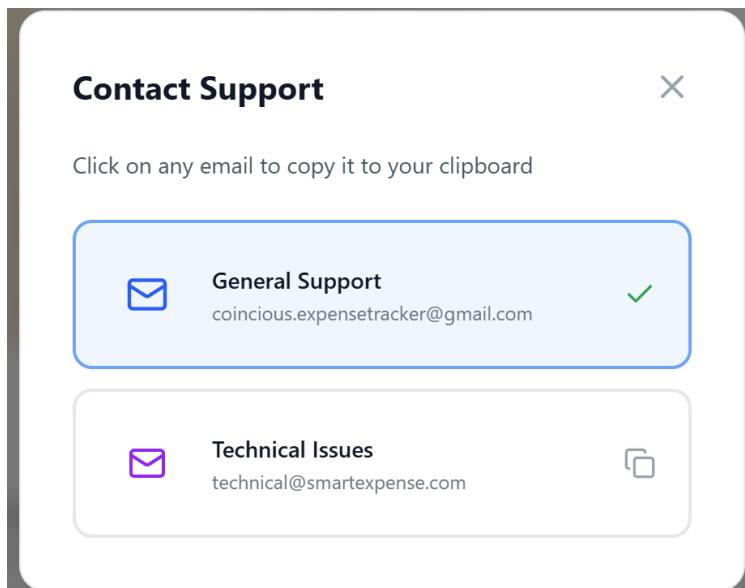


## Test 5 — Copy Email to Clipboard

**Action:** Click on **General Support** email

**Expected Output:**

- ✓ (tick icon) should appear
- Email copied to clipboard



## Test 6 — Close Modal

**Action:** Click outside modal OR press “X”

**Expected Output:** Modal closes.

Help & Support  
Get the help you need, when you need it

Email Support  
Get help via email - We're here to assist you  
● Response within 24 hours  
Contact via Email

Search FAQ...

Getting Started 4

How do I create my first expense group?

How do I add an expense?

How do I invite friends to join my group?

Can I use the app without creating groups?