**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
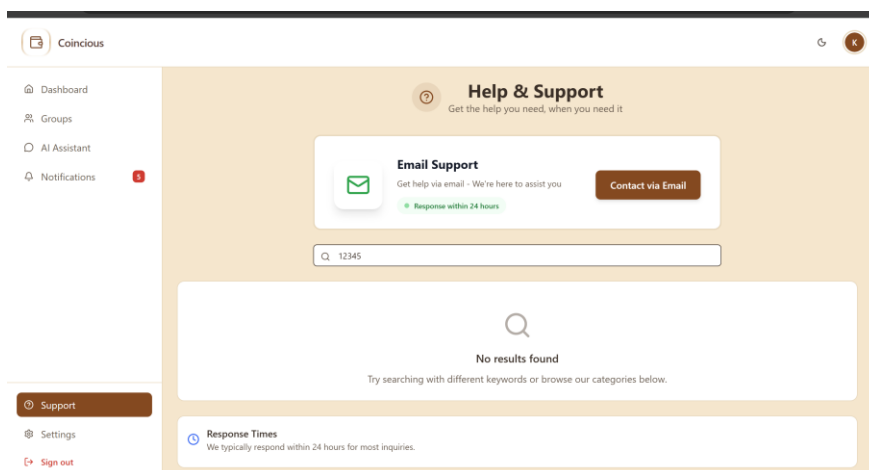
**Input:** group
**Expected Output:**
All the FAQs related / containing the word group should be shown
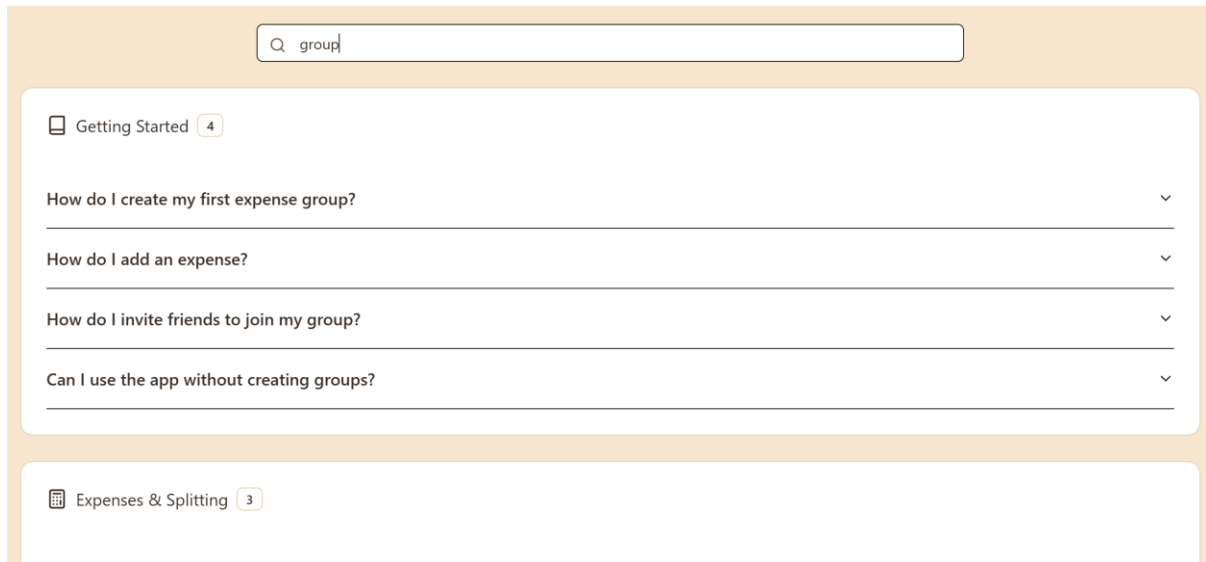


## Test 2 — Search With No Matching Results

**Input:** xyz123
**Expected Output:** **"No results found"** card should appear.



## Test 3 — Expand/Collapse FAQ Accordion

**Action:** Click on any FAQ question → then click again
**Expected Output:**
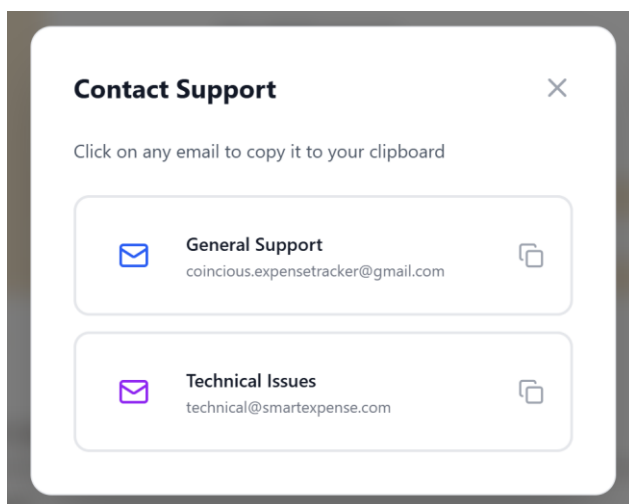
- First click: Answer should expand

- Second click: Answer collapses



## Test 4 — Open Email Support Modal

**Action:** Click onto the contact via email button
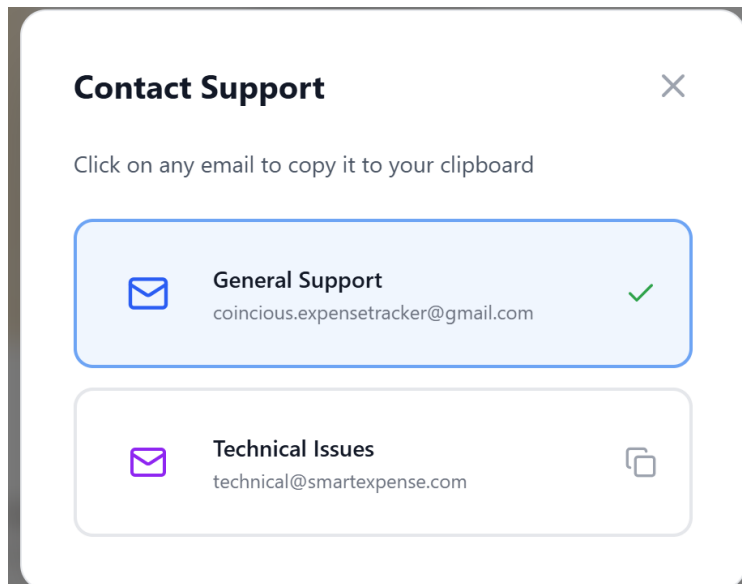**Expected Output:** Email Support modal should appear with two email options.



## Test 5 — Copy Email to Clipboard

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

- ✓ (tick icon) should appear

- Email copied to clipboard

## Contact Support

×

Click on any email to copy it to your clipboard

General Support
coincious.expensetracker@gmail.com ✓

Technical Issues
technical@smartexpense.com

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## 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? ⌄