Customer Issue Reporting System

UI Test Cases

1. Issue Submission

   - Test that users can successfully submit an issue via the reporting system.

   - Test that all required fields (such as subject, description, issue type) must be filled before submission.

   - Test that various types of issues (bug, question, improvement) can be submitted successfully.

2. View Issues

- Test that users can view the all the via the reporting system.

- Test that users can filter by issue type.

- Test that users can search issues by issue name.

- Test that users can view issues by issue status via pie chart.

3. Issue Tracking and Status Update

   - Test that customers can track the status of their reported issues (open, in progress, waiting on client, resolved).

   - Test that the system accurately updates the issue status as it progresses through resolution stages.

4. Issue Status Editing and Resubmission

   - Test that customers can edit their submitted issue status details if needed.