**Scenario: 1**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.no | Error scenario | How it should have been handled according to you | How it is currently being handled | Possible reasons for deviation of your preferences from the current way of handling |
| 1. | Mismatch user ID & password | Enter the valid user ID and password | Gave the valid user ID and password | Handle with Valid user ID and password |
| 2. | Mail Icon is in enabled or disabled | Mail icon is enabled | Mail Icon is enabled | Mail Icon is enabled |
| 3. | Plus,icon enabled or disabled | Plus, icon enabled | Plus, icon enabled | Plus, icon enabled |
| 4. | Invalid email address in To/Cc/Bcc | Enter the valid email address in To/Cc/Bcc | Entered the valid email address in To/Cc/Bcc | Entered the valid email address in To/Cc/Bcc |

**Scenario: 2**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.no | Error scenario | How it should have been handled according to you | How it is currently being handled | Possible reasons for deviation of your preferences from the current way of handling |
| 1. | Mismatch user ID & password | Enter the valid user ID and password | Gave the valid user ID and password | Handle with Valid user ID and password |
| 2. | Calendar Icon is in enabled or disabled | Calendar icon is enabled | Calendar Icon is enabled | Calendar Icon is enabled |
| 3. | Plus, icon enabled or disabled | Plus, icon enabled | Plus, icon enabled | Plus, icon enabled |
| 4. | Invalid (Previous) date and time selection | Gave the current/proper date and time | Gave the current/proper date and time | Gave the current/proper date and time |

**Scenario: 3**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.no | Error scenario | How it should have been handled according to you | How it is currently being handled | Possible reasons for deviation of your preferences from the current way of handling |
| 1. | Mismatch user ID & password | Enter the valid user ID and password | Gave the valid user ID and password | Handle with Valid user ID and password |
| 2. | People Icon is in enabled or disabled | People icon is enabled | People Icon is enabled | People Icon is enabled |
| 3. | Plus, icon enabled or disabled | Plus, icon enabled | Plus, icon enabled | Plus, icon enabled |
| 4 | Valid Contact ID entered or not | Gave the Valid ID for adding contact | Gave the Valid ID for adding contact | Gave the Valid ID for adding contact |