

## **Feature: Customer Registration**

### **Scenario:**

I am on the registration page  
When I fill in valid name, email, and password  
And I click the "Register" button  
Then I should see a success message  
And I should be redirected to the login page

## **Feature: Customer Login**

### **Scenario:**

I am on the login page  
And I have a registered account  
When I enter my correct email and password  
And I click the "Login" button  
Then I should be redirected to my dashboard  
And I should see a welcome message

## **Feature: Submit Support Case**

### **Scenario:**

I am logged in as a customer  
When I click on "Submit Support Case"  
And I fill in the subject and description  
And I click "Submit"  
Then the support case should be saved  
And I should see a confirmation message

### **Feature: View Case Status**

#### **Scenario:**

I am logged in as a customer

When I navigate to "My Cases"

Then I should see a list of cases I submitted

And each case should show its current status

### **Feature: Provide Feedback**

#### **Scenario:**

My support case is marked as resolved

When I click on "Leave Feedback"

And I select a rating and write a comment

And I click "Submit"

Then the feedback should be recorded

And I should see a thank-you message

### **Feature: Agent Responds to Case**

#### **Scenario:**

I am logged in as an agent

And I have been assigned a support case

When I open the case and write a response

And I click "Send"

Then my response should be saved

And the customer should see it in their case thread

## **Feature: Manager Assigns Case to Agent**

### **Scenario:**

I am logged in as a manager

And there is an unassigned case

When I select the case and choose an agent

And I click "Assign"

Then the agent should be linked to the case

And the agent should see the case in their dashboard

## **Feature: Generate Support Reports**

### **Scenario:**

I am logged in as a manager

When I go to the reports section

And I choose a date range

And I click "Generate Report"

Then I should see stats on cases handled, response times, and feedback ratings