**Black Box Test Plan**

The following text file is required for this black box test plan:

*helpTickets.txt*

TIME,PRIORITY,FIRST\_NAME,LAST\_NAME,QUESTION  
09/03/2017 10:00:00,5,Suzanne,Smith,How do I check my mileage balance?  
08/14/2017 06:54:00,2,Bob,Baker,Can I change my flight?  
08/11/2017 23:45:00,8,John,Smith,How much does it cost to change flights on the same day?

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| **Test ID** | **Description** | **Expected Results** | **Actual Results** |
| **Test 1**  **LoadValidFile**  **(ECP - testing valid file and start up)** | **Preconditions**: CustomerServiceManager is running  The software prompts for ticket input file  The user specifies a valid path to *“helpTickets.txt”* | The software outputs the following options:  [1] Query Customer  [2] Delete Customer  [3] Produce Ticket Report  [4] Exit | The software outputs the following options:  [1] Query Customer  [2] Delete Customer  [3] Produce Ticket Report  [4] Exit |
| **Test 2**  **LoadInvalidFile**  **(DT - loading invalid file)** | **Preconditions**: CustomerServiceManager is running  The software prompts for ticket input file  The user specifies an invalid path to a nonexistent file | The software prompts the user to specify a new file | The software prompts the user to specify a new file |
| **Test 3**  **QueryCustomer**  **(ECP - testing valid customer query & BVA - outputting the customer with the last priority)** | **Preconditions**: LoadValidFile has passed  The user selects the option to query customer  The software prompts for the first name of the customer  The user enters “Bob”  The software prompts for the last name of the customer  The user enters “Baker” | The software outputs the following information:  Bob Baker is number 3 in the queue:    Priority 2 submited on 08/14/2017 at 06:54:00: Can I change my flight? | The software indicates that the “User has no active help tickets” |
| **Test 4**  **QueryNonexistentCustomer**  **(DT - testing invalid customer name)** | **Preconditions**: LoadValidFile has passed  The user selects the option to query customer  The software prompts for the first name of the customer  The user enters “Nonexistent”  The software prompts for the last name of the customer  The user enters “Customer” | The software indicates that the “User has no active help tickets” | The software indicates that the “User has no active help tickets” |
| **Test 5**  **ProduceTicketReport**  **(ECP - testing valid file and ticket report & BVA - outputting customer with first priority and traversing all customers tickets until the last)** | **Preconditions:** LoadValidFile has passed  The user selects the option to produce ticket report | The software outputs the following information:  Priority 8: submitted at 08/11/2017 23:45:00 by John Smith, Question: How much does it cost to change flights on the same day?  Priority 5: submitted at 09/03/2017 10:00:00 by Suzanne Smith, Question: How do I check my mileage balance?  Priority 2: submitted at 08/14/2017 06:54:00 by Bob Baker, Question: Can I change my flight? | The software outputs incorrectly |