Test Case ID	TC003_01	Test Case Description	Test <Provide System Support (SD010 - NF)		
Created By	Rafiq	Reviewed By	Rasyid	Version	1

QA Tester's Log	Review comments from Bill incorporate in version 2.1				

Tester's Name	Mark	Date Tested	12-Jan-2026	Test Case (Pass/Fail/Not)	Pass

S#	Prerequisites:		S#	Test Data
1	Admin user must be logged into the system.		1	URL: http://doremi-soft.com/admin/support
2	An active support ticket with status "Open" must exist in the database (e.g., #TKT101).		2	Ticket ID: #TKT101
			3	Resolution Text: "Issue resolved by resetting database permissions."

Test Scenario	Verify that an Admin can successfully review an open ticket, enter a resolution, and update the status to 'Resolved'.

S#	Step Details	Expected Results	Actual Results	Pass / Fail / Not executed / Suspended
1	Navigate to Support Dashboard.	System displays list of "Open" tickets.	As Expected	Pass
2	Click on Ticket ID #TKT101.	System loads ticket details (Sender, Issue, Date).	As Expected	Pass
3	Enter text in "Resolution" field: "Issue resolved by resetting database permissions."	Text area accepts input without validation error.	As Expected	Pass
4	Click "Update Status to Resolved" button.	1. System updates Ticket Status to "Resolved". 2. Success message displayed: "Resolution Saved".	As Expected	Pass
5	Check "Resolved" tab in Dashboard.	Ticket #TKT101 appears in the Resolved list.	As Expected	Pass

Test Case ID	TC001_01	Test Case Description	Test <Provide System Support (SD010 - NF)		
Created By	Rafiq	Reviewed By	Rasyid	Version	1

QA Tester's Log	Review comments from Bill incorporate in version 2.1				

Tester's Name	Mark	Date Tested	12-Jan-2026	Test Case (Pass/Fail/Not)	Pass

S#	Prerequisites:		S#	Test Data
1	Admin user must be logged into the system.		1	URL: http://doremi-soft.com/admin/support
2	An active support ticket with status "Open" must exist in the database (e.g., #TKT101).		2	Ticket ID: #TKT101
			3	Resolution Text: "Issue resolved by resetting database permissions."

Test Scenario	Verify that an Admin can successfully review an open ticket, enter a resolution, and update the status to 'Resolved'.

S#	Step Details	Expected Results	Actual Results	Pass / Fail / Not executed / Suspended
1	Navigate to Support Dashboard.	System displays list of "Open" tickets.	As Expected	Pass
2	Click on Ticket ID #TKT101.	System loads ticket details (Sender, Issue, Date).	As Expected	Pass
3	Enter text in "Resolution" field: "Issue resolved by resetting database permissions."	Text area accepts input without validation error.	As Expected	Pass
4	Click "Update Status to Resolved" button.	1. System updates Ticket Status to "Resolved". 2. Success message displayed: "Resolution Saved".	As Expected	Pass
5	Check "Resolved" tab in Dashboard.	Ticket #TKT101 appears in the Resolved list.	As Expected	Pass