ZENDESK INTERN CODING CHALLENGE
TICKET VIEWER VERSION 1.0

TEST REPORT

Date: 06/05/2021

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NO.	CONDITION	INPUT	EXPECTED RESULT	RESULT
1	**[Positive]** *Display Welcome Page* Application is not running	Open Application	Greeted with Welcome Page	Pass
2	**[Positive]** *Display Home Page* User is in Welcome Page	"Enter" key	Move to Home Page	Pass
3	**[Positive]** *Navigate to Next Page* User is on Home Page and there is a Next page available	Enter "N"	List the next 25 tickets	Pass
4	**[Positive]** *Navigate to Previous Page* User is on Home Page and there is a Previous page available	Enter "P"	List the previous 25 tickets	Pass
5	**[Positive]** *View Individual Ticket Details* User is on Home Page and ticket with ID 8 exists in the user's account	Enter "8"	Display ticket details of ticket with ID number 8	Pass
6	**[Positive]** *Go Back to Home Page* User is in the View Ticket Details page	"Enter" key	Display the Home Page	Pass
7	**[Positive]** *Quit Program* User is on Home Page	Enter "Q"	Program exits successfully	Pass
8	**[Negative]** *Handle Invalid Previous Page* User is on Home Page and the Page Number is currently 1	Enter "P"	Program handles and informs user there is no Previous Page	Pass
9	**[Negative]** *Handle Invalid Next Page* User is on Home Page and there is no Next page	Enter "N"	Program handles and informs user there is no Next Page	Pass
10	**[Negative]** *Handle Invalid Ticket ID* User is on Home Page	Enter "129312"	Program handles and informs user it could not find the ticket ID from the user's account	Pass
11	**[Negative]** *Handle Invalid Input* User is on Home Page	Enter "()*FW#$("	Program handles and informs user about invalid input	Pass
12	**[Negative]** *Handle Invalid API / HTTP Bad Response* User is on Home Page	Auth token is changed in source code to prevent API from working	Program handles and informs user about the error	Pass

POSITIVE (HAPPY PATH TESTS)

The report will start with some happy path tests to demonstrate how the program should behave.

TEST 1. DISPLAY WELCOME PAGE

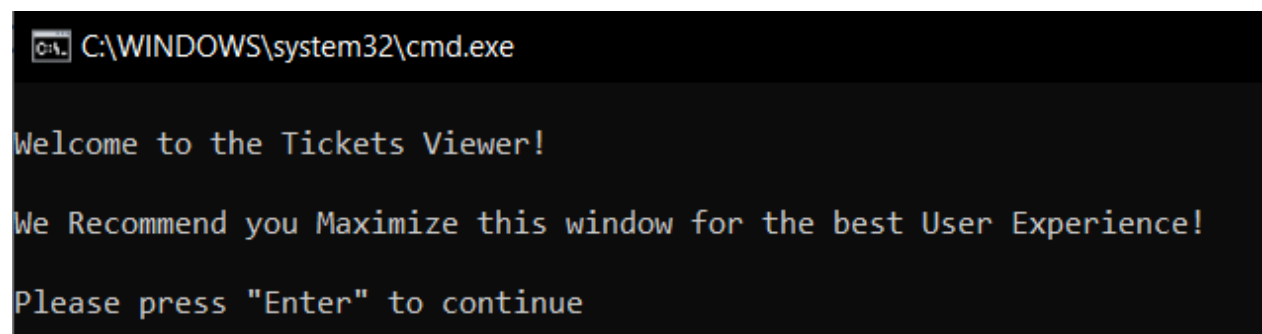User opens the application and is greeted with the welcome page.

INPUT

Open the program

EXPECTED RESULT

ATUAL RESULT

Same as expected ✓

TEST 2. DISPLAY HOME PAGE

User enters anything in the command line to continue to the home page

INPUT

Press "Enter" key on the Welcome Page

EXPECTED RESULT

```
C:\WINDOWS\system32\cmd.exe

Welcome to Zendesk Tickets Viewer!

Displaying PAGE 1

ID      Subject                                          Date Created
1       Sample ticket: Meet the ticket                   04/05/2021
2       test                                             04/05/2021
3       sadfasdf                                         04/05/2021
4       new ticket                                       04/05/2021
5       hello how are you                                04/05/2021
6       Yoooo                                            04/05/2021
7       Help                                             04/05/2021
8       My printer is on fire!                           05/05/2021
9       velit eiusmod reprehenderit officia cupidatat    05/05/2021
10      excepteur laborum ex occaecat Lorem              05/05/2021
11      ad sunt qui aute ullamco                         05/05/2021
12      aliquip mollit quis laborum incididunt           05/05/2021
13      nisi aliquip ipsum nostrud amet                  05/05/2021
14      cillum quis nostrud labore amet                  05/05/2021
15      proident est nisi non irure                      05/05/2021
16      veniam ea eu minim aute                          05/05/2021
17      magna reprehenderit nisi est cillum              05/05/2021
18      quis veniam ad sunt non                          05/05/2021
19      tempor aliquip sint dolore incididunt            05/05/2021
20      labore pariatur ut laboris laboris               05/05/2021
21      officia mollit aliqua eu nostrud                 05/05/2021
22      do incididunt incididunt quis anim               05/05/2021
23      tempor magna anim ea id                          05/05/2021
24      exercitation sit incididunt magna laboris        05/05/2021
25      laborum ea ut in cupidatat                       05/05/2021
Next Page (N) -->

View Ticket Details (-Enter ID Number-)  |  Quit (Q)

What would you like to do? ( N / Q / #ID )
```

ATUAL RESULT

Same as expected ✓

TEST 3. NAVIGATE TO NEXT PAGE

User enter "N" to see the next page

INPUT

Enter "N" Key on the Home Page

EXPECTED RESULT

```
C:\WINDOWS\system32\cmd.exe

Welcome to Zendesk Tickets Viewer!

Displaying PAGE 2

ID     Subject                                   Date Created
26     est fugiat labore pariatur esse           05/05/2021
27     commodo sint laboris est et               05/05/2021
28     laboris sint Lorem ex Lorem               05/05/2021
29     esse adipisicing consectetur sunt tempor  05/05/2021
30     sunt enim pariatur id id                  05/05/2021
31     et ad ut enim labore                      05/05/2021
32     voluptate dolor deserunt ea deserunt      05/05/2021
33     in labore quis mollit mollit              05/05/2021
34     ut magna eiusmod magna nostrud            05/05/2021
35     magna consequat ut ullamco magna          05/05/2021
36     irure pariatur aliquip dolore esse        05/05/2021
37     officia esse nostrud est exercitation     05/05/2021
38     aute ipsum sint exercitation labore       05/05/2021
39     velit irure elit incididunt non           05/05/2021
40     fugiat non aliqua irure aliquip           05/05/2021
41     proident esse ut velit labore             05/05/2021
42     laboris et proident qui enim              05/05/2021
43     in id consequat dolore enim               05/05/2021
44     enim duis deserunt ipsum ad               05/05/2021
45     ipsum ex id minim eu                      05/05/2021
46     incididunt mollit pariatur esse esse      05/05/2021
47     sit pariatur nisi reprehenderit sit       05/05/2021
48     amet ipsum amet laborum sit               05/05/2021
49     ut anim tempor voluptate deserunt         05/05/2021
50     eu id magna aute occaecat                 05/05/2021
<-- Previous Page (P)     |     Next Page (N) -->


View Ticket Details (-Enter ID Number-)  |  Quit (Q)


What would you like to do? ( P / N / Q / #ID )
```

ACTUAL RESULT

Same as expected ✓

TEST 4. NAVIGATE TO PREVIOUS PAGE

User enter "P" to see the previous page

INPUT

Enter "P" Key on the Home Page

EXPECTED RESULT

```
C:\WINDOWS\system32\cmd.exe

Welcome to Zendesk Tickets Viewer!

Displaying PAGE 1

ID      Subject                                         Date Created
1       Sample ticket: Meet the ticket                  04/05/2021
2       test                                            04/05/2021
3       sadfasdf                                        04/05/2021
4       new ticket                                      04/05/2021
5       hello how are you                               04/05/2021
6       Yoooo                                           04/05/2021
7       Help                                            04/05/2021
8       My printer is on fire!                          05/05/2021
9       velit eiusmod reprehenderit officia cupidatat   05/05/2021
10      excepteur laborum ex occaecat Lorem             05/05/2021
11      ad sunt qui aute ullamco                        05/05/2021
12      aliquip mollit quis laborum incididunt          05/05/2021
13      nisi aliquip ipsum nostrud amet                 05/05/2021
14      cillum quis nostrud labore amet                 05/05/2021
15      proident est nisi non irure                     05/05/2021
16      veniam ea eu minim aute                         05/05/2021
17      magna reprehenderit nisi est cillum             05/05/2021
18      quis veniam ad sunt non                         05/05/2021
19      tempor aliquip sint dolore incididunt           05/05/2021
20      labore pariatur ut laboris laboris              05/05/2021
21      officia mollit aliqua eu nostrud                05/05/2021
22      do incididunt incididunt quis anim              05/05/2021
23      tempor magna anim ea id                         05/05/2021
24      exercitation sit incididunt magna laboris       05/05/2021
25      laborum ea ut in cupidatat                      05/05/2021
Next Page (N) -->

View Ticket Details (-Enter ID Number-)  |  Quit (Q)

What would you like to do? ( N / Q / #ID )
```

ACTUAL RESULT

Same as expected ✓

TEST 5. VIEW INDIVIDUAL TICKET DETAILS

User enter "8" to view ticket details of ticket ID 8

INPUT

Enter "8" in console on the Home Page

EXPECTED RESULT

6

ACTUAL RESULT

Same as expected ✓

TEST 6. GO BACK TO HOME PAGE

Users should be able to press any key to return to the Home Page while in the "View Ticket Details" Screen

---

INPUT

Press "Enter" key while on the View Ticket Details page

EXPECTED RESULT

```
■ C:\WINDOWS\system32\cmd.exe
Welcome to Zendesk Tickets Viewer!

Displaying PAGE 1

ID     Subject                                          Date Created
1      Sample ticket: Meet the ticket                   04/05/2021
2      test                                             04/05/2021
3      sadfasdf                                         04/05/2021
4      new ticket                                       04/05/2021
5      hello how are you                                04/05/2021
6      Yoooo                                            04/05/2021
7      Help                                             04/05/2021
8      My printer is on fire!                           05/05/2021
9      velit eiusmod reprehenderit officia cupidatat    05/05/2021
10     excepteur laborum ex occaecat Lorem              05/05/2021
11     ad sunt qui aute ullamco                         05/05/2021
12     aliquip mollit quis laborum incididunt           05/05/2021
13     nisi aliquip ipsum nostrud amet                  05/05/2021
14     cillum quis nostrud labore amet                  05/05/2021
15     proident est nisi non irure                      05/05/2021
16     veniam ea eu minim aute                          05/05/2021
17     magna reprehenderit nisi est cillum              05/05/2021
18     quis veniam ad sunt non                          05/05/2021
19     tempor aliquip sint dolore incididunt            05/05/2021
20     labore pariatur ut laboris laboris               05/05/2021
21     officia mollit aliqua eu nostrud                 05/05/2021
22     do incididunt incididunt quis anim               05/05/2021
23     tempor magna anim ea id                          05/05/2021
24     exercitation sit incididunt magna laboris        05/05/2021
25     laborum ea ut in cupidatat                       05/05/2021
Next Page (N) -->

View Ticket Details (-Enter ID Number-)  |  Quit (Q)

What would you like to do? ( N / Q / #ID )
■
```

ACTUAL RESULT

Same as expected ✓

TEST 7. QUIT PROGRAM

Users should be able to press "Q" to quit the program while on the Home Page

INPUT

Press "Q" key while on the Home Page

EXPECTED RESULT

8

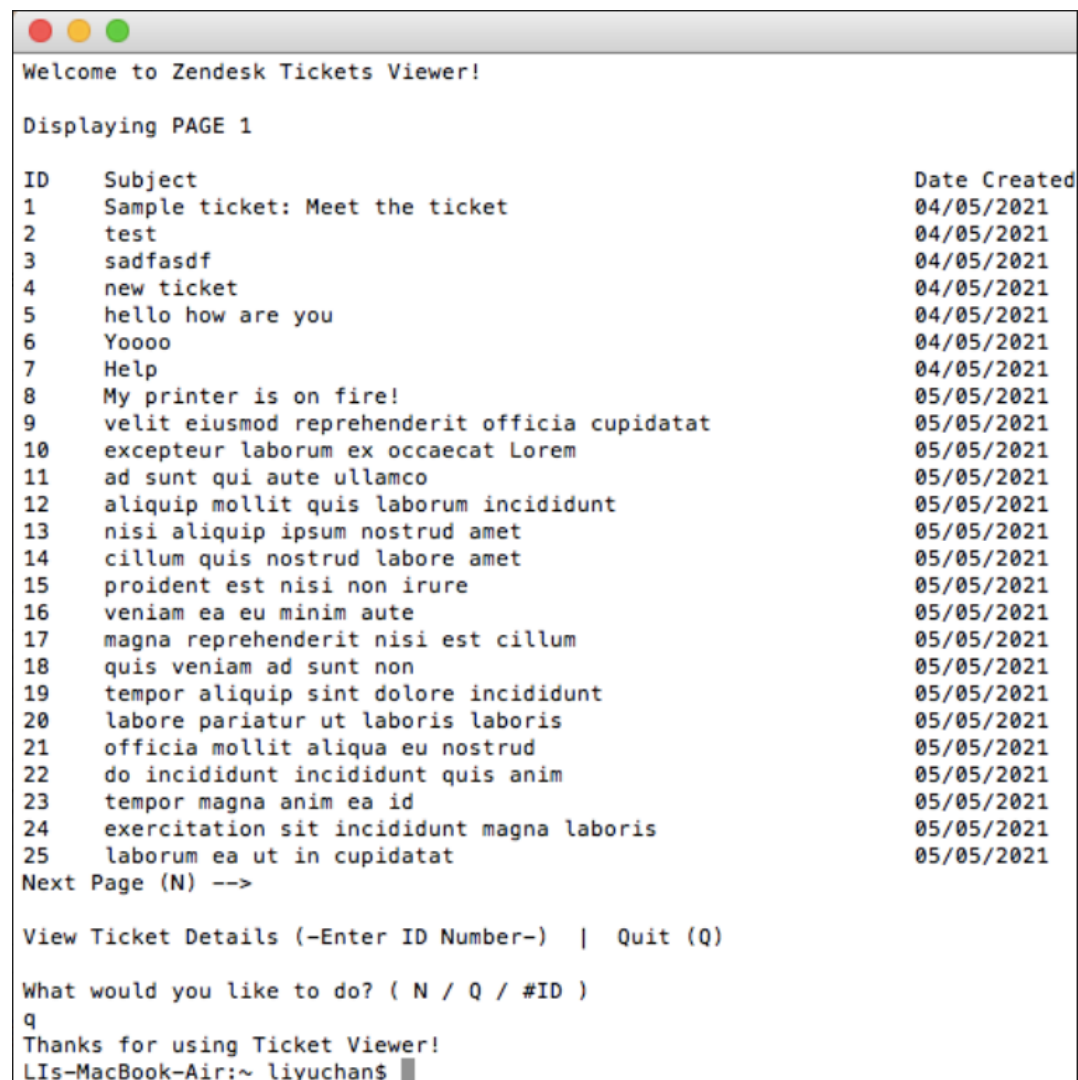Command Prompt is closed

```
Welcome to Zendesk Tickets Viewer!

Displaying PAGE 1

ID      Subject                                      Date Created
1       Sample ticket: Meet the ticket               04/05/2021
2       test                                         04/05/2021
3       sadfasdf                                     04/05/2021
4       new ticket                                   04/05/2021
5       hello how are you                            04/05/2021
6       Yoooo                                        04/05/2021
7       Help                                         04/05/2021
8       My printer is on fire!                       05/05/2021
9       velit eiusmod reprehenderit officia cupidatat 05/05/2021
10      excepteur laborum ex occaecat Lorem          05/05/2021
11      ad sunt qui aute ullamco                     05/05/2021
12      aliquip mollit quis laborum incididunt       05/05/2021
13      nisi aliquip ipsum nostrud amet              05/05/2021
14      cillum quis nostrud labore amet              05/05/2021
15      proident est nisi non irure                  05/05/2021
16      veniam ea eu minim aute                      05/05/2021
17      magna reprehenderit nisi est cillum          05/05/2021
18      quis veniam ad sunt non                      05/05/2021
19      tempor aliquip sint dolore incididunt        05/05/2021
20      labore pariatur ut laboris laboris           05/05/2021
21      officia mollit aliqua eu nostrud             05/05/2021
22      do incididunt incididunt quis anim           05/05/2021
23      tempor magna anim ea id                      05/05/2021
24      exercitation sit incididunt magna laboris    05/05/2021
25      laborum ea ut in cupidatat                   05/05/2021
Next Page (N) -->

View Ticket Details (-Enter ID Number-)  |  Quit (Q)

What would you like to do? ( N / Q / #ID )
q
Thanks for using Ticket Viewer!
LIs-MacBook-Air:~ liyuchan$ ▮
```

ACTUAL RESULT

Same as expected ✓

TEST 8. HANDLE INVALID PREVIOUS PAGE

The program should handle users going to Previous Page while on page 1 already

INPUT

Press "P" on Home Page, on Page 1

EXPECTED RESULT

```
What would you like to do? ( N / Q / #ID )
p
No previous page
```

ACTUAL RESULT

Same as expected ✓

TEST 9. HANDLE INVALID NEXT PAGE

The program should handle users going to Next Page while on the last page

INPUT

Press "N" on Home Page, on last page

EXPECTED RESULT

```
Welcome to Zendesk Tickets Viewer!

Displaying PAGE 9

ID    Subject                                    Date Created
201   duis excepteur cillum pariatur Lorem       05/05/2021
202   ex cillum cillum proident commodo          05/05/2021
203   eiusmod eu esse ex incididunt              05/05/2021
204   excepteur consequat reprehenderit labore dolor  05/05/2021
205   cillum commodo nulla laborum nostrud       05/05/2021
206   elit sit laborum commodo laborum           05/05/2021
207   adipisicing duis quis consequat velit      05/05/2021
208   in nostrud occaecat consectetur aliquip    05/05/2021
<-- Previous Page (P)      |
View Ticket Details (-Enter ID Number-)  |  Quit (Q)

What would you like to do? ( P / Q / #ID )
n
No more pages
```

Same as expected ✓

TEST 10. HANDLE INVALID TICKET ID

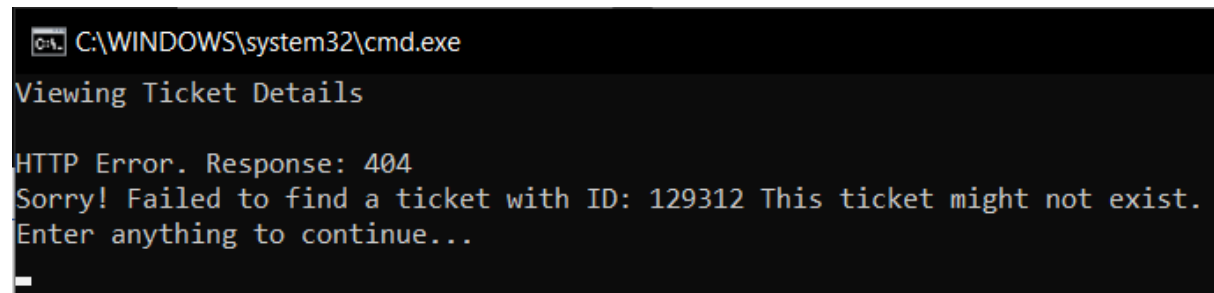The program should handle users entering an ID that doesn't exist in the database

INPUT

Enter "129312" on Home Page

EXPECTED RESULT

ACTUAL RESULT

Same as expected ✓

TEST 11. HANDLE INVALID INPUT

The program should handle the users entering random combinations of Strings and symbols

INPUT

Enter "()*FW#$(" on Home Page

EXPECTED RESULT

```
C:\WINDOWS\system32\cmd.exe

Welcome to Zendesk Tickets Viewer!

Displaying PAGE 9

ID    Subject                                     Date Created
201   duis excepteur cillum pariatur Lorem        05/05/2021
202   ex cillum cillum proident commodo           05/05/2021
203   eiusmod eu esse ex incididunt               05/05/2021
204   excepteur consequat reprehenderit labore dolor  05/05/2021
205   cillum commodo nulla laborum nostrud        05/05/2021
206   elit sit laborum commodo laborum            05/05/2021
207   adipisicing duis quis consequat velit       05/05/2021
208   in nostrud occaecat consectetur aliquip     05/05/2021
<-- Previous Page (P)      |
View Ticket Details (-Enter ID Number-)  |  Quit (Q)

What would you like to do? ( P / Q / #ID )
()*FW#$(
Invalid input
```

ACTUAL RESULT

Same as expected ✓

TEST 12. HANDLE INVALID API / HTTP BAD RESPONSE

The program should handle when the API is unavailable or if HTTP response is not OK (200)

INPUT

Auth token is changed in source code

EXPECTED RESULT

```
C:\WINDOWS\system32\cmd.exe

Welcome to Zendesk Tickets Viewer!

Displaying PAGE 1

ID    Subject                                     Date Created
Sorry! Failed to retrieve tickets. The API might be unavailable or Username / Password is incorrect

View Ticket Details (-Enter ID Number-)  |  Quit (Q)

What would you like to do? ( Q / #ID )
_
```

ACTUAL RESULT

Same as expected ✓