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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: TC\_1 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Homepage | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify that home page is displayed after login or not. | | |  | | |
| Precondition (If any): Browser should be installed Internet connection should be present | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Open browser  2 open url  3.enter username and password  4. click on Login | Username-Username  Password- password | 1.Browser should be opened  2. Ecommerce website should be opened  3. user should be able to input username and password  4. Home page should be displayed after login | | As expected, | Pass |
| Post Condition : Home page is visible. | | | | | |

Amazon E-commerce – Test case

1.**Home page :**

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: TC\_02 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Homepage | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify that username is displayed on home page | | |  | | |
| Precondition (If any): Browser should be installed ,Internet connection should be present , User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Open browser  2 open url  3.enter username and password  4. click on Login | Username-Username  Password- password | 1.Browser should be opened  2. Ecommerce website should be opened  3. user should be able to input username and password  4. Home page and username should be displayed | | As expected, | Pass |
| Post Condition : Home page shows username. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: TC\_03 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Homepage | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify that featured products are displayed | | |  | | |
| Precondition (If any): Browser should be installed ,Internet connection should be present , User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Open browser  2 open url  3.enter username and password  4. click on Login | Username-Username  Password- password | 1.Browser should be opened  2. Ecommerce website should be opened  3. user should be able to input username and password  4. Home page and featured products should be displayed | | As expected, | Pass |
| Post Condition : Featured products are visible. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: TC\_04 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Homepage | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify that Search Functionality is present | | |  | | |
| Precondition (If any): Browser should be installed ,Internet connection should be present , User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Open browser  2 open url  3.enter username and password  4. click on Login | Username-Username  Password- password | 1.Browser should be opened  2. Ecommerce website should be opened  3. user should be able to input username and password  4. Home page with Search Functionality should be displayed | | As expected, | Pass |
| Post Condition :Search is accessible. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: TC\_05 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Homepage | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify home page on different browsers | | |  | | |
| Precondition (If any): Browser should be installed ,Internet connection should be present , User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Open browser  2 open url  3.enter username and password  4. click on Login | Username-Username  Password- password | 1.Browser should be opened  2. Ecommerce website should be opened  3. user should be able to input username and password  4. Home page consistent across browsers | | As expected, | Pass |
| Post Condition :Cross-browser layout confirmed. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: TC\_06 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Homepage | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify alignment of homepage elements | | |  | | |
| Precondition (If any): Browser should be installed ,Internet connection should be present , User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Open browser  2 open url  3.enter username and password  4. click on Login | Username-Username  Password- password | 1.Browser should be opened  2. Ecommerce website should be opened  3. Fields should accept inputs  4. UI alignment should be prope | | As expected, | Pass |
| Post Condition :UI is properly aligned. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: TC\_07 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Homepage | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify that products are clickable | | |  | | |
| Precondition (If any): Browser should be installed ,Internet connection should be present , User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Open browser  2 open url  3.enter username and password  4. click on Login  5 .Click on product | Username-Username  Password- password | 1.Browser should be opened  2. Ecommerce website should be opened  3. Fields should accept inputs  4. Home page and product list should appear  5. Redirect to product page | | As expected, | Pass |
| Post Condition :Product page displayed. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: TC\_08 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Homepage | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify that promotional banners are displayed | | |  | | |
| Precondition (If any): Browser should be installed ,Internet connection should be present , User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Open browser  2 open url  3.enter username and password  4. click on Login | Username-Username  Password- password | 1.Browser should be opened  2. Ecommerce website should be opened  3. user should be able to input username and password  4. Home page should be displayed with promotional banners | | As expected, | Pass |
| Post Condition : Promotional banners are displayed. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: TC\_09 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Homepage | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify quick navigation menu functionality | | |  | | |
| Precondition (If any): Browser should be installed ,Internet connection should be present , User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Open browser  2 open url  3.enter username and password  4. click on Login  5. Click on Categories/Cart/Offers | Username-Username  Password- password | 1.Browser should be opened  2. Ecommerce website should be opened  3. user should be able to input username and password  4. Home page with navigation menu should be displayed  5.Respective pages should be opened | | As expected, | Pass |
| Post Condition : Navigation menu is functional. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: TC\_10 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Homepage | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify loading speed of homepage **Description:** Ensure homepage loads within acceptable time frame (e.g., <3 seconds). | | |  | | |
| Precondition (If any): Browser should be installed ,Internet connection should be present , User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Open browser  2 open url  3.enter username and password  4. click on Login | Username-Username  Password- password | 1.Browser should be opened  2. Ecommerce website should be opened  3. user should be able to input username and password  4. Home page should load in less than 3 seconds | | As expected, | Pass |
| Post Condition : Homepage load time is optimized . | | | | | |

Test Case for Product Search :

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PSTC\_01 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Search | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify that search field accepts input | | |  | | |
| Description: Ensure that the search input field accepts alphabets, numbers, or symbols. | | |  | | |
| Precondition (If any): Browser must be installed, internet connection active, user must be logged in. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser  2. Open URL  3. Login  4. Click search field | Username: Admin  Password: admin123  Laptop 123" | Search field should accept alphabets, numbers, or symbols | | As expected, | Pass |
| Post Condition : Input field stores or processes the entered search term correctly | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PSTC\_02 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Search | | | Test Execution date: 28 July 2025 | | |
| Test Title: Search using search icon | | |  | | |
| Description: Ensure clicking search icon works after entering a term | | |  | | |
| Precondition (If any): Browser must be installed, internet connection active, user must be logged in. | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser  2. Open site  3. Login  4. Type search term  5. Click search icon | iPhone | Relevant results should appear | | As expected, | Pass |
| Post Condition : Search results page is displayed with products matching the entered term | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PSTC\_03 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Search | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify accuracy of search results | | |  | | |
| Description: Verify that entered keyword gives correct matching items | | |  | | |
| Precondition (If any): Browser, internet, user is logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser  2. Open site  3. Login  4. Type search term  5. Click search icon | Sony TV | Results should display products with "Sony TV" | | As expected, | Pass |
| Post Condition : Accurate search results are returned for the input provided | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PSTC\_04 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Search | | | Test Execution date: 28 July 2025 | | |
| Test Title: Search by brand/name/specification | | |  | | |
| Description: Confirm user can search by different types of input | | |  | | |
| Precondition (If any): Browser, internet, user is logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser  2. Open site  3. Login  4. Search using name, brand, or spec | Samsung 55 inch 4K | Matching results should appear | | As expected, | Pass |
| Post Condition : Search field responds appropriately to name, brand, and specification searches. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PSTC\_05 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Search | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify presence of filter options | | |  | | |
| Description: Ensure filters (brand, price, rating, etc.) are visible | | |  | | |
| Precondition (If any): Browser, internet, user is logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| . Open browser  2. Open site  3. Login  4. Search  5. Check filter section | Mobile | Filters like Brand, Price, Rating should be available | | As expected, | Pass |
| Post Condition : Filter options are visible and ready to use after search is performed | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PSTC\_06 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Search | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify sorting options | | |  | | |
| Description: Ensure sorting options (e.g., Low to High) are visible and functional | | |  | | |
| Precondition (If any): Browser, internet, user is logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser  2. Open site  3. Login  4. Search  5. Check for sorting dropdown | Laptop | Sorting options should display and work correctly | | As expected, | Pass |
| Post Condition : Sorting options are shown and product list is rearranged accordingly | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PSTC\_07 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Search | | | Test Execution date: 28 July 2025 | | |
| Test Title: Pagination of results | | |  | | |
| Description: Verify number of results per page and proper pagination | | |  | | |
| Precondition (If any): Browser, internet, user is logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser  2. Open site  3. Login  4. Search product | Tablet | 10–20 products per page; navigation to next page should be present | | As expected, | Pass |
| Post Condition : Pagination divides results into multiple pages with navigational buttons | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PSTC\_08 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Search | | | Test Execution date: 28 July 2025 | | |
| Test Title: Pagination navigation (Next/Prev) | | |  | | |
| Description: Check if next and previous buttons are functional | | |  | | |
| Precondition (If any): Browser, internet, user is logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser  2. Open site  3. Login  4. Search for any product and scroll down | Shoes | "Next" and "Previous" buttons should load respective result pages | | As expected, | Pass |
| Post Condition : Next/Previous buttons redirect to respective result pages | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PSTC\_09 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Search | | | Test Execution date: 28 July 2025 | | |
| Test Title: Search in different categories | | |  | | |
| Description: Ensure user can search within specific categories | | |  | | |
| Precondition (If any): Browser, internet, user is logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser  2. Open site  3. Login  4. Search in categories like Electronics, Books, etc. | Category: Books, Term: "AI" | Books matching "AI" keyword should appear | | As expected, | Pass |
| Post Condition : Category-specific search results are displayed correctly | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PSTC\_10 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Search | | | Test Execution date: 28 July 2025 | | |
| Test Title: Clear search field | | |  | | |
| Description: Test that user can clear entered text in the search bar | | |  | | |
| Precondition (If any): Browser, internet, user is logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser  2. Open site  3. Login  4. Enter search text  5. Click on 'X' or backspace to clear | Smart Watch | Search field should be cleared successfully | | As expected, | Pass |
| Post Condition : Search bar is cleared and ready for new input | | | | | |

Test Case for Product Details

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_01 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Details | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify that product title appears | | |  | | |
| Description: Ensure the correct product title is displayed | | |  | | |
| Precondition (If any): Product page must be available | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Go to homepage 2. Click any product 3. View title | Product ID: PRD-001 Name: Wireless Mouse | Title “Wireless Mouse” should appear correctly | | As expected, | Pass |
| Post Condition : Product details are loaded | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_02 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Details | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify product image is displayed | | |  | | |
| Description: Ensure main product image is visible | | |  | | |
| Precondition (If any): Product image must be uploaded | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open homepage 2. Click on a product 3. Check image visibility | Product with image: wireless\_mouse.jpg | Product image is clearly displayed | | As expected, | Pass |
| Post Condition : Image rendered successfully | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_03 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Details | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify product price is displayed | | |  | | |
| Description: Confirm the product price appears correctly | | |  | | |
| Precondition (If any): Product must have price | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Visit product page 2. Check for price label | Price: BDT 1200 | Price is displayed next to product name | | As expected, | Pass |
| Post Condition : Price is displayed next to product name | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_04 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Details | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify product availability status | | |  | | |
| Description: Ensure stock/availability status is shown | | |  | | |
| Precondition (If any): Product must be in/out of stock | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open product page 2. Look for “In Stock” or “Out of Stock” label | Inventory: 0 (Out of Stock) | “Out of Stock” label is shown | | As expected, | Pass |
| Post Condition : Stock status confirmed | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_05 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Details | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify product description is displayed | | |  | | |
| Description: Ensure detailed product information is shown | | |  | | |
| Precondition (If any): Product must have description | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Go to product page 2. Scroll to description | Description: Ergonomic wireless mouse with USB receiver. | Description appears under product image | | As expected, | Pass |
| Post Condition : Full details accessible | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_06 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Details | | | Test Execution date: 28 July 2025 | | |
| Test Title: Check zoom functionality for product image | | |  | | |
| Description: Validate that user can zoom into product image | | |  | | |
| Precondition (If any): Zoom plugin must be implemented | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open product page 2. Hover/click product image | High-resolution image enabled | Image zooms smoothly without distortion | | As expected, | Pass |
| Post Condition : Zoom active | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_07 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Details | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify breadcrumb navigation | | |  | | |
| Description: Ensure breadcrumbs show correct navigation path | | |  | | |
| Precondition (If any): Page structure must support breadcrumbs | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open product page 2. Check top path (Home > Category > Product) | Category: Electronics | Breadcrumb displays correct path | | As expected, | Pass |
| Post Condition : Breadcrumb ready. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_08 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Details | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify “Add to Cart” button appears | | |  | | |
| Description: Ensure the “Add to Cart” button is visible and clickable | | |  | | |
| Precondition (If any): Product must be in stock | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Go to product page 2. Check for “Add to Cart” button | Inventory: 5 | “Add to Cart” button is visible and enabled | | As expected, | Pass |
| Post Condition : Cart interaction enabled. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_09 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Details | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify similar/recommended products are shown | | |  | | |
| Description: Ensure suggestions appear below product details | | |  | | |
| Precondition (If any): Recommendations feature must be enabled | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open a product page 2. Scroll to bottom | Product ID: PRD-001 | List of 3–5 similar products appears | | As expected, | Pass |
| Post Condition : Related items displayed. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_10 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Details | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify product review section is functional | | |  | | |
| Description: Ensure user can view existing reviews | | |  | | |
| Precondition (If any): Review system must be integrated | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open product page 2. Scroll to review section 3. Check reviews | Reviewer: User123, Rating: 4 stars | Review section is shown with average rating | | As expected, | Pass |
| Post Condition : User feedback accessible. | | | | | |

Test Case for Cart page ;

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPTC\_01 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Cart Page | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify cart icon visibility | | |  | | |
| Description: Ensure the cart icon appears after login | | |  | | |
| Precondition (If any): Website is up, user is logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Open website  2. Login  3. Check header section | Username: user01 Password: pass123 | Cart icon should be visible on the header | | As expected, | Pass |
| Post Condition : Cart icon remains visible for all authenticated pages. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_02 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Cart page | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify product addition to cart | | |  | | |
| Description : ensure a product can be added to the cart | | |  | | |
| Precondition (If any): User logged in, product available | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Login  2. Navigate to product  3. Click "Add to Cart" | Product: Wireless Mouseeviewer: User123, Rating: 4 stars | Product should be added to cart | | As expected, | Pass |
| Post Condition : product is stored in cart for current session or user account. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: PDTC\_03 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Cart Page | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify cart updates on same product | | |  | | |
| Description: Cart should increase quantity if same product added again | | |  | | |
| Precondition (If any): User logged in, cart initially empty | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Add product  2. Add same product again | Product: Laptop Quantity: 2 | Cart should update quantity automatically | | As expected, | Pass |
| Post Condition : Cart reflects updated quantity for the same product. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPDTC\_04 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Cart page | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify multiple product addition | | |  | | |
| Description: Ensure cart lists multiple different products | | |  | | |
| Precondition (If any): User logged in, both products available | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1Add product A  2. Add product B 3.Open cart | Product A: Laptop Product B: Headphones | both products should appear in cart | | As expected, | Pass |
| Post Condition : All added products remain listed in the cart until removed or checked out. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPTC\_05 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Cart page | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify product removal from cart | | |  | | |
| Description: Ensure user can remove a product from the cart | | |  | | |
| Precondition (If any): Cart contains at least one product | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Go to cart 2.Click "Remove" | Product: Wireless Mouse | Product should be removed and cart updates | | As expected, | Pass |
| Post Condition : Product is removed from cart and total amount is recalculated. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPTC\_06 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Cart page | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify total price calculation | | |  | | |
| Description: Ensure correct total price based on quantity | | |  | | |
| Precondition (If any): Product with price exists in cart | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Add product  2. Change quantity  3. Observe total price | Product: Keyboard Unit Price: $20 Qty: 3 | total price should display $60 | | As expected, | Pass |
| Post Condition : Total amount in cart is correctly updated after quantity change. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPTC\_07 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Cart Page | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify empty cart view | | |  | | |
| Description: Show empty cart message if no items are added | | |  | | |
| Precondition (If any): User logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Login  2. Go to cart | No product added | Cart should show “Your cart is empty” | | As expected, | Pass |
| Post Condition : Empty cart message remains visible until a product is added. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPTC\_08 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Product Details | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify checkout button from cart | | |  | | |
| Description: Ensure user can navigate to checkout from cart | | |  | | |
| Precondition (If any): Product is added to cart | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Add product  2. Click “Go to Checkout” | Product: Monitor | Should redirect to checkout page | | As expected, | Pass |
| Post Condition : User is redirected to checkout page with existing cart items intact. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPTC\_09 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Cart Page | | | Test Execution date: 28 July 2025 | | |
| Test Title: Verify discount coupon | | |  | | |
| Description: Ensure valid coupons apply correctly | | |  | | |
| Precondition (If any): Cart contains product | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Add product  2. Apply coupon code | Coupon Code: SAVE10 Discount: 10% | Discount should be applied to total | | As expected, | Pass |
| Post Condition : Discount is applied and reflected in the final total amount. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPTC\_10 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Cart Page | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify cart persists in session | | |  | | |
| Description: Items in cart should remain until logout | | |  | | |
| Precondition (If any): User logged in, item added to cart | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Add item  2. Navigate elsewhere  3. Return to cart | Product: Phone | item should still be in cart | | As expected, | Pass |
| Post Condition : Cart items are maintained in user session until manual removal or logout occurs. | | | | | |

Checkout & Payments Page Test Cases

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPPTC\_01 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Checkout & Payments | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify checkout page load | | |  | | |
| Description: Ensure checkout page loads correctly | | |  | | |
| Precondition (If any): User is logged in, has item in cart | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Navigate to cart  2. Click 'Checkout' | Username: user01  Password: pass123 | Checkout page should load with cart details | | As expected, | Pass |
| Post Condition : Checkout page loads successfully with all cart and payment options displayed correctly. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPPTC\_02 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Checkout & Payments | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify billing info form | | |  | | |
| Description: Ensure checkout page loads correctly | | |  | | |
| Precondition (If any): Checkout page is loaded | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Fill in billing fields  2. Click 'Next' | Name: John Doe  Address: 123 MainCity: NY | Billing form should accept data | | As expected, | Pass |
| Post Condition : Billing information is saved or retained until the user completes the payment or cancels. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPPTC\_03 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Checkout & Payments | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify invalid billing input | | |  | | |
| Description: Show error for invalid billing information | | |  | | |
| Precondition (If any): Checkout page is loaded | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Input invalid ZIP  2. Click 'Next' | ZIP: 12aB5 | Show validation error message | | As expected, | Pass |
| Post Condition : Validation errors prevent proceeding with invalid billing information until corrected. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPPTC\_04 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Checkout & Payments | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify payment method options | | |  | | |
| Description: Ensure available payment methods are shown | | |  | | |
| Precondition (If any): Checkout page is loaded | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.View payment method section | Available: Credit Card, PayPal | All payment methods should display | | As expected, | Pass |
| Post Condition : All available payment methods remain visible and selectable until order placement or cancellation. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPPTC\_05 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Checkout & Payments | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify successful payment | | |  | | |
| Description: Ensure order is processed successfully with valid card | | |  | | |
| Precondition (If any): Valid card info available | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Fill card info  2. Click 'Pay Now' | Card No: 4111 1111 1111 1111  Expiry: 12/26CVV: 123 | Order confirmation page should appear | | As expected, | Pass |
| Post Condition : Successful payment triggers order confirmation and updates order status in the system. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPPTC\_06 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Checkout & Payments | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify payment with invalid card | | |  | | |
| Description: Show error message on invalid payment | | |  | | |
| Precondition (If any): Checkout page is loaded | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Enter invalid card  2. Click 'Pay Now' | Card No: 0000 0000 0000 0000  CVV: 000 | Payment should fail with error message | | As expected, | Pass |
| Post Condition : Payment failure returns user to the payment page with appropriate error messages displayed. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPPTC\_07 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Checkout & Payments | | | Test Execution date: 30 July 2025 | | |
| Test Title: Payment should fail with error message | | |  | | |
| Description: Ensure correct summary of products & prices on checkout | | |  | | |
| Precondition (If any): Cart has multiple items | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Go to checkout page | Product A: Mouse - $20  Product B: Keyboard - $30 | Summary should show both products & total price | | As expected, | Pass |
| Post Condition : Order summary accurately reflects all cart items and total pricing before payment submission. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CPPTC\_08 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Checkout & Payments | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify terms & conditions checkbox | | |  | | |
| Description: Ensure user must accept T&C before placing order | | |  | | |
| Precondition (If any): Checkout page is loaded | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1.Try to pay without checking T&C box | Not applicable | Should show warning to accept terms first | | As expected, | Pass |
| Post Condition : User cannot place an order without accepting the terms & conditions; warning is displayed. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: OPTC\_01 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: My Orders Page | | | Test Execution date: 30 July 2025 | | |
| Test Title: *Verify Order Tracking Functionality* | | |  | | |
| Description: Ensure the user can successfully view tracking details of their placed orders | | |  | | |
| Precondition (If any): Logged in, order placed | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| Login → Go to My Orders → Click Track | User: test01, Pass: 1234 | Tracking info is displayed | | As expected, | Pass |
| Post Condition : Tracking information is visible; user remains logged in on the orders page. | | | | | |

Orders Page Test Case

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: OPTC\_02 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: My Orders Page | | | Test Execution date: 30 July 2025 | | |
| Test Title: *Verify Ability to Change Delivery Schedule* | | |  | | |
| Description: Confirm that user is able to modify the delivery date and time for any order | | |  | | |
| Precondition (If any): Logged in, | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| My Orders → Change delivery |  | Option to set new date/time | | As expected, | Pass |
| Post Condition : Delivery date and time updated; changes saved in the order system. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: OPTC\_03 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: My Orders Page | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify Order Cancellation Feature | | |  | | |
| Description: Ensure that the user has the ability to cancel their order from My Orders section | | |  | | |
| Precondition (If any): Logged in, | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| My Orders → Click Cancel |  | Order is cancelled | | As expected, | Pass |
| Post Condition : Order status updated to “Cancelled”; refund initiated if applicable | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: OPTC\_04 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: My Orders Page | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify Return Process After Delivery | | |  | | |
| Description : Check that user can initiate a return process after order has been delivered | | |  | | |
| Precondition (If any): Logged in, | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| My Orders → Click Return |  | Return slot selection available | | As expected, | Pass |
| Post Condition : Return request submitted; pickup slot scheduled and confirmation shown. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: OPTC\_05 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: My Orders Page | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify Product Exchange Functionality | | |  | | |
| Description : Confirm that user can request to exchange items through My Orders | | |  | | |
| Precondition (If any): Logged in, | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| My Orders → Click Exchange |  | Exchange options shown | | As expected, | Pass |
| Post Condition : Exchange request placed; new item details recorded for processing. | | | | | |

customer Service Page Test Cases

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CSPTC\_01 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Customer Service Page | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify visibility and accessibility of Customer Service options after login | | |  | | |
| Description : Validate that users can access the Customer Service section from the homepage after successful login | | |  | | |
| Precondition (If any): Browser should be installed Internet connection should be present | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser 2. Open URL 3. Enter username and password 4. Click login 5. Click contact customer care | Username- Username  Password- password | Customer care page is displayed | | As expected, | Pass |
| Post Condition : Customer service/contact page is displayed successfully after login. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CSPTC\_01 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Customer Service Page | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify all available communication modes in the Customer Service section | | |  | | |
| Description : Ensure the availability of Email, Chat, and Call support methods under Customer Service options | | |  | | |
| Precondition (If any): Browser should be installed,Internet connection should be present User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser 2. Open URL 3. Enter username and password 4. Click login 5. Click contact customer care |  | Customer care page shows Email, Chat, and Call support options | | As expected, | Pass |
| Post Condition : Different contact modes (Email, Chat, Call) are shown to the user. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CSPTC\_01 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Customer Service Page | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify display of estimated wait time for different customer support methods | | |  | | |
| Description : Confirm that the website displays estimated wait time for connecting with support via any mode | | |  | | |
| Precondition (If any): Browser should be installed Internet connection should be present User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser 2. Open URL 3. Enter username and password 4. Click login 5. Click contact customer care 6. Select support mode | Username- Username  Password- password | Waiting time is shown for the selected support method | | As expected, | Pass |
| Post Condition : Waiting time information is displayed for the selected support method. | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CSPTC\_01 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Customer Service Page | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify multilingual support in Customer Service interface | | |  | | |
| Description : Check if customer support can be accessed in different languages suitable for diverse users | | |  | | |
| Precondition (If any): Browser should be installed Internet connection should be present User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser 2. Open URL 3. Enter username and password 4. Click login 5. Click contact customer care | Username- Username  Password- password | Customer care page is displayed with multiple language options | | As expected, | Pass |
| Post Condition : Customer support language options are visible and selectable | | | | | |

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| Project Name:  Amazon E-commerce | | | Test Designed by: Galib | | |
| Test Case ID: CSPTC\_01 | | | Test Designed date: 28 July 2025 | | |
| Test Priority (Low, Medium, High): High | | | Test Executed by: Galib | | |
| Module Name: Customer Service Page | | | Test Execution date: 30 July 2025 | | |
| Test Title: Verify visibility of customer service operating hours on the support page | | |  | | |
| Description : Ensure the operational hours of each support method are clearly shown to users in Customer Service | | |  | | |
| Precondition (If any): Browser should be installed Internet connection should be present User should be logged in | | | | | |
| Test Steps | Test Data | Expected Results | | Actual Results | Status (Pass/Fail) |
| 1. Open browser 2. Open URL 3. Enter username and password 4. Click login 5. Click contact customer care | Username- Username  Password- password | Customer care page shows hours of operation for each mode of support | | As expected, | Pass |
| Post Condition : Service hours/timings for each contact mode are displayed clearly. | | | | | |