## **Ticket Manager Black Box Test Plan**

Document Author(s): Benson Liu

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## Introduction

This black box test plan describes tests for the functionality of Ticket Manager. The tests utilize a test file of valid ticket entries, tickets.txt. The program is started by running the TicketManagerGUI class, by right-clicking on the class in eclipse, selecting run as, then java application.

Test ID	Description	Expected Results	Actual Results
testLoad	Preconditions:	A list of 6 tickets are	A list of 6 tickets are
TicketFile	TicketManagerGUI is ran	shown with the	shown with the
(bliu22)	The tickets.txt file is in the test-files folder of	following information,	following information,
	the TicketManager project	ordered in the table:	ordered in the table:
	The user selects: File Load a new ticket file	ID 1: Incident, New, GitHub down, Software, Urgent	ID 1: Incident, New, GitHub down, Software, Urgent
	A file chooser opens, the user selects:	ID 2: Request, Working, Workshop account,	ID 2: Request, Working, Workshop account,
	"test-files" folder	Inquiry, Low	Inquiry, Low
	"ticket1.txt" file	ID 3: Request, Feedback, Add	ID 3: Request, Feedback, Add
	Check results	Gradescope plugin to Moodle, Software, Medium	Gradescope plugin to Moodle, Software, Medium
		ID 4: Incident, Resolved, Lights not working in	ID 4: Incident, Resolved, Lights not working in
		EBI 1011, Hardware, Medium	EBI 1011, Hardware, Medium
		ID 5: Request, Closed,	ID 5: Request, Closed,
		New VM, Inquiry, High	New VM, Inquiry, High
		ID 6: Request, Canceled, Pizza, Inquiry, Urgent	ID 6: Request, Canceled, Pizza, Inquiry,
		Pizza, iliquily, Orgent	Urgent
testAddNew Ticket	Preconditions: testLoadTicketFile passes	Ticket is added to the list as ID 7 with all the	Ticket is added to the list as ID 7 with all the
(bliu22)	The user selects:	corresponding details,	corresponding details,
	Add New Ticket	with the state listed as "New".	with the state listed as "New".
	A window pops up for user to enter info about		
	the new ticket. User enters:		
	Ticket Type: Incident		
	Subject: Internet is down		
	Caller: bliu22		
	Category: Network		
	Priority: Urgent Note: Internet is down throughout campus!		
	Select "Add Ticket"		

	Check results		
testEditTicket NewStateTo	Preconditions: testAddNewTicket passes	User is brought back to User is brought menu with list of menu with down) current tickets ID 7s current tickets	
WorkingState (bliu22)	The user highlights ticket ID 7 (Internet is down) and selects "Edit Ticket"	current tickets, ID 7s state is now "Working"	current tickets, ID 7s state is now "Working"
	A window pops up for editing tickets		
	User enters:		
	Owner Id: bliu23		
	Work Note: Assigned to bliu23		
	Select "Investigate"		
	Check Results		
testEditTicket WorkingState	Preconditions: testEditTicketNewState passes	User is brought back to menu with list of	User is brought back to menu with list of
ToFeedback State (bliu22)	The user highlights ticket ID 7 (Internet is down) and selects "Edit Ticket"	current tickets, ID 7s state is now "Feedback"	current tickets, ID 7s state is now "Feedback"
(blid22)	A window pops up for editing tickets		
	The "Notes" are listed as:		
	-Internet is down -Assigned to bliu23		
	User enters: Feedback code: Awaiting Provider Work Note: Contacting internet provider		
	Select "Feedback"		
	Check Results		
testEditTicket FeedbackState ToResolved	<b>Preconditions:</b> testEditTicketWorkingState passes	User is brought back to menu with list of current tickets, ID 7s	User is brought back to menu with list of current tickets, ID 7s
State (bliu22)	The user highlights ticket ID 7 (Internet is down) and selects "Edit Ticket"	state is now "Resolved"	state is now "Resolved"
	A window pops up for editing tickets		
	The "Notes" are listed as:		
	-Internet is down		
	-Assigned to bliu23		
	-Contacting Internet provider		
	User enters:		
	Resolution: Solved		
	Work Note: Resolved		
	Select "Resolve"		
	Check Results		

testDeleteTicket (bliu22)	Preconditions: testAddNewTicket passes  The user highlights ticket ID 7 (Internet is down) and selects "Delete ticket"	Ticket ID 7 is deleted, there are now 6 tickets displayed in the ticket list.	Ticket ID 7 is deleted, there are now 6 tickets displayed in the ticket list.	
	Check results			
testEditTicket	Preconditions: test-files/ticket1.txt is loaded	Ticket ID 1 is updated to	Ticket ID 1 is updated to	
NewToWorking IncidentTo Resolved	Highlight ticket ID 1 and select "Edit Ticket"	Resolved at the Ticket Manager menu	Resolved at the Ticket Manager menu	
(bliu22)	A window pops up for editing tickets			
	User enters: Owner Id: bliu24 Work Note: Investigating			
	Select "Investigate"			
	User is brought back to menu with list of tickets			
	Highlight ID 1 and select "Edit Ticket"			
	A window pops up for editing tickets			
	Notes are listed as: -Investigating			
	User enters: Resolution Code: Solved Work Note: Solved			
	Select "Resolve"			
	Check results			
testEditTicket Working	<b>Preconditions:</b> test-files/ticket1.txt is loaded	Ticket ID 2 is updated to Resolved at the Ticket	Ticket ID 2 is updated to Resolved at the Ticket	
RequestTo Resolved	Highlight ticket ID 2 and select "Edit Ticket"	Manager menu	Manager menu	
(bliu22)	A window pops up for editing tickets			
	User enters: Resolution Code: Completed Note: Completed			
	Check results			
testEditTicket FeedbackTo WorkingState	Preconditions: test-files/ticket1.txt is loaded  Highlight ticket ID 3 and select "Edit Ticket"	Ticket ID 3 is updated to Working at the Ticket Manager menu	Ticket ID 3 is updated to Working at the Ticket Manager menu	
(bliu22)	A window pops up for editing tickets			
	User enters: Note: Reopened			

	Select "Reopen"		
	Check Results		
testEditTicket	Preconditions:	Ticket ID 3 is updated to	Ticket ID 3 is updated to
WorkingTo Cancelled	testEditTicketFeedbackToWorkingState passes	Cancelled state at the Ticket Manager menu	Cancelled state at the Ticket Manager menu
State (bliu22)	Highlight ticket ID 3 and select "Edit Ticket"		
	A window pops up for editing tickets		
	User enters:		
	Cancellation Code: Inappropriate Note: Cancelled		
	User selects "Cancel"		
	Check results		
testEditTicket	Preconditions:	Ticket ID 1 is updated to	Ticket ID 1 is updated to
ResolvedTo FeedbackState (bliu22)	testEditTicketNewToWorkingIncidentToResolved passes	Feedback state at the Ticket Manager menu	Feedback state at the Ticket Manager menu
(blid22)	Highlight ticket ID 1 and select "Edit Ticket"		
	User enters:		
	Feedback Code: Awaiting Change Note: Feedback		
	User selects "Feedback"		
	Check results		
testEditTicket	Preconditions:	Ticket ID 1 is updated to	Ticket ID 1 is updated to
FeedbackTo Cancelled	testEditTicketResolvedToFeedbackState passes	Canceled State at the Ticket Manager menu	Canceled State at the Ticket Manager menu
State (bliu22)	Highlight ticket ID 1 and select "Edit Ticket"	Ticket Manager menu	Ticket Wallagel Hiellu
(2.1.022)	A window pops up for editing tickets		
	User enters:		
	Cancellation Code: Duplicate Note: Cancelled		
	User selects "Cancel"		
	Check results		
testEditTicket	Preconditions:	Ticket ID 2 is updated to	Ticket ID 2 is updated to
ResolvedTo Working State	testEditTicketWorkingRequestToResolved passes	Working state at the Ticket Manager menu	Working state at the Ticket Manager menu
(bliu22)	Highlight ticket ID 2 and select "Edit Ticket"	וופווע	Here manager menu
	User enters: Note: Reopened		
	User selects "Reopen"		

	Check results			
testEditTicket			-	
ResolvedTo ClosedState (bliu22)	Highlight ticket ID 4 and select "Edit Ticket"	Closed state at the Ticket Manager menu	Closed state at the Ticket Manager menu	
(Diluzz)	User enters: Note: Confirm			
	Select Confirm			
	Check results			
testSaveTicket	Preconditions: All previous tests pass	User is brought back to	User is brought back to	
List	User selects:	the Ticket Manager	the Ticket Manager	
(bliu22)	File	Menu with no change	Menu with no change	
	Save			
	test-files			
	Enters: ticketTest.txt			
	Select save			
	Check results			
testNewTicket List	<b>Preconditions:</b> There are tickets on the list	The Ticket Manager menu is empty of	The Ticket Manager menu is empty of	
(bliu22)	User selects:	tickets	tickets	
	File			
	New			
	Check results			
testLoadTicket	Preconditions: TicketManagerGUI is loaded	The Ticket Manager	The Ticket Manager	
List		menu is filled with	menu is filled with	
(bliu22)	User selects: File	Tickets:	Tickets:	
	Load	ID 1: Incident, Canceled, GitHub down, Software,	ID 1: Incident, Canceled, GitHub	
	test-files	Urgent	down, Software, Urgent	
	ticketTest.txt	ID 2: Request, Working,	ID 2: Request, Working,	
		Workshop account,	Workshop account,	
	Check results	Inquiry, Low	Inquiry, Low	
		ID 3: Request, Canceled,	ID 3: Request,	
		Add Gradescope plugin	Canceled, Add	
		to Moodle, Software, Medium	Gradescope plugin to	
		ID 4: Incident, Closed,	Moodle, Software, Medium	
		ib 4. inclucit, closed,	Miculain	
1		Lights not working in	ID 4: Incident. Closed.	
		Lights not working in EBI 1011, Hardware,	ID 4: Incident, Closed, Lights not working in	
		EBI 1011, Hardware, Medium	Lights not working in EBI 1011, Hardware,	
		EBI 1011, Hardware, Medium ID 5: Request, Closed,	Lights not working in EBI 1011, Hardware, Medium	
		EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High	Lights not working in EBI 1011, Hardware, Medium ID 5: Request, Closed,	
		EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High ID 6: Request, Canceled,	Lights not working in EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High	
		EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High	Lights not working in EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High ID 6: Request,	
		EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High ID 6: Request, Canceled,	Lights not working in EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High	
testListBy	Preconditions: testLoadTicketList passes	EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High ID 6: Request, Canceled, Pizza, Inquiry, Urgent 4 tickets are listed that	Lights not working in EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High ID 6: Request, Canceled, Pizza, Inquiry, Urgent 4 tickets are listed that	
testListBy RequestType (bliu22)	Preconditions: testLoadTicketList passes From the Ticket Manager menu User selects:	EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High ID 6: Request, Canceled, Pizza, Inquiry, Urgent	Lights not working in EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High ID 6: Request, Canceled, Pizza, Inquiry, Urgent	

	Request List by Ticket Type Check results		
testListBy IncidentType (bliu22)	Preconditions: testLoadTicketList passes  From the Ticket Manager menu User selects:	2 Tickets are listed that are of Incident Type	2 Tickets are listed that are of Incident Type
	Incident	ID 1 & 4.	ID 1 & 4.
	List by Ticket Type		
	Check results		
testShowAll Tickets (bliu22)	<b>Preconditions:</b> testListByIncidentType or testListByRequestType passes	All 6 Tickets as described in testLoadTicketList are	All 6 Tickets as described in testLoadTicketList are
	From the Ticket Manager menu User selects:	displayed	displayed
	Show All Tickets		
	Check results		

## **Document Revision History**

Date	Author	Change Description
9/25/19	Benson Liu	Added 5 tests for states of ticket, 1 for removing tickets
10/17/19	Benson Liu	Added 6 tests for GUI functionality, 8 tests for State machine implementation