Ticket Manager Black Box Test Plan

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Date: 9/25/19

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 TicketFile (bliu22)	**Preconditions:** TicketManagerGUI is ran The tickets.txt file is in the test-files folder of the TicketManager project The user selects: File Load a new ticket file A file chooser opens, the user selects: "test-files" folder "ticket1.txt" file Check results	A list of 6 tickets are shown with the following information, ordered in the table: ID 1: Incident, New, GitHub down, Software, Urgent ID 2: Request, Working, Workshop account, Inquiry, Low ID 3: Request, Feedback, Add Gradescope plugin to Moodle, Software, Medium ID 4: Incident, Resolved, Lights not working in EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High ID 6: Request, Canceled, Pizza, Inquiry, Urgent	A list of 6 tickets are shown with the following information, ordered in the table: ID 1: Incident, New, GitHub down, Software, Urgent ID 2: Request, Working, Workshop account, Inquiry, Low ID 3: Request, Feedback, Add Gradescope plugin to Moodle, Software, Medium ID 4: Incident, Resolved, Lights not working in EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High ID 6: Request, Canceled, Pizza, Inquiry, Urgent
testAddNew Ticket (bliu22)	**Preconditions:** testLoadTicketFile passes The user selects: Add New Ticket 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"	Ticket is added to the list as ID 7 with all the corresponding details, with the state listed as "New".	Ticket is added to the list as ID 7 with all the corresponding details, with the state listed as "New".

	Check results		
testEditTicket NewStateTo WorkingState (bliu22)	**Preconditions:** testAddNewTicket passes The user highlights ticket ID 7 (Internet is down) and selects "Edit Ticket" A window pops up for editing tickets User enters: Owner Id: bliu23 Work Note: Assigned to bliu23 Select "Investigate" Check Results	User is brought back to menu with list of current tickets, ID 7s state is now "Working"	User is brought back to menu with list of current tickets, ID 7s state is now "Working"
testEditTicket WorkingState ToFeedback State (bliu22)	**Preconditions:** testEditTicketNewState passes The user highlights ticket ID 7 (Internet is down) and selects "Edit Ticket" 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	User is brought back to menu with list of current tickets, ID 7s state is now "Feedback"	User is brought back to menu with list of current tickets, ID 7s state is now "Feedback"
testEditTicket FeedbackState ToResolved State (bliu22)	**Preconditions:** testEditTicketWorkingState passes The user highlights ticket ID 7 (Internet is down) and selects "Edit Ticket" 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	User is brought back to menu with list of current tickets, ID 7s state is now "Resolved"	User is brought back to menu with list of current tickets, ID 7s state is now "Resolved"

testDeleteTicket (bliu22)	**Preconditions:** testAddNewTicket passes The user highlights ticket ID 7 (Internet is down) and selects "Delete ticket" Check results	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.
testEditTicket NewToWorking IncidentTo Resolved (bliu22)	**Preconditions:** test-files/ticket1.txt is loaded Highlight ticket ID 1 and select "Edit Ticket" 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	Ticket ID 1 is updated to Resolved at the Ticket Manager menu	Ticket ID 1 is updated to Resolved at the Ticket Manager menu
testEditTicket Working RequestTo Resolved (bliu22)	**Preconditions:** test-files/ticket1.txt is loaded Highlight ticket ID 2 and select "Edit Ticket" A window pops up for editing tickets User enters: Resolution Code: Completed Note: Completed Check results	Ticket ID 2 is updated to Resolved at the Ticket Manager menu	Ticket ID 2 is updated to Resolved at the Ticket Manager menu
testEditTicket FeedbackTo WorkingState (bliu22)	**Preconditions:** test-files/ticket1.txt is loaded Highlight ticket ID 3 and select "Edit Ticket" A window pops up for editing tickets User enters: Note: Reopened	Ticket ID 3 is updated to Working at the Ticket Manager menu	Ticket ID 3 is updated to Working at the Ticket Manager menu

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

	Check results		
testEditTicket ResolvedTo ClosedState (bliu22)	**Preconditions:** test-files/ticket1.txt is loaded Highlight ticket ID 4 and select "Edit Ticket" User enters: Note: Confirm Select Confirm Check results	Ticket ID 4 is updated to Closed state at the Ticket Manager menu	Ticket ID 4 is updated to Closed state at the Ticket Manager menu
testSaveTicket List (bliu22)	**Preconditions:** All previous tests pass User selects: File Save test-files Enters: ticketTest.txt Select save Check results	User is brought back to the Ticket Manager Menu with no change	User is brought back to the Ticket Manager Menu with no change
testNewTicket List (bliu22)	**Preconditions:** There are tickets on the list User selects: File New Check results	The Ticket Manager menu is empty of tickets	The Ticket Manager menu is empty of tickets
testLoadTicket List (bliu22)	**Preconditions:** TicketManagerGUI is loaded User selects: File Load test-files ticketTest.txt Check results	The Ticket Manager menu is filled with Tickets: ID 1: Incident, Canceled, GitHub down, Software, Urgent ID 2: Request, Working, Workshop account, Inquiry, Low ID 3: Request, Canceled, Add Gradescope plugin to Moodle, Software, Medium ID 4: Incident, Closed, Lights not working in EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High ID 6: Request, Canceled, Pizza, Inquiry, Urgent	The Ticket Manager menu is filled with Tickets: ID 1: Incident, Canceled, GitHub down, Software, Urgent ID 2: Request, Working, Workshop account, Inquiry, Low ID 3: Request, Canceled, Add Gradescope plugin to Moodle, Software, Medium ID 4: Incident, Closed, Lights not working in EBI 1011, Hardware, Medium ID 5: Request, Closed, New VM, Inquiry, High ID 6: Request, Canceled, Pizza, Inquiry, Urgent
testListBy RequestType (bliu22)	**Preconditions:** testLoadTicketList passes From the Ticket Manager menu User selects:	4 tickets are listed that are all of Type Request. ID 2, 3, 5, & 6	4 tickets are listed that are all of Type Request. ID 2, 3, 5, & 6

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

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