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| --- | --- | --- | --- | --- | --- | --- | --- |
| Test scenario | Test case | Pre -condition | Test step | Test Data | Expected  Result | Actual  Result | Pass/  Fail |
| Filing a complaint | 1.Registering  a complaint  2.Withdrawl of complaint  3. On the click of update button  4.On the click of search button  5.Clear button on click | User has to register with his details | 1.First it checks membership.  2.Details that are registered should be valid.  3.If valid, then registered complaint is valid.  1.First it checks membership.  2.By using the complaint number it checks the complaint details.  1.It first checks the registration.  2.Checks if there are any details to be updated.  3. Click on   |  | | --- | | Update |   1.First it checks the registration  2.Checks if details are available  3.Display the details.  1.First it checks the registration  2.Checks if any data is available in the opened form  3.If available click   |  | | --- | | Clear | | Id: Required  Pwd: Required   |  | | --- | | Submit |   Valid details   |  | | --- | | Register |   Id: Required  Pwd: Required   |  | | --- | | Submit |   Required search  Details found   |  | | --- | | Withdrawl |   Id: Required  Pwd: Required   |  | | --- | | Submit |   All the details are specified click on   |  | | --- | | Update |   Id: Required  Pwd: Required   |  | | --- | | Submit |   Complaint number search found  Otherwise ERROR  Id: Required  Pwd: Required   |  | | --- | | Submit |   Form of complaint entries will be opened.  Click on   |  | | --- | | Clear |   Button.  It clears the field. | First the user has to fill all fields with valid data. If any errors present then messages are to be displayed.  This can withdrawl the complaint that is already registered.  Modified results are updated in the database by clicking on UPDATE button.  Display the details of complaint if exists.  Otherwise display proper error messages.  Clears all fields | Successful  Successful  Successful  Successful  Successfull | Pass  Pass  Pass  Pass  Pass |