1) CRM – Manual Test Case Report

Project: Customer Relationship Management (CRM)

Objective

To verify that the CRM system works correctly for managing customer records, login, and data operations.

Module: Login

Test Case ID	Scenario	Test Steps	Test Data	Expected Result
CRM_TC_01	Login with valid credentials	Enter valid username and password → Click Login	admin / admin123	User should be logged in successfully
CRM_TC_02	Login with invalid password	Enter valid username and wrong password	admin / 123	Error message should be displayed
CRM_TC_03	Login with blank fields	Leave username and password empty	—	Validation message should appear

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Module: Customer Management

Test Case ID	Scenario	Steps	Expected Result
CRM_TC_04	Add customer	Enter customer details → Click Save	Customer added successfully
CRM_TC_05	Edit customer	Update customer details	Changes saved
CRM_TC_06	Delete customer	Click delete on customer	Customer removed
CRM_TC_07	Search customer	Search by name	Correct customer displayed