

assign_roles.feature

Feature: Admin User Role Assignment

Admins should be able to assign groups/roles to users.

Scenario: Assign a user to a support role

Given I am logged in as an admin

When I navigate to the role assignment page

And I select a user and a group

And I submit the changes

Then the user should be added to the selected group

billing_queries.feature

Feature: Billing Ticket Resolution

Billing specialists should manage billing-related tickets.

Scenario: Resolve a billing ticket

Given I am logged in as a Billing Specialist

And I can view billing tickets

When I change the ticket status to "Resolved"

Then the ticket should be marked as resolved

escalate_ticket.feature

Feature: Ticket Escalation

Support agents should be able to escalate tickets for higher review.

Scenario: Escalate a ticket

Given I am logged in as a Support Agent

And I have a pending ticket

When I set the status to "Escalated"

Then the ticket should be visible in the Escalation Manager dashboard

ticket_status_update.feature

Feature: Ticket Status Management

Support agents should be able to update ticket statuses.

Scenario: Mark a ticket as resolved

Given I am logged in as a Support Agent

And I have an assigned ticket

When I change the status to "Resolved"

And I submit the status update

Then the ticket status should be updated

And the ticket owner should receive an email notification

ticket_submission.feature

Feature: Ticket Submission

Users should be able to submit support tickets.

Scenario: Submit a support ticket

Given I am a logged-in user

And I am on the new ticket page

When I fill in the ticket form with subject, category, and description

And I select a club and priority

And I submit the form

Then the ticket should be saved

And I should be redirected to my tickets list

update_profile.feature

Feature: Update Profile

Users should be able to update their personal profile.

Scenario: Change profile information

Given I am logged in

When I go to the profile page

And I update my profile information

And I submit the form

Then my profile should be updated

And I should see a confirmation message

user_login.feature

Feature: User Login

Registered users should be able to log in.

Scenario: Login with valid credentials

Given I am on the login page

When I enter my correct username and password

And I click the login button

Then I should be redirected to the dashboard

And I should see a welcome message

user_logout.feature

Feature: User Logout

Logged-in users should be able to log out securely.

Scenario: Logout from the system

Given I am logged in

When I click the logout button

Then I should be logged out

And I should be redirected to the login page

user_registration.feature

Feature: User Registration

Users should be able to create an account to access the system.

Scenario: Register a new user

Given I am on the registration page

When I enter a valid username, email, and password

And I submit the registration form

Then I should be redirected to the home page

And I should be logged in

view_tickets.feature

Feature: View Tickets

Users should be able to view all tickets they've submitted.

Scenario: View list of my tickets

Given I am logged in

When I go to the "My Tickets" page

Then I should see a list of tickets I've submitted