Test cases and test results - Duplicate Ticket Identification Project

Test Case 1 – Search for ‘overpayment issue’ throughout the file of all open tickets

Expected result - display all duplicate tickets of the same issue

Test Results: pass

A screen shot of a computer

Description automatically generated

Test Case 2 – Search for ‘Allowance issue’ throughout the file of all open tickets

Expected result - display all duplicate tickets of the same issue

Test Results: pass

A screen shot of a computer

Description automatically generated

A screen shot of a computer

Description automatically generated

Test Case 3 – Search for ‘Compensation error’ throughout the file of all open tickets

Expected result – display ‘No duplicates exist’

Test Results: pass

A black screen with white text

Description automatically generated