User Acceptance Testing

Isaiah Cruz

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| Test Case ID | Test Scenario | Test Steps | Test Data | Expected Results | Actual Results | Pass/Fail |
| TC1 | Run query on SQL to show customer information and support ticket history | 1)Enter Image-Line CRM database on SQL  2)Run a query to display all support tickets and the customers who issued them  3)Run a query to update a table with a new purchase from a customer | Isaiah Cruz, 4/24/23 | Queries ran successfully, the table(s) were updated as to not interfere with overall function | Queries ran successfully, Customers and Tickets tables updated successfully | Pass |

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| TC2 | Run query on SQL to show all “Paying” customers with an open ticket | | 1)Enter Image-Line CRM database on SQL  2)Run a query to display all support tickets that are open, with their corresponding ­paying customers | | Gerardo Cruz, 4/29/23 | | Query ran successfully, results showed only paying customers with an open ticket | | Query ran successfully, Customers and Tickets tables had correct specifications | | | Pass | |
| Test Case ID | | Test Scenario | | Test Steps | | Test Data | | Expected Results | | Actual Results | Pass/Fail | |
| TC3 | | Run query on SQL to show details about only one product: Fruity Slicer | | 1)Enter Image-Line CRM database on SQL  2)Run a query to display information about just the Fruity Slicer product | | Teresa Cruz, 5/2/23 | | Query ran successfully, only 1 row of data in results tab | | Query ran successfully, the correct product was shown | Pass | |

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| TC4 | Ask the live chatbot on Botpress questions about Image-Line’s products | 1)Go on Botpress editing studio, click on “Image-Line Support” bot  2)Start a new conversation and ask the bot 3 questions about any of Image-Line’s products (make sure they are relevant) | Adrian Cruz, 5/5/23 | The bot engaged in conversation without errors, and provided the correct information from Image-Line’s website | I asked it how much FL Studio costed, how to edit my username, and how to update FL Studio, and it gave me immediate answers | Pass |

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| TC5 | Ask the live chatbot on Botpress questions that are unrelated to Image-Line and their products | 1)Go on Botpress editing studio, click on “Image-Line Support” bot  2)Start a new conversation and ask the bot a question that does not relate at all to Image-Line or their products | John Jukoski, 5/7/23 | The bot cannot answer the question, but rather than giving an error code, it tells the user to ask a relevant question. | It couldn’t answer the question, but it redirected the user to the start of the conversation and told him to ask a relevant question | Pass |

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| TC6 | Ask the live chatbot on Botpress to submit a new support ticket | 1)Go on Botpress editing studio, click on “Image-Line Support” bot  2)Start a new conversation and tell the bot you would like to submit a new ticket | Isaiah Cruz, 5/7/23 | The bot recognizes the request and asks for the user email and prompts them to type out their new ticket. It then stores them as variables to submit | The bot saved the correct variables (useremail and userticket) and was able to instantly create a new ticket for me | Pass |