

In this test plan we will be checking out all of the features related to interacting directly with user entered information in terms of their account and customer service procedures. The features we are testing include setting up and logging in to a user account, user interaction with customer service, and handling user account card/bank information. Testing the user account feature will include testing that passes when correct combinations for a username and password are entered and testing that fails when illegal and incorrect combinations, that do not match up to the user stored information in the database, gets entered. The testing will be specific and account for each user entered data to be a match per character, so that only the correct username and password pass. This also includes testing to see if the username and password themselves get stored correctly upon the initial creation of the account.

Testing the customer service feature will include testing that covers the transport of information that the user entered to the customer service panel. This testing will cover if the correct response to the user question is received and if the user response gets transferred correctly. Testing will include checking if the response matches the question of the right user when the customer panel is faced with multiple users asking different questions. Testing will also include checking to see if the customer questions are received by the panel or not. We will also be testing to the entire interaction of the customer service panel to see if the chatbox is able to support an entire conversation with a user.

Testing the user's account card information will include testing that the user's information is protected from unauthorized access and if the card information is accurate to the bank's. This includes testing that the user account's card information is safely stored by verifying that the cvc details on the card match that of the stored information when attempting to purchase a ticket at checkout. We will also test incorrect entries and attempts to purchasing, so that the test will fail. We are also testing to see if the payment gets processed with the bank. We will also test the entire process of creating an account, interacting with customer service, and then purchasing a ticket as a user. More in depth test case examples are stated in our excel sheet.