

Author: Kamila Puchała

Assumptions:

IT project for new insurance system.

The testing relates to a "claims reporting screen" for filling in personal information.

Table of contents:

Introduction	2
The form	3
Test cases:	5
Title: User successfully reporting claim for Home & Liability – Fire damage.....	5
Title: User fails during reporting claim for Home & Liability – Fire damage.	7
Title: User successfully reporting claim for Home & Liability – Fire damage (29 th of February).	9
Bug	11
Test case with bug	11
Lifecycle of bug.....	13
Change of one pager.....	14
Scenario for whole process (happy path):	15

Introduction

Before we go to forms of claims reporting screen let's give some overview how might looks structure of claims reporting.

First of all, our insurance service will be divided on to type of users individual and business.

According to user type, insurance offer and claims reporting might be different. Anyway, let's focus on potential individual user options which might be:

- Car & Vehicles
- Home & Liability
- Life
- Travel
- Health
- Claim by phone

Of course, each option will have next choices. But I will focus on one of path for Home & Liability

In Home & Liability user could select one of:

- Water damage
- Fire damage
- Weather damage
- Short circuit/overvoltage damage
- Theft or vandalism
- Glass breakage

According to user choice, again different options might be shown in reporting forms.

The form

The indicated fields are required to obtain information on:

- a) who is making the claim,
- b) whether the declarant matches the policy number,
- c) the scope of the claim.

The form should only contain the necessary information (other information is contained in the policy contract).

Common forms will be used for all options and contains questions/selections about:

Which property was affected?

Where user can select one of **My building** and **My household equipment** field is required

Someone else's Property was affected?

Where user can select **Yes** or **No** field is required

How did the incident happen and what was damaged?

Where user need to type description. Field is required and user can type 2000 characters.

When did the incident happen?

User will have date picker displayed and need to select date or type date in proper format. Field is required and has locked option to select date from future.

First name

Where user need to type first name. Field is required and should contains only letters. User can type up to 100 characters.

Last name

Where user need to type first name. Field is required and should contains only letters. User can type up to 100 characters.

Policy ID

Where user can type policy ID. Field is required should contain validation of policy id format

Phone number

Where user can type phone number. Field should validate phone number format together with direction number

E-mail

Where user can type e-mail address. Field should validate provided data are in correct format and is required

Preferred communication method

Where user can select **phone number** or **e-mail**

Add Attachment /field

Where user can add attachments (all files formats are allowed), field is optional

First name of other party

Where user need to type first name. Field is required only if user select yes in *Someone else's Property was affected?* and should contains only letters. User can type up to 100 characters.

Last name of other party

Where user need to type first name. Field is required only if user select yes in *Someone else's Property was affected?* and should contains only letters. User can type up to 100 characters.

Phone number of other party

Where user can type phone number. Field should validate phone number format together with direction number field is required only if user select yes in *Someone else's Property was affected?*

E-mail of other party

Where user can type e-mail address. Field should validate provided data are in correct format and is required field is required only if user select yes in *Someone else's Property was affected?*

Preferred communication method of other party

Where user can select phone number or e-mail

Add another contact

Where user can click button which will add another other party contact fields button visible only if user select yes in *Someone else's Property was affected?*

Privacy policy consents

Where user can select checkbox which is required to send claim report

Test cases:

Title: User successfully reporting claim for Home & Liability – Fire damage.

Priority: Critical

Dependencies:

User is logged in to insurance service as individual client in web browser.

User has selected Home & Liability option.

Steps:

	Step	Expected result
1	Under Home & Liability select Fire damage	User is navigated to forms where he needs to fill following fields: Which property was affected? Where user can select one of My building and My household equipment field is required Someone else's Property was affected? Where user can select Yes or No field is required How did the incident happen and what was damaged? Where user need to type description. Field is required and user can type 2000 characters. When did the incident happen? User will have date picker displayed and need to select date or type date in proper format. Field is required and has locked option to select date from future. First name where user need to type first name. Field is required and should contains only letters. User can type up to 100 characters. Last name where user need to type first name. Field is required and should contains only letters. User can type up to 100 characters. Policy ID where user can type policy ID. Field is required should contain validation of policy id format phone number where user can type phone number. Field should validate phone number format together with direction number e-mail where user can type e-mail address. Field should validate provided data are in correct format and is required Preferred communication method where user can select phone number or e-mail

		Add Attachment field where user can add attachments (all file formats are allowed) Privacy policy consents where user can select checkbox which is required to send claim report Except this there is inactive “submit” button
2	Under Which property was affected? Select My building	My building is selected
3	Under Someone else's Property was affected? Select No	No is selected
4	Under How did the incident happen and what was damaged? Type test description “Yesterday, 11 August - 2009 the house was gutted in a major fire accident damaging most of the hall, screen and stage, projection room and equipment. The cause of the fire is not known. The estimated total damage is worth \$ 50,000 as per details of construction and fitting costs outlined in the paper attached.”	Description is successfully typed
5	Under When did the incident happen? Type date in format dd-mm-yyyy	Date is typed
6	Under First name type “Johnny”	First name is typed
7	Under Last name Type “Test”	Last name is typed
8	Under Policy ID Type policy in format abc-123456789	Policy ID is typed
9	Under phone number Type phone number together with direction number “+48 666 666 666”	Phone number is typed
10	Under e-mail Type “johnny.test@test.com”	e-mail is typed
11	Under Preferred communication method Select e-mail	Email is selected
12	Do not add attachments in Add Attachment section	Nothing has changed
13	Check checkbox for Privacy policy consents	Checkbox is checked Submit button is now enabled
14	Click submit button	Claim is reported, user is redirect to summary page where is displayed identification number for just reported claim.

Title: User fails during reporting claim for Home & Liability – Fire damage.

Priority: High

Dependencies:

User is logged in to insurance service as individual client in web browser.
User has selected Home & Liability option.

Steps:

	Step	Expected result
1	Under Home & Liability select Fire damage	User is navigated to forms where he needs to fill following fields: Which property was affected? Where user can select one of My building and My household equipment field is required Someone else's Property was affected? Where user can select Yes or No field is required How did the incident happen and what was damaged? Where user need to type description. Field is required and user can type 2000 characters. When did the incident happen? User will have date picker displayed and need to select date or type date in proper format. Field is required and has locked option to select date from future. First name where user need to type first name. Field is required and should contains only letters. User can type up to 100 characters. Last name where user need to type first name. Field is required and should contains only letters. User can type up to 100 characters. Policy ID where user can type policy ID. Field is required should contain validation of policy id format phone number where user can type phone number. Field should validate phone number format together with direction number e-mail where user can type e-mail address. Field should validate provided data are in correct format and is required Preferred communication method where user can select phone number or e-mail Add Attachment field where user can add attachments (all file formats are allowed) Privacy policy consents where user can select checkbox which is required to send claim report Except this there is inactive “submit” button

2	Under Which property was affected? Select My building	My building is selected
3	Under Someone else's Property was affected? Select No	No is selected
4	Under How did the incident happen and what was damaged? Type test description "Yesterday, 11 August - 2009 the house was gutted in a major fire accident damaging most of the hall, screen and stage, projection room and equipment. The cause of the fire is not known. The estimated total damage is worth \$ 50,000 as per details of construction and fitting costs outlined in the paper attached."	Description is successfully typed
5	Under When did the incident happen? Type date in format dd-mm-yyyy from future	Date is typed
6	Under First name Type "Johny"	First name is typed
7	Under Last name Type "Test"	Last name is typed
8	Under Policy ID Type policy in different format than abc-123456789	Policy ID is typed
9	Under phone number Type phone number together with direction number "+48 666 666 666 666"	Phone number is typed
10	Under e-mail Type "johny.test@test."	e-mail is typed
11	Under Preferred communication method select e-mail	Email is selected
12	Do not add attachments in Add Attachment section	Nothing has changed
13	Check checkbox for Privacy policy consents	Checkbox is checked Submit button is now enabled
14	Click submit button	Claim is not reported, user is not redirect to summary page. User stays on forms page where for following fields validation error is displayed: <ul style="list-style-type: none"> - e-mail - phone number - Policy ID - When did the incident happen?

Title: User successfully reporting claim for Home & Liability – Fire damage (29th of February).

Priority: Medium

Dependencies:

User is logged in to insurance service as individual client in web browser.

User has selected Home & Liability option.

Steps:

	Step	Expected result
1	Under Home & Liability Select Fire damage	User is navigated to forms where he needs to fill following fields: Which property was affected? Where user can select one of My building and My household equipment field is required Someone else's Property was affected? Where user can select Yes or No field is required How did the incident happen and what was damaged? Where user need to type description. Field is required and user can type 2000 characters. When did the incident happen? User will have date picker displayed and need to select date or type date in proper format. Field is required and has locked option to select date from future. First name where user need to type first name. Field is required and should contains only letters. User can type up to 100 characters. Last name where user need to type first name. Field is required and should contains only letters. User can type up to 100 characters. Policy ID where user can type policy ID. Field is required should contain validation of policy id format phone number where user can type phone number. Field should validate phone number format together with direction number e-mail where user can type e-mail address. Field should validate provided data are in correct format and is required Preferred communication method where user can select phone number or e-mail Add Attachment field where user can add attachments (all file formats are allowed) Privacy policy consents where user can select checkbox which is required to send claim report

		Except this there is inactive “submit” button
2	Under Which property was affected? Select My building	My building is selected
3	Under Someone else's Property was affected? Select No	No is selected
4	Under How did the incident happen and what was damaged? Type test description “Yesterday, 11 August - 2009 the house was gutted in a major fire accident damaging most of the hall, screen and stage, projection room and equipment. The cause of the fire is not known. The estimated total damage is worth \$ 50,000 as per details of construction and fitting costs outlined in the paper attached.”	Description is successfully typed
5	Under When did the incident happen? Type date 29.02.2020 in format dd-mm-yyyy	Date is typed
6	Under First name Type “Johny”	First name is typed
7	Under Last name Type “Test”	Last name is typed
8	Under Policy ID Type policy in format abc-123456789	Policy ID is typed
9	Under phone number Type phone number together with direction number “+48 666 666 666”	Phone number is typed
10	Under e-mail Type “johny.test@test.com”	e-mail is typed
11	Under Preferred communication method Select e-mail	Email is selected
12	Do not add attachments in Add Attachment section	Nothing has changed
13	Check checkbox for Privacy policy consents	Checkbox is checked Submit button is now enabled
14	Click submit button	Claim is reported, user is redirect to summary page where is displayed identification number for just reported claim.

Bug

Test case with bug

Title: User cannot report claim for Home & Liability – Fire damage (e-mail address issue).

Priority: Critical

Environment:

Develop - env

Windows 10

Google Chrome Version 102.0.5005.115

Dependencies:

User is logged in to insurance service as individual client in web browser.

User has selected Home & Liability option.

Steps:

	Step
1	Under Home & Liability Select Fire damage
2	Under Which property was affected? Select My building
3	Under Someone else's Property was affected? Select No
4	Under How did the incident happen and what was damaged? Type test description “Yesterday, 11 August - 2009 the house was gutted in a major fire accident damaging most of the hall, screen and stage, projection room and equipment. The cause of the fire is not known. The estimated total damage is worth \$ 50,000 as per details of construction and fitting costs outlined the paper attached.”
5	Under When did the incident happen? Type date 29.02.2020 in format dd-mm-yyyy
6	Under First name Type “Johnny”
7	Under Last name Type “Test”
8	Under Policy ID Type policy in format abc-123456789
9	Under phone number Type phone number together with direction number “+48 666 666 666”
10	Under e-mail Type “johnny.test@test.com”
11	Under Preferred communication method Select e-mail

12	Do not add attachments in Add Attachment section
13	Check checkbox for Privacy policy consents
14	Click submit button

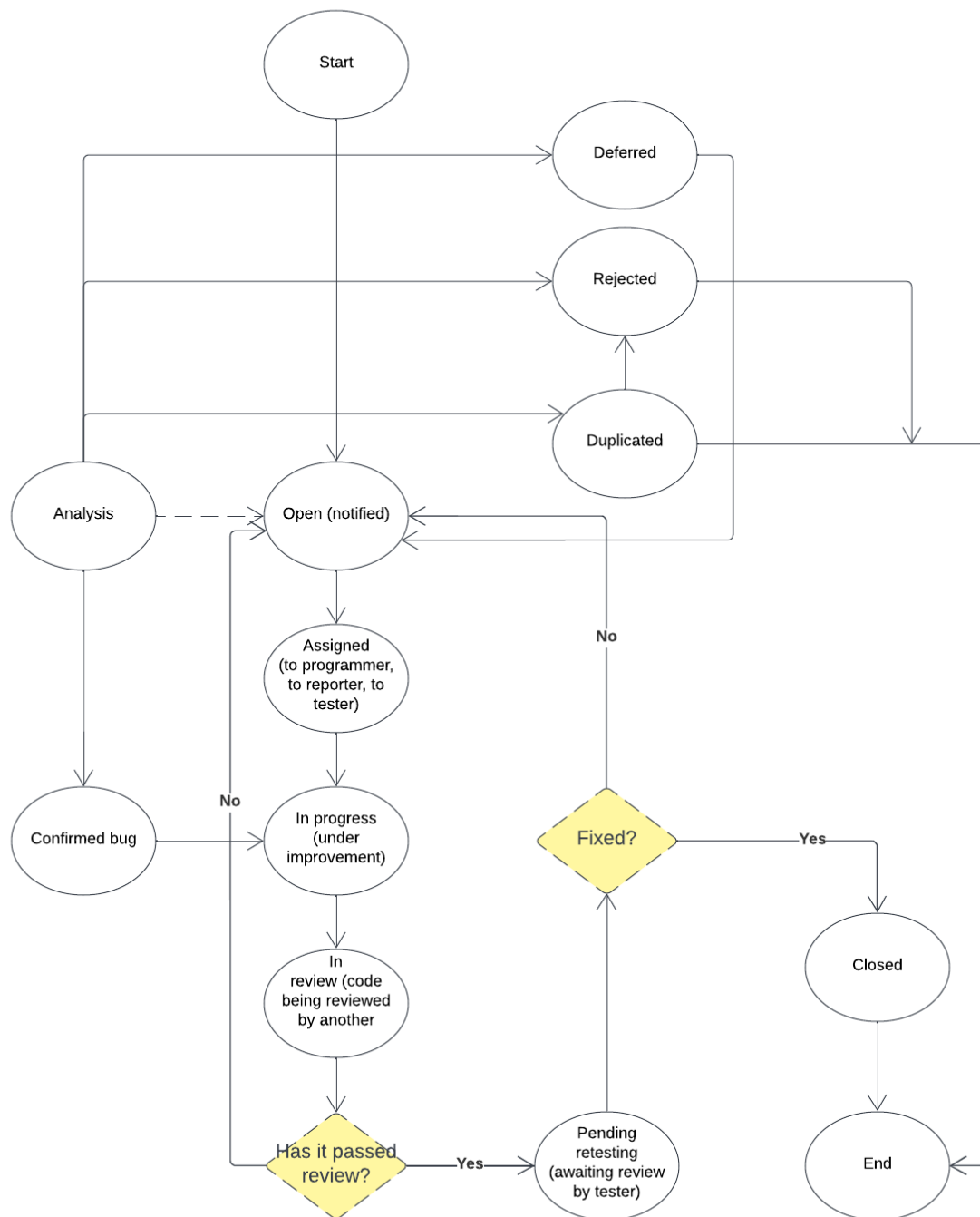
Actual results:

Claim is not reported, user is not redirect to summary page. Validation error is displayed that typed e-mail address is incorrect.

Expected results:

Claim is reported, user is redirect to summary page where is displayed identification number for just reported claim.

Lifecycle of bug



Change of one pager

Page	Subject	Description
First page	Introductory information	Which property was affected? Where user can select one of My building and My household equipment field is required Someone else's Property was affected? Where user can select Yes or No field is required
Second page	Incident description	How did the incident happen and what was damaged? Where user need to type description. Field is required and user can type 2000 characters.
Third page	Date	When did the incident happen? User will have date picker displayed and need to select date or type date in proper format. Field is required and has locked option to select date from future.
Fourth page	Personal data	First name where user need to type first name. Field is required and should contains only letters. User can type up to 100 characters. Last name where user need to type first name. Field is required and should contains only letters. User can type up to 100 characters. Policy ID where user can type policy ID. Field is required should contain validation of policy id format phone number where user can type phone number. Field should validate phone number format together with direction number e-mail where user can type e-mail address. Field should validate provided data are in correct format and is required Preferred communication method where user can select phone number or e-mail
Fifth page	Other party personal data	First name of other party Last name of other party phone number of other party e-mail of other party Preferred communication method of other party Add another contact button
Sixth page	Attachments	Space for adding required and additional attachments
Seventh page	Consents	Privacy policy consents where user can select checkbox which is required to send claim report Submit button

Scenario for whole process (happy path):

1. Customer user is opening insurance web page
2. Customer user is log in as individual customer
3. Customer user navigate to claims page
4. Customer user select one of provided category (different than phone services)
5. Customer user choose one of provided option from selected category
6. Customer user successfully fills in claim forms and submit it.
7. Customer user is checking summary page with claim id.
8. Customer user is checking in system does reported claim is under his account.
9. Customer user is checking does he receive confirmation email/sms that claim is reported.
10. Insurance company user is checking that reported claim is now tracked in the claim system.
11. Insurance company user is checking that claim was redirected to correct category (same as in point 4)
12. Verify is reported claim saved in insurance company DB.