

Milestone 28: Preparing Test Cases & Fixing Defects

Activity 1: Test Case 1

Customer Creation

Test Case	Verify that a new Customer can be created successfully with all mandatory fields.
Environment	Includes <ul style="list-style-type: none">• OS: Windows 11• Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	Test Steps: <ul style="list-style-type: none">• Navigate to the Customer object page.• Fill in required fields.• Click Save
Expected Result	<ul style="list-style-type: none">• The Customer record should be saved successfully.• The record should appear on the Customers List page.
Status	PASSED

Test Evidences

Tours & Travels CRM

Customers Info

Travel Package Selector

Travel Packages

Bookings

Booking Payments

BookingGuests

Employees

Feedbacks

Tasks

Reports

Dashboards

Q Search...

10 items • Updated a minute ago

New Customer Info

Customer ID

Date Of Birth

Customer Name

Spongebob Squarepants

Email

squarepants@bikini.bottom.com

Phone

(862) 475-8391

Country

Philippines

City

Angeles City

Owner

Andreas Luy

Cancel

Save & New

Save

Tours & Travels CRM

Customers Info

Travel Package Selector

Travel Packages

Bookings

Booking Payments

BookingGuests

Employees

Feedbacks

Tasks

Reports

Dashboards

Q Search...

Customer Info "Spongebob Squarepants" was created.

New Contact

Edit

New Opportunity

Related

Details

Customer ID

CUST-0011

Date Of Birth

1/1/2000

Customer Name

Spongebob Squarepants

Age

25

Email

squarepants@bikini.bottom.com

Owner

Andreas Luy

Phone

(862) 475-8391

Country

Philippines

City

Angeles City

Created By

Andreas Luy

8/24/2025, 4:50 AM

Last Modified By

Andreas Luy

8/24/2025, 4:50 AM

Activity

Filter: All time • All activities • All types

Refresh

Expand All

View All

Upcoming & Overview

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Tours & Travels CRM

Customers Info

Travel Package Selector

Travel Packages

Bookings

Booking Payments

BookingGuests

Employees

Feedbacks

Tasks

Reports

Dashboards

Q Search...

Customer Info

Recently Viewed

11 items • Updated a few seconds ago

New

Import

Change Owner

Assign Label

Customer Name
Spongebob Squarepants
Kenneth Chin
Daniel Singh
Emily Clark
Michael Wang
Sarah Brown
David Kim
Maria Lopez
Alex Johnson
Jane Smith
John Doe

Activity 2: Test Case 2

Booking Creation

Test Case	Verify that a new booking can be created successfully with all mandatory fields.
Environment	Includes <ul style="list-style-type: none">• OS: Windows 11• Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	Test Steps: <ul style="list-style-type: none">• Navigate to the Booking object page.• Fill in required fields.• Click Save.
Expected Result	<ul style="list-style-type: none">• The Booking record should be saved successfully.• The record should appear on the Booking List page.• A Record related to Booking must be created in the Booking Payments object with Payment Status pending.• BookingGuests records must be created and maintained to exactly match the Number of Travellers value specified in the related Booking record..
Status	PASSED

Test Evidences

Tours & Travels CRMCustomers infoTravel Package Selector

BookingsRecently Viewed

4 items • Updated 3 minutes ago

Booking Name

1 Booking -004

2 Booking -003

3 Booking -002

4 Booking -001

New Booking

* Required Information

Information

Booking Number

*Number of Travelers

1

*Booking Name

A trip to bikini bottom

*Booking Status

Pending

*Customer

Spongheob Squarepants

Travel Cost Per Person

\$0.00

Customer Email

squarepants@bikini.bottom.com

This field is calculated upon save

Total Travel Amount

\$0.00

*Travel Package

USA East Coast Explorer

This field is calculated upon save

Accommodation Amount per Person per Day

\$0.00

Booking Date

8/22/2025

This field is calculated upon save

Cancellation Reason

*Travelling Start Date

9/1/2025

Travelling End Date

This field is calculated upon save

Total Accommodation Amount

\$0.00

Trip Type

Solo

This field is calculated upon save

Total Billing Amount

\$0.00

*Membership Chosen

This field is calculated upon save

Cancel

Save & New

Save

Tours & Travels CRMCustomers infoTravel Package Selector

BookingsRecently Viewed

4 items • Updated 3 minutes ago

Booking Name

1 Booking -004

2 Booking -003

3 Booking -002

4 Booking -001

New Booking

* Required Information

Information

Booking Number

*Number of Travelers

1

*Booking Name

A trip to bikini bottom

*Booking Status

Pending

*Customer

Spongheob Squarepants

Travel Cost Per Person

\$0.00

Customer Email

squarepants@bikini.bottom.com

This field is calculated upon save

Total Travel Amount

\$0.00

*Travel Package

USA East Coast Explorer

This field is calculated upon save

Accommodation Amount per Person per Day

\$0.00

Booking Date

8/22/2025

This field is calculated upon save

Cancellation Reason

*Travelling Start Date

9/1/2025

Travelling End Date

This field is calculated upon save

Total Accommodation Amount

\$0.00

Trip Type

Solo

This field is calculated upon save

Total Billing Amount

\$0.00

*Membership Chosen

VIP

This field is calculated upon save

Owner

Andrew Luy

View all dependencies

Preferred Accommodation

Villa

View all dependencies

Include Travel Insurance

Require Visa Assistance

Require Tour Guide

Guide Assigned

Mr. Krabs

Preferred Guide Language

English

Cancel

Save & New

Save

Tours & Travels CRMCustomers infoTravel Package SelectorTravel PackagesBookingsBooking PaymentsBookingGuestsEmployeesFeedbacksTasksReportsDashboards

BookingA trip to bikini bottom

Booking "A trip to bikini bottom" was created.

New EventNew TaskEdit

Details

Information

Booking Number

11

Number of Travelers

1

Booking Name

A trip to bikini bottom

Booking Status

Pending

Customer

Spongheob Squarepants

Travel Cost Per Person

\$15,000.00

Customer Email

squarepants@bikini.bottom.com

Total Travel Amount

\$15,000.00

Travel Package

USA East Coast Explorer

Accommodation Amount per Person per Day

\$6,000.00

Booking Date

8/22/2025

Cancellation Reason

Travelling Start Date

9/1/2025

Total Accommodation Amount

\$6,000.00

Travelling End Date

9/21/2025

Total Billing Amount

\$21,000.00

Trip Type

Solo

Owner

Andrew Luy

Membership Chosen

VIP

Preferred Accommodation

Villa

Include Travel Insurance

Require Visa Assistance

...

Activity

Filter: All time • All activities • All types

RefreshExpand AllView All

Upcoming & Overview

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Tours & Travels CRM

Customers infoTravel Package SelectorTravel PackagesBookingsBooking PaymentsBookingGuestsEmployeesFeedbacksTasksReportsDashboards

Q Search...

★📄🔍⚙️🔔👤

Booking

A trip to bikini bottom

New EventNew TaskEdit

Related

Details

BookingGuests (1)

New

BookingGuest Name

Guest 1

View All

Booking Payments (1)

New

Booking Payment Name

a04qL000009Lpf3

View All

Feedbacks (0)

New

Approval History (0)

Activity

Filters: All time • All activities • All types

RefreshExpand AllView All

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Tours & Travels CRM

Customers infoTravel Package SelectorTravel PackagesBookingsBooking PaymentsBookingGuestsEmployeesFeedbacksTasksReportsDashboards

Q Search...

★📄🔍⚙️🔔👤

BookingGuest

Guest 1

New ContactEditNew Opportunity

Related

Details

Booking

A trip to bikini bottom

Country

Maldives

BookingGuest Name

Guest 1

City

Age

18

Passport Number

Gender

Visa Required

☐

Relation with Customer

Age Category

Adults

Special Needs

Created By

Andreas Loy 8/24/2025, 4:58 AM

Last Modified By

Andreas Loy 8/24/2025, 4:58 AM

Activity

Filters: All time • All activities • All types

RefreshExpand AllView All

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Tours & Travels CRM

Customers infoTravel Package SelectorTravel PackagesBookingsBooking PaymentsBookingGuestsEmployeesFeedbacksTasksReportsDashboards

Q Search...

★📄🔍⚙️🔔👤

Booking Payment

a04qL000009Lpf3

New ContactEditNew Opportunity

Related

Details

Payment Number

12

Payment Method

Customer Name

Spongetob Squarepants

Payment Reference Number

Booking

A trip to bikini bottom

Payment Mode Details

Payment Date

8/22/2025

Payment Receipt Sent

☐

Total Bill Amount

\$21,000.00

Owner

Andreas Loy

Payment Status

Pending

Notes

Booking Payment Name

a04qL000009Lpf3

Last Modified By

Andreas Loy 8/24/2025, 4:58 AM

Activity

Filters: All time • All activities • All types

RefreshExpand AllView All

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Activity 3: Test Case 3

Payment Status Update and Email Notification

Test Case	Verify whether the Booking Status is Confirmed in Booking Object when Payment Status field is updated to completed in Booking Payment Object. And also verify whether the customer received the mail regarding Booking confirmation and payment completed
Environment	Includes <ul style="list-style-type: none">• OS: Windows 11• Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	Test Steps: <ul style="list-style-type: none">• Navigate to the Booking Payment object page.• Update Payment Status field to Completed.• Click Save
Expected Result	<ul style="list-style-type: none">• The Booking Payment record should be Updated successfully.• The Booking record should be Updated successfully and Booking Status must be Confirmed.• The customer must receive the mail regarding Booking Confirmation and Payment completion
Status	PASSED

Test
Evidences

Booking

A trip to bikini bottom

Related

Details

Information

Booking Number

11

Booking Name

A trip to bikini bottom

Customer

[Spongebob Squarepants](#)

Customer Email

squarepants@bikini.bottom.com

Travel Package

[USA East Coast Explorer](#)

Booking Date

8/22/2025

Travelling Start Date

9/1/2025

Travelling End Date

9/21/2025

Trip Type

Solo

Membership Chosen

VIP

Preferred Accommodation

Villa

Include Travel Insurance

☒

Require Visa Assistance

☐

Number of Travelers

1

Booking Status

Pending

Travel Cost Per Person

\$15,000.00

Total Travel Amount

\$15,000.00

Accommodation Amount per Person per Day

\$6,000.00

Cancellation Reason

Total Accommodation Amount

\$6,000.00

Total Billing Amount

\$21,000.00

Owner

[Andreas Luy](#)

Booking

A trip to bikini bottom

Related

Details

BookingGuests (1)

New

BookingGuest Name

[Guest 1](#)

View All

Booking Payments (1)

New

Booking Payment Name

[a04gl000009LpF3](#)

View All

Feedbacks (0)

New

Approval History (0)

Booking Payment
a04gL000009Lpf3

Related Details

Payment Number	12	Payment Method	
Customer Name	Spongebob Squarepants	Payment Reference Number	
Booking	A trip to bikini bottom	Payment Mode Details	
Payment Date	8/22/2025	Payment Receipt Sent	<input type="checkbox"/>
Total Bill Amount	\$21,000.00	Owner	Andreas Luy
Payment Status	Pending		
Notes			
Booking Payment Name	a04gL000009Lpf3	Last Modified By	Andreas Luy 8/24/2025, 4:58 AM

Booking Payment
a04gL000009Lpf3

Related Details

Payment Number	12	Payment Method	
Customer Name	Spongebob Squarepants	Payment Reference Number	
Booking	A trip to bikini bottom	Payment Mode Details	
Payment Date	8/22/2025	Payment Receipt Sent	<input type="checkbox"/>
Total Bill Amount	\$21,000.00	Owner	Andreas Luy
Payment Status	Completed		
Notes			
Booking Payment Name	a04gL000009Lpf3	Last Modified By	Andreas Luy 8/24/2025, 5:04 AM

Email Received

Booking Confirmed: A trip to the bottom of Europe

Andreas Luy via vlab6y5gwixwjb64.qn4fm9bvb4ghw3.k5bdt4zr-gl-8xdpduam.carr16.lnc.salesforce.com to me

8:10 PM (1 minute ago)

Dear Customer,

Your booking has been confirmed. Please find the details below.

Booking ID: A trip to the bottom of Europe

Total Bill Amount Paid: \$22500.00

Thank you for booking with us!

Reply Forward

SETUP

Bulk Data Load Jobs

Bulk Data Load Job

750gL00000Bkfcx

View the details of a bulk data load job.

[Back to List: Bulk Data Load Jobs](#)

Bulk Data Load Job Detail

Job ID

750gL00000Bkfcx

Submitted By

Andrew Lee

Start Time

8/24/2025, 7:39 PM PST

End Time

8/24/2025, 7:39 PM PST

Time to Complete (hh:mm:ss)

00:01

Object

Customer Info

External ID Field

Content Type

CSV

Concurrency Mode

Parallel

API Version

64.0

Job Type

Bulk V1

Operation

Insert

Queued Batches

0

In Progress Batches

0

Completed Batches

1

Failed Batches

0

Progress

100%

Records Processed

10

Records Failed

0

Retries

0

Status

Closed

Total Processing Time (min)

128

API Active Processing Time (min)

72

Apex Processing Time (min)

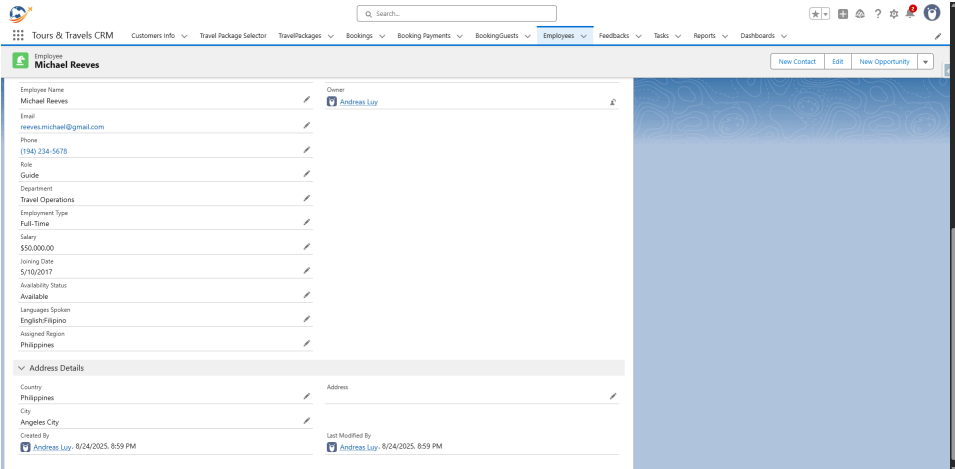
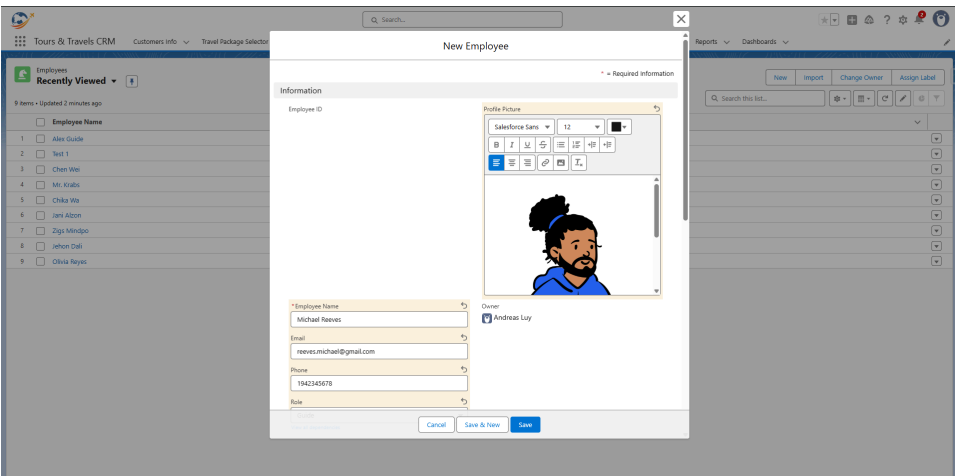
1

Batches

View Request	View Result	Batch ID	Start Time	End Time	Total Processing Time (min)	API Active Processing Time (min)	Apex Processing Time (min)	Records Processed	Records Failed	Retry Count	State Message	Status
View Request	View Result	751gL000009gDev	8/24/2025, 7:39 PM	8/24/2025, 7:39 PM	128	72	1	10	0	0		Completed

Test Case	Create Employee Record
Environment	<div>Includes<ul style="list-style-type: none">OS: Windows 11Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)</div>
Steps to Reproduce	<div>Test Steps:<ul style="list-style-type: none">Go to Employees tab → Click NewEnter details: Name, Role = Guide, Availability Status = AvailableSave</div>
Expected Result	<div><ul style="list-style-type: none">The employee record is created successfully and appears in the Employees list view.</div>
Status	PASSED

Test Evidences

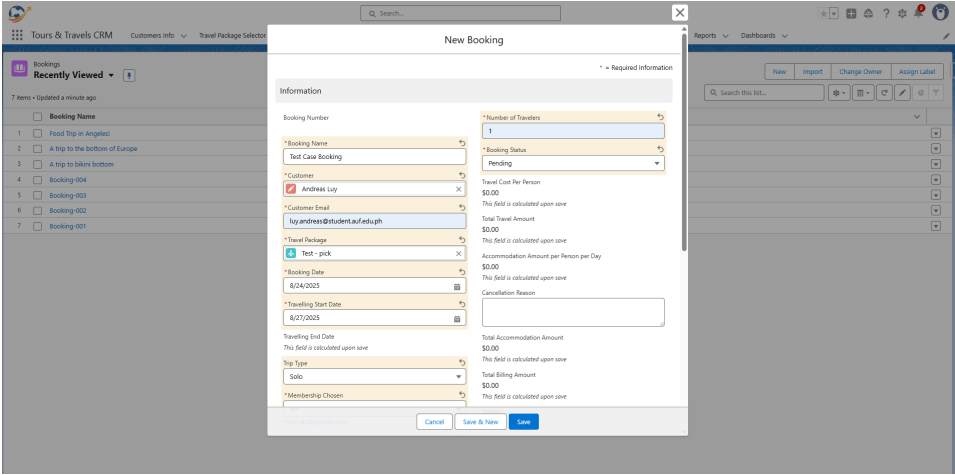
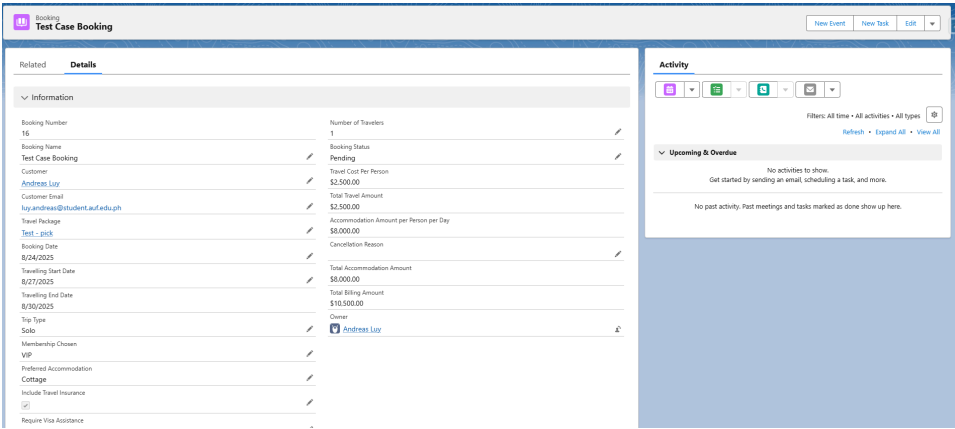







Test Case

Create Booking & Auto-Generate Related Records

Environment

- Includes
- OS: Windows 11
 - Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)

Steps to Reproduce	Test Steps: <ul style="list-style-type: none"> Go to Bookings tab → Click New Select a Customer, Travel Package, Guide Assigned (Employee), enter # of Travelers Save
Expected Result	<ul style="list-style-type: none"> Booking record is created. Related Booking Payment record auto-created with status "Pending". Booking Guests auto-created based on # of Travelers.
Status	PASSED
Test Evidences	 

	<div> <div>  Booking </div> <div> Test Case Booking </div> </div> <div> <div>Related</div> <div>Details</div> </div> <div> <div>  BookingGuests (1) <div>New</div> </div> <div> BookingGuest Name </div> <div> Guest 1 <div>▼</div> </div> <div>View All</div> </div> <div> <div>  Booking Payments (1) <div>New</div> </div> <div> Booking Payment Name </div> <div> a04gl000009Mepd <div>▼</div> </div> <div>View All</div> </div> <div> <div>  Feedbacks (0) <div>New</div> </div> </div> <div> <div>  Approval History (0) </div> </div>
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Test Case	Update Payment Status → Email Notification
Environment	Includes <ul style="list-style-type: none"> OS: Windows 11 Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	Test Steps: <ul style="list-style-type: none"> Open a Booking Payment record Change status from "Pending" → "Completed" Save
Expected Result	<ul style="list-style-type: none"> Payment record updated. Email notification sent to the Customer's email address
Status	PASSED

Test Evidences

Booking Payment

a04gL00009Mepd

Related

Details

Payment Number

15

Payment Method

UPI

Customer Name

Andreas Luy

Payment Reference Number

Booking

Test Case Booking

Payment Date

8/24/2025

Payment Mode Details

Total Bill Amount

\$10,500.00

Payment Receipt Sent

Payment Status

Completed

Owner

Andreas Luy

Notes

Booking Payment Name

a04gL00009Mepd

Last Modified By

Andreas Luy · 8/24/2025, 9:06 PM

Booking

Test Case Booking

Related

Details

Information

Booking Number

16

Number of Travelers

1

Booking Name

Test Case Booking

Booking Status

Confirmed

Customer

Andreas Luy

Travel Cost Per Person

\$2,500.00

Customer Email

luy.andreas@student.auf.edu.ph

Total Travel Amount

\$2,500.00

Travel Package

Test - pick

Accommodation Amount per Person per Day

\$8,000.00

Booking Date

8/24/2025

Cancellation Reason

Travelling Start Date

8/27/2025

Total Accommodation Amount

\$8,000.00

Travelling End Date

8/30/2025

Total Billing Amount

\$10,500.00

Trip Type

Solo

Owner

Andreas Luy

Membership Chosen

VIP

Preferred Accommodation

Cottage

Include Travel Insurance

☒

Booking Confirmed: Test Case Booking

inbox

Andreas Luy

to: me

12:07 PM (0 minutes ago)

Dear Customer,

Your booking has been confirmed. Please find the details below:

Booking ID: Test Case Booking

Total Bill Amount Paid: \$10500.00

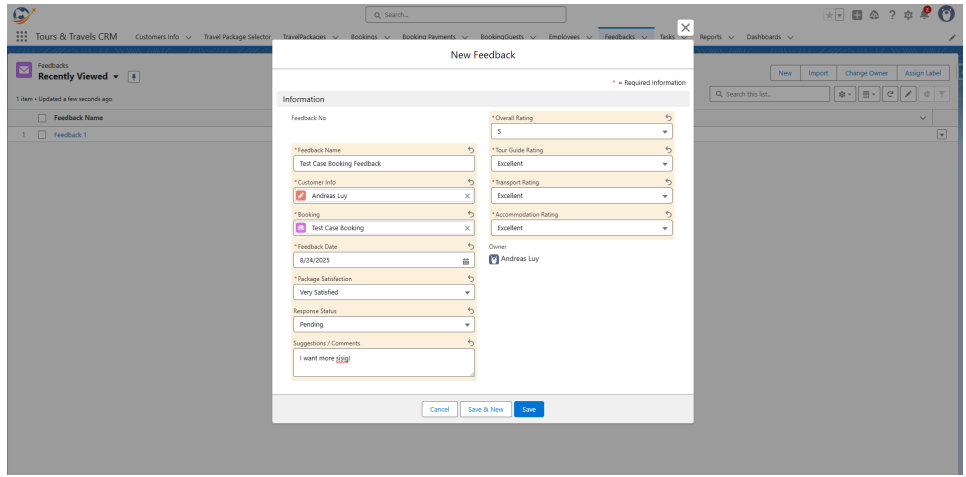
Thank you for booking with us!

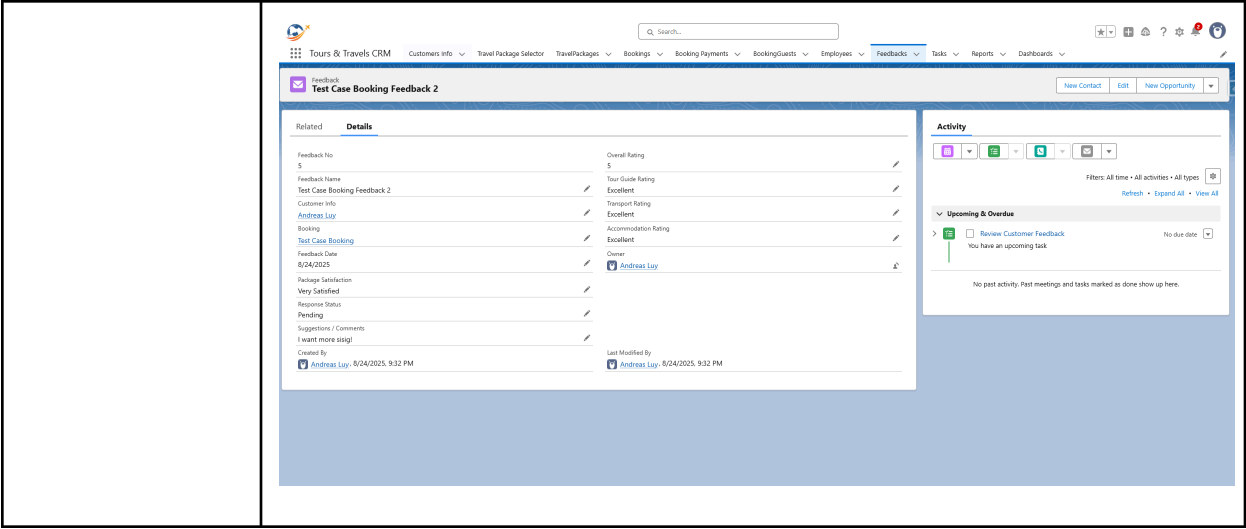
Reply

Forward

Test Case

Submit Feedback

Environment	<p>Includes</p> <ul style="list-style-type: none"> • OS: Windows 11 • Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	<p>Test Steps:</p> <ul style="list-style-type: none"> • Go to Feedbacks tab → Click New Feedback • Select Customer, Booking, enter Feedback details + rating • Save
Expected Result	<ul style="list-style-type: none"> • Feedback record created and linked to both Customer Info and Booking.
Status	PASSED
Test Evidences	



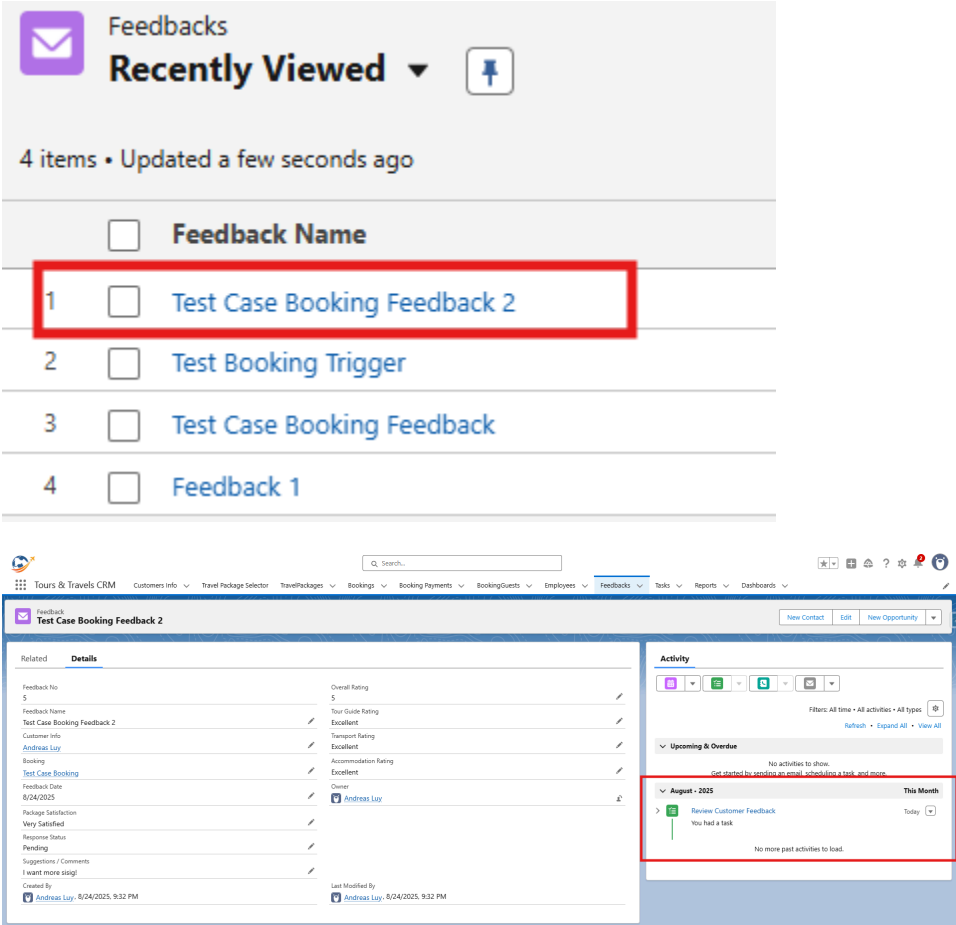
Test Case	Auto-Generate Task after new Feedback record
Environment	Includes <ul style="list-style-type: none">OS: Windows 11Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	Test Steps: <ul style="list-style-type: none">Go to Feedbacks tab → Click the recently created FeedbackVerify that there's an upcoming task on the right column
Expected Result	<ul style="list-style-type: none">An upcoming task is created after the feedback a new Feedback record is submitted.
Status	PASSED

Test Evidences

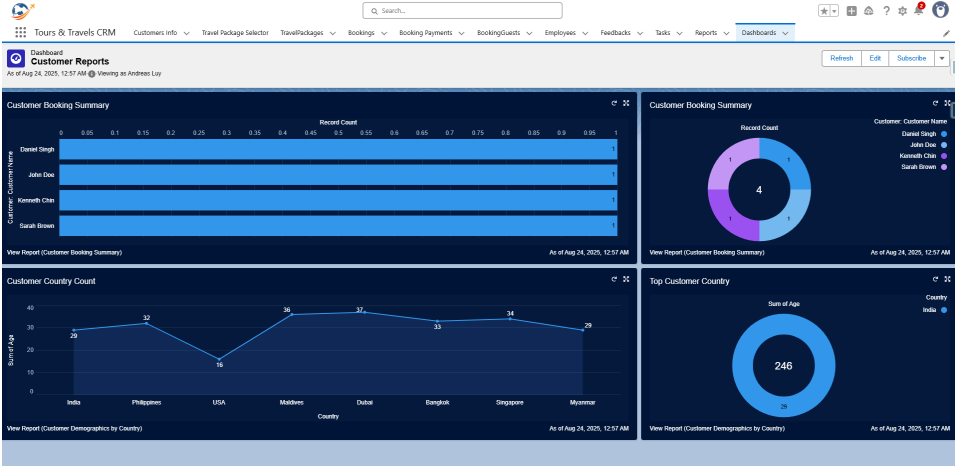
The top screenshot displays the 'Test Case Booking Feedback 2' page. The 'Details' tab shows feedback information such as 'Feedback No: 5', 'Feedback Name: Test Case Booking Feedback 2', and 'Customer Info: Andreas Loy'. The 'Activity' panel on the right, highlighted with a red box, shows an 'Upcoming & Overdue' section with a task 'Review Customer Feedback' and a note 'You have an upcoming task'.

The bottom screenshot shows the 'Review Customer Feedback' task details. The 'Details' tab lists 'Assigned To: Andreas Loy', 'Subject: Review Customer Feedback', 'Due Date', 'Priority: Normal', and 'Created By: Andreas Loy'. The 'Related' tab shows the task is related to 'Test Case Booking Feedback 2'.

Test Case	Verify Task is completed
Environment	Includes <ul style="list-style-type: none"> OS: Windows 11 Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	Test Steps: <ul style="list-style-type: none"> Go to the Tasks tab, click the latest task record. Click edit and fill in the necessary details Click Save Check if the Task is marked as completed

	<ul style="list-style-type: none"> Click the Feedback record related to it - "Test Case Booking Feedback 2"
Expected Result	<ul style="list-style-type: none"> The upcoming task's status is updated and completed.
Status	PASSED
Test Evidences	 <p>The screenshot displays the 'Feedbacks' section of a CRM system. At the top, it says 'Recently Viewed' with a dropdown arrow and a pin icon. Below this, it indicates '4 items • Updated a few seconds ago'. A list of feedback items follows, each with a checkbox and a name. The first item, 'Test Case Booking Feedback 2', is highlighted with a red rectangular box. Below the list, a detailed view of this feedback is shown. It includes a table with columns for 'Related' and 'Details'. The table lists various feedback attributes such as 'Feedback No', 'Feedback Name', 'Customer Info', 'Booking', 'Feedback Date', 'Package Satisfaction', 'Response Status', 'Suggestions / Comments', 'Overall Rating', 'Tour Guide Rating', 'Transport Rating', 'Accommodation Rating', and 'Overall'. The 'Details' column shows the corresponding values and a checkmark indicating completion. To the right of the table, there is an 'Activity' section with a filter dropdown and a list of activities. The first activity, 'Review Customer Feedback', is highlighted with a red rectangular box. It shows a status of 'You had a task' and a date of 'Today'.</p>

Test Case	Rechecking the Dashboard
Environment	<p>Includes</p> <ul style="list-style-type: none"> OS: Windows 11

	<ul style="list-style-type: none">● Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	<p>Test Steps:</p> <ul style="list-style-type: none">● Go to the Dashboards Tab● Click the created Dashboards from the recent milestones● Refresh the charts to see if the data from the reports are up to date.
Expected Result	<ul style="list-style-type: none">● The charts show the up-to-date data from the created reports
Status	PASSED
Test Evidences	<p>Before</p>  <p>After Refreshing</p>

