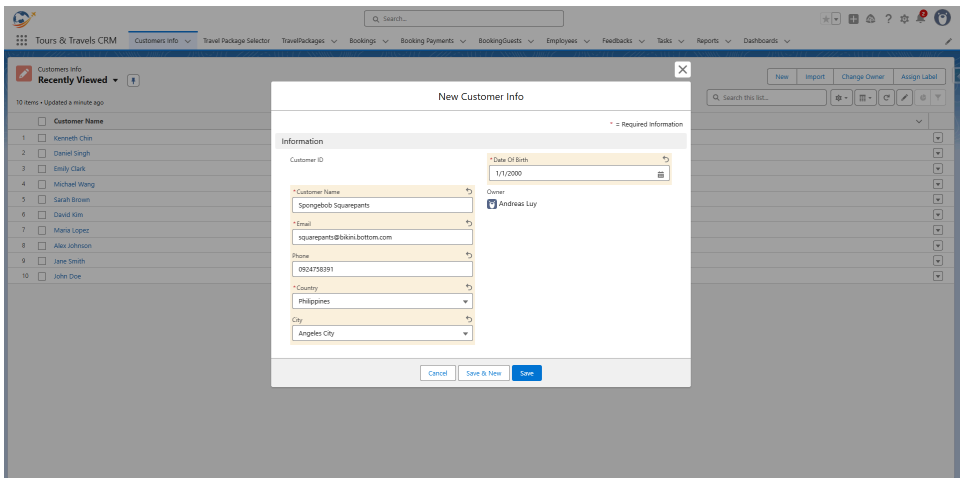
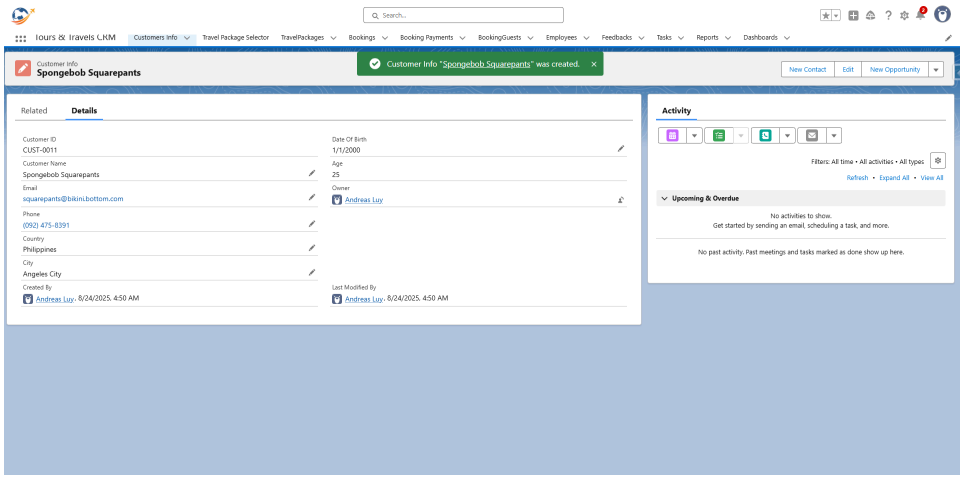
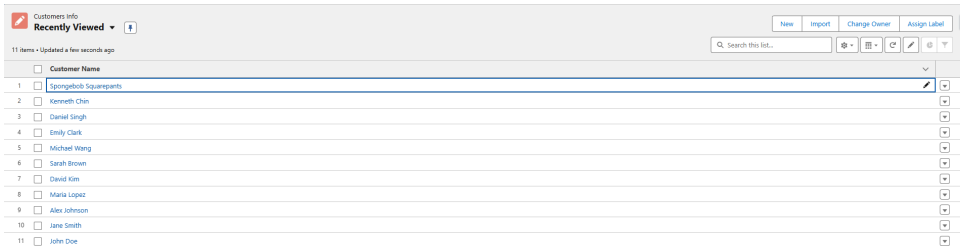
Milestone 28: Preparing Test Cases & Fixing Defects

Activity 1: Test Case 1

Customer Creation

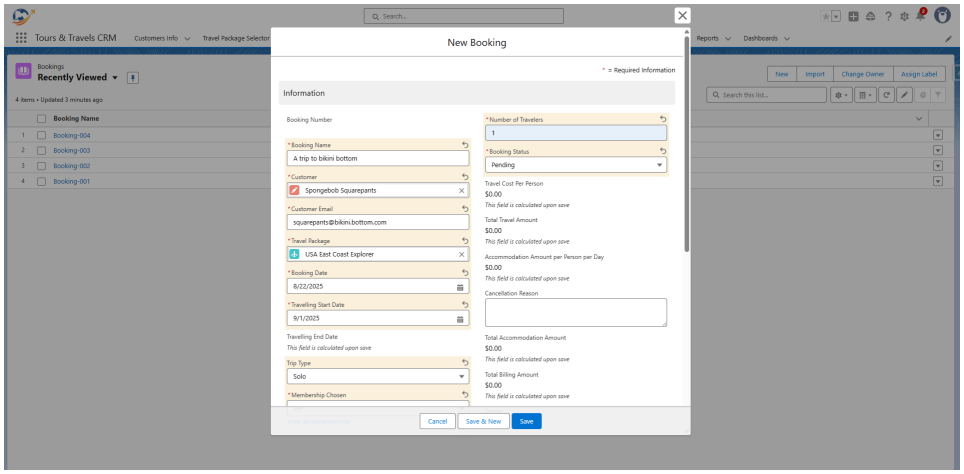
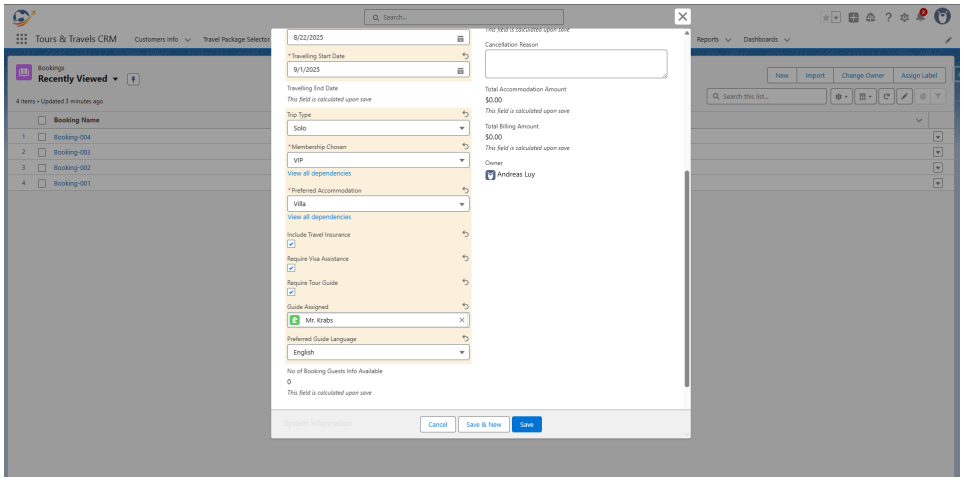
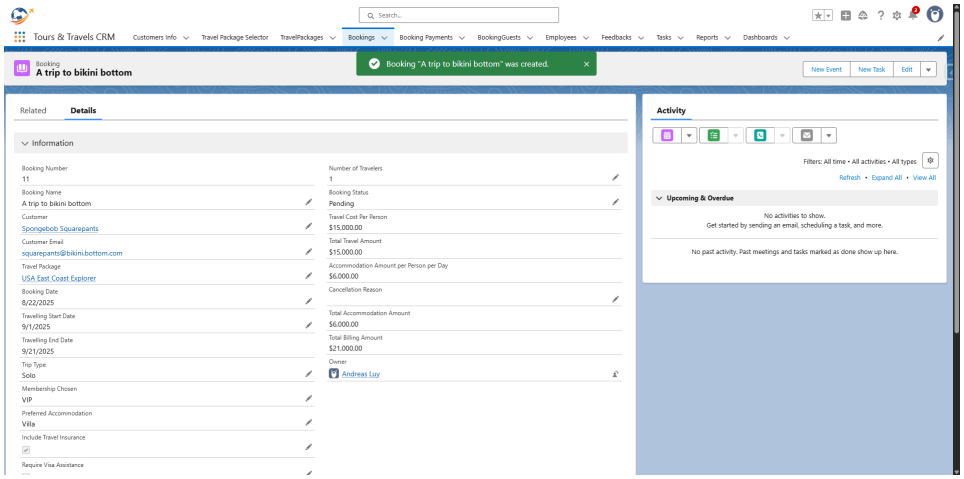
Test Case	**Verify that a new Customer can be created successfully with all mandatory fields.**
Environment	Includes • OS: Windows 11 • Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	**Test Steps:** • Navigate to the Customer object page. • Fill in required fields. • Click Save
Expected Result	• The Customer record should be saved successfully. • The record should appear on the Customers List page.
Status	**PASSED**

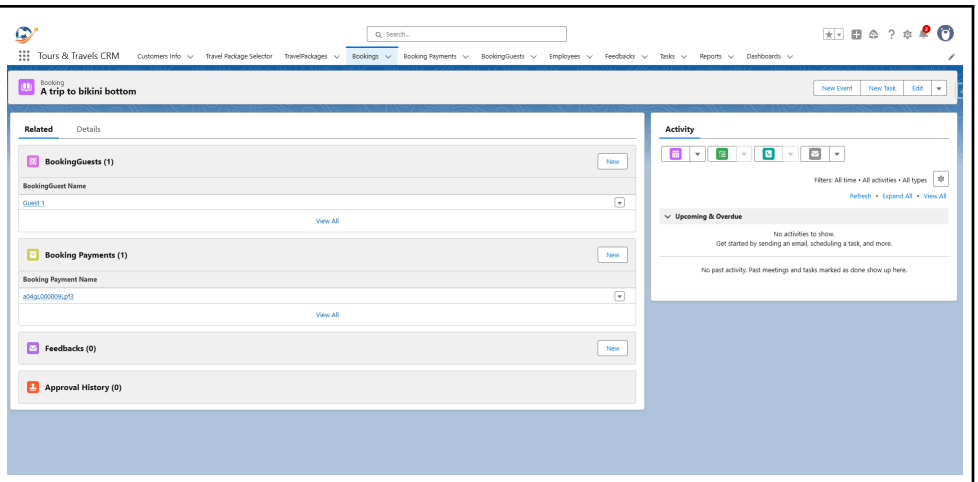
Test Evidences	  

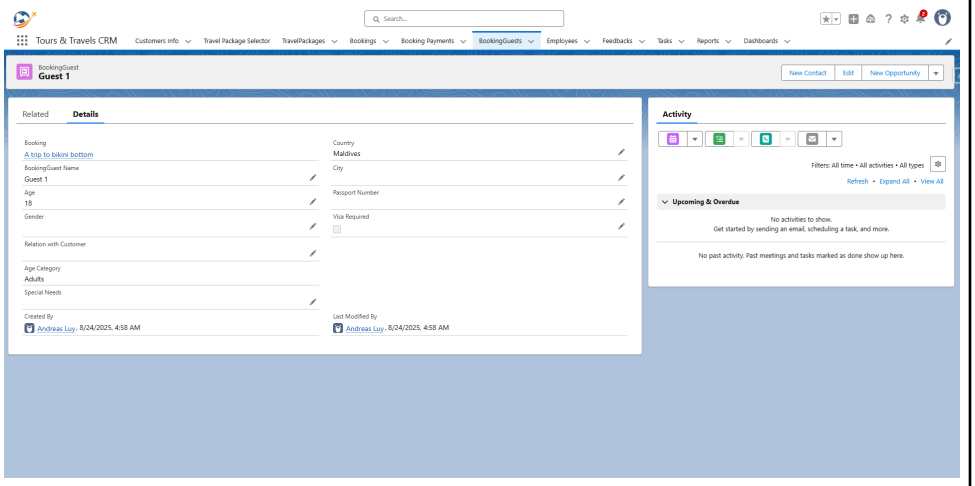
Activity 2: Test Case 2

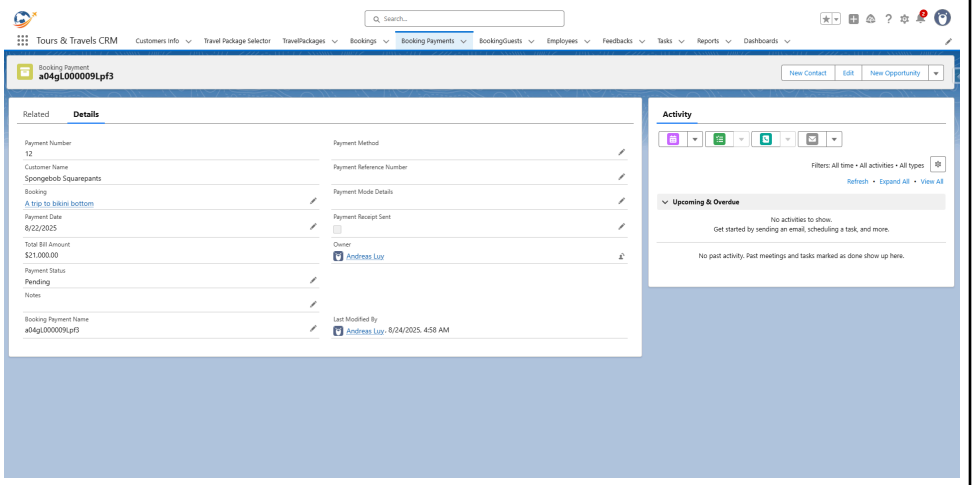
Booking Creation

Test Case	**Verify that a new booking can be created successfully with all mandatory fields.**
Environment	Includes ● OS: Windows 11 ● Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	**Test Steps:** ● Navigate to the Booking object page. ● Fill in required fields. ● Click Save.
Expected Result	● 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 CRM
Customers Info
Travel Package Selector
TravelPackages
Bookings
Booking Payments
BookingGuests
Employees
Feedbacks
Tasks
Reports
Dashboards
Booking
A trip to bikini bottom
New Event
New Task
Edit
Related
Details
BookingGuests (1)
New
BookingGuest Name
Guest 1
View All
Booking Payments (1)
Booking Payment Name
a04gL000009Lpf3
Feedbacks (0)
Approval History (0)
Activity
Filters: All time • All activities • All types
Refresh • Expand All • View 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.

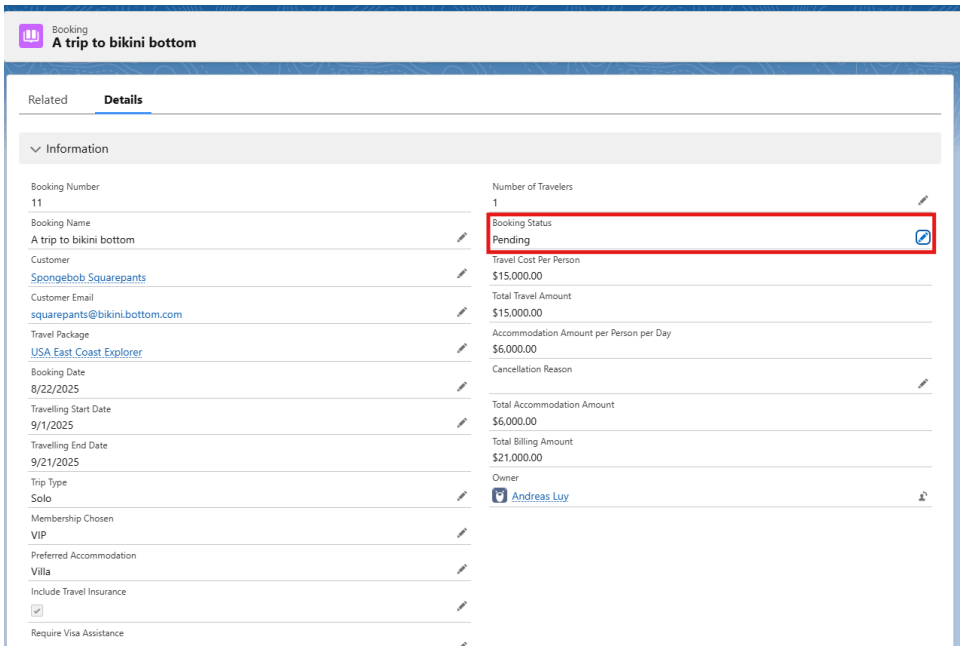
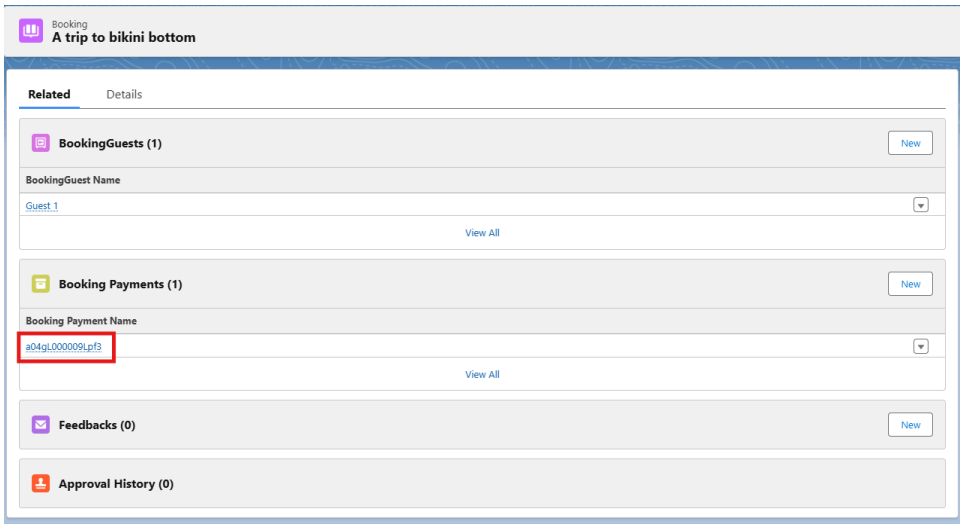

Tours & Travels CRM
BookingGuest
Guest 1
New Contact
Edit
New Opportunity
Related
Details
Booking
A trip to bikini bottom
BookingGuest Name
Guest 1
Age
18
Gender
Relation with Customer
Age Category
Adults
Special Needs
Created By
Andreas Luy, 8/24/2025, 4:58 AM
Country
Maldives
City
Passport Number
Visa Required
Last Modified By
Andreas Luy, 8/24/2025, 4:58 AM
Activity
Filters: All time • All activities • All types
Refresh • Expand All • View 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.

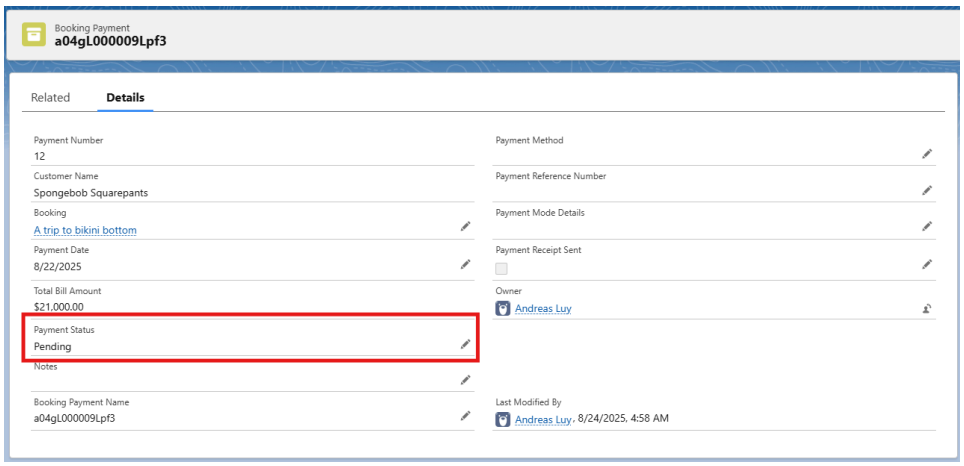

Tours & Travels CRM
Booking Payment
a04gL000009Lpf3
New Contact
Edit
New Opportunity
Related
Details
Payment Number
12
Customer Name
Spongebob Squarepants
Booking
A trip to bikini bottom
Payment Date
8/22/2025
Total Bill Amount
$21,000.00
Payment Status
Pending
Notes
Booking Payment Name
a04gL000009Lpf3
Payment Method
Payment Reference Number
Payment Mode Details
Payment Receipt Sent
Owner
Andreas Luy
Last Modified By
Andreas Luy, 8/24/2025, 4:58 AM
Activity
Filters: All time • All activities • All types
Refresh • Expand All • View 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.

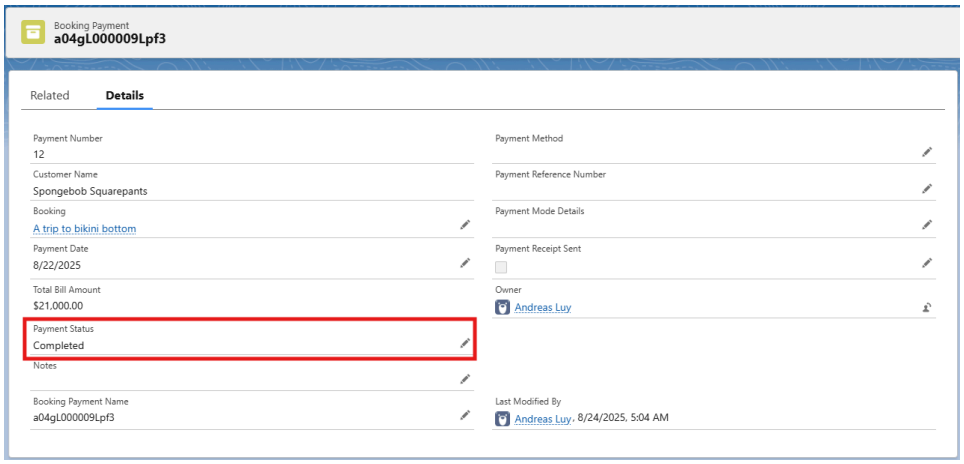
Activity 3: Test Case 3

Payment Status Update and Email Notification

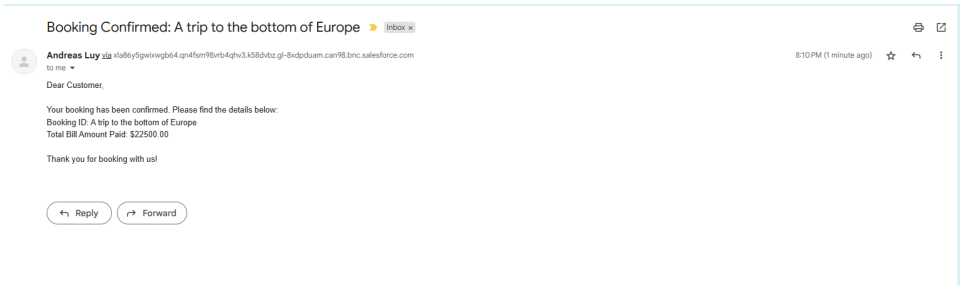
Test Case	**Verify whether the Booking Status is Confirmed in Booking Object when Payment Status field is updated to completed in Booking Payment Object. And also verify whether the customer received the mail regarding Booking confirmation and payment completed**
Environment	Includes ● OS: Windows 11 ● Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	**Test Steps:** ● Navigate to the Booking Payment object page. ● Update Payment Status field to Completed. ● Click Save
Expected Result	● 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	 

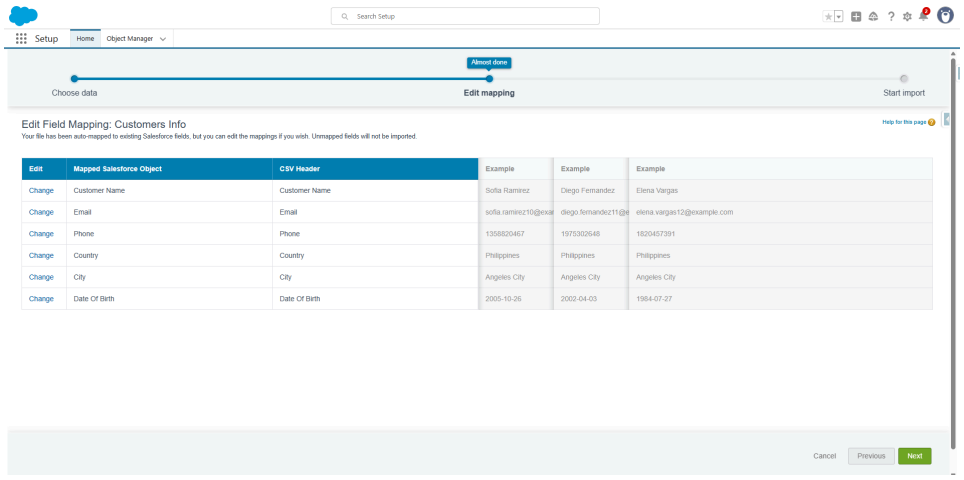


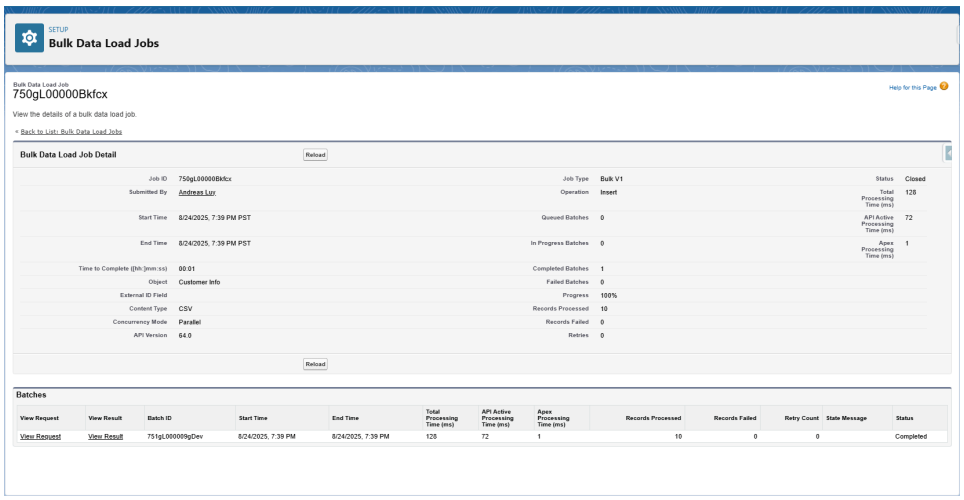


Email Received

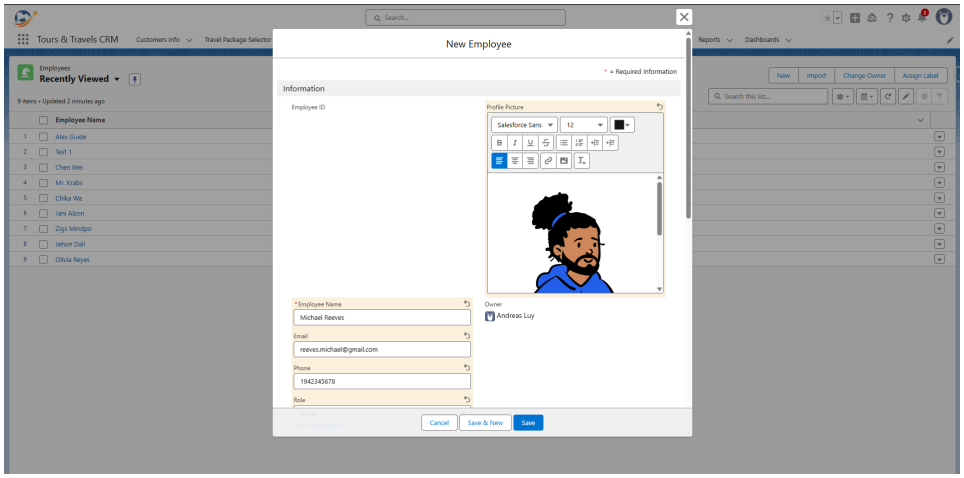
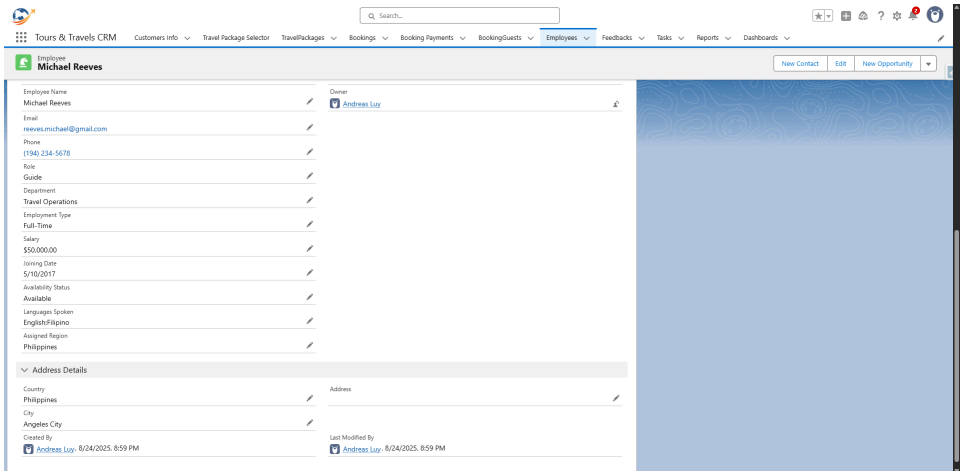
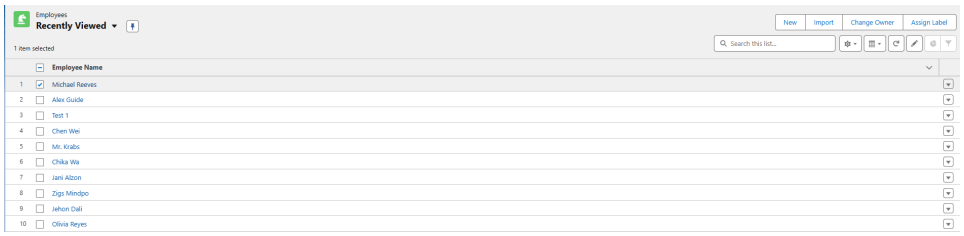


Activity 4: Test Case 4: Other Test Cases

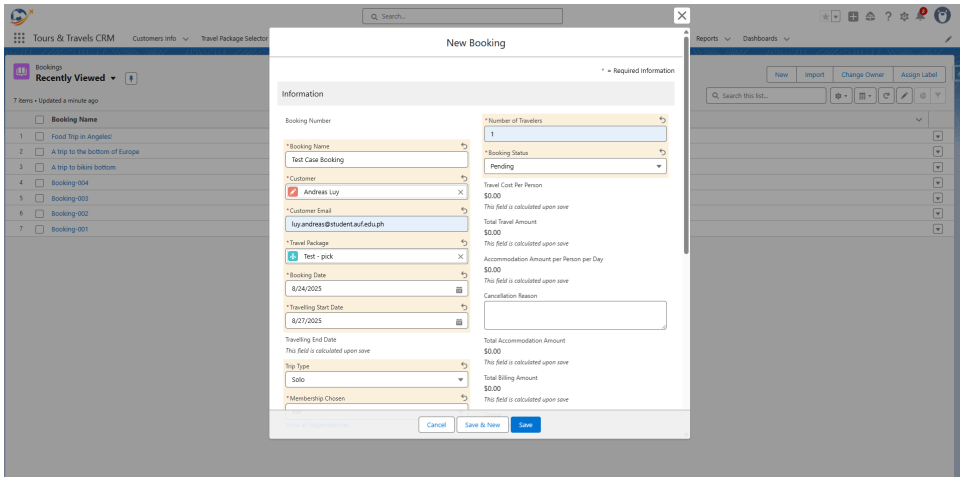
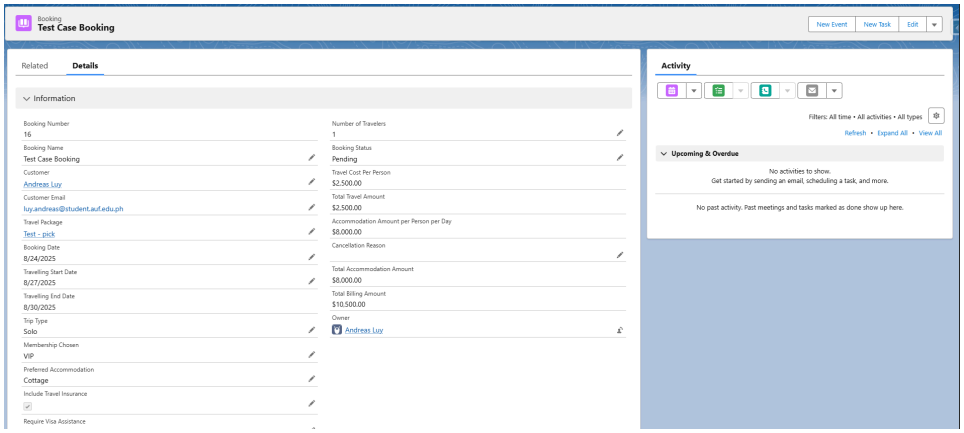
Test Case	**Import Customers via Data Import Wizard**
Environment	Includes • OS: Windows 11 • Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	**Test Steps:** • Setup → Data Import Wizard • Choose Object: Customer Info • Upload CSV • Map fields • Start Import → Review results
Expected Result	• 10 records inserted with no invalid rows
Status	**PASSED**
Test Evidences	

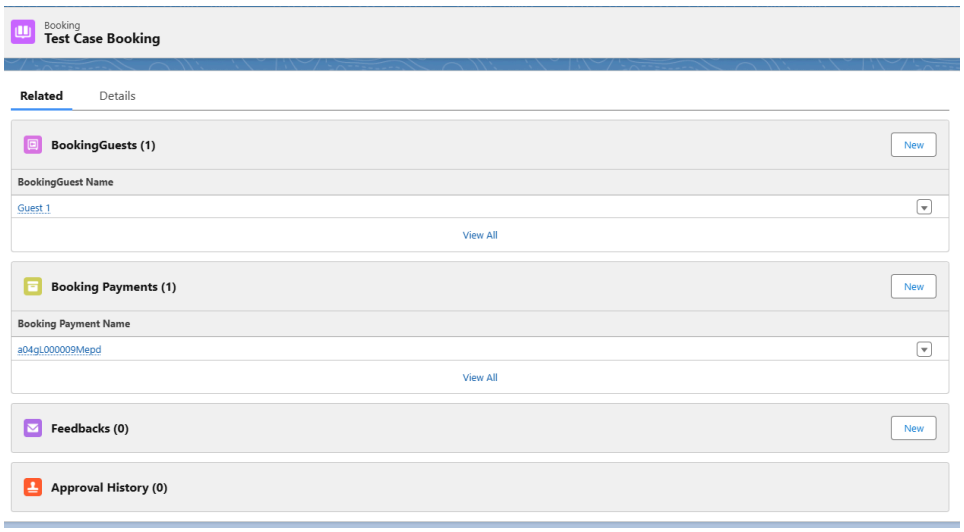
	

Test Case	**Create Employee Record**
Environment	Includes • OS: Windows 11 • Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	**Test Steps:** • Go to Employees tab → Click New • Enter details: Name, Role = Guide, Availability Status = Available • Save
Expected Result	• The employee record is created successfully and appears in the Employees list view.
Status	**PASSED**

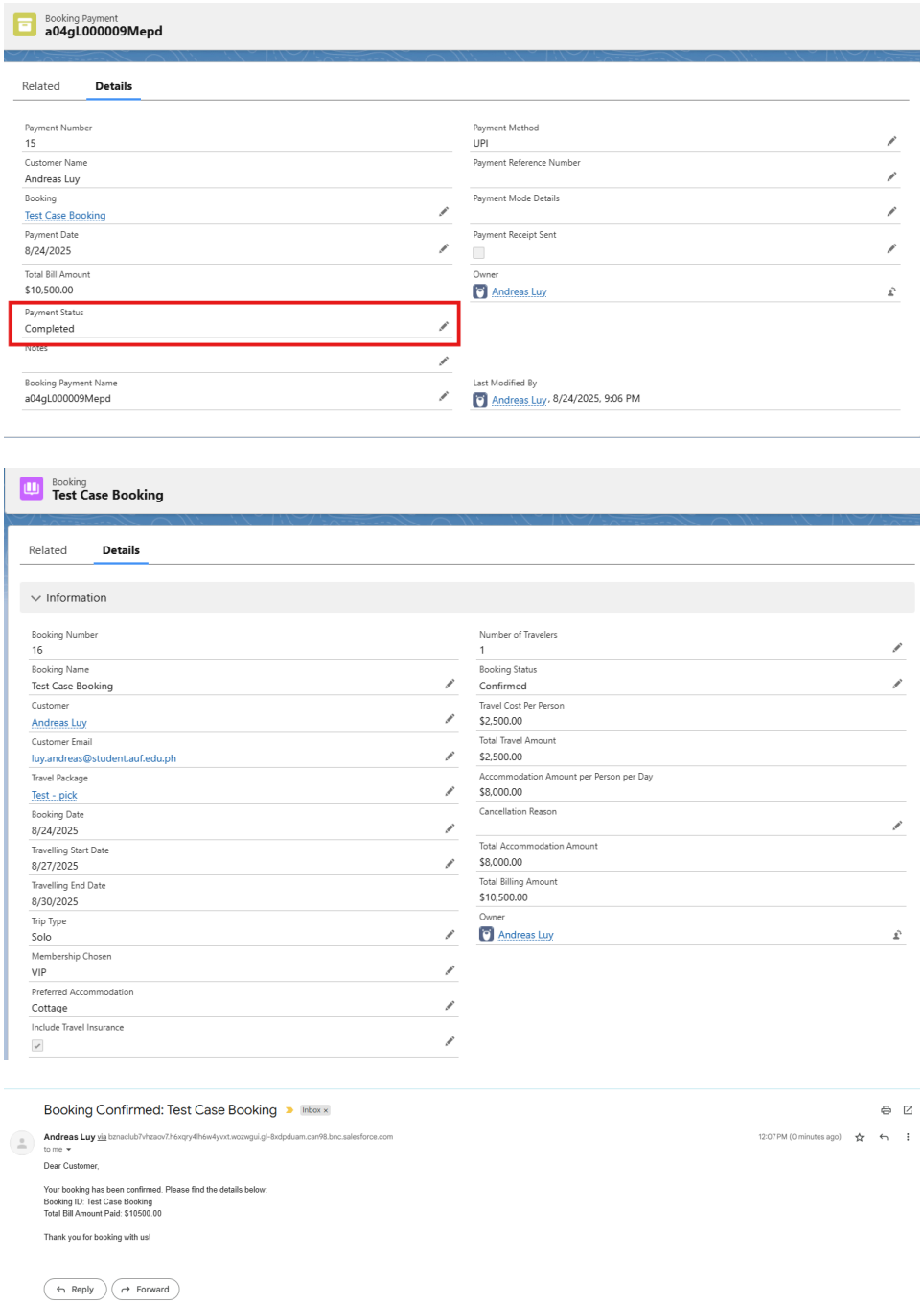
Test Evidences	  

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)

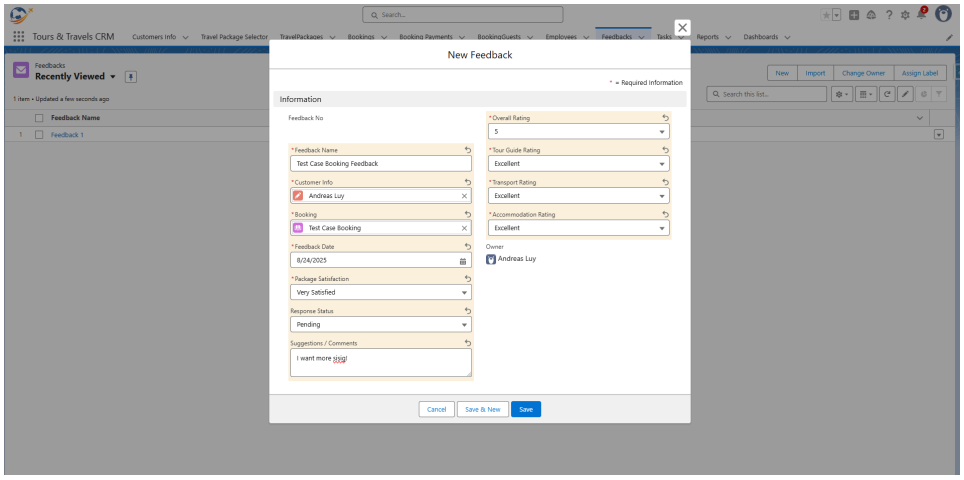
Steps to Reproduce	**Test Steps:** • Go to Bookings tab → Click New • Select a Customer, Travel Package, Guide Assigned (Employee), enter # of Travelers • Save
Expected Result	• Booking record is created. • Related Booking Payment record auto-created with status “Pending”. • Booking Guests auto-created based on # of Travelers.
Status	**PASSED**
Test Evidences	 

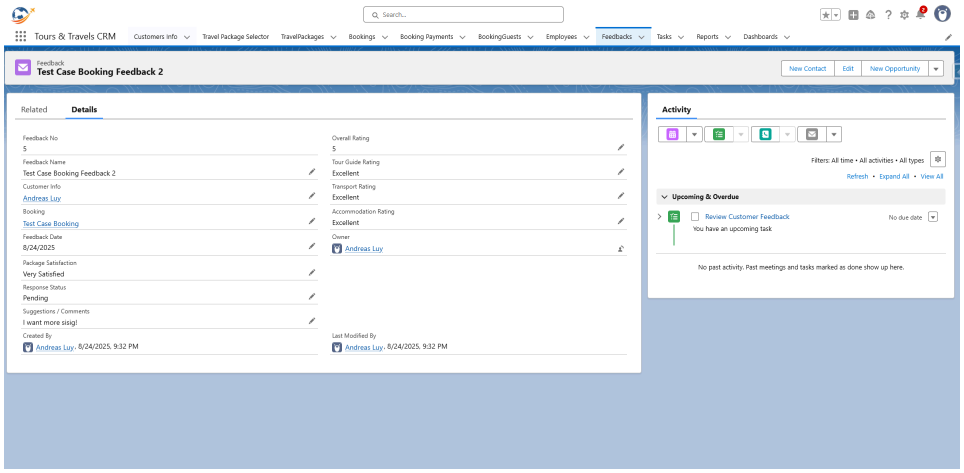
	

Test Case	**Update Payment Status → Email Notification**
Environment	Includes • OS: Windows 11 • Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	**Test Steps:** • Open a Booking Payment record • Change status from “Pending” → “Completed” • Save
Expected Result	• Payment record updated. • Email notification sent to the Customer’s email address
Status	**PASSED**

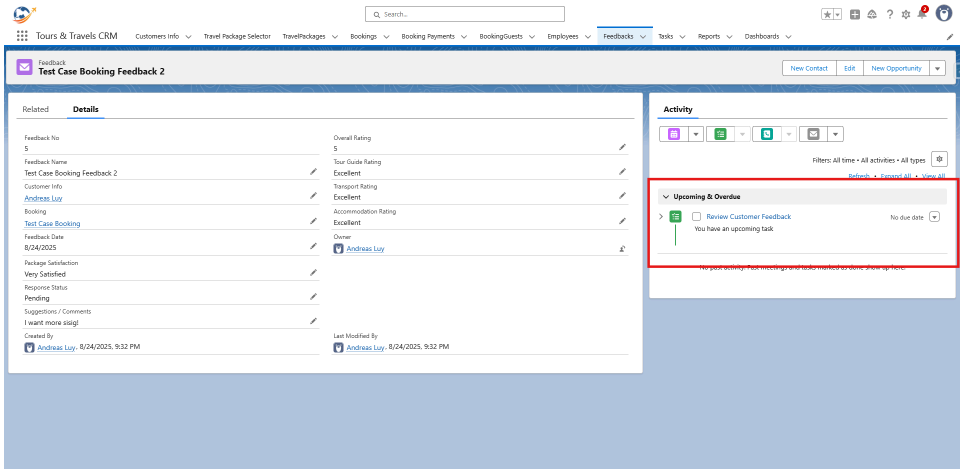
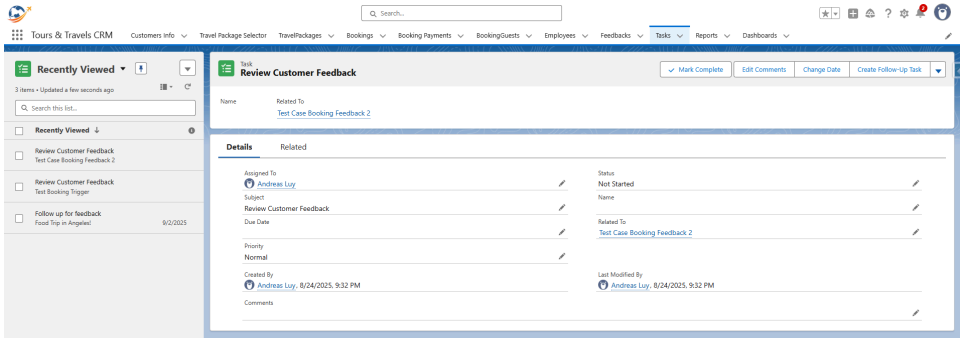
Test Evidences	

Test Case	**Submit Feedback**

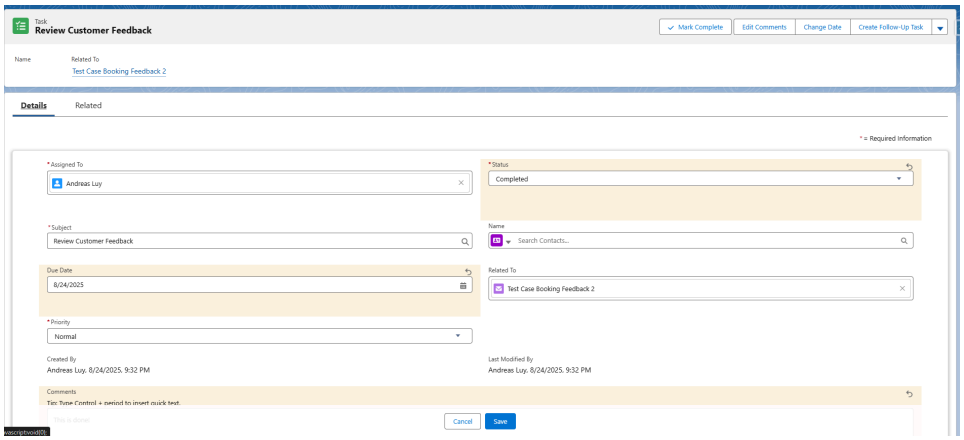
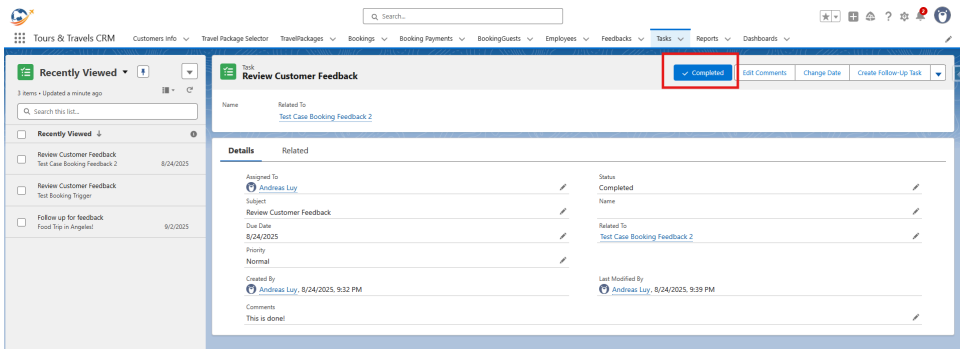
Environment	Includes • OS: Windows 11 • Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	**Test Steps:** • Go to Feedbacks tab → Click New Feedback • Select Customer, Booking, enter Feedback details + rating • Save
Expected Result	• Feedback record created and linked to both Customer Info and Booking.
Status	**PASSED**
Test Evidences	

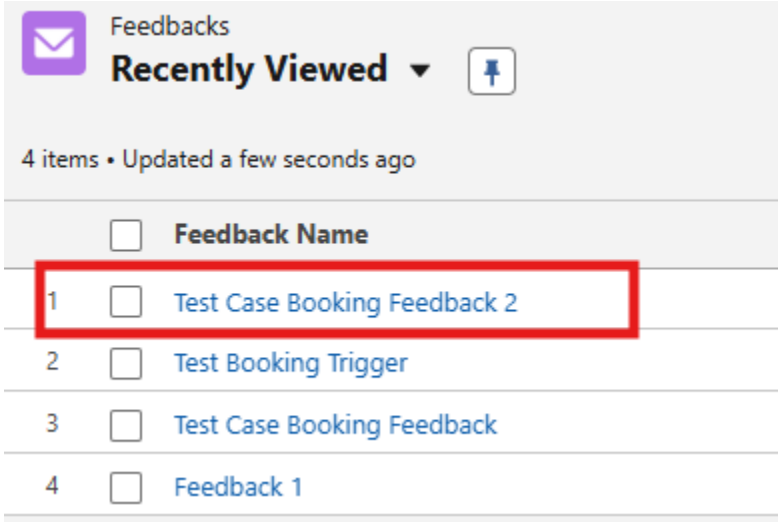
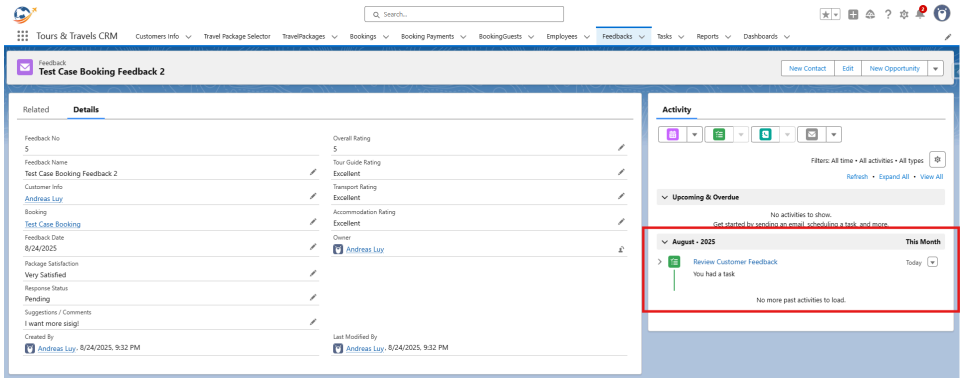
Test Case	**Auto-Generate Task after new Feedback record**
Environment	Includes • OS: Windows 11 • Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	**Test Steps:** • Go to Feedbacks tab → Click the recently created Feedback • Verify that there's an upcoming task on the right column
Expected Result	• An upcoming task is created after the feedback a new Feedback record is submitted.
Status	**PASSED**

Test Evidences	 

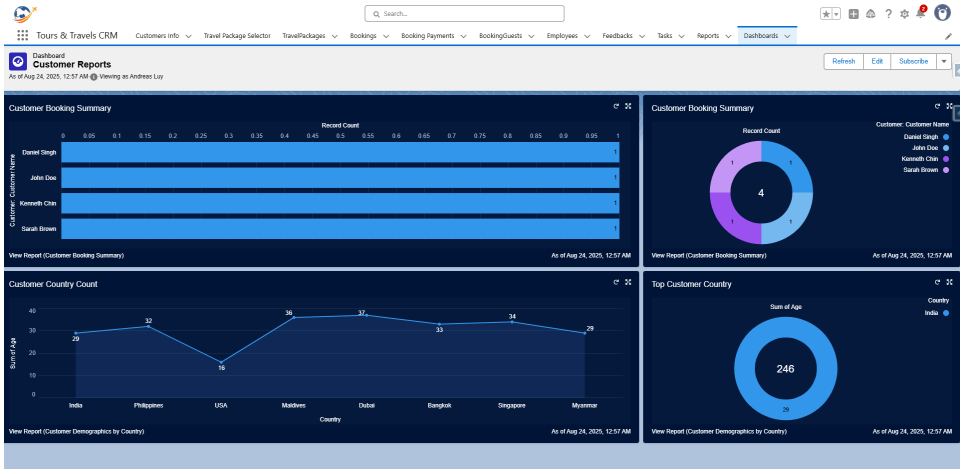
Test Case	**Verify Task is completed**
Environment	Includes • OS: Windows 11 • Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	**Test Steps:** • Go to the Tasks tab, click the latest task record. • Click edit and fill in the necessary details • Click Save • Check if the Task is marked as completed

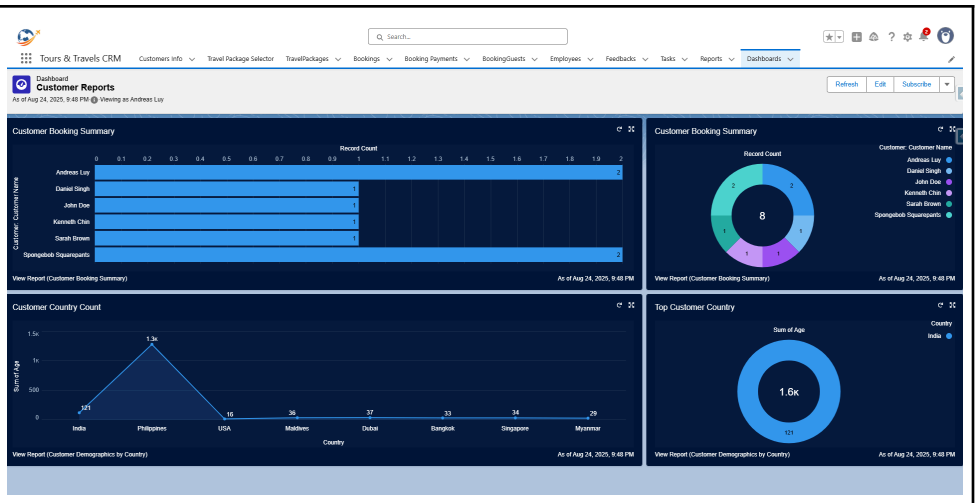
Expected Result	• The upcoming task created will be marked as Completed
Status	**PASSED**
Test Evidences	 

Test Case	**Verify Task is completed**
Environment	Includes • OS: Windows 11 • Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	**Test Steps:** • Go to the Feedbacks tab

	• Click the Feedback record related to it - “Test Case Booking Feedback 2”
Expected Result	• The upcoming task’s status is updated and completed.
Status	**PASSED**
Test Evidences	 

Test Case	**Rechecking the Dashboard**
Environment	Includes • OS: Windows 11

	• Browser: Google Chrome Version 139.0.7258.129 (Official Build) (64-bit)
Steps to Reproduce	**Test Steps:** • 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	• The charts show the up-to-date data from the created reports
Status	**PASSED**
Test Evidences	Before  After Refreshing


Tours & Travels CRM
Customers Info
Travel Package Selector
TravelPackages
Bookings
Booking Payments
BookingGuests
Employees
Feedbacks
Tasks
Reports
Dashboards
Dashboard
Customer Reports
As of Aug 24, 2025, 9:48 PM • Viewing as Andreas Luy
Refresh
Edit
Subscribe
Customer Booking Summary
Record Count
Customer: Customer Name
Andreas Luy
Daniel Singh
John Doe
Kenneth Chin
Sarah Brown
Spongebob Squarepants
View Report (Customer Booking Summary)
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Customer Booking Summary
Record Count
8
Customer: Customer Name
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John Doe
Kenneth Chin
Sarah Brown
Spongebob Squarepants
View Report (Customer Booking Summary)
As of Aug 24, 2025, 9:48 PM
Customer Country Count
Sum of Age
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16
36
37
33
34
29
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Philippines
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Country
View Report (Customer Demographics by Country)
As of Aug 24, 2025, 9:48 PM
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Sum of Age
Country
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1.6K
121
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