**Testing report**

Functional testing, as a kind of testing, is comparing a system to requirements and specifications. Functional testing may therefore ensure that the output or outcome of the proposed system complies with all requirements, particularly the functional ones. The results of functional testing utilizing the respective modules in the suggested system are shown in Tables 1.1 to 1.10.

Table 1.1: Functional testing result for user registration module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Functions | Test case | Expected result | Actual result |
| 1. | Register | Input of empty or partial data. | If any input field is left blank, an error message will be shown. | Pass |
| Fill up the blanks with new register | All the blank have been fill up will register successfully. | Pass |
| Complete the data entry using your desired email and password. | When fill all the blank, it will register successfully. | Pass |

Table 1.2: Functional testing result for user login module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Functions | Test case | Expected result | Actual result |
| 1. | Login | Input of empty or partial data. | If any input field is left blank, an error message will be shown. | Pass |
| Fill up the blanks with an incorrect email or password. | If the email address or password is incorrect, an error message will be displayed. | Pass |
| Complete the data entry with the proper email and password. | Login successfully and redirect the user to the system's dashboard | Pass |
| 2. | Logout | In the upper right corner, click the Logout button. | Logout is successful, and the user is redirected to the login interface. | Pass |

Table 1.3: Functional testing result for dashboard complaint module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Functions | Test case | Expected result | Actual result |
| 1. | Complaints not Process yet | When the admin has not processed the complaint, it will display that the user's complaint has not been processed yet. | In the user dashboard, it will show if a complaint form has been made. If not, it will show that there is no proceed. | Pass |
| 2. | Complaints Status in process | When the admin has processed the complaint, it will display that the user's complaint has been status in process | In the user dashboard, it will show if a complaint form has been made. If not, it will show that there is status in process. | Pass |
| 3. | Complaint has been closed | When the admin has closed the complaint, it will display that the user's complaint has been closed by the admin. | In the user dashboard, it will show if a complaint form has been closed by the admin. If not, it will show that there is proceed by admin or not yet proceed. | Pass |

Table 1.4: Functional testing result for register complaint module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Functions | Test case | Expected result | Actual result |
| 1. | Register New Complaint | Input of empty or partial data. | If any input field is left blank, an error message will be shown. | Pass |
| Complete the data entry with the proper data. | When complete the register complaint form it will process completely. | Pass |
| 2. | Category | In the table, click the category button. | User can choose their category. For example, canteen, classroom, hostel have any problem. | Pass |
| 3. | Complaint Type | Input of empty or partial data. | If any input field is left blank, an error message will be shown. | Pass |
| In the table, click the complaint type button. | User can choose complaint or general query. | Pass |
| 4. | Nature of Complaint | Input of empty or partial data. | If any input field is left blank, an error message will be shown. | Pass |
| In the table, user can write the complaint their face. | When user write the problem the function will be proceed. | Pass |
| 5. | State | Input of empty or partial data. | If any input field is left blank, an error message will be shown. | Pass |
| In the table, click the sub category button. | User can choose their state | Pass |
| 5. | Complaint Details | Input of empty or partial data. | If any input field is left blank, an error message will be shown. | Pass |
| In the table, user can write the complaint details | User can write the problem their face but the maximum word is 200words. | Pass |
| 6. | Complaint Related Doc | Input of empty or partial data. | If any input field is left blank, it will not have any error. This is because user have choice to choose the document or not. | Pass |
| In the table, user can choose the file their write on word or anything that they want to proceed. | It will successfully to proceed. | Pass |

Table 1.5: Functional testing result for complaint history module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Functions | Test case | Expected result | Actual result |
| 1. | Action | In the table action, user can click the action button to see the complaint details and the status of complaint have process or not. | View complaint details successfully when user click the view details button. | Pass |

Table 1.6: Functional testing result for user login log module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Functions | Test case | Expected result | Actual result |
| 1. | User login information | The admin can see the user's login time, name, email, and their complaint information. Admin can also delete user information. | Administrators can manage users very well. | Pass |

Table 1.7: Functional testing result for Manage Complaint module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Functions | Test case | Expected result | Actual result |
| 1. | Take Action | In the table, click the take action button. | The complaint will be proceeded. | Pass |
| 2. | View User Details | In the table, click the view user details button. | It will go to the user details page to see the user details. | Pass |

Table 1.8: Functional testing result for manage user module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Functions | Test case | Expected result | Actual result |
| 1. | Delete | In the table, click the deleted button. | It will delete the user details | Pass |
| 2. | View User Details | In the table, click the view user details button. | It will go to the user details page to see the user details. | Pass |

Table 1.9: Functional testing result for category module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Functions | Test case | Expected result | Actual result |
| 1. | Create category | In the table, click the create button. | Admin also can based on the user complaint to do the category of the complaint details. | Pass |
| 2. | Manage Categories (Action) | In the table, click the Action button. | Admin can proceed the action of complaint from the user | Pass |
| 3. | Show | In the table, click the show button. | Can show the number of complaints more or less | Pass |
| 4. | Search | In the table, Search the keyword | Admin can search the keyword. It easy to find the complaints their need. | Pass |

Table 1.10: Functional testing result for state module

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Functions | Test case | Expected result | Actual result |
| 1. | Create  state | In the table, click the create button. | Admin also can base on the user complaint to do the state of the complaint details. | Pass |
| 2. | Manage State  (Action) | In the table, click the Action button. | Admin can proceed the action of complaint from the user | Pass |
| 3. | Show | In the table, click the show button. | Can show the number of complaints more or less | Pass |
| 4. | Search | In the table, Search the keyword | Admin can search the keyword. It easy to find the complaints their need. | Pass |