

Customer Relationship Management (CRM) System

Test Case Report

Test Case 1.1: Adding New Customer

Field	Description
Test Case ID	TC_CRM_AddCust_01
Test Case Title	Adding a new customer with valid details
Module Name	Customer Management
Preconditions	User must be logged in with appropriate permissions, CRM application must be accessible
Test Steps	<div>1. Navigate to Customer Management module</div> <div>2. Click on "Add New Customer" button</div> <div>3. Enter customer name "John Smith"</div> <div>4. Enter email "john.smith@example.com"</div> <div>5. Enter phone number "9876543210"</div> <div>6. Select customer type as "Premium"</div> <div>7. Click "Save" button</div>
Test Data	<div>Name: John Smith</div> <div>Email: john.smith@example.com</div> <div>Phone: 9876543210</div> <div>Type: Premium</div>
Expected Result	Customer should be added successfully, confirmation message "Customer added successfully" should appear, customer should be visible in the customer list
Actual Result	Customer added successfully with confirmation message
Status	Pass
Remarks	Module functioning as expected

Test Case 1.2: Searching Existing Customer

Field	Description
Test Case ID	TC_CRM_SearchCust_02
Test Case Title	Search customer using phone number
Module Name	Customer Search
Preconditions	At least one customer record exists in the database, user logged in
Test Steps	1. Navigate to Customer Search page 2. Enter phone number "9876543210" in search field 3. Click "Search" button
Test Data	Phone: 9876543210
Expected Result	System should display customer details matching the phone number with name, email, and customer type
Actual Result	Customer details displayed correctly
Status	Pass
Remarks	Search functionality working properly

Test Case 1.3: Updating Customer Information

Field	Description
Test Case ID	TC_CRM_UpdateCust_03
Test Case Title	Update existing customer email address
Module Name	Customer Management
Preconditions	Customer record exists, user has edit permissions
Test Steps	1. Search for customer "John Smith" 2. Click "Edit" button 3. Update email to "john.updated@example.com" 4. Click "Update" button
Test Data	New Email: john.updated@example.com
Expected Result	Email should be updated successfully, confirmation message should appear, updated email should reflect in customer details
Actual Result	Email updated successfully
Status	Pass
Remarks	Update functionality working correctly

Test Execution Summary

System: Customer Relationship Management (CRM)

Total Test Cases Executed: 3

Passed: 3

Failed: 0

Pass Percentage: 100%

All test cases for the CRM system have been executed successfully. The customer management, search, and update functionalities are working as expected with no defects identified.

Report Created: January 15, 2026