

BLACK BOX TEST PLAN

For our black-box tests, we will use the following test file named helpTicketInfo.txt. The contents of in the file are as follows:

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TIME,PRIORITY,FIRST_NAME,LAST_NAME,QUESTION
09/03/2017 10:00:00,5,Suzanne,Smith,How do I check my mileage balance?
08/14/2017 06:54:00,2,Bob,Baker,Can I change my flight?
08/11/2017 23:45:00,8,John,Smith,How much does it cost to change flights on the same day?
```

We will also use an empty file called empty.txt that does not contain anything.

To start the program, run AirlineCustomerServiceUI.

Test ID	Description	Expected Results	Actual Results
testInvalidFile (DT-trying to load an invalid file)	Preconditions: <ul style="list-style-type: none">AirlineCustomerServiceUI.java has loaded successfullyThe file unavailable.txt does not exist Steps: Enter file name: unavailable.txt	An error message is displayed: "The file does not exist!" The user is prompted to re-enter a filename.	An error message is displayed: "The file does not exist!" The user is prompted to re-enter a filename.
testLoadValidFile (ECP- loading input from file)	Preconditions: <ul style="list-style-type: none">AirlineCustomerServiceUI.java has loaded successfully.The file helpTicketInfo.txt exists Steps: Enter file name: helpTicketInfo.txt	The file is successfully loaded into the program.	The file is successfully loaded into the program.
testEmptyQueue (DT- trying to get input from a blank file)	Preconditions: <ul style="list-style-type: none">AirlineCustomerServiceUI.java has loaded successfullyThe file empty.txt exists with no data present in it, has been loaded into the program. Steps: Choose the option to generate a help ticket report for all customers.	An error message is displayed: "The help ticket queue is empty".	An error message is displayed: "The help ticket queue is empty".
testInvalidRemove (BVA - remove a customer that does not exist in the list)	Preconditions: <ul style="list-style-type: none">AirlineCustomerServiceUI.java has loaded successfullyThe file helpTicketInfo.txt has been loaded into the program Steps:	An error message is displayed: "The customer does not have an active help ticket".	An error message is displayed: "The customer does not have an active help ticket".

	Enter first name: Alicia Enter last name: Keys		
testCustomerPlaceInLine (ECP- get query for an existing customer)	Preconditions: <ul style="list-style-type: none"> AirlineCustomerServiceUI.java has loaded successfully The file helpTicketInfo.txt has been loaded into the program Steps: Enter a person's name to remove: Enter first name: Bob Enter last name: Baker	The customer name and query details are printed as follows: Bob Baker is number 3 in the queue: Priority 2 submitted on 08/14/2017 at 06:45:00: Can I change my flight?	The customer name and query details are printed as follows: Bob Baker is number 3 in the queue: Priority 2 submitted on 08/14/2017 at 06:45:00: Can I change my flight?