Test Scenarios for Online Doctor Appointment and Consultation Mobile App

Test ID	Test Scenario	Pre-requisite	Expected Result	Result (Pass/Fail)	Priority	Comments
1	User Registration	User navigates to registration page	User successfully creates an account with valid data		P1	
2	User Login	User has registered account	User logs in successfully with valid credentials		P1	
3	Doctor Registration	Doctor navigates to registration page	Doctor successfully creates an account with valid data		P1	
4	Doctor Login	Doctor has registered account	Doctor logs in successfully with valid credentials		P1	
5	Appointment Booking	User is logged in	User searches for and books appointment successfully		P1	
6	Virtual Consultation	User has booked appointment	User initiates virtual consultation successfully		P1	
7	Upload Medical Reports	User has booked appointment	User uploads medical reports successfully		P1	
8	Prescription Generation	Doctor has initiated virtual consultation	Doctor generates prescription successfully		P1	
9	Notifications	User and Doctor are registered	Users receive appointment reminders		P1	
10	Feedback and Ratings	Consultation has concluded	User submits feedback and ratings successfully		P1	
11	Negative: User Registration	User navigates to registration page	Error message displayed for existing email address		P1	
12	Negative: User Login	User has registered account	Error message displayed for incorrect credentials		P1	
13	Negative: Doctor Registration	Doctor navigates to registration page	Error message displayed for existing email address		P1	
14	Negative: Doctor Login	Doctor has registered account	Error message displayed for incorrect credentials		P1	
15	Negative: Appointment Booking	User is logged in	Error message displayed for non-existent doctor		P1	
16	Negative: Virtual Consultation	User has not booked appointment	Error message displayed for initiating consultation		P1	
17	Negative: Upload Medical Reports	User has booked appointment	Error message displayed for invalid file format		P1	
18	Negative: Prescription Generation	Doctor has not initiated consultation	Error message displayed for generating prescription		P1	
19	Negative: Notifications	User and Doctor are registered	No notifications received after disabling		P1	
20	Negative: Feedback and Ratings	Consultation has not concluded	Error message displayed for incomplete feedback		P1	
21	Edge: Password Complexity	User navigates to registration page	User creates account with password meeting complexity requirements		P1	
22	Edge: Maximum Appointment Slots	User is logged in	User attempts to book appointment when all slots are filled		P1	

23	Edge: Consultation Duration	User has booked appointment	Virtual consultation lasts for the maximum allowed duration		P1	
24	Edge: Maximum File Size	User has booked appointment	User attempts to upload a medical report exceeding the maximum file size limit		P1	
25	Edge: Empty Prescription	Doctor has initiated virtual consultation	Doctor completes consultation without prescribing any medication		P1	
26	User Email Verification	User registration	User receives email verification link and verifies email		P1	
27	Doctor Email Verification	Doctor registration	Doctor receives email verification link and verifies email		P1	
28	User Registration Fields	User navigates to registration page	User successfully registers with valid data		P1	
29	Doctor Registration Fields	Doctor navigates to registration page	Doctor successfully registers with valid data		P1	
30	Forgot Password Functionality	User is logged out or forgotten pwd	User successfully resets password using "forgot password"		P1	
31	Doctor Profile Update	Doctor is logged in	Doctor updates profile information successfully		P1	
32	User Profile Update	User is logged in	User updates profile information successfully		P1	
33	Appointment Rescheduling	User has booked appointment	User successfully reschedules appointment		P1	
34	Appointment Cancellation	User has booked appointment	User successfully cancels appointment		P1	
35	Consultation Language	User has booked appointment	Consultation conducted in language other than English		P1	
36	Doctor Availability	Doctor is logged in	Doctor sets availability for specific time slots		P1	
37	User Timezone Compatibility	User books appt from different timezone	Appt time displayed accurately in user's timezone		P1	
38	Doctor Timezone Compatibility	Doctor logs in from different timezone	Dashboard displays appts accurately in doctor's timezone		P1	
39	User Accessibility Preferences	User is logged in	User sets accessibility preferences for the consultation		P1	
40	Doctor Accessibility Preferences	Doctor is logged in	Doctor sets accessibility preferences for the consultation		P1	
41	User Payment Process	User has booked appointment	User completes payment process successfully		P1	
42	Doctor Payment Process	Doctor has conducted consultation	Doctor receives payment for the consultation		P1	
43	Appointment Waitlist	All appt slots are filled	User joins waitlist for fully booked appointment		P1	
44	Chat Session Timeout	User initiates virtual consultation	Chat session remains active for specified duration		P1	
45	Doctor Status Availability	Doctor is logged in	Doctor updates status to indicate availability		P1	
46	User Account Deactivation	User is logged in	User deactivates account successfully		P1	
47	Doctor Account Deactivation	Doctor is logged in	Doctor deactivates account successfully		P1	
48	User Data Export	User is logged in	User exports personal data in downloadable format		P1	

49	Doctor Data Export	Doctor is logged in	Doctor exports patient consultation data in downloadable format		P1	
50	Chat Session Encryption	User initiates virtual consultation	Chat messages are encrypted for security		P1	
51	User Subscription Upgrade	User is logged in	User upgrades subscription plan successfully		P1	
52	Doctor Subscription Upgrade	Doctor is logged in	Doctor upgrades subscription plan successfully		P1	
53	User Subscription Downgrade	User is logged in	User downgrades subscription plan successfully		P1	
54	Doctor Subscription Downgrade	Doctor is logged in	Doctor downgrades subscription plan successfully		P1	
55	Multi-device Compatibility	User logs in from multiple devices	User's session remains synchronized across devices		P1	
56	User Location Tracking	User has booked appointment	User's location is accurately tracked during consultation		P1	
57	Doctor Location Tracking	Doctor has conducted consultation	Doctor's location is accurately tracked during consultation		P1	
58	User Biometric Authentication	User is logged in	User logs in using biometric authentication successfully		P1	
59	Doctor Biometric Authentication	Doctor is logged in	Doctor logs in using biometric authentication successfully		P1	
60	User Account Recovery	User has forgotten login credentials	User successfully recovers account access using recovery process		P1	
61	Chat Session Initiation	User has booked appointment	User initiates chat session with doctor		P1	
62	Chat Message Sending	Chat session is initiated	User sends message to doctor		P1	
63	Chat Message Receiving	Chat session is initiated	User receives response from doctor		P1	
64	Chat Attachment Sharing	Chat session is initiated	User shares medical report with doctor		P1	
65	Chat Session Ending	Chat session is initiated	User ends chat session with doctor		P1	
66	Video Call Initiation	User has booked appointment	User initiates video call with doctor		P1	
67	Video Call Connection	Video call initiated	User successfully connects with doctor in video call		P1	
68	Video Call Quality	Video call initiated	Video call maintains high-quality resolution and audio		P1	
69	Normal Call Initiation	User has booked appointment	User initiates normal call with doctor		P1	
70	Normal Call Connection	Normal call initiated	User successfully connects with doctor in normal call		P1	
71	Normal Call Audio Quality	Normal call initiated	Normal call maintains high-quality audio		P1	
72	Help Support Request	User faces technical issue	User submits help support request for technical assistance		P1	
73	Help Support Response	Help support request submitted	User receives prompt response from support team		P1	
74	Help Support Resolution	Help support request submitted	Support team resolves user's issue effectively		P1	
75	Help Support Feedback Submission	Issue resolved by support team	User provides feedback on support experience		P1	