

# Manual Test Case Report

**Project Name:** Customer Relationship Management (CRM)

**Test Type:** Manual Testing

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## 1. Introduction

Customer Relationship Management (CRM) system is used to manage customer information, sales activities, customer support, and communication between the organization and its customers. The main objective of this testing is to ensure that all CRM functionalities work correctly and meet business requirements.

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## 2. Scope of Testing

### Modules Covered

Login Module  
User Management  
Customer Management  
Lead Management  
Contact Management  
Reports Module  
Logout Functionality

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## 3. Test Environment

Parameter	Details
Application Type	Web-based CRM
Browser	Google Chrome
Operating System	Windows 11
Testing Method	Manual Testing

## 4. Test Scenarios and Test Cases

### Module 1: Login Functionality

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
CRM_TC_01	Valid Login	Enter valid username & password and click login	User should login successfully	As Expected	Pass
CRM_TC_02	Invalid Login	Enter invalid credentials	Error message should display	As Expected	Pass

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
CRM_TC_03	Blank Fields	Click login without entering data	Validation message shown	As Expected	Pass

## Module 2: User Management

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
CRM_TC_04	Add New User	Enter valid user details and save	User added successfully	As Expected	Pass
CRM_TC_05	Edit User	Modify existing user details	User details updated	As Expected	Pass
CRM_TC_06	Delete User	Click delete option	User removed from system	As Expected	Pass

## Module 3: Customer Management

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
CRM_TC_07	Add Customer	Enter customer details and save	Customer added successfully	As Expected	Pass
CRM_TC_08	View Customer	Open customer profile	Customer details displayed	As Expected	Pass
CRM_TC_09	Update Customer	Edit customer information	Information updated	As Expected	Pass

## Module 4: Lead Management

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
CRM_TC_10	Create Lead	Enter lead details	Lead created successfully	As Expected	Pass
CRM_TC_11	Convert Lead	Convert lead to customer	Lead converted	As Expected	Pass
CRM_TC_12	Delete Lead	Delete lead record	Lead removed	As Expected	Pass

## Module 5: Reports Module

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
CRM_TC_13	Generate Report	Select report and click generate	Report generated	As Expected	Pass
CRM_TC_14	Export Report	Export report to PDF/Excel	File downloaded	As Expected	Pass

## Module 6: Logout Functionality

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
CRM_TC_15	Logout	Click logout button	User logged out successfully	As Expected	Pass

## 5. Test Summary

Metric	Count
Total Test Cases	15
Passed	15

Metric	Count
Failed	0
Blocked	0

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## 6. Conclusion

The CRM application has been tested manually and all major functionalities are working as expected. No critical defects were found during testing. The application is stable and ready for use.

## Manual Test Case Report

**Project Name:** Travel Booking Platform

**Test Type:** Manual Testing

## 1. Introduction

A Travel Booking Platform allows users to search, book, and manage travel services such as flights, hotels, and holiday packages. The objective of manual testing is to ensure that all functionalities work correctly and provide a smooth user experience.

## 2. Scope of Testing

### Modules Covered

User Registration

Login Module

Search & Booking

Payment Module

Booking History

Cancellation

Logout Functionality

## 3. Test Environment

Parameter	Details
Application Type	Web-based Application
Browser	Google Chrome

Parameter	Details
Operating System	Windows 11
Testing Method	Manual Testing

## 4. Test Scenarios and Test Cases

### Module 1: User Registration

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
TB_TC_01	Valid Registration	Enter valid user details and submit	User registered successfully	As Expected	Pass
TB_TC_02	Invalid Email	Enter invalid email format	Error message displayed	As Expected	Pass
TB_TC_03	Blank Fields	Submit form without data	Validation message shown	As Expected	Pass

### Module 2: Login Functionality

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
TB_TC_04	Valid Login	Enter valid credentials	User logged in successfully	As Expected	Pass
TB_TC_05	Invalid Login	Enter wrong credentials	Error message displayed	As Expected	Pass

### Module 3: Search & Booking

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
TB_TC_06	Search Travel	Enter source, destination, date	Search results displayed	As Expected	Pass
TB_TC_07	Select Booking	Select flight/hotel	Booking page opened	As Expected	Pass
TB_TC_08	Confirm Booking	Confirm booking details	Booking confirmed	As Expected	Pass

### Module 4: Payment Module

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
TB_TC_09	Valid Payment	Enter valid payment details	Payment successful	As Expected	Pass
TB_TC_10	Payment Failure	Enter invalid payment details	Payment failed message	As Expected	Pass

### Module 5: Booking History

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
TB_TC_11	View Booking	Open booking history	Booking details displayed	As Expected	Pass

### Module 6: Cancellation

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
TB_TC_12	Cancel Booking	Select booking and cancel	Booking cancelled successfully	As Expected	Pass

## Module 7: Logout Functionality

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
TB_TC_13	Logout	Click logout button	User logged out successfully	As Expected Pass

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## 5. Test Summary

Metric	Count
Total Test Cases	13
Passed	13
Failed	0
Blocked	0

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## 6. Conclusion

The Travel Booking Platform was tested manually and all major functionalities are working as expected. No critical defects were found, and the application is stable for end users.

## Manual Test Case Report

**Project Name:** Online E-Commerce Website

**Test Type:** Manual Testing

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## 1. Introduction

An Online E-Commerce Website allows users to browse products, add items to cart, place orders, and make online payments. The purpose of manual testing is to verify that all features of the e-commerce system work correctly and provide a secure and smooth shopping experience.

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## 2. Scope of Testing

### Modules Covered

User Registration

Login Module

Product Search & Filter

Cart Management

Checkout

Payment Module

Order Management

Logout Functionality

### 3. Test Environment

Parameter	Details
Application Type	Web-based Application
Browser	Google Chrome
Operating System	Windows 11
Testing Method	Manual Testing

### 4. Test Scenarios and Test Cases

#### Module 1: User Registration

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
EC_TC_01	Valid Registration	Enter valid user details	User registered successfully	As Expected Pass
EC_TC_02	Invalid Email	Enter invalid email	Error message displayed	As Expected Pass
EC_TC_03	Blank Fields	Submit without data	Validation message shown	As Expected Pass

#### Module 2: Login Functionality

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
EC_TC_04	Valid Login	Enter valid credentials	User logged in successfully	As Expected Pass
EC_TC_05	Invalid Login	Enter wrong credentials	Error message displayed	As Expected Pass

#### Module 3: Product Search & Filter

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
EC_TC_06	Search Product	Enter product name	Product list displayed	As Expected Pass
EC_TC_07	Apply Filter	Apply price/category filter	Filtered products shown	As Expected Pass

#### Module 4: Cart Management

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
EC_TC_08	Add to Cart	Add product to cart	Product added to cart	As Expected Pass
EC_TC_09	Remove from Cart	Remove product	Product removed	As Expected Pass
EC_TC_10	Update Quantity	Change product quantity	Quantity updated	As Expected Pass

#### Module 5: Checkout

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
EC_TC_11	Proceed to Checkout	Click checkout button	Checkout page opened	As Expected Pass

#### Module 6: Payment Module

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
EC_TC_12	Successful	Enter valid payment details	Payment successful	As Expected	Pass

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
EC_TC_13	Payment Failure	Payment Enter invalid payment details	Payment failed message	As Expected	Pass

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## Module 7: Order Management

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
EC_TC_14	View Orders	Open order history	Orders displayed	As Expected	Pass
EC_TC_15	Cancel Order	Cancel placed order	Order cancelled	As Expected	Pass

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## Module 8: Logout Functionality

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
EC_TC_16	Logout	Click logout button	User logged out successfully	As Expected	Pass

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## 5. Test Summary

Metric	Count
Total Test Cases	16
Passed	16
Failed	0
Blocked	0

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## 6. Conclusion

The Online E-Commerce Website was tested manually and all major functionalities are working as expected. No critical defects were found, and the application is stable and ready for users.

## Manual Test Case Report

**Project Name:** Automate Banking Website  
**Test Type:** Manual Testing

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## 1. Introduction

An Automated Banking Website provides online banking services such as account management, fund transfer, bill payments, and transaction history. The purpose of manual testing is to ensure secure, accurate, and reliable banking operations for users.

## 2. Scope of Testing

### Modules Covered

User Registration  
Login Module  
Account Dashboard  
Balance Inquiry  
Fund Transfer  
Bill Payment  
Transaction History  
Logout Functionality

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## 3. Test Environment

Parameter	Details
Application Type	Web-based Banking Application
Browser	Google Chrome
Operating System	Windows 11
Testing Method	Manual Testing

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## 4. Test Scenarios and Test Cases

### Module 1: User Registration

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
AB_TC_01	Valid Registration	Enter valid customer details	User registered successfully	As Expected	Pass
AB_TC_02	Duplicate Account	Register with existing account	Error message displayed	As Expected	Pass
AB_TC_03	Blank Fields	Submit without data	Validation message shown	As Expected	Pass

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### Module 2: Login Functionality

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
AB_TC_04	Valid Login	Enter valid credentials	User logged in successfully	As Expected Pass
AB_TC_05	Invalid Login	Enter wrong credentials	Error message displayed	As Expected Pass

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### Module 3: Account Dashboard

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
AB_TC_06	View Dashboard	Login to dashboard	Account details displayed	As Expected Pass

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### Module 4: Balance Inquiry

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
AB_TC_07	Check Balance	Click balance option	Current balance displayed	As Expected Pass

## Module 5: Fund Transfer

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
AB_TC_08	Valid Transfer	Enter valid beneficiary & amount	Transfer successful	As Expected	Pass
AB_TC_09	Insufficient Balance	Enter high amount	Error message displayed	As Expected	Pass

## Module 6: Bill Payment

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
AB_TC_10	Pay Bill	Enter valid bill details	Bill paid successfully	As Expected Pass
AB_TC_11	Invalid Bill Details	Enter wrong bill info	Error message shown	As Expected Pass

## Module 7: Transaction History

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
AB_TC_12	View Transactions	Open transaction history	Transaction list displayed	As Expected Pass

## Module 8: Logout Functionality

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result Status
AB_TC_13	Logout	Click logout button	User logged out successfully	As Expected Pass

## 5. Test Summary

Metric	Count
Total Test Cases	13
Passed	13
Failed	0
Blocked	0

## 6. Conclusion

The Automated Banking Website was tested manually and all major banking functionalities are working correctly. No critical defects were found, and the system is stable and secure for users.

## Manual Test Case Report

**Project Name: Healthcare Management System**

# Test Type: Manual Testing

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## 1. Introduction

A Healthcare Management System is a web-based application designed to manage hospital or clinic operations such as patient registration, doctor management, appointment scheduling, medical records, billing, and reports. The purpose of this manual testing is to verify that all functionalities of the system are working correctly and meet the specified business requirements.

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## 2. Scope of Testing

The following modules are covered under manual testing:

- Login Module
  - Patient Registration Module
  - Doctor Management Module
  - Appointment Scheduling Module
  - Medical Records Module
  - Billing and Payment Module
  - Reports Module
  - Logout Functionality
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## 3. Test Environment

- **Application Type:** Web-based Healthcare System
  - **Browser:** Google Chrome
  - **Operating System:** Windows 11
  - **Testing Method:** Manual Testing
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## 4. Test Scenarios and Test Cases

### Module 1: Login Functionality

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
HC_TC_01	Valid Login	Enter valid username and password, then click Login	User should log in successfully	As Expected	Pass
HC_TC_02	Invalid Login	Enter invalid username or password	Error message should be displayed	As Expected	Pass

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
HC_TC_03	Blank Fields	Click Login without entering credentials	Validation message should be shown	As Expected	Pass

## Module 2: Patient Registration

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
HC_TC_04	Add New Patient	Enter valid patient details and save	Patient record should be created successfully	As Expected	Pass
HC_TC_05	Mandatory Field Validation	Leave mandatory fields empty	Validation message should be displayed	As Expected	Pass
HC_TC_06	Update Patient Details	Edit existing patient information	Patient details should be updated	As Expected	Pass

## Module 3: Doctor Management

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
HC_TC_07	Add Doctor	Enter doctor details and save	Doctor should be added successfully	As Expected	Pass
HC_TC_08	View Doctor List	Open doctor list page	List of doctors should be displayed	As Expected	Pass
HC_TC_09	Delete Doctor	Select doctor and delete	Doctor should be removed from the system	As Expected	Pass

## Module 4: Appointment Scheduling

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
HC_TC_10	Book Appointment	Select patient, doctor, and time slot	Appointment should be booked successfully	As Expected	Pass
HC_TC_11	Duplicate Appointment	Book appointment for the same time slot	System should show an error message	As Expected	Pass
HC_TC_12	Cancel Appointment	Cancel an existing appointment	Appointment should be cancelled successfully	As Expected	Pass

## Module 5: Medical Records

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
HC_TC_13	Add Medical Record	Enter diagnosis and prescription details	Medical record should be saved successfully	As Expected	Pass
HC_TC_14	View Medical History	Open patient medical history	Medical history should be displayed	As Expected	Pass
HC_TC_15	Update Medical Record	Edit an existing medical record	Record should be updated successfully	As Expected	Pass

## Module 6: Billing and Payment

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
HC_TC_16	Generate Bill	Generate bill for patient services	Bill should be generated successfully	As Expected	Pass
HC_TC_17	Online Payment	Make payment using valid details	Payment should be successful	As Expected	Pass
HC_TC_18	Invalid Payment	Enter invalid payment details	Error message should be displayed	As Expected	Pass

## Module 7: Logout Functionality

Test Case ID	Test Scenario	Test Steps	Expected Result	Actual Result	Status
HC_TC_19	Logout	Click the Logout button	User should be logged out successfully	As Expected	Pass

## 5. Test Summary

- **Total Test Cases:** 19
- **Passed:** 19
- **Failed:** 0
- **Overall Result:** PASS

## 6. Conclusion

All major functionalities of the Healthcare Management System were tested successfully through manual testing.

The system is stable, user-friendly, and meets the required business and functional requirements. No critical defects were identified during the testing process.