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| Project: | | SMS | | | |
| Team No.: | | 6 | | | |
| Class: | | CSE 3310; Fall 2019 | | | |
| Module: | | Test Plan | | | |
| Deliverable: | | Test Plan Document | | | |
| **Version:** | | | **[2.0]** | **Date:** | **[12/01/19]** |

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**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Version number*** | ***Date*** | ***Originator*** | ***Reason for change*** | ***High level description of changes*** |
| 1.0 | 11/14/2019 | Team 6 | Initial draft |  |
| 2.0 | 12/01/2019 | Team 6 | Revision |  |
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# 1. Introduction and Plan of Approach

Our team developed an android application that will help users to initiate a “service request” for their home or small business. This will help any users (i.e. customers that require a service) to be put in contact with any service providers. Our app will make money by collecting a 20% commission from each service request fulfilled by the service provider. The categories of services can be expanded to cover more service areas in the future. Initially the listed services are supported. The system includes the following components:

1. Login & Registration: Customers (i.e. Service Requesters) can optionally register and login to the system. They can also order place a Service Request (SR) without registration and login. If they choose to register and login, they could get points, can review Service Providers quality of Service, could get discounts, and receive helpful tips and updates. To register, they must provide full name, email, and phone number.

2. Setup: Setup control fields such as: Receive commission **yes**/no, Use rating towards a service **one star** to five stars. The Bold charters will be the default.

3. Service Categories: The following areas of service should be presented in the app. For each category of service area below (i.e. similar to Uber fro rides):

o Appliances

o Electrical

o Plumbing

o Home Cleaning

o Tutoring

o Packaging and Moving

o Computer Repair

o Home Repair and Painting

o Pest Control

4. Register to become an approved vendor for one or more of the above service categories (i.e. Service Provider). You must provide contact info including phone, address and e-mail. You can optionally provide sample rates (e.g. how much to fix something, or per hour of labor). You must also agree to pay a small portion of money received (e.g. 20%) as fee to the app holder

5. Place a Service Request (by Customers): Select a Service category and place an order soliciting for bid by the service providers. Finalize your selection after reviewing all bids.

6. Cancellation and Change: Allow customers to cancel or change service dates. You can specify in setup that you lose points if you cancel within the last x (e.g. 24) hours

7. Accept a Service Request (by service provider): Provide bids for Requested services to customers

8. Payments: Handle money paid by the customers, received by the service provider. You, the owner of app, will receive a commission (e.g. 20%) of the service fee.

9. Review and Rating (by customers): Use Stars (one to five stars) to rate the service received, and allow to enter for a short comment to help future users

10. Order History: Display the history of service requested for a given customer.

11. Search: Ability to search by for a service provider by address, name, star rating, etc.

# 2. Test Cases: “Login and Registration”

**Project Name:** SMS

**Test Case Name:** Login and Registration

**Test Case Id**: CSE3310/Fall 2019/Team 6/ Login-and-Registration

|  |  |  |  |
| --- | --- | --- | --- |
| **Test Case No.** | **Test Case Description** | **Expected results** | **Outcome**  **Pass, Fail, Other (comments)** |
| TC1 | Tab into the User and password fields and enter a valid user id/password (a test id should be created and provided to testers) | System should let user in |  |
| TC2 | Tab into the User and password fields and enter an invalid user id/password | System should not accept and prevent user from entry |  |
| TC3 | Include test cases for guest valid and invalid user ids and check for limited access | System should allow access to a subset of the screen - they will be able to view services normally, but cannot view any order history or search history |  |
| TC4 | Enter valid user id (see TC1 above) and press “Forgot password” | System should:   * Ask answer to security question and if correct * Send an e-mail with a temporary password should be sent |  |
| TC5 | Enter valid temporary password (see TC4) to change password | System should allow the user to change their password |  |
| TC6 | Enter a strong password when entering a password for a new user or changing the previous password | If a weak password is entered (password123) then an error message will be displayed saying “weak password” |  |
| TC7 | Password in ‘Password’ and ‘Confirm Password’ field should match | If they do not match, “password doesn’t match” error message will popup. |  |

# 3. Test Cases: “Service Categories”

**Project Name:** SMS

**Test Case Name:** Service Categories

**Test Case Id**: CSE3310/Fall 2019/Team6/ Service-Categories

|  |  |  |  |
| --- | --- | --- | --- |
| **Test Case No.** | **Test Case Description** | **Expected results** | **Outcome**  **Pass, Fail, Other (comments)** |
| TC1 | Enter screen and see list of service categories | System should display the list of service categories |  |
| TC2 | Select service category “Computer Repair” | System should allow you to place a service request for selected category |  |
| TC3 | Select service category “Plumbing” | System should allow you to place a service request for selected category |  |
| TC4 | Select service category “Household Electronics” | System should allow you to place a service request for selected category |  |
| TC5 | Select service category “Lawn and Gardening” | System should allow you to place a service request for selected category |  |
| TC6 | Select service category “House Roofing” | System should allow you to place a service request for selected category |  |
| TC7 | Select service category “Pest Control” | System should allow you to place a service request for selected category |  |
| TC8 | Select service category “Other” | System should allow you to place a service request for selected category |  |

# 4. Test Cases: “Service Request”

**Project Name:** SMS

**Test Case Name:** Service Request

**Test Case Id**: CSE3310/Fall 2019/Team6/Service-Request

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|  |  |  |  |
| --- | --- | --- | --- |
| **Test Case No.** | **Test Case Description** | **Expected results** | **Outcome**  **Pass, Fail, Other (comments)** |
| TC1 | Allow user to place a service request after selecting service by entering the service needed in Service Request screen | System should allow user to fill the form for the request |  |
| TC2 | Allow user to select the bids by clicking on the cart button to see the bids of a particular request | System should allow user to list the available bids and user can select it |  |
| TC3 | Allow user to cancel the particular request by clicking ‘Cancel’ for that particular service. | System should list the requests made by the user and user can cancel it |  |
| TC4 | User should fill all required empty fields | System should not accept the form if it contains an empty field |  |
| TC5 | User presses send or submit for the request form | System should accept the request and send the request to appropriate vendors |  |
| TC6 | The customer will be able to view all the vendor requests for a particular service | The customer who requests a particular service will be able to view all the vendors requests for that service if there are more than one. |  |
| TC7 | Vendors providing a particular service clicks on “View Requests”. | Vendors will not be able to see any requests for a service that they do not provide (e.g. an electrical service provider cannot view any tutoring requests) |  |

# 5. Test Cases: “Appointments”

**Project Name:** SMS

**Test Case Name:** Appointments

**Test Case Id**: CSE3310/Fall 2019/Team6/Order-History

|  |  |  |  |
| --- | --- | --- | --- |
| **Test Case No.** | **Test Case Description** | **Expected results** | **Outcome**  **Pass, Fail, Other (comments)** |
| TC1 | Allow customer to make an appointment after placing a service request and selecting a bid provided by the vendor | System should prompt the user to input valid date and time for appointment |  |
| TC2 | Allow customer and vendor to confirm an appointment | System should display the confirmation message |  |
| TC3 | Tab into cancel an appointment (for customers) | System should terminate the selected appointment |  |
| TC4 | Tab into cancel an appointment (for vendor) | System should terminate the selected appointment |  |
| TC5 | Vendors can view any accepted appointments | If a service is accepted and appointment set, then only the vendor who has their bid accepted will be able to view the appointment details. |  |
| TC6 | Tab into change appointment | System should prompt the user to input a new date and time for appointment |  |
| TC7 | User accepts a bid | Once the user has accepted a bid for a particular service request, the app will take them to the appointment page before the user makes a final payment. |  |

# 6. Test Cases: “Accept Service Request”

**Project Name:** SMS

**Test Case Name:** Accept Service Request

**Test Case Id**: CSE3310/Fall 2019/Team6/Accept-Service-Request

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|  |  |  |  |
| --- | --- | --- | --- |
| **Test Case No.** | **Test Case Description** | **Expected results** | **Outcome**  **Pass, Fail, Other (comments)** |
| TC1 | Allow Vendors to see all the available matching requests | System should display the lists of requests |  |
| TC2 | Allow Vendors to provide the bids | System should let vendor input a bid to a specific request |  |
| TC3 | Allow vendors to send the bids by entering the amount they wish to bid | System should send the bids to the user |  |
| TC4 | Allow vendors/customers to cancel the requests by selecting the service that the user or vendor wants to cancel, and pressing the ‘Cancel’ button | If the vendor does not want to accept the request, he/she can cancel the request and request should be removed from the |  |
| TC5 | Allow vendors to accept or setup the appointment | System should create an appointment and send to the respective user |  |
| TC6 | Allow Customers to see all matching bids | System should display the list of bids. |  |

# 7. Test Cases: “Payments”

**Project Name:** SMS

**Test Case Name:**  Payments

**Test Case Id**: CSE3310/Fall 2019/Team6/Payments

|  |  |  |  |
| --- | --- | --- | --- |
| **Test Case No.** | **Test Case Description** | **Expected results** | **Outcome**  **Pass, Fail, Other (comments)** |
| TC1 | Allow User to choose among the payment’s types available cash, credit or cheque. | System should allow users to choose method for payment option and direct for next payment step |  |
| TC2 | Provides user confirmation screen to confirm the chosen payment method. | System should display confirmation message to user showing chosen method of payment |  |
| TC3 | If chosen cash payment option, user will make cash payment on the day of service. | System should show terms and conditions and date of payment and information about the service request. |  |
| TC4 | If chosen cheque payment option, user should agree to make payment by cheque on the day of service. | System should show terms and conditions and options to agree or disagree |  |
| TC5 | If chosen card payment option, user makes payment by using card information on the PayPal payment system. | System should forward user to input card information so that user can make payment |  |
| TC6 | Entering card information | System should provide user message showing if the card information is valid or invalid |  |
| TC7 | User provides the card information | System should provide User message showing if payment was successful or unsuccessful |  |
| TC8 | User clicks “Accept” for payment | User should get an invoice for accepted payment and the vendor should get payment notification in their respective phone or email address |  |
| TC9 | User clicks “View Appointment” | Once the user has clicked “View Appointment” they will be able to see the confirmation of their payments. |  |

# 8. Test Cases: “Review and Ratings”

**Project Name:** SMS

**Test Case Name:** Review and Ratings

**Test Case Id**: CSE3310/Fall 2019/Team6/Review and rating

|  |  |  |  |
| --- | --- | --- | --- |
| **Test Case No.** | **Test Case Description** | **Expected results** | **Outcome**  **Pass, Fail, Other (comments)** |
| TC1 | Tab user the feature to review and rate the vendor | System should show user option to review and rate any particular vendor |  |
| TC2 | Tab user to comment on a particular vendor’s comment box | System should allow user to type into the comment box |  |
| TC3 | Tab user to submit comments | System should accept comment from user |  |
| TC4 | Tab user to edit and delete comments | System should show options to edit and delete the comment made by the same user |  |
| TC5 | User gives rating by selecting number of stars they wish to give | System should allow user to select stars to give ratings (1-5) |  |
| TC6 | User should be able to change the pre-selected ratings | System should update the recent star rating |  |

# 9. Test Cases: “Order History”

**Project Name:** SMS

**Test Case Name:** Order History

**Test Case Id**: CSE3310/Fall 2019/Team6/Order-History

|  |  |  |  |
| --- | --- | --- | --- |
| **Test Case No.** | **Test Case Description** | **Expected results** | **Outcome**  **Pass, Fail, Other (comments)** |
| TC1 | User presses ‘View Order History’ button | Shows the history of Orders that have been made by the user, shows Name, Date order was placed and rating given |  |
| TC2 | User who has not logged in presses ‘View Order History’ button. | Denies access to Order History, displays a message saying “Please log in to view order history” |  |
| TC3 | User sorts Order History in ascending order | Displays the Order History data in ascending order, e.g. if it was ordered by Date, then Date will be displayed in ascending order |  |
| TC4 | User sorts Order History in descending order | Displays the Order History data in descending order, e.g. if it was ordered by Name, then Name will be displayed in descending order |  |
| TC5 | New User presses ‘View Order History’ button | Shows an empty list - meaning no orders have been placed, and displays message “No orders have been placed yet” |  |
| TC6 | User who has not ordered anything presses ‘View Order History’ button | Shows an empty list - meaning no orders have been placed, and displays message “No orders have been placed yet” |  |

# 10. Test Cases: “Search”

**Project Name:** SMS

**Test Case Name:** Search

**Test Case Id**: CSE3310/Fall 2019/Team6/Search

|  |  |  |  |
| --- | --- | --- | --- |
| **Test Case No.** | **Test Case Description** | **Expected results** | **Outcome**  **Pass, Fail, Other (comments)** |
| TC1 | Enter Service Name to search for | Searches the databases and shows the services that matches the service name entered |  |
| TC2 | Enter query that does not match anything in the database | Nothing is fetched from the database, and the table is empty |  |
| TC3 | Enter minimum rating requirement in search query. | Searches the databases and returns any services that have a minimum rating of what was specified |  |
| TC4 | Sort according to ascending order. | Sorts the data that has been displayed in ascending order |  |
| TC5 | Sort according to descending order. | Sorts the data that has been displayed in descending order |  |