Test Plan for User Story: Approvals Notifications | SMS

1. Test Plan

1.1 Objective: The objective of this test plan is to ensure that the "Approvals Notifications | SMS" functionality works as expected. The system should notify loan requesters about their loan approval or rejection status through SMS, and relationship managers should be informed of rejections to communicate reasons effectively.

1.2 Scope:

- Testing the notification process for loan approval and rejection.

- Validation of SMS content for accuracy and completeness.

- Ensuring timely delivery of SMS notifications.

- Notifications to the relationship manager about rejection reasons.

1.3 Assumptions:

- Loan requests go through multiple stages of approval.

- The system can send SMS notifications.

- Relationship managers are responsible for communicating rejection reasons to loan requesters.

1.4 Roles and Responsibilities:

- Test Manager: Oversee the testing process.

- Test Engineer: Create and execute test cases.

- Developer: Fix issues reported during testing.

- Business Analyst: Clarify requirements and acceptance criteria.

1.5 Tools:

- Test Management Tool (e.g., JIRA, TestRail)

- Automation Tools (e.g., Selenium, Cypress)

- SMS Gateway for notification testing

1.6 Schedule:

- Test Case Development: 2 days

- Test Execution: 3 days

- Bug Fixing and Retesting: 2 days

2. Risk Based Testing (RBT)

2.1 Risk Identification:

- Failure in SMS delivery.

- Incorrect or incomplete SMS content.

- Delays in sending notifications.

- Failure to notify the relationship manager about rejections.

- SMS not reaching the intended recipients.

2.2 Risk Assessment:

- High: Failure in SMS delivery, delays in sending notifications, incorrect SMS content.

- Medium: Failure to notify relationship managers.

- Low: Minor formatting issues in SMS content.

2.3 Mitigation Plan:

- High risks will have priority in testing and bug fixing.

- Regular code reviews and automated tests for critical functionalities.

3. Test Cases

3.1 Acceptance Test Cases:

- **Test Case 1: Approval Notification SMS**

  - **Pre-condition:** Loan request is approved by all relevant departments and the relationship manager.

  - **Steps:**

    1. Process the final approval in the system.

  - **Expected Result:** Loan requester receives an SMS indicating the approval status.

- **Test Case 2: Rejection Notification to Relationship Manager**

  - **Steps:**

    1. Process a rejection at any stage of the approvals process with specified reasons.

  - **Expected Result:** Relationship manager receives a notification to communicate the rejection reasons to the loan requester.

- **Test Case 3: Final Rejection Notification to Loan Requester**

  - **Steps:**

    1. Process the final rejection by the relationship manager.

  - **Expected Result:** Loan requester receives an SMS indicating the rejection with the specified reasons provided by the relationship manager.

3.2 Edge Test Cases:

- **Test Case 4: SMS Delivery Failure**

  - **Steps:**

    1. Simulate a network issue preventing SMS delivery.

  - **Expected Result:** The system should retry sending the SMS and log the failure if unsuccessful.

- **Test Case 5: Empty or Missing SMS Content**

  - **Steps:**

    1. Trigger SMS notification with missing or empty content.

  - **Expected Result:** The system should not send the SMS and log the error for missing content.

4. Test Runs

4.1 Initial Test Run:

- Execute all acceptance test cases to validate the basic functionality.

4.2 Regression Test Run:

- Execute edge test cases and any impacted test cases after fixing bugs.

4.3 Smoke Test Run:

- Run critical test cases to ensure the major functionalities work before release.

4.4 Performance Test Run:

- Check the system's response time and behavior under load, especially during the notification process.