

<b>Test Name</b>	<b>Description</b>	<b>Expected Outcome</b>	<b>Verified by</b>	<b>Date and Time</b>	<b>PASS /FAIL</b>
Create user and ticket	Create both new user and ticket while creating ticket for new users	When a ticket is created for new user, a user entry should be added to the user table and ticket entry to the ticket table	Sagar	July 3, 2019	Pass
Login Verify	Checking if the login works	Dashboard only opens if admin enters the correct login credentials	Sagar	July 4, 2019	Pass
Login Security	Checking if the dashboard and other tabs open without login	If the admin is not logged in, they should be redirected to login page while trying to open any other module directly	Dashmeet	July 5, 2019	Fail
Fetch User	Clicking fetch while creating ticket for existing user gets all details	Application should auto fill the user details when email id is entered, and fetch button is clicked	Parth	July 5, 2019	Pass
Ticket Number	Showing the ticket number when ticket is created	When a ticket is successfully created, the ticket number generated for that ticket should be displayed	Parth	July 6, 2019	Fail
Search ticket	Searching ticket by ticket number and email show the correct match	Searching by ticket number should show exactly 1 result and searching by email should show all the tickets issued for that email	Dashmeet	July 6, 2019	Pass

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Viewing Ticket	Selecting a ticket shows the correct details for that ticket	When a ticket is selected from the list, it should show the details for that ticket	Dashmeet	July 7, 2019	Pass
Filtering tickets	Filtering tickets by open or close works fine	When open filter is applied, all open tickets should show, and closed tickets should show on close filter	Sagar	July 7, 2019	Pass
Edit User	User details are editable after user is fetched using email	When the user details are fetched using email, it should allow us to edit the details in database.	Parth	July 7, 2019	Pass