# Black Box Test Plan

The following file will be used during the tests:

helpfilestest.txt :

TIME,PRIORITY,FIRST\_NAME,LAST\_NAME,QUESTION

09/03/2017 10:00:00,5,Suzanne,Smith,How do I check my mileage balance?

08/14/2017 06:54:00,2,Bob,Baker,Can I change my flight?

08/11/2017 23:45:00,8,John,Smith,How much does it cost to change flights on the same day?

Starting the program:

Run AirlineCustomerServiceManager.java

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| Test ID | Description | Expected Results | Actual Results |
| testValidFileReadIn  (ECP - loading valid help ticket file) | preconditions   * program has been started * file helpfiletest.txt exists   Steps:   1. when prompted, enter path to helpfiletest.txt | A confirmation message appears affirming a successful file load | Doesn’t run |
| testInvalidFileReadIn  (DT - loading invalid help ticket file) | preconditions   * program has been started * file notafile.txt does not exist   steps   1. when prompted, enter notafile.txt | A message appears stating that the file does not exist and the user is prompted for a new file path. | Doesn’t run |
| testQueryForPlace  (ECP - choosing to query the help tickets for a particular customer | preconditions   * program has been started * file helpfiletest.txt exists and has been loaded in   steps   1. at the main menu, user enters option to query customers 2. user enters name “Bob Baker” | the program outputs  “Bob Baker is number 3 in the queue:  Priority 2 submitted on 08/14/2017 at 06:54:00: Can I change my flight?” | Doesn’t run |
| testQueryForPlaceNoTickets  (ECP - choosing to query the list for a customer that doesnt exist) | preconditions   * program has been started * file helpfiletest.txt exists and has been loaded in   steps   1. at the main menu, user enters option to query customers 2. user enters name “Rick Sanchez” | the program outputs “User has no active help tickets” indicating that the customer's name was not found. | Doesn’t run |
| testProduceHelpTicketReport  (BVA - testing the appropriate ordering of entries) | preconditions   * program has been started * file helpfiletest.txt exists and has been loaded in   steps   1. at the main menu, user enters option to produce a help ticket report | the program outputs the following  “John Smith is number 1 in the queue: Priority 8 submitted on 08/11/2017 at 23:45:00: How much does it cost to change flights on the same day? Suzanne Smith is number 2 in the queue: Priority 5 submited on 09/03/2017 at 10:00:00: How do I check my mileage balance? Bob Baker is number 3 in the queue: Priority 2 submmited on 08/14/2017 at 06:54:00: Can I change my flight?” | Doesn’t run |