TPN Connect System - Testing Phase

Feature 1: Instant Depot-to-Depot Communication (Chat)

TC ID	Module	Title	Pre-condition	Test Data	Steps	Expected Result	Actual Result	Status
CHAT-001	Depot Chat	Send text message in consignment chat	Logged in as Depot Staff; consignment thread exists	Consignment ID: C-10234; Message: 'Please confirm ETA.'	1) Open Consignment C-10234 -> Chat tab 2) Type message -> Send	Message appears instantly with timestamp and sender	As expected	Pass
CHAT-002	Depot Chat	Receive reply from other depot	Two test users active; same consignment thread	Reply: 'ETA 14:30.'	1) Depot B sends reply 2) Depot A views thread	Reply visible within 2s; unread badge clears	As expected	Pass
CHAT-003	Depot Chat	Attach and send photo evidence	Logged in; thread open	JPG <=2MB	1) Click 'Attach' -> choose file -> Send	Image thumbnail visible; opens preview; upload shown	As expected	Pass
CHAT-004	Depot Chat	Chat history persists per consignment	Thread with >=5 messages	C-10234	1) Close chat -> reopen	Full message history loads chronologically	As expected	Pass
CHAT-005	Depot Chat	Offline send retry	Dev tools simulate offline	Message: 'Testing retry.'	1) Type -> go offline -> send -> back online	Message retries on reconnect; no duplicate	As expected	Pass

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Feature 2: AI-Assisted Issue Reporting

TC ID	Module	Title	Pre-condition	Test Data	Steps	Expected Result	Actual Result	Status
ISSUE-001	Issue Reporting	Log 'Customer not at home' with photo	Driver logged in; delivery attempt failed	Type: 'Customer not at home'; Photo: door.jpg; Notes: 'Gate locked'	1) Open Report Issue -> select type 2) Upload photo -> add notes -> Submit	AI prompts for mandatory photo; submission succeeds; visible to delivery depot queue	As expected	Pass
ISSUE-002	Issue Reporting	Validation blocks incomplete submission	Driver logged in	Type: Requires photo; none uploaded	1) Select type; leave photo empty -> Submit	Error 'Photo required'; submit blocked	As expected	Pass
ISSUE-003	Issue Reporting	Clarification on vague input	Driver logged in	'problem'	1) Type 'problem' -> Continue	AI suggests categories and requests selection	As expected	Pass
ISSUE-004	Issue Routing	Auto-route issue to correct depot	Consignment linked to Depot B	C-10234	1) Submit issue on C-10234	Issue appears for Depot B and pings chat	As expected	Pass
ISSUE-005	Issue Reporting	Attach multiple images	Driver logged in	3 JPGs <=2MB	1) Add 3 images -> Submit	All thumbnails visible; order preserved	As expected	Pass

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Feature 3: Cleaner, Simpler Dashboard

TC ID	Module	Title	Pre-condition	Test Data	Steps	Expected Result	Actual Result	Status
DASH-001	Dashboard	To-Do list shows highest-priority jobs first	Mock data with priorities	10 jobs mixed	1) Open Dashboard	Sorted Critical -> High -> Normal; badges visible	As expected	Pass
DASH-002	Dashboard	Quick actions on a To-Do card	Logged in as Depot Staff	Actions: View, Chat, Mark Done	1) Hover a card -> click actions	Correct screens/actions load; Mark Done removes card	As expected	Pass
DASH-003	Dashboard	Metrics/cards reflect dataset	Known counts in mock	JSON dataset	1) Compare counts to mock	Values match mock dataset	As expected	Pass
DASH-004	Dashboard	To-Do deep links to details	C-IDs present	C-10234	1) Click item -> Details	Opens correct consignment view	As expected	Pass
DASH-005	Dashboard	Tablet view layout	Browser 1024x768	-	1) Resize to tablet -> reload	Cards reflow correctly; no overlap	As expected	Pass

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Feature 4: AI Assistant for Questions

TC ID	Module	Title	Pre-condition	Test Data	Steps	Expected Result	Actual Result	Status
AIA-001	AI Assistant	Pricing query (half pallet)	Logged in; pricing in mock	'What are the prices for a half pallet?'	1) Open Assistant -> ask query	Returns correct price from mock data	As expected	Pass
AIA-002	AI Assistant	Service rules query	Mock FAQs loaded	'Max weight for full pallet?'	1) Ask question	Returns correct weight	As expected	Pass
AIA-003	AI Assistant	Unknown question fallback	-	'Claim fuel surcharge rebate?'	1) Ask question	Suggests related topics; offers to escalate	As expected	Pass
AIA-004	AI Assistant	Open from any screen	Floating button enabled	-	1) Open on Dashboard 2) Open on Consignment View	Loads same widget; retains chat history	As expected	Pass
AIA-005	AI Assistant	Copy answer and paste in chat	Assistant & chat enabled	Copy 'half pallet price'	1) Copy -> open chat -> paste -> send	Text pasted intact; chat sends correctly	As expected	Pass