**Software Engineering**

**Deliverable-3**

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**Blackbox Test Cases**

**Smart Complaint Management System**

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| **Test Case ID** | **Test Scenario / Description** | **Test Steps** | **Test Data / Input** | **Expected Result** | **Actual Result** | **Status** |
| TC-EQ-001 | Register user with valid input | 1. Open registration form 2. Enter valid details 3. Click submit | Email: valid@example.com Username: user123 Password: ValidPass1 | Registration successful | Registration successful | Pass |
| TC-EQ-002 | Register user with duplicate email | 1. Open registration form 2. Enter existing email 3. Click submit | Email: existing@example.com Username: user456 Password: ValidPass1 | Error: Email is already in use | Error: Email is already in use | Pass |
| TC-EQ-003 | Submit complaint with valid category and description | 1. Login 2. Go to complaint page 3. Fill valid fields 4. Submit | Category: Technical Description: 'Internet not working' | Complaint submitted successfully. Your Complaint ID is [XXXX] | Complaint submitted successfully. Your Complaint ID is CMP2025 | Pass |
| TC-EQ-004 | Submit complaint with unsupported file format | 1. Login 2. Go to complaint page 3. Upload .exe file 4. Submit | Category: Billing Description: 'Wrong charge' Attachment: unsupported.exe | Error: Invalid file format. Attachments must be JPG, PNG, or PDF | Error: Invalid file format | Pass |
| TC-BVA-001 | Password length = 5 (below minimum) | 1. Open registration 2. Enter short password 3. Submit | Password: Abc12 | Error: Password does not meet security requirements | Error: Password does not meet security requirements | Pass |
| TC-BVA-002 | Password length = 8 (minimum valid) | 1. Open registration 2. Enter valid password of 8 chars 3. Submit | Password: Abc12345 | Registration successful | Registration successful | Pass |
| TC-BVA-003 | Rating value = 6 (above max limit) | 1. Login 2. Attempt to give rating 6 3. Submit | Rating: 6 | Error: Invalid rating value. Please select a rating between 1 and 5 | Error: Invalid rating value | Pass |
| TC-BVA-004 | Rating value = 5 (max valid limit) | 1. Login 2. Give rating 5 3. Submit | Rating: 5 | Thank you for your feedback! | Thank you for your feedback! | Pass |
| TC-FUNC-001 | User logs in with correct credentials | 1. Open login page 2. Enter correct email/password 3. Click login | Email: user@example.com Password: CorrectPass123 | Login Successful. Redirecting to your dashboard | Login Successful. Redirecting to your dashboard | Pass |
| TC-FUNC-002 | Track complaint with valid ID | 1. Login 2. Go to track complaint page 3. Enter valid ID 4. Submit | Complaint ID: CMP12345 | Status: In Progress | Status: In Progress | Pass |
| TC-FUNC-003 | Update profile with already registered email | 1. Login 2. Go to profile 3. Enter an existing email 4. Save | Email: existing@example.com | Error: Email is already in use | Error: Email is already in use | Pass |
| TC-FUNC-004 | Appeal a resolved complaint | 1. Login 2. Go to resolved complaints 3. Select one 4. Click 'Appeal' 5. Submit | Complaint ID: CMP54321 Appeal Reason: Still unresolved | Your appeal has been submitted successfully | Your appeal has been submitted successfully | Pass |