S. No.	Test Case ID	Test Scenario	Test Steps	Test Data	Expected Result	Actual Result	Status	Remarks
1	TC_CRM_01	Valid Login	1. Open CRM application 2. Click Login 3. Enter username 4. Enter password 5. Click Login	Username: admin_user Password: valid_password	User should log in successfully	Login successful	Pass	–
2	TC_CRM_02	Role Access Check	1. Login as user 2. Access restricted module	User role: Sales Executive	User should see role-based access	Access allowed	Pass	–
3	TC_CRM_03	Add Customer	1. Open Customers module 2. Click Add 3. Enter details 4. Save	Name, Email, Phone	Customer should be added	Added successfully	Pass	–
4	TC_CRM_04	Update Customer	1. Select customer 2. Edit details 3. Save	Updated contact info	Customer details should update	Updated	Pass	–
5	TC_CRM_05	Create Lead	1. Open Leads module 2. Click Create Lead 3. Enter lead info	Lead source, Contact	Lead should be created	Created	Pass	–
6	TC_CRM_06	Convert Lead	1. Select lead 2. Click Convert	Lead ID	Lead should convert to opportunity	Converted	Pass	–
7	TC_CRM_07	Manage Opportunity	1. Open Opportunities 2. Update stage/status	Deal stage	Opportunity should be updated	Updated	Pass	–
8	TC_CRM_08	Manage Contact	1. Open Contacts 2. Add/Edit contact	Contact details	Contact should be saved	Saved	Pass	–
9	TC_CRM_09	Manage Account	1. Open Accounts 2. Add/Edit account	Account info	Account should be saved	Saved	Pass	–

10	TC_CRM_10	Create Task	1. Open Tasks 2. Create new task	Task name, due date	Task should be created	Created	Pass	–
11	TC_CRM_11	Track Activity	1. Open Activities2. View logs	User activity	Activity should be tracked	Tracked	Pass	–
12	TC_CRM_12	View Reports	1. Open Reports section	Date range	Reports should be generated	Generated	Pass	–
13	TC_CRM_13	Dashboard View	1. Open Dashboard	N/A	Dashboard should display metrics	Displayed	Pass	–
14	TC_CRM_14	Notification Alert	1. Assign task / update lead	Email / In-app	Notification should be sent	Sent	Pass	–
15	TC_CRM_15	Logout	1. Click Logout	N/A	User should be logged out	Logged out	Pass	–