

Test Case ID	Test Scenario	Test Steps	Expected Result
TC001	Mandatory email validation	1. Open feedback form 2. Enter all details except email 3. Submit form	System should show error: "Email is required"
TC002	Invalid email format	1. Open feedback form 2. Enter invalid email 3. Submit form	System should show error: "Invalid email format"
TC003	Minimum comment length validation	1. Open feedback form 2. Enter comment with less than 10 characters 3. Submit form	System should show error: "Comment must be at least 10 characters long"
TC004	Maximum comment length validation	1. Open feedback form 2. Enter comment with more than 500 characters 3. Submit form	System should show error: "Comment cannot exceed 500 characters"
TC005	CAPTCHA verification	1. Open feedback form 2. Fill all fields but do not complete CAPTCHA 3. Submit form	System should show error: "Please complete CAPTCHA verification"
TC006	Successful feedback submission	1. Open feedback form 2. Fill all details correctly and complete CAPTCHA 3. Submit form	System should show confirmation: "Feedback submitted successfully"
TC007	Admin panel access restriction	1. Try to access admin panel as a customer or unauthenticated user	System should show error: "Access Denied"
TC008	Delete inappropriate feedback (Admin)	1. Login as admin 2. View a feedback entry 3. Click "Delete"	Feedback should be removed from system
TC009	Response notification to customer	1. Admin responds to feedback 2. Check customer's email	Customer should receive email notification of response
TC010	Bulk feedback handling (Performance Test)	1. Submit 10,000 feedback entries 2. Check system performance	System should not lag or crash
TC011	Cross-browser compatibility	1. Open CFMS on Chrome, Firefox, Edge, Safari 2. Submit feedback	Application should work correctly on all browsers