

Project Name: Order clothing online

Test Case

Test Case ID: Fun_1

Test Designed by: Chaya levin

Test Priority (Low/Medium/High): High

Test Designed date: 02/01/2020

Module Name: Register to the system

Test Executed by: Tair Shriki

Test Title: Verify register with valid details

Test Execution date: 07/01/2020

Description: Test the register page and check that all the details are valid

Pre-conditions: Must be inside the system

Dependencies: The customer database

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
<u>1</u>	<u>Test valid values</u>					
1.1	For register enter 1	1	User should be able to register and enter his details to the system this message should appear "Hey new customer"	User is navigated to registration with successful	Pass	
1.2	Provide correct email with @ that doesn't exist	username= exemple@walla.com	Should pass to the next step	User pass to the next step- enter password	Pass	
1.3	Provide correct password that contain all the 3: letters numbers and signs and must be at least 8 characters.	password= exemple123!#	Should pass to the next step	User pass to the next step-enter first name	Pass	
1.4	Provide valid first name that contain only letters, maximum 15	first name= ploni	Should pass to the next step	User pass to the next step-enter last name	Pass	
1.5	Provide valid last name that contain only letters, maximum 15	last name=anonimi	Should pass to the next step	User pass to the next step- enter date of birth	Pass	
1.6	Provide valid date by the rules of dates separated by enters the year between 1990 to 2003	birthday: day=1 month=1 year=2000	Should pass to the next step	User pass to the next step- enter gender	Pass	

1.7	Provide the gender for women press 0, for men 1	gender =0	Should pass to the next step	User pass to the next step- enter address	Pass	
1.8	Enter an existing country	Israel	Should pass to the next step	User pass to the next step- enter city	Pass	
1.9	Provide valid city, city can consist only letter max 15	Haifa	Should pass to the next step	User pass to the next step- enter street	Pass	
1.10	Provide valid street, max 15 characters ,	Anonymous 101	Should pass to the next step	User pass to the next step- enter num phone	Pass	
1.11	Provide valid phone number, 10 digits only	123456890	Should pass to the next step	User pass to the next step- enter postcode	Pass	
1.12	Enter valid postcode consist only numbers	1111	Should pass to the next step	User pass to the next step- choose question	Pass	
1.13	Provide personal question number between 1-3	3	Should appear the question that the user choose	Showing the question with the option to enter the answer	Pass	
1.14	Provide answer to question	bbait	should appear “You have successfully registered in the system” and moving the user to the login function	pass to login function	Pass	
<u>2</u>	<u>Test special characters</u>					
2.1	For register enter 1 will enter char	Enter all special chars, i.e. `~! @#\$%^&*()-= _+[]{} ;,” <>/? including letters	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid number	“invalid input,please enter number”. User can try again to enter valid number.	Pass	
2.2	Provide invalid date the day will be a char Other fields valid.	Enter all special chars, i.e. `~! @#\$%^&*()-= _+[]{} ;,” <>/? including letters	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid name	“invalid input,please enter number”. User can try again to enter valid day	Pass	
2.3	Provide invalid date the month will be a char Other fields valid.	Enter all special chars, i.e. `~! @#\$%^&*()-= _+[]{} ;,” <>/? including letters	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid name	“invalid input,please enter number”. User can try again to enter valid month.	Pass	
2.4	Provide invalid date the year will be a char Other fields valid.	Enter all special chars, i.e. `~! @#\$%^&*()-= _+[]{} ;,” <>/? including letters	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid name	“invalid input,please enter number”. User can try again to enter valid year.	Pass	
2.5	Provide invalid gender, special char Other fields valid.	Enter all special chars, i.e. `~! @#\$%^&*()-= _+[]{} ;,” <>/? including letters	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid gender	“invalid input,please enter number”. User can try again to enter valid num.	Pass	
2.6	Provide invalid personal question number , special char Other fields valid.	Enter all special chars, i.e. `~! @#\$%^&*()-= _+[]{} ;,” <>/? including letters	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid number	“invalid input,please enter number”. after the user can enter valid fields.	Pass	
<u>3</u>	<u>Test Email field input.</u>					
3.1	Provide incorrect email without @	username= exemple.walla.com	Appropriate error should be displayed saying the input is	“Error input, Please try again”.	Pass	

	Other fields valid.		invalid. will be required to enter a valid email	can to enter again valid email.		
3.2	Provide incorrect email with more then one @ Other fields valid.	username= exemple@wa@lla.com	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid email	“Error input, Please try again”. can to enter again valid email.	Pass	
3.3	Provide incorrect email that exist already Other fields valid.	username= moria@gmail.com	Should be required to enter a different email	“the email is already in use please enter different one”. can to enter different email.	Pass	
4	<u>Test password field input.</u>				Pass	
4.1	Provide password that doesn't contain digits, Other fields valid.	password= exempleexe!#	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid password	“The password is invalid, write one with 8 characters at least and letters, numbers and signs:”	Pass	
4.2	Provide password that doesn't contain signs, Other fields valid.	password= exemp123123	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid password	“The password is invalid, write one with 8 characters at least and letters, numbers and signs:”	Pass	
4.3	Provide password that doesn't contain letters, Other fields valid.	password=12345!@#	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid password	“The password is invalid, write one with 8 characters at least and letters, numbers and signs:”	Pass	
4.4	Provide password that had less than 8 characters, Other fields valid.	password=exemple	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid password	“The password is invalid, write one with 8 characters at least and letters, numbers and signs:”	Pass	
5	<u>Test names fields input.</u>					
5.1	Provide invalid first name that contain numbers. Other fields valid.	first name= pl2oni	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid name	“Illegal name, enter again.”	Pass	
5.2	Provide invalid first name that contain more than 15 characters. Other fields valid.	first name= ploniasdfghjkzxcvbnsdfg	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid name	pass to the next step- enter last name.	Fail	
5.3	Provide invalid last name that contain only numbers. Other fields valid.	last name= ano6nmi	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid name	“Illegal name, enter again.”	Pass	
5.4	Provide invalid last name that contain more than 15 characters . Other fields valid.	last name= ploniasdfghjkzxcvbnsdfg	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid name	pass to the next step- enter birthday.	Fail	
6	<u>Test various different fields input.</u>					
6.1	Provide invalid date the year will be out of the range of 1900-2003 Other fields valid.	birthday: day=1 month=1 year=2005	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid date	“Error input, PLease try again”. can to enter again date	Pass	

6.2	Provide invalid date the day will be out from the range Other fields valid.	birthday: day=32 month=1 year=2000	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid date	“Error input, PLease try again”. can to enter again date.	Pass	
6.3	Provide invalid date. the month will be out of the range Other fields valid.	birthday: day=4 month=14 year=2000	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid date	“Error input, PLease try again”. can to enter again date.	Pass	
6.4	Enter an unexisting country Other fields valid.	gaza	Appropriate error should be displayed saying the input is invalid. will be required to enter a existing country	pass to the next step- enter city.	Fail	
6.5	Provide invalid city, city with numbers on it. Other fields valid.	Haif2	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid city	pass to the next step- enter street.	Fail	
6.6	Provide invalid street, more than 15 characters Other fields valid.	Anonymous 101 more than 15	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid street	pass to the next step- enter phone num.	Fail	
6.7	Provide invalid phone number that has less or more than 10 digits Other fields valid.	11223456890 1234	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid phone number	“Wrong input, please enter again”.	Pass	
6.8	Provide invalid phone number, with letters on it. Other fields valid.	123456789o	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid phone number	“Invalid number was entered. Enter again:”	Pass	
6.9	Enter invalid postcode consist numbers. Other fields valid.	1v11s1a	Appropriate error should be displayed saying the input is invalid. will be required to enter a valid postcode	pass to the next step- choose question.	Fail	
6.9	Provide personal question number not in the range 1-3 Other fields valid.	8	Appropriate error should be displayed saying the input is invalid. wilbe required to enter a valid number	“Error input, PLease try again”.	Pass	

Post-conditions:

User is validated with database and successfully register to the system. The account session details are logged in database.

Test Case ID: Fun_2

Test Designed by: Tair Shriki

Test Priority (Low/Medium/High):High

Test Designed date: 02.01.2020

Module Name: Login to the system

Test Executed by: Ruth Bracha Cohen

Test Title: Verify the login page with a valid username and password.

Test Execution date: 05.01.2020

Description: The user can be login to the system.

Pre-conditions: User needs to be inside the system

Dependencies: Database of all the users in this system(Customer, Manager, Service representative) .

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
1	For login enter different number then '1', This test will choose to log in	2	User should be able to login	Move to the specific manu according to the user name & password {manager->manager manu customer->customer manu service rep->service rep manu}	Pass	
2	<u>Test valid values</u>					
2.1	Enter valid and correct user-name	moria@gmail.com	User should be able to enter password.	Move to ask the password	Pass	
2.2	Enter valid and correct password according to the username	moriaamit123#	Pass to the customer menu.	Move to customer menu	Pass	
3	<u>Test invalid input in username</u>					
3.1	One failed attempt for username					
3.1.1	Provide username that doesn't exist in the first time	example@gmail.com	User should be able to enter different username.	The system prints the message: 'please try different email' . The user is required to try a different email.	Pass	

3.1.2	Enter valid and correct user-name	moria@gmail.com	User should be able to enter password.	Move to ask the password	Pass	
3.2	Two failed attempts at a user name					
3.2.1	Provide username that doesn't exist in the first time	example@gmail.com	User should be able to enter different username.	The system prints the message: 'please try different email' . The user is required to try a different email.	Pass	
3.2.2	Provide username that doesn't exist in the second time	example@gmail.com	User should be able to enter different username.	The system prints the message: 'please try different email' . The user is required to try a different email.	Pass	
3.2.3	Enter valid and correct user-name	moria@gmail.com	User should be able to enter password.	Move to ask the password	Pass	
3.3	Three failed attempts at a user name					
3.3.1	Provide username that doesn't exist in the first time	example@gmail.com	User should be able to enter different username.	The system prints the message: 'please try different email' . The user is required to try a different email.	Pass	
3.3.2	Provide username that doesn't exist in the second time	example@gmail.com	User should be able to enter different username.	The system prints the message: 'please try different email' . The user is required to try a different email.	Pass	
3.3.3	Provide user name that does not exist in the third time	example@gmail.com	The user did not found and hence he send to login/ register page.	The system prints the message: 'we didn't found you email try to register' The user is required to register or log in again.	Pass	
4	<u>Test valid username and</u>					

	<u>invalid password</u>					
4.1	One failed attempt for password					
4.1.1	Provide invalid password at the first time	1234	User should be able to enter password.	The system prints the message: 'the password is incorrect please try again:' . The user is required to try a different password.	Pass	
4.1.2	Provide valid password	moriaamit123#	Pass to the customer menu.	Move to customer menu		
4.2	Two failed attempts at a password					
4.2.1	Provide invalid password at the first time	1234	User should be able to enter password.	The system prints the message: 'the password is incorrect please try again:' . The user is required to try a different password.	Pass	
4.2.2	Provide invalid password at the second time	1234	User should be able to enter password.	The system prints the message: 'the password is incorrect please try again:' . The user is required to try a different password.	Pass	
4.2.3	Provide valid password	moriaamit123#	Pass to the customer menu.	Move to customer menu	Pass	
4.3	Three failed attempts at a password					
4.3.1	Provide invalid password at the first time	1234	User should be able to enter password.	The system prints the message: 'the password is incorrect please try again:' . The user is required to try a different password.	Pass	
4.3.2	Provide invalid password at the second time	1234	User should be able to enter password.	The system prints the message: 'the password is incorrect please try again:' . The user is required to try a different password.	Pass	
4.3.3	Provide invalid password at the third time	1234	The user should be get the option to answer his personal question for the sake of remembering his password	The system prints the message: 'If you forgot your password, answer the question you chose:' . The user is required to provide answer to a personal question.	Pass	

<u>5</u>	<u>Test the forgot my password punction</u>					
5.1	Provide answer of the personal question	"Levi"	The user has been successfully identified and therefore is presented with his password.	The system recognizes the user in the database, and present him his password	Pass	
5.2	Provide incorrect answer	"Cohen"	The user blocked and exit from the system.	"Sorry the answer you entered is invalid,the system is turning off" and the system closed	Pass	

Post-conditions:

User is validated with database and successfully login to his account. In this case he passes to customer's menu.

Test Case ID: Fun_3

Test Designed by: Ruth Bracha Cohen

Test Priority (Low/Medium/High): Low

Test Designed date: 02/01/ 2020

Module Name: Watch previous tickets

Test Executed by: Bluma Rosenfeld

Test Title: Verify Previous ticket with valid username and password

Test Execution date: 10/01/2020

Description: Test the previous tickets page

Pre-conditions: User has valid username and password
user name: moria@gmail.com , password: moriaamit123#

Dependencies: Sign-up & Log – in functions

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
1	Navigate to watch previous ticket page	1	User should be able to watch all tickets	User is navigated to watch all of his tickets	Pass	
2	{-To watch whole tickets press 1 -otherwise enter different number} provide 1 to watch ticket	1	User should be able to watch all tickets one by one	The user is asked for watching the whole ticket.	Pass	
3	{-To watch whole tickets press 1 -otherwise enter different number} provide invalid input	h	User should enter again	The user is required to enter again and the message : 'invalid input,please enter number' is printed to the screen	Pass	
4	{-To watch whole tickets press 1 -otherwise enter different number} provide different number to exit	0	User should be able to choose again from the his specific menu Or to exit the program	User should be able to choose if to exit the program or to enter the program again	Pass	
<u>5</u>	<u>Test the end of the function</u>					
5.1	Provide 1 to chose again from the menu or any different number to logout, [this test will exit]	0	Will log out	Logs out.	Pass	
5.2	Provide 1 to chose again from the menu or any different number to logout , [this test will go back to the menu]	1	Will return to the menu again	Returned to the menu again.	Pass	

Post-conditions:

Able to watch all of his previous tickets saved in database.

Test Case ID: Fun_4

Test Designed by: Ruth Bracha Cohen

Test Priority (Low/Medium/High): High

Test Designed date: 02/01/ 2020

Module Name: Create new ticket

Test Executed by: Bluma rosenfeld

Test Title: Identify previous tickets by username and password

Test Execution date: 10/01/2020

Description: Finding tickets and associating them with a particular customer

Pre-conditions: User has valid username and password and he logged in to the system and pressed creating a new ticket

user name: moria@gmail.com **password:** moriaamit123#

Dependencies: Depends on customer and ticket database.

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
1	Navigate to create ticket page	2	User should be able to create a ticket according to categories	User is navigated to choose a category	Pass	
2	Provide valid category	Category:1	Should pass to the next step	User should be able to choose a sub category	Pass	
2.1	Provide valid sub category	Category:1 Sub category:1	Should pass to the next step	Expected for an item number	Pass	
2.1.1	Enter valid item number	FfTtgh	Should pass to the next step	Expected for an inscription box.	Pass	
2.1.2	Enter a description box	'I want to know ...'	Should pass to customer nanu	Expected for a success message and an option to choose again from the customer menu.	Pass	
2.2	Provide valid sub category	Category:1 Sub category:1	Should pass to the next step	Expected for an item number.	Pass	
2.2.1	Enter invalid item number	567890122t	Ask for another entering	Expected for another entering	Pass	
2.3	Provide valid sub category	Category:1 Sub category:2	Should pass to the next step	Get to the next step.	Pass	
2.3.1	Enter valid item number	FfTtgh	Should pass to the next step	Passed to the next step.	Pass	

2.3.2	Enter a description box	'I want to know ...'	Should pass to customer nanu	Get to the customer menu	Pass	
2.4	Provide valid sub category	Category:1 Sub category:2	Should pass to the next step	Passed to the next step.	Pass	
2.4.1	Enter invalid item number	123456789045678y	Ask for another entering	Expected for another entering	Pass	
2.5	Provide invalid sub category	Category:1 Sub category:6	User should be able to choose category of ticket again	The user can choose again.	Pass	
3	Provide valid category	Category:2	Should pass to the next step	Passed to the next step.	Pass	
3.1	Provide valid sub category	Category:2 Sub category:1	Should pass to the next step	Expected for a description box.	Pass	
3.1.1	Enter a description box	'I want to know ...'	Should pass to customer nanu	et to the customer menu	Pass	
3.2	Provide valid sub category	Category:2 Sub category:2	Should pass to the next step	Passed to the next step.	Pass	
3.2.1	Enter a description box	'I want to know ...'	Should pass to customer nanu	Expected for a description box.	Pass	
3.3	Provide invalid sub category	Category:2 Sub category:6	User should be able to choose category of ticket again	Expected for a description box	Pass	
4	Provide valid category	Category:3	Should pass to the next step	Passed to the next step.	Pass	
4.1	Provide valid sub category	Category:3 Sub category: 1	Should pass to the next step	Passed to the next step.	Pass	
4.1.2	Enter valid order number	Fdfghjg	Should pass to the next step	Passed to the next step. Expected for a description.	Pass	
4.1.3	Enter a description box	'I want to know ...'	Should pass to customer nanu	Get to the customer menu.	Pass	
4.2	Provide valid sub category	Category:3 Sub category: 1	Should pass to the next step	Passed to the next step.	Pass	
4.2.1	Enter invalid order number	123456789045678fghj	Ask for another entering	Expected for another entering	Pass	
4.3	Provide valid sub category	Category:3 Sub category: 2	Should pass to the next step	Passed to the next step.	Pass	

4.3.1	Enter a valid number of order	Fdfghjg	Should pass to the next step	Passed to the next step.	Pass	
4.3.2	Enter a description box	'I want to...'	Should pass to the customer manu	Get to the customer menu.	Pass	
4.4	Provide valid sub category	Category:3 Sub category: 2	Should pass to the next step	Passed to the next step.	Pass	
4.4.1	Enter invalid number of order	1234567890asdfgh	Ask for another entering	Expected for another entering	Pass	
4.4.2	Provide valid sub category	Category:3 Sub category: 3	Should pass to the next step	Passed to the next step.	Pass	
4.4.3	Enter a valid number of order	Fdfghjg	Should pass to the next step	Passed to the next step. Expected for a description box.	Pass	
4.4.4	Enter a description box	'I...'	Should pass to customer manu	Passed to the customer menu	Pass	
4.5	Provide valid sub category	Category:3 Sub category: 3	Should pass to the next step	Passed to the next step.	Pass	
4.5.1	Enter in valid number of order	1234567tr	Ask for another entering	Expected for another entering	Pass	
4.6	Provide in valid sub category	Category:3 Sub category:6	User should be able to choose category of ticket again	Get an error message. and an option to choose again.	Pass	
5	Provide valid category	Category:4	Should pass to the next step	Passed to the next step.	Pass	
5.1	Provide valid sub category	Category:4 Sub category: 1	Should pass to the next step	Passed to the next step. Expected for a number of item.	Pass	
5.1.1	Enter a valid item number	FfTtgh	Should pass to the next step	Passed to the next step. Expected for a description box.	Pass	
5.1.2	Enter a description box	'I...'	Should pass to customer manu	Passed to the customer menu.	Pass	
5.2	Provide valid sub category	Category:4 Sub category: 1	Should pass to the next step	Passed to the next step. Expected for a number of item.	Pass	
5.2.1	Enter invalid item number	346gvf678	Ask for another entering	Expected for another entering	Pass	

5.3	Provide valid sub category	Category:4 Sub category: 2	Should pass to the next step	Passed to the next step. Expected for a number of item.	Pass	
5.3.1	Enter a valid number of order	Fdfghjg	Should pass to the next step	Passed to the next step. Expected for a number of item.	Pass	
5.3.2	Enter a valid number of item	dfghjk	Should pass to the next step	Passed to the next step. Expected for a description box.	Pass	
5.3.3	Enter Description box	‘I....’	Should pass to customer manu	Passed to the customer menu.	Pass	
5.4	Provide valid sub category	Category:4 Sub category: 2	Should pass to the next step	Passed to the next step. Expected for a number of order.	Pass	
5.4.1	Enter a valid number of order	Fdfghjg	Should pass to the next step	Passed to the next step. Expected for a number of item.	Pass	
5.4.2	Enter invalid number of item	dfghjk 567	Ask for another entering	Expected for another entering	Pass	
5.5	Provide valid sub category	Category:4 Sub category: 2	Should pass to the next step	Passed to the next step. Expected for a number of order.	Pass	
5.5.1	Enter invalid number of order	dfghjkl345678	Ask for another entering	Expected for another entering	Pass	
5.5.2	Provide valid sub category	Category:4 Sub category: 3	Should pass to the next step	Passed to the next step. Expected for a description box.	Pass	
5.5.3	Enter a description box	‘I want to ...’	Should pass to customer manu	Passed to the customer menu.	Pass	
5.6	Provide valid sub category	Category:4 Sub category: 4	Should pass to the next step	Passed to the next step. Expected for a number of order.	Pass	
5.6.1	Enter a valid number of order	Fdfghjg	Should pass to the next step	Passed to the next step. Expected for a description box.	Pass	

5.6.2	Enter a description box	'I want to ...'	Should pass to customer manu	Passed to the customer menu.	Pass	
5.7	Provide valid sub category	Category:4 Sub category: 4	Should pass to the next step	Passed to the next step. Expected for a number of order.	Pass	
5.7.1	Enter invalid number of order	asdfgh12345678	Ask for another entering	Expected for another entering	Pass	
5.8	Provide invalid sub category	Category:4 Sub category:6	User should be able to choose category of ticket again	user can choose again.	Pass	
6	Provide valid category	Category:5	Should pass to the next step	Passed to the next step.	Pass	
6.1	Provide valid sub category	Category:5 Sub category: 1	Should pass to the next step	Passed to the next step. Expected for a number of order.	Pass	
6.1.1	Enter a valid number of order	Fdfghjg	Should pass to the next step	Passed to the next step. Expected for a description box.	Pass	
6.1.2	Enter a description box	'I want to ...'	Should pass to customer manu	Passed to the customer menu.	Pass	
6.2	Provide valid sub category	Category:5 Sub category: 1	Should pass to the next step	Passed to the next step. Expected for a number of order.	Pass	
6.2.1	Enter invalid number of order	sdfghjkl123456	Ask for another entering	Expected for another entering	Pass	
6.3	Provide valid sub category	Category:5 Sub category: 2	Should pass to the next step	Passed to the next step. Expected for a number of order.	Pass	
6.3.1	Enter a valid number of order	qwertyui	Should pass to the next step	Passed to the next step. Expected for description box.	Pass	
6.3.2	Enter a description box	'I want to ...'	Should pass to customer manu	passed to the customer menu.	Pass	
6.4	Provide valid sub category	Category:5 Sub category: 2	Should pass to the next step	Passed to the next step. Expected for a number of order.	Pass	
6.4.1	Enter invalid number of order	qwertyui234567	Ask for another entering	Expected for another entering	Pass	
6.5	Provide valid sub category	Category:5	Should pass to the next step	Passed to the next step. Expected for a description box.	Pass	

		Sub category: 3				
6.5.1	Enter a description box	'I want to ...'	Should pass to customer manu	Passed to the customer menu.	Pass	
6.6	Provide valid sub category	Category:5 Sub category: 4	Should pass to the next step	Passed to the next step. Expected for a description box.	Pass	
6.6.1	Enter a description box	'I want to ...'	Should pass to customer manu	Passed to the customer menu.	Pass	
6.7	Provide invalid sub category	Category:5 Sub category: 19	User should be able to choose category of ticket again	user can choose again from the customer menu.	Pass	
7	Enter invalid category	Category:45	User should be able to choose category of ticket again	user can choose again from the customer menu.	Pass	
8	A valid ticket number has been determined	----	Valid ticket number is determined	success	Pass	
9	<u>Test the end of the function</u>					
9.1	Provide 1 to chose again from the menu or any different number to logout, this test will exit	0	will log out	logs out.	Pass	
9.2	Provide 1 to chose again from the menu or any different number to logout , this test will go back to the menu	1	Will return to the menu again	returned to the menu again.	Pass	

Post-conditions:

The user created successfully new ticket and, the ticket details are logged in the ticket database.

Test Case ID: Fun_5

Test Designed by: Bluma Rosenfeld

Test Priority (Low/Medium/High): Med

Test Designed date: 05.01.2020

Module Name: Manager tickets informations

Test Executed by: Chaya levin

Test Title: Verify that all the queries works

Test Execution date: 05.01.2020

Description: Test the Manager tickets informations page

Pre-conditions: I assume the manager has successfully logged into his account, and chose to view tickets information.

username of manager: saralu@yahoo.com, password: [saralug987!](#) .

Dependencies: ticket database

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
1	Navigate to watch tickets information page	3	User should be pass to the tickets information page	moved to the tickets information page and has to choose which queries to watch	Pass	
<u>2</u>	<u>Test valid input</u>					
2.1	The user can choose one in 4 options:1,2,3,4 the test check 1 “How many problems there are in each category.”	1	Expected to see an output of How many problems there are in each category.	shows how many problems there are in category and sends to choose between returning to the menu or log out	Pass	
2.2	The user can choose one in 4 options:1,2,3,4 the test check 2 “How many problems need to be solved.”	2	Expected to see an output of How many problems need to be solved.	shows me as accepted “There are 3 problems that need to be solved” and sends to choose between returning to the menu or log out	Pass	
2.3	The user can choose one in 4 options:1,2,3,4 the test check 3 “Particular item that has the most tickets.”	3	Expected to see an output of Particular item that has the most tickets.	shows me as accepted “The item that has the most tickets is ab13kd” and sends to choose between returning to the menu or log out	Pass	
2.4	The user can choose one in 4 options:1,2,3,4 the test check 4 “Particular question (category) that has the most tickets.”	4	Expected to see an output of Particular question (category) that has the most tickets.	shows me as accepted “The category that has the most tickets is product & stuck payment returns & refund ordered issues ” and sends to choose	Pass	

				between returning to the menu or log out		
<u>3</u>	<u>Test invalid input</u>					
6	The user can choose one in 4 options:1,2,3,4 the test check a bigger number that allowed	7	Expected to see an error message and an option to choose again	“Error input, Please try again” and require me to put a different number	Pass	
7	The user can choose one in 4 options:1,2,3,4 the test check a a character.	#	Expected to see an error message and an option to choose again	“invalid input,please enter number” and require me to put a different number	Pass	
8	The user can choose one in 4 options:1,2,3,4 the test check a a lower number that allowed/negative number	-9	Expected to see an error message and an option to choose again	“Error input, Please try again” and require me to put a different number	Pass	
<u>4</u>	<u>Test the end of the function</u>					
4.1	To choose again from the employee menu press 1, for logout enter different number , this test will exit	0	will log out from the account	the account logged out and displayed: “enter 1 to exit or any different number to enter the program again.”	Pass	
4.2	To choose again from the employee menu press 1, for logout enter different number , this test will go back to the menu	1	Will return to the menu again	returning back to the manager menu : “what do you want to do? 1=Watch the ticket you need to work on today, 2=search ticket by indexes or 3=watch tickets information: “	Pass	

Post-conditions:

Nothing changed, the manager is in his account yet.

Test Case ID: Fun_6

Test Designed by: Bluma rosenfeld

Test Priority (Low/Medium/High): Med

Test Designed date: 05/01/2020

Module Name: Manager search by index function

Test Executed by: Chaya levin

Test Title: Verify search with different indexes and values

Test Execution date: 05/01/2020

Description: Test the Manager search by index function.

Pre-conditions: I assume the manager or the repressive worker has successfully logged into his account, and chose to view tickets information.

username of manager: saralu@yahoo.com, password: [saralug987!](#) .

Dependencies: ticket database

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
1	Navigate to watch tickets information page	2	User should be pass to the search by indexes page	moved to the search by indexes page and has to choose by which index to search for	Pass	
<u>2</u>	<u>Test the 'search by creation date' page</u>					
2.1	Provide number in range 1-9 in this test will chose 1 to search by creation date	1	The user should be able to enter a date	as expected "enter the date you are looking for by this order dd/mm/yyyy:"	Pass	
2.2	provide a correct date. and there are tickets from that date	1/12/2015	the user should see the first ticket and has to decide if to watch it.	as expected, ask to choose if to watch the ticket, "Choose ticket to view: Ticket number: tic001."	Pass	
2.3	provide a correct date. If there aren't tickets:	12/12/2000	Expected to see that there are not tickets from that date	as expected, "Choose ticket to view: There are not tickets from this day"	Pass	
2.4	provide 1 to see the whole ticket	1	Expected to see the whole ticket	as expected, the whole ticket appear	Pass	
2.5	provide 1 to change the ticket	1	(This test case had been tested on Test Case ID: Fun_7)	as accepted	Pass	
2.6	provide 0 otherwise (not to see the whole ticket)	0	Should pass to the next step	as accepted	Pass	
<u>3</u>	<u>Test the 'search by status' function</u>					
3.1	Provide number in range 1-9	2	The user should be able to	as expected, "enter the	Pass	

	in this test will choose 2 to search by status		enter a status	status you are looking for: 1= in process, 2=escalated, 3=closed, 4=open.”		
3.2	provide number between 1-4 in this test will choose 1-in process	1	the user should see the first ticket and has to decide if to watch it if exist any at all..	as accepted, “Choose ticket to view: Ticket number: tic002.”	Pass	
3.3	provide number between 1-4 in this test will choose 2-escalated	2	the user should see the first ticket and has to decide if to watch it if exist any at all..	as accepted, “Choose ticket to view: Ticket number: tic004.”	Pass	
3.4	provide number between 1-4 in this test will choose 3-closed	3	the user should see the first ticket and has to decide if to watch it if exist any at all..	as accepted, “Choose ticket to view: Ticket number: tic001.”	Pass	
3.5	provide number between 1-4 in this test will choose 4-open	4	the user should see the first ticket and has to decide if to watch it if exist any at all..	as accepted, “Choose ticket to view: Ticket number: tic003.”	Pass	
<u>4</u>	<u>Test the ‘search by number of ticket’ page</u>					
4.1	Provide number in range 1-9 in this test will choose 3 to search by number of the ticket	3	Should ask to enter a number of ticket	as accepted, “enter the number of ticket you are looking for:” require to enter number of ticket	Pass	
4.2	provide a correct ticket number	tic003	the user should see the first ticket and has to decide if to watch it if exist any at all..	as accepted, “Choose ticket to view: Ticket number: tic003.”	Pass	
4.3	provide an incorrect number	1223	Expected to see that there are not tickets from that date	as expected, “Choose ticket to view: There are not tickets from this day”	Pass	
<u>5</u>	<u>Test the ‘search by category’ page</u>					
5.1	Provide number in range 1-9 in this test will choose 4 to search by category	4	The user has to choose from 5 options	as expected, “enter the category you are looking for: 1- product & stuck 2- payment. 3-returns & refund 4-ordered issues 5-delivery”	Pass	
5.2	Provide number in range 1-5 in this test will choose 1 to product & stuck	1	The user has to choose sub category	as expected, “enter the subcategory you are looking for: 1-I have a question about an item 2-Are you getting more stock?”	Pass	
5.3	Provide number in range 1-2 in this test will choose valid	1	the user should see the first ticket and has to decide if to	as expected, “Choose ticket to view:	Pass	

	number for: 'I have a question about an item'		watch it if exist any at all..	There are not tickets from this day"		
5.4	Provide invalid number for subcategory not in range 1-2	3	Expected to see an error message and an option to choose again	not as expected "Choose ticket to view: There are not tickets in this category" does not require different number	Fail	the system enter the invalid number as a number of one of the sub categories
5.5	Provide invalid number for subcategory in this test will check chars	&	Expected to see an error message and an option to choose again	as expected, "invalid input, please enter number", required different number	Pass	
<u>6</u>	<u>Test the 'search by username' page</u>					
6.1	Provide number in range 1-9 in this test will choose 5 to "search by username"	5	The user should be able to enter a user name	as expected, "enter the user name you are looking for:" and require to enter username	Pass	
6.2	Provide a correct user name	valdmirp@walla.com	the user should see the first ticket and has to decide if to watch it if exist any at all..	as accepted, "Choose ticket to view: Ticket number: tic004."	Pass	
6.3	Provide an un existing user name user name	wwcc@gmail.com	should say that there are no tickets of this user	as excepted "Choose ticket to view: There are no tickets with this user name"	Pass	
<u>7</u>	<u>Test the 'search by employee username' page</u>					
7.1	Provide number in range 1-9 in this test will choose 6 to search by the name of the employee that work on it	6	The user should be able to enter an employee name	as expected, "enter the employee name you are looking for:" and require to enter the employee name	Pass	
7.2	Provide a correct user name	dani@gmail.com	the user should see the first ticket and has to decide if to watch it if exist any at all.	as accepted, "Choose ticket to view: Ticket number: tic002."	Pass	
7.3	Provide an un existing user name user name	tuty@gmail.com	should say that there are no tickets of this user	as excepted "Choose ticket to view: There are no tickets with this user name"	Pass	
<u>8</u>	<u>Test the 'search by free words' page</u>					
8.1	Provide number in range 1-9 in this test will choose 7 to search by free words	7	The user should be able to enter a word	as accepted, "enter the word you are looking for:" required to enter a word	Pass	
8.2	Provide a word that appears	return	the user should see the first ticket and has to decide if to watch it if exist any at all.	as accepted, "Choose ticket to view: Ticket number: tic001."	Pass	
8.3	Provide a word that does not appear	erert	should say that there are no tickets of this word	as excepted "Choose ticket to view: There are no tickets with this word"	Pass	

9	<u>Test the 'search by number of product' page</u>					
	Provide number in range 1-9 in this test will choose 8 to search by free words	8	The user should be able to enter a number of product	as accepted, the message "enter the product number you are looking for:." required to enter a word	Pass	
	Provide a number of product that appears	skirt03	the user should see the first ticket and has to decide if to watch it if exist any at all.	as accepted, "Choose ticket to view: Ticket number: tic003.."	Pass	
	Provide a number of product that does not appear	skirt288	should say that there are no tickets of this number of product	as excepted "Choose ticket to view: There are no tickets with this product number "	Pass	
10	<u>Test the 'search by number of order' page</u>					
	Provide number in range 1-9 in this test will choose 8 to search by free words	9	The user should be able to enter a number of product	as accepted, the message "enter the word you are looking for:." required to enter a word	Pass	
	Provide a number of order that appears	ord02	the user should see the first ticket and has to decide if to watch it if exist any at all.	as accepted, "Choose ticket to view: There are no tickets with this order number "	Pass	
	Provide a number of order that does not appear	ord78	should say that there are no tickets of this number of order	as excepted "Choose ticket to view: Choose ticket to view: There are no tickets with this order number "	Pass	
11	<u>Test invalid input to choose the search page</u>					
11.1	Provide invalid number not in range 1-7 or char	&,8	Expected to see an error message	as excepted, "the number is invalid try again later"	Pass	
12	<u>Test the end of the function</u>					
12.1	To choose again from the employee menu press 1, for logout enter different number , this test will exit	0	will log out from the account	as excepted the user log out and have the option to exit from the system at all "enter 1 to exit or any different number to enter the program again:."	Pass	
12.2	To choose again from the manager menu press 1, for logout enter different number , this test will go back to the menu	1	Will return to the menu again	as excepted "what do you want to do? 1=Watch the ticket you need to work on today, 2=search ticket by indexes or 3=watch tickets information:."	Pass	

Post-conditions: User changed details in tickets and the details will be updated to the tickets database

Test Case ID: Fun_07

Test Designed by: Chaya Levin

Test Priority (Low/Medium/High): High

Test Designed date: 05/01/2020

Module Name: Tickets for the day

Test Executed by: Tair Shriki

Test Title: Test the tickets for this particular day page

Test Execution date: 07/01/2020

Description: Check that the menu works and shows the right tickets

Pre-conditions: User has entered the representative worker menu or the manager menu from login page in our case in representative worker username: tair@gmail.com and password: tairshriki1!

Dependencies: tickets database and representative worker database or manager database

Step	Test Steps	Test Data	Expected Result	Actual Result	Status (Pass/Fail)	Notes
1	Navigate to watch tickets for today page	1	User should be asked to chose ticket	The user can view the ticket.	Pass	
	will display the number of the ticket		The number of the ticket should appear.	“Ticket number: tic003. if you want to see the whole ticket press 1, otherwise 0:“	Pass	
<u>2</u>	<u>Test the watch option</u>					
2.1	provide 1 to watch the whole ticket if not provide any different number. this test will watch the ticket	1	User should be able to watch the right ticket	The ticket view	Pass	
2.2	provide 1 to watch the whole ticket if not provide any different number. this test will not watch the ticket	0	User wouldn't watch the ticket	The following ticket is displayed.	Pass	
<u>3</u>	<u>Change everything , test with valid values</u>					
3.1	provide 1 for changing the ticket if not then 0 this test will change the ticket	1	User should be able to change the ticket	It is possible to change the status	Pass	
3.2	provide 1 to change the status, otherwise provide any number. this test will change the status	1	User could chose the status	“Enter status please:”	Pass	
3.2.1	provide number between 1-4 to change the status	2	Should pass to the next option to change	pass to the next option to change.	Pass	
3.3	provide 1 to change the severity, otherwise provide	1	User could chose the severity	It is possible to change the severity.	Pass	

	any number. this test will change the severity.					
3.3.1	provide number between 1-4 to change the severity	4	Should pass to the next option to change		Pass	
3.4	press 1 to change the employee description , otherwise provide any number. this test will change the employee description	1	User should enter the description	can to enter the description.	Pass	
3.4.1	provide description	“this is a a test “	will pass to the next ticket if exist or have the option to exit from the menu	as expected.	Pass	
4	<u>Not changing at all</u>					
4.1	provide 1 for changing the ticket if not then 0 this test will not change the ticket	0	User should not be able to change the ticket	“if you want to change the ticket press 1,otherwise enter any number:” can to choose option.	Pass	
5	<u>Change everything , test with invalid values</u>					
5.1	provide 1 for changing the ticket if not then 0 this test will change the ticket	1	User should be able to change the ticket	pass to change options, as change status.	Pass	
5.2	provide 1 to change the status, otherwise provide any number. this test will change the status	1	User could chose the status	“Enter status please:”	Pass	
5.2.1	provide invalid number, not between 1-4 or char	Enter all special chars, i.e. `~! @#\$\$%^&*()-=_+[]{} ;,” <>/? including letters and number >4 or <1	Should require to enter valid number	“invalid input,please enter number”.	Pass	
5.3	provide 1 to change the severity, otherwise provide any number. this test will change the severity	1	User could chose the severity	“If you want to change severity of ticket press 1,otherwise enter any number:” can to choose option.	Pass	
5.3.1	provide invalid number, not between 1-4 or char	Enter all special chars, i.e. `~! @#\$\$%^&*()-=_+[]{} ;,” <>/? including letters and number >4 or <1	Should require to enter valid number	“invalid input,please enter number”.	Pass	
6	<u>Chose to change the ticket but not changing anything</u>					
6.1	provide 1 for changing the ticket if not then 0 this test will change the ticket	1	User should be able to change the ticket	“if you want to change the ticket press 1,otherwise enter any number:” can to choose option.	Pass	
6.2	provide 1 to change the status, otherwise provide	0	User could skip and not change the status	pass to the next option change, as severity.	Pass	

	any number.this test will not change the status					
6.3	provide 1 to change the severity,otherwise provide any number.this test will not change the severity	0	User could skip and not change the severity	pass to the next option change, as employee description.	Pass	
6.4	provide 1 to change the employee description , otherwise provide any different number: this test will not change the employee description	0	User could skip and not change the description	“To choose again from the employee menu press 1, for logout enter different number:”	Pass	
<u>7</u>	<u>Provide invalid input at change/watch</u>					
7.1	provide 1 for watching the ticket if not then 0 this test will put an invalid input, char.	Enter all special chars, i.e. `~!@#\$%^&*()-=_+[]{} ;,”’<>/? including letters	Should require to enter valid number	“invalid input,please enter number”	Pass	
7.2	provide 1 for changing the ticket if not then 0 this test will put an invalid input, char.	Enter all special chars, i.e. `~!@#\$%^&*()-=_+[]{} ;,”’<>/? including letters	Should require to enter valid number	“invalid input,please enter number”	Pass	
<u>8</u>	after finish watch or change. if the ticket exist the number of the next ticket will be display		will go through the whole test case above	as expected.	Pass	
<u>9</u>	there are no more tickets to watch		should let the user option to exit	“To choose again from the employee menu press 1, for logout enter different number:”	Pass	
9.1	To choose again from the employee menu press 1, for logout enter different number , this test will exit	0	will log out from the account	as expected.	Pass	
9.2	To choose again from the employee menu press 1, for logout enter different number , this test will go back to the menu	1	Will return to the menu again	pass to the employee menu	Pass	

Post-conditions:

User changed the tickets , the tickets database will be updated .