Function / Feature	Test Data	Action / Steps	Expected Result	Actual Result	Pass/Fail	Notes
List Tickets	Tickets loaded in memory (IDs 100–123)	Menu option 1	All tickets display with ID, Title, Category, Status	Tickets 100–123 displayed correctly	Pass	Lists all tickets in memory safely
View Ticket Details	Ticket ID = 104	Menu option 2 → enter 104	Full ticket details displayed including Title, Description, Assignee, Severity, Status, Category, Submission Date/Time	Correctly displayed all fields for ID 104	Pass	Retrieves ticket safely by ID
Add Ticket	ID=124, Title="Keyboard faulty", Description="Cannot type the letter 'M'", Assignee=Olivia, Severity=Low, Status=Open	Menu option 3 → enter ticket data	Ticket added, CSV updated, AI predicts category as Software	Ticket 124 added successfully, category Software	Pass	Saves new ticket safely and predicts category
Update Ticket (Valid)	ID=124, Field=Status, New Value=In Progress	Menu option 4 → enter ID → select field → enter new value	Status updated in memory and CSV, log entry created	Status updated to In Progress, log entry saved	Pass	Validates input and applies update safely
Update Ticket (Invalid)	ID=124, Field=Status, New Value=hi	Menu option 4 → enter ID → select field → enter invalid value	Error message displayed, ticket not updated	"Invalid status" message shown	Pass	Prevents invalid data input
Delete Ticket (Confirmed)	ID=124, confirm=yes	Menu option 5 → enter ID → confirm "yes"	Ticket deleted from memory	Ticket 124 deleted, log entry saved	Pass	Confirms deletion and removes safely

			and CSV, log entry created			
Delete Ticket (Cancelled)	ID=124, confirm=no	Menu option 5 → enter ID → confirm "no"	Deletion cancelled, ticket remains in memory and CSV	Deletion cancelled, ticket still exists	Pass	Protects against accidental deletion
Exit Confirmation (Return)	Input = n	Menu option 6 → enter n	Program does not exit, main menu displayed again	Returned to main menu	Pass	Confirms before exiting
Exit Confirmation (Exit)	Input = y	Menu option 6 → enter y	Program exits, displays goodbye message	Program exits, "Bye!" printed	Pass	Exits safely