

INTEGRATION TESTING REPORT

IT CASE 01 Main Menu :-

```
***** Welcome to Customer Relationship Management Application *****  
  
----- Main Menu -----  
1.Manage Customer  
2.Manage Request  
3.Generate Report  
4.Total Request  
5.Exit CRM Application  
-----
```

IT CASE 02 Customer Menu :-

```
----- Enter your choice to continue : -----  
1.Manage Customer  
2.Manage Request  
3.Generate Report  
4.Exit CRM Application  
-----  
1  
  
----- Enter your choice to continue : -----  
1.Add New Customer  
2.Update Customer  
3.Delete Customer  
4.Previous Menu  
-----
```

IT CASE 03 Request Menu:-

```
2  
  
----- Enter your choice to continue : -----  
1.Add Request  
2.Update Request  
3.Delete Request  
4.Previous Menu  
-----
```

IT CASE 04 Reports Menu:-

```
----- Enter your choice to continue : -----
1.Manage Customer
2.Manage Request
3.Generate Report
4.Exit CRM Application
-----
3

----- Enter your choice to continue : -----
1. Demos scheduled on given date.
2. No of complaints not addressed as of given date.
3.How many service calls are closed for given customer.
4.List of service calls closed last month
5.Previous menu
-----
```

IT CASE 05 Add New Customer :-

```
----- Enter your choice to continue : -----
1.Add New Customer
2.Update Customer
3.Delete Customer
4.Previous Menu
-----
1
----- Adding New customer -----
Enter the details for New Customer:
First name: Renuka
Last name: Sri
Address:1-234/A, Nelson Street,Tadepalligudem,Andhra Pradesh
Phone no:9441234568
Customer Type (Existing/New) : New
----- New Customer Added successfully -----
```

IT CASE 06 Add New Customer with wrong Mobile number input :-

```
1
----- Adding New customer -----
Enter the details for New Customer:
First name: Srija
Last name: Reddy
Address:12-12, Kalavathi Nagar, Chittoor, Andhra Pradesh
Phone no:95545
Please Enter 10 digit mobile number.
Phone no:sai
Please Enter 10 digit mobile number.
Phone no:94568456875
Please Enter 10 digit mobile number.
Phone no:9758456845
Customer Type (Existing/New) : New
----- New Customer Added successfully -----
```

IT CASE 07 Update Customer with Valid customer ID :-

```
----- Enter your choice to continue : -----
1.Add New Customer
2.Update Customer
3.Delete Customer
4.Previous Menu
-----
2

Enter the customer ID for updating the details: 1230321
Customer with customer ID: 1230321 found.

Enter your choice.
-----
1.Update First name
2.Update Last name
3.Update Address
4.Update Mobile number
5.Update Customer Type
6.Previous Menu
-----
```

IT CASE 08 Update Customer with Invalid Customer ID :-

```
----- Enter your choice to continue : -----
1.Add New Customer
2.Update Customer
3.Delete Customer
4.Previous Menu
-----
2

Enter the customer ID for updating the details: 12333333
ERROR! in Updating customer from database
ERROR MESSAGE: Customer ID entered does not match with any existing IDs
```

IT CASE 09 Delete Customer with Valid Customer ID :-

```
Enter the customer ID for deleting customer: 1230324
Customer with the customer ID: 1230324 deleted.
```

```
----- Enter your choice to continue : -----
1.Add New Customer
2.Update Customer
3.Delete Customer
4.Previous Menu
-----
```

IT CASE 10 Delete Customer with Invalid Customer ID :-

```
----- Enter your choice to continue : -----
1.Add New Customer
2.Update Customer
3.Delete Customer
4.Previous Menu
-----
3

Enter the customer ID for deleting customer: 124548
ERROR! in deleting customer from the database
ERROR MESSAGE: Customer ID entered does not match with any existing IDs

----- Enter your choice to continue : -----
1.Add New Customer
2.Update Customer
3.Delete Customer
4.Previous Menu
-----
```

IT CASE 11 Add New Request:-

```
1
Enter the details for New Request:
Customer ID: 1230333
Request Type(SRQ/CML/DRQ): CML
Request Date(dd/mm/yyyy): 25/09/2022
Request Description: Door is not working in Refrigerator
Request Status: Open
Category: e-appliance
Sub Category: Large
Description: Door hinge damaged
Request ID 1628 created Successfully.
```

IT CASE 12 Add New Request with Incorrect Data:-

```
-----
1
Enter the details for New Request:
Customer ID: 1230329
Request Type(SRQ/CML/DRQ): s
Request Date(dd/mm/yyyy):

24/08/2022
Request Description:
Request Status:
sai
ERROR MESSAGE: Data entered is either invalid data or blank data is entered for
Request ID 1628
Request ID1628 is not created, Please add the Request Again !!
```

IT CASE 13 Update Request with Valid Request ID:-

```
Enter the Request ID to update: 1625
Request with Request ID 1625 found.

Enter your choice:

1.Update Request Date
2.Update Request Description
3.Update Request Status
4.Update Category
5.Update Sub Category
6.Update Complaint Description
7.Exit
3
Enter Request Status (Open/Closed): closed
Request Status Updated Successfully
```

IT CASE 14 Update Request with Invalid Request ID:-

```
----- Enter your choice to continue : -----
1.Add Request
2.Update Request
3.Delete Request
4.Previous Menu
-----
2
Enter the Request ID to update: 1444
ERROR MESSAGE! Request with Request ID 1444 not found.
```

IT CASE 15 Delete Request with Valid Request ID:-

```
----- Enter your choice to continue : -----
1.Add Request
2.Update Request
3.Delete Request
4.Previous Menu
-----
3
Enter Request ID to delete: 1628
Deleted data successfully from request
```

IT CASE 16 Delete Request with Invalid Request ID:-

```
----- Enter your choice to continue : -----
1.Add Request
2.Update Request
3.Delete Request
4.Previous Menu
-----
3
Enter Request ID to delete: 1222
ERROR MESSAGE! Request with Request ID 1222 not found.
Faliure to delete request
```

IT CASE 17 Add Service Request:-

```
-----  
1  
Enter the details for New Request:  
Customer ID: 1230327  
Request Type(SRQ/CML/DRQ): SRQ  
Request Date(dd/mm/yyyy): 27/08/2022  
Request Description: DVD Player showing Error  
Request Status: Open  
AMC Date(dd/mm/yyyy): 24/08/2021  
AMC Duration(in Months): 18  
Purchase Date(dd/mm/yyyy): 24/08/2020  
Product Name: hp DVD Player  
Request ID 1628 created Successfully.
```

IT CASE 18 Add Demo Request:-

```
-----  
1  
Enter the details for New Request:  
Customer ID: 1230325  
Request Type(SRQ/CML/DRQ): DRQ  
Request Date(dd/mm/yyyy): 25/08/2022  
Request Description: Heater Installation  
Request Status(Open/Closed): open  
Demo Date(dd/mm/yyyy): 27/08/2022  
Demo Address : 12-12 Puttur Andhra pradesh  
Demo Time(HH:MM AM/PM): 2:30 PM  
Request ID 1628 created Successfully.
```

IT CASE 19 Generate Demo Reports:-

```
----- Enter your choice to continue : -----  
1.Demos scheduled on a given date.  
2.No. of Complaints not addressed as of given date.  
3.How many Service calls are closed for given customer.  
4.List of Service calls closed last month  
5.Previous menu  
-----  
1  
Enter a date to get Demos scheduled on given date as dd/mm/yyyy.  
27/08/2022  
  
Demos scheduled on given date : 27/08/2022 updated in file Demos_Report_1.txt
```

IT CASE 20 Generate Service Calls Closed for Last Month:-

```
----- Enter your choice to continue : -----
1.Demos scheduled on a given date.
2.No. of Complaints not addressed as of given date.
3.How many Service calls are closed for given customer.
4.List of Service calls closed last month
5.Previous menu
-----
4

Enter todays date(dd/mm/yyyy) to get service calls report
30/09/2022
Report for Last given period is Generated Successfully and stored in Last_Month_Report_4.txt
```

IT CASE 21 Displaying Total Requests:-

```
----- Main Menu -----
1.Manage Customer
2.Manage Request
3.Generate Report
4.Total Request
5.Exit CRM Application
-----
4
-----
Total number of Service requests recieved till now : 1
Total number of Complaints recieved till now : 3
Total number of Demo requests recieved till now : 3
-----
```


IT CASE 22 Date Validation:-

```
----- Request Management Menu -----
1.Add Request
2.Update Request
3.Delete Request
4.Exit
-----
1
Enter the details for New Request:
Customer ID: 12456321
Request Type(SRQ/CML/DRQ): SRQ
Request Date(dd/mm/yyyy): 33/33/3323
Please enter valid date.
Request Date(dd/mm/yyyy): 12/10/2022
Request Description: TV
Request Status(Open/Closed): Open
AMC Date(dd/mm/yyyy): 33/33/335
Please enter valid date.
AMC Date(dd/mm/yyyy): 20/20/20
Please enter valid date.
AMC Date(dd/mm/yyyy): 10/10/2022
AMC Duration(in Months): 12
Purchase Date(dd/mm/yyyy): 35/35/35
Please enter valid date.
Purchase Date(dd/mm/yyyy): 10/8/2022
Product Name: Mi TV
Request ID 1628 created Successfully.
```

IT CASE 23 Invalid lines from Files Validation:-

```
$ ./crm.exe ../data/customer.txt ../data/request.txt
----- New Customer Added successfully -----
----- New Customer Added successfully -----
----- New Customer Added successfully -----
----- New Customer Added successfully -----
----- New Customer Added successfully -----
----- New Customer Added successfully -----
----- New Customer Added successfully -----
----- New Customer Added successfully -----
Customer with missing data : 1230530|Shubham|Patil||7028564810|New|
Customer with missing data : |||||
```

IT CASE 24 Storing Invalid Entries in .txt File:-

```
Customer with missing data : 1230530|Shubham|Patil||7028564810|New|
Invalid Entries read from Customer.txt file are being stored in data/CustInvalid
.txt
Customer with missing data : |||||
Invalid Entries read from Customer.txt file are being stored in data/CustInvalid
.txt
Missed value for line: 1663|1230325|DRQ|25/09/2022||closed|27/09/2022||04:00 PM|
Invalid Entries read from Request.txt are being stored in data/RequInvalid.txt
Missed value for line: |||||
Invalid Entries read from Request.txt are being stored in data/RequInvalid.txt
```