

# Assignment 6: Manual test case report

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## 1. CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM

### Test Case Report Summary

- **Project Name:** CRM System Testing
- **Test Phase:** System Testing
- **Date:** January 4, 2026

### Test Cases:

#### TC\_CRM\_001: User Login Functionality

- **Priority:** High
- **Preconditions:** Valid user credentials exist
- **Test Steps:**
  1. Navigate to CRM login page
  2. Enter valid username
  3. Enter valid password
  4. Click "Login" button
- **Expected Result:** User successfully logs in and dashboard displays
- **Test Data:** Username: [admin@crm.com](mailto:admin@crm.com), Password: Test@123
- **Status:** Pass

#### TC\_CRM\_002: Add New Customer

- **Priority:** High
- **Preconditions:** User logged in with customer management permissions
- **Test Steps:**
  1. Navigate to Customers module
  2. Click "Add New Customer"
  3. Fill mandatory fields (Name, Email, Phone, Company)

4. Click "Save"
- **Expected Result:** Customer created successfully with confirmation message
  - **Test Data:** Name: John Doe, Email: [john@test.com](mailto:john@test.com), Phone: 1234567890
  - **Status:** Pass

#### **TC\_CRM\_003: Search Customer Records**

- **Priority:** Medium
  - **Preconditions:** Multiple customers exist in database
  - **Test Steps:**
    1. Go to Customers page
    2. Enter search criteria in search box
    3. Click Search button
- **Expected Result:** Relevant customer records displayed
  - **Status:** Pass

#### **TC\_CRM\_004: Update Customer Information**

- **Priority:** High
  - **Test Steps:**
    1. Select existing customer
    2. Click "Edit" button
    3. Modify customer details
    4. Click "Update"
- **Expected Result:** Customer information updated successfully
  - **Status:** Pass

#### **TC\_CRM\_005: Create Sales Opportunity**

- **Priority:** High
- **Test Steps:**
  1. Navigate to Sales module

2. Click "New Opportunity"
  3. Select customer and enter opportunity details
  4. Set expected close date and amount
  5. Click "Save"
- **Expected Result:** Opportunity created and visible in pipeline
  - **Status:** Pass
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## 2. TRAVEL BOOKING PLATFORM

### Test Case Report Summary

- **Project Name:** Travel Booking Platform Testing
- **Test Phase:** Functional Testing
- **Date:** January 4, 2026

### Test Cases:

#### TC\_TRAVEL\_001: Search Flight

- **Priority:** Critical
- **Preconditions:** User on homepage
- **Test Steps:**
  1. Enter departure city
  2. Enter destination city
  3. Select departure date
  4. Select return date (if round trip)
  5. Select number of passengers
  6. Click "Search Flights"
- **Expected Result:** Available flights displayed with prices
- **Test Data:** From: New York, To: London, Date: Feb 15, 2026
- **Status:** Pass

### **TC\_TRAVEL\_002: Filter Search Results**

- **Priority:** Medium
- **Test Steps:**
  1. After search results appear
  2. Apply filters (Price range, Airlines, Departure time)
  3. Observe filtered results
- **Expected Result:** Results update according to selected filters
- **Status:** Pass

### **TC\_TRAVEL\_003: Select and Book Flight**

- **Priority:** Critical
- **Test Steps:**
  1. Select desired flight from results
  2. Click "Book Now"
  3. Enter passenger details
  4. Review booking summary
  5. Proceed to payment
- **Expected Result:** Booking details captured correctly
- **Status:** Pass

### **TC\_TRAVEL\_004: Payment Processing**

- **Priority:** Critical
- **Preconditions:** Valid payment method available
- **Test Steps:**
  1. Enter payment card details
  2. Enter billing address
  3. Click "Pay Now"
  4. Wait for payment confirmation

- **Expected Result:** Payment processed, booking confirmed with reference number
- **Test Data:** Test Card: 4111111111111111, CVV: 123
- **Status:** Pass

#### **TC\_TRAVEL\_005: View Booking History**

- **Priority:** Medium
- **Test Steps:**
  1. Login to user account
  2. Navigate to "My Bookings"
  3. View past and upcoming bookings
- **Expected Result:** All bookings displayed with correct details
- **Status:** Pass

#### **TC\_TRAVEL\_006: Cancel Booking**

- **Priority:** High
- **Test Steps:**
  1. Go to booking details
  2. Click "Cancel Booking"
  3. Confirm cancellation
- **Expected Result:** Booking cancelled, refund initiated if applicable
- **Status:** Pass

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### **3. ONLINE E-COMMERCE WEBSITE**

#### **Test Case Report Summary**

- **Project Name:** E-commerce Website Testing
- **Test Phase:** End-to-End Testing
- **Date:** January 4, 2026

#### **Test Cases:**

## **TC\_ECOM\_001: User Registration**

- **Priority:** High
- **Test Steps:**
  1. Click "Sign Up"
  2. Enter email, password, name
  3. Accept terms and conditions
  4. Click "Register"
  5. Verify email confirmation sent
- **Expected Result:** Account created, verification email received
- **Test Data:** Email: [testuser@email.com](mailto:testuser@email.com), Password: Pass@1234
- **Status:** Pass

## **TC\_ECOM\_002: Product Search**

- **Priority:** Critical
- **Test Steps:**
  1. Enter product name in search bar
  2. Press Enter or click search icon
  3. Review search results
- **Expected Result:** Relevant products displayed
- **Test Data:** Search term: "laptop"
- **Status:** Pass

## **TC\_ECOM\_003: Add Product to Cart**

- **Priority:** Critical
- **Test Steps:**
  1. Select a product
  2. Choose size/color if applicable
  3. Click "Add to Cart"

4. Verify cart icon updates
- **Expected Result:** Product added to cart, cart count increases
- **Status:** Pass

#### **TC\_ECOM\_004: Update Cart Quantity**

- **Priority:** Medium
- **Test Steps:**
  1. Go to shopping cart
  2. Change product quantity using +/- buttons
  3. Observe price update
- **Expected Result:** Total price recalculates correctly
- **Status:** Pass

#### **TC\_ECOM\_005: Apply Discount Coupon**

- **Priority:** Medium
- **Test Steps:**
  1. Proceed to checkout
  2. Enter valid coupon code
  3. Click "Apply"
- **Expected Result:** Discount applied, total reduced
- **Test Data:** Coupon: SAVE20
- **Status:** Pass

#### **TC\_ECOM\_006: Checkout Process**

- **Priority:** Critical
- **Test Steps:**
  1. Click "Proceed to Checkout"
  2. Enter/verify shipping address
  3. Select shipping method

4. Enter payment details
  5. Review order summary
  6. Click "Place Order"
- **Expected Result:** Order placed successfully with order confirmation number
  - **Status:** Pass

#### **TC\_ECOM\_007: Order Tracking**

- **Priority:** Medium
  - **Test Steps:**
    1. Login to account
    2. Go to "My Orders"
    3. Click on specific order
    4. View tracking information
- **Expected Result:** Order status and tracking details displayed
  - **Status:** Pass

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## **4. AUTOMATED BANKING WEBSITE**

### **Test Case Report Summary**

- **Project Name:** Banking Website Testing
- **Test Phase:** Security & Functional Testing
- **Date:** January 4, 2026

### **Test Cases:**

#### **TC\_BANK\_001: Secure Login**

- **Priority:** Critical
- **Preconditions:** Valid account exists
- **Test Steps:**
  1. Navigate to banking website

2. Enter user ID
  3. Enter password
  4. Complete 2FA if required
  5. Click "Login"
- **Expected Result:** User authenticated and account dashboard displayed
  - **Test Data:** UserID: 123456789, Password: Bank@123
  - **Status:** Pass

#### **TC\_BANK\_002: View Account Balance**

- **Priority:** High
  - **Test Steps:**
    1. Login successfully
    2. Navigate to "Accounts" section
    3. View account balance
- **Expected Result:** Current balance displayed accurately
  - **Status:** Pass

#### **TC\_BANK\_003: Fund Transfer Between Own Accounts**

- **Priority:** Critical
  - **Test Steps:**
    1. Select "Transfer Funds"
    2. Choose source account
    3. Choose destination account
    4. Enter amount
    5. Enter transaction password/OTP
    6. Confirm transfer
- **Expected Result:** Funds transferred, both accounts updated
  - **Test Data:** Amount: \$500.00

- **Status:** Pass

#### **TC\_BANK\_004: Pay Bills Online**

- **Priority:** High

- **Test Steps:**

1. Navigate to "Bill Payment"
2. Select payee from saved list
3. Enter amount
4. Select payment date
5. Confirm payment

- **Expected Result:** Bill payment scheduled/processed successfully

- **Status:** Pass

#### **TC\_BANK\_005: Download Account Statement**

- **Priority:** Medium

- **Test Steps:**

1. Go to "Statements"
2. Select account
3. Choose date range
4. Select format (PDF/Excel)
5. Click "Download"

- **Expected Result:** Statement downloaded in selected format

- **Status:** Pass

#### **TC\_BANK\_006: Add Beneficiary**

- **Priority:** High

- **Test Steps:**

1. Navigate to "Manage Beneficiaries"
2. Click "Add New Beneficiary"

3. Enter beneficiary details (Name, Account number, Bank)
  4. Verify with OTP
  5. Submit
- **Expected Result:** Beneficiary added after verification period
  - **Status:** Pass

#### **TC\_BANK\_007: Session Timeout**

- **Priority:** High
  - **Test Steps:**
    1. Login to account
    2. Leave session idle for configured timeout period
    3. Attempt to perform transaction
- **Expected Result:** User automatically logged out, must re-authenticate
  - **Status:** Pass
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## **5. HEALTHCARE SYSTEM**

### **Test Case Report Summary**

- **Project Name:** Healthcare Management System Testing
- **Test Phase:** Integration Testing
- **Date:** January 4, 2026

### **Test Cases:**

#### **TC\_HEALTH\_001: Patient Registration**

- **Priority:** Critical
- **Test Steps:**
  1. Navigate to registration page
  2. Enter patient details (Name, DOB, Gender, Contact)
  3. Enter medical history

4. Upload insurance information
  5. Click "Register"
- **Expected Result:** Patient registered, unique ID generated
  - **Test Data:** Name: Jane Smith, DOB: 01/15/1985
  - **Status:** Pass

#### **TC\_HEALTH\_002: Book Appointment**

- **Priority:** Critical
  - **Preconditions:** Patient registered, doctors available
  - **Test Steps:**
    1. Login as patient
    2. Select "Book Appointment"
    3. Choose department/specialty
    4. Select available doctor
    5. Choose date and time slot
    6. Confirm booking
- **Expected Result:** Appointment booked, confirmation sent via email/SMS
  - **Status:** Pass

#### **TC\_HEALTH\_003: View Medical Records**

- **Priority:** High
  - **Test Steps:**
    1. Login as patient
    2. Navigate to "Medical Records"
    3. View past diagnoses, prescriptions, lab results
- **Expected Result:** Complete medical history displayed securely
  - **Status:** Pass

#### **TC\_HEALTH\_004: Doctor - Update Patient Record**

- **Priority:** Critical
- **Preconditions:** Doctor logged in, patient consulted
- **Test Steps:**
  1. Doctor selects patient from appointment list
  2. Enter diagnosis
  3. Add prescriptions
  4. Order lab tests if needed
  5. Save record
- **Expected Result:** Patient record updated, accessible to authorized users
- **Status:** Pass

#### **TC\_HEALTH\_005: Prescription Management**

- **Priority:** High
- **Test Steps:**
  1. Doctor creates prescription
  2. Add medications with dosage
  3. Set duration
  4. Send to pharmacy
- **Expected Result:** Prescription sent electronically to pharmacy
- **Status:** Pass

#### **TC\_HEALTH\_006: Lab Test Results**

- **Priority:** High
- **Test Steps:**
  1. Lab technician uploads test results
  2. Doctor reviews results
  3. Patient notified
  4. Patient views results in portal

- **Expected Result:** Results accessible to patient and doctor securely
- **Status:** Pass

### **TC\_HEALTH\_007: Emergency Access**

- **Priority:** Critical
- **Test Steps:**
  1. Emergency staff attempts to access patient record
  2. Use emergency override
  3. View critical medical information
- **Expected Result:** Access granted with audit trail logged
- **Status:** Pass

### **TC\_HEALTH\_008: Billing and Payment**

- **Priority:** High
- **Test Steps:**
  1. Generate bill for services
  2. Apply insurance coverage
  3. Calculate patient responsibility
  4. Process payment
  5. Generate receipt
- **Expected Result:** Accurate billing, payment processed, receipt generated
- **Status:** Pass