

Manual Test Case Report On Customer Relationship Management -

Test Case 1 :

Field	Description
Test Case Id	TC_01
Test Case Title	Verify Login with Valid Credentials
Module Name	Login
Preconditions	User must be registered
Test Steps	<ol style="list-style-type: none">1. Open CRM application2. Enter valid username3. Enter valid password4. Click Login
Test Data	Username : admin, Password : admin123
Expected Result	User should be logged in successfully
Actual Result	User logged in successfully
Status	Pass
Remarks	Working as expected

Test Case 2 :

Field	Description
Test Case Id	TC_02
Test Case Title	Verify Login with Invalid Credentials
Module Name	Login
Preconditions	User must exists
Test Steps	<ol style="list-style-type: none">1. Open CRM application2. Enter invalid username/password3. Click Login
Test Data	Username : admin, Password : wrong123
Expected Result	Error message should be displayed
Actual Result	Error message displayed
Status	Pass

Remarks	Proper validation message
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Test Case 3 :

Field	Description
Test Case Id	TC_03
Test Case Title	Add New Customer
Module Name	Customer Management
Preconditions	User must be logged in
Test Steps	<ol style="list-style-type: none"> 1. Navigate to Add Customer 2. Enter Customer details 3. Click Save
Test Data	Name: Rahul, Email: rahul@gmail.com, Phone: 9876543210
Expected Result	Customer should be added successfully
Actual Result	Customer added successfully
Status	Pass
Remarks	Data saved in database

Test Case 4 :

Field	Description
Test Case Id	TC_04
Test Case Title	Search Customer by ID
Module Name	Customer Search
Preconditions	Customer must exist
Test Steps	<ol style="list-style-type: none"> 1. Enter customer ID 2. Click Search
Test Data	Customer ID: C101
Expected Result	Customer details should be displayed
Actual Result	Customer details displayed
Status	Pass
Remarks	Search working correctly

Test Case 5 :

Field	Description
Test Case Id	TC_05
Test Case Title	Update Customer Details
Module Name	Customer Management
Preconditions	Customer must exist
Test Steps	<ol style="list-style-type: none">1. Search customer2. Modify details3. Click Update
Test Data	Phone: 9999999999
Expected Result	Customer details should be updated
Actual Result	Details updated successfully
Status	Pass
Remarks	Update reflected correctly

Test Case 6 :

Field	Description
Test Case Id	TC_06
Test Case Title	Delete Customer
Module Name	Customer Management
Preconditions	Customer must exist
Test Steps	<ol style="list-style-type: none">1. Select Customer2. Click Date3. Confirm action
Test Data	Customer ID: C101
Expected Result	Customer details should be deleted
Actual Result	Customer deleted
Status	Pass
Remarks	Record removed from system