

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	1. Open CRM application
	2. Enter valid username
	3. Enter valid password
	4. 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	1. Open CRM application
	2. Enter invalid username/password
	3. 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	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	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	1. Search customer
	2. Modify details
	3. 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	1. Select Customer
	2. Click Date
	3. 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