**Black Box Test Plan**

The user should have Java 8 installed and the project opened in Eclipse. The following files should be in the *{project\_root}/input/* folder.

**tickets\_valid.txt**

TIME,PRIORITY,FIRST\_NAME,LAST\_NAME,QUESTION  
08/30/2017 10:17:00,3,James,Smith,How can I change my seat?  
09/22/2017 07:32:00,4,Eric,North,My flight was delayed and I missed a connected flight. Can I get a refund?  
12/08/2017 18:44:00,8,Jennifer,Williams,How do I use my mileage points?

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| **Test ID** | **Description** | **Expected Results** | **Actual Results** |
| **test0: loadInvalidFile** | **Preconditions**: the program starts and asks for an input file  Type: “input/tickets\_invalid.txt”  Press ENTER  Check results | **Printed**:  Invalid input file, please specify another input file:  (User is reprompted) | **Printed:**  Invalid input file, please specify another input file:  (User is reprompted) |
| **test1:**  **loadValidFile** | **Preconditions**: the program starts and asks for an input file  Type: “input/tickets\_valid.txt”  Press ENTER  Check results | **Printed**:  Loaded 3 tickets from “tickets\_valid.txt”  Options:  (T)ickets for a user  (F)ull Ticket report | **Printed**:  Loaded tickets from “input/tickets\_valid.txt”  Options:  (T)ickets for a user  (F)ull Ticket report |
| **test2:**  **getReportForName** | **Preconditions**: test1 passes and the 3 tickets are loaded in the program.  Type “T” and press ENTER  Type “James,Smith” and press ENTER.  Check results | **Printed**:  James Smith is number 1 in the queue:    Priority 3 submmited on 08/30/2017 at 10:17:00: How can I change my seat? | **Printed:**  James Smith is number 3 in the queue:  Priority 3: submitted at 08/30/2017 10:17:00 by James Smith, Question: How can I change my seat? |
| **test3:**  **getReportNonexistentName** | **Preconditions**: test1 passes and the 3 tickets are loaded in the program.  Type “T” and press ENTER  Type “LeBron,James” and press ENTER.  Check results | **Printed**:  LeBron James doesn’t have any tickets in the system. | **Printed:**  User LeBron James has no active help tickets. |
| **test4:**  **getFullReport** | **Preconditions**: test1 passes and the 3 tickets are loaded in the program.  Type “F” and press ENTER.  Check results. | **Printed**:  James Smith is number 1 in the queue:    Priority 3 submitted on 08/30/2017 at 10:17:00: How can I change my seat?  Eric Smith is number 2 in the queue:     Priority 4 submitted on 09/22/2017 at 07:32:00: My flight was delayed and I missed a connected flight. Can I get a refund?  Jennifer Williams is number 3 in the queue:     Priority 8 submitted on 12/08/2017 at 18:44:00: How do I use my mileage points? | **Printed to {project\_root}/output/output.txt:**  Priority 8: submitted at 12/08/2017 18:44:00 by Jennifer Williams, Question: How do I use my mileage points?  Priority 4: submitted at 09/22/2017 07:32:00 by Eric North, Question: My flight was delayed and I missed a connected flight. Can I get a refund?  Priority 3: submitted at 08/30/2017 10:17:00 by James Smith, Question: How can I change my seat? |