	l		I	Users_Account	1		
ame		Date_pasword_ change	Type_customer	Account_Number	Late_payment_flag	Date_of_last_payment	Total_am
123		12.08.2021		123456	78 0		
987		12.08.2020					
202	3030	12.07.2021	elecric+water	9090909	90 1	10.02.202	21
es							
Test Suite number	er Test Suite description	Test Case number	Test Case name	Test Case steps	Test Data	Expected Result	
TS1	1.Login to system with valid/invalid User Name/Password. 2.User Password has been reset within the last 90 days. 3.User has elecronical service. 4.User requests invalid option. 5.User requests Account Balance. 6.User enters valid/invalid Account Number. 7.Late payment flag has not been set for the user's current balance. 8.User gets current Account Balance.	TC1-1	System opening	1. Open system		Promt "Pleas enter your 4-digit User ID" is shown	
		TC1-2	Entering invalid User Name	2. Enter User Name <4 digits	User name - 123	Promt "That was not a valid entry" is shown	
		TC1-3	Entering valid User Name	3. Enter User Name =4 digits	User Name - 1234	Promt "Please enter your 4-digit password" is shown	
		TC1-4	Entering invalid password	4. Enter Password <4 digits	Password - 987	Promt "The password you entered is invalid" is shown	
		TC1-5	Entering valid password	5. Enter Password =4 digits	Password - 9876	Promt "Pleas select from the following options: Press 1 for Account Balance. Press 2 for Customer Support" is shown.	
		TC1-6	Selecting invalid option	6. Press invalid button	3	Promt "That was not a valkid entry" is shown.	
		TC1-7	Selecting Account Balance	7. Press button for Account Balance	1	Promt "Please enter your 8-digit account number" is shown	
		TC1-8	Entering invalid Account Number	8. Enter account number <8 digits	1234567	Promt "Our records indicate that account number is invalid" is shown.	
		TC1-9	Entering valid account number	9. Enter account number =8 digits	12345678	Promt "You currently have an amound due of [Total Amound Due]" is shown. (total amound due = 100).	
TS2	Changing User Password. User has water service.	TC2-1	Loging by User with old password	Open system Enter User Name =4 digits Enter Password =4 digits	User name - 9876 Password - 1235	Promt "Your password is required to be reset. Please enter a new password" is shown.	
		TC2-2	Entering a new Password	Enter password 4 digits	Password - 2121	Promt "Our records indicate that you do not have electrical services active. Please call our toll-free number for information about your water utility bil." is shown	
TS3	User requests Support Call User calls within/before/after working hours.	TC3-1	Calling to Customer Support within working hours.	Change PC Time >9 AM and <5PM Open system Senter User Name =4 digits First Password =4 digits First Password =4 digits	Time - 1PM User name - 2020 Password - 3030 Option-2	Please Wait while we tranfer your call." is shown. Support Call is transferd using Telephone Integration.	
		TC3-2	Calling to Customer Support before working hours.	Change PC Time <9 AM Open system Senter User Name =4 digits Enter Password =4 digits Fress button in promit to select Customer Support optic	Time - 8 AM User name - 2020 Password - 3030 Option-2	Promt "Our hours for support are between 9 AM and 5 PM Eastern Standard Time. Please try to call again later" is shown.	
		TC3-3	Calling to Customer Support after working hours.	Change PC Time >5 PM Copen system Senter User Name =4 digits Enter Password =4 digits Fress button in promit to select Customer Support optic	Time - 6 PM User name - 2020 Password - 3030 Option-2 n.	Promt "Our hours for support are between 9 AM and 5 PM Eastern Standard Time. Please try to call again later" is shown.	
TS4	Late payment flag has been set for the user's current balance. User gets current Account Balance.	TC4-1	Getting User Account balance if a late payment flag has been set.	Open system Center User Name =4 digits Enter Password =4 digits Press button to select Account Balance option Enter account number =8 digits	User name - 2020 Password - 3030 Option-1 Account number - 90909090	1. Promt "Our records indicate that you have an overdue bill. Your lastpayment was due on {Date} is shown (Date = 10.02.2021) 2. Promt ""You currently have an amound due of [Total Amound Due]" is shown. (total amound due = 30).	n.